



New York State Teachers' Retirement System

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NYSTRS.org

NYSTRS Technology Guide for Working Remotely

This document is meant to provide NYSTRS users with the necessary information to connect and work remotely. As we develop further instructions, we will update this information to reflect the various peripherals/devices and use cases.

How will IT assist users?

Initial Set-up:

- IT will contact users at home to remotely assist with technology set-ups. Users do not need to contact IT to initiate this process.
- IT will remotely assist users with their set-up, as much as possible. This is the preferred method at this time. IT will continue to provide user documentation and phone consultation to accomplish this.
 - Duo (multi-factor authentication – security required for working remotely)
 - [DUO Complete User Administration Guide](#): Registering, Adding devices, Removing devices, Changing default device
 - [DUO FAQ](#)
 - Citrix Access Gateway (CAG) User Guide: Connection to NYSTRS Virtual Desktop (*Minimum of Windows 8.1 and MacOS Sierra – 10.12.6*)
 - [User Guide for CAG Authentication](#)
 - [Citrix Access Gateway From iPad Via Browser](#)
 - [Citrix Access Gateway Setup for Windows Computers](#)
 - [Citrix Access Gateway Setup for Mac OS](#)
 - [Citrix Workspace iPad Caffeine/Keep Alive Settings](#)
 - Telephone Forwarding: EC500 and Checking Voicemail Remotely
(Note: When enabled, Voicemail will be left on your NYSTRS Voicemail. Please make sure to check often).
 - [Enable/Disable Call Forwarding and Checking Voicemail Remotely](#)

Ongoing Assistance:

- Once users are successfully set-up, we are requesting users to open ServiceNow incidents for further assistance as needed. Please provide detailed information and the preferred telephone number where we can contact you in the ticket. **PLEASE NOTE: This is the preferred method of contact.** [ServiceNow Report an Issue](#)
- Email the Customer Support Unit at customersupportunit@nystrs.org should you not be able to submit a ServiceNow ticket for your issue.
- If you need to speak to a member of the customer support unit, please dial the helpdesk line at 518-447-2900 (x4357) or 1-800-348-7298 x 4357 for assistance.
- IT is updating and publishing knowledge-based articles and frequently asked questions in ServiceNow. [ServiceNow Knowledge Base](#)

How should we collaborate remotely and what tool is available?

- Microsoft Teams (collaboration tool)
 - What features are available and supported now?
 - Chat
 - One-on-One Chat
 - Group Chat
 - Screen Sharing
 - Audio Calls: available through Teams. However, if you are experiencing issues, follow directions for setting up a meeting and dial in using a phone
 - Video Calls: available, but quality cannot be guaranteed as it is dependent upon several factors
 - Meetings
 - Individual or Group Meetings
 - External participants (non-NYSTRS users can be invited to join a meeting)
 - Audio Calls: available through Teams. However, if you are experiencing issues, dial in from phone
 - Video Calls: available, but quality cannot be guaranteed as it is dependent upon several factors
 - Microsoft Teams User Documentation and FAQs (documentation will continue to be expanded and updated)
 - [Teams Meetings](#)
 - [Teams Chat](#)
 - [Teams FAQ](#)

What if I require the ability to print remotely?

- Please be aware that NYSTRS Policy does not allow printing to home/remote printers from NYSTRS virtual workstations. This is in force to limit the spread of hard copies of protected data outside of NYSTRS property. In addition, allowing a connection to our network from a non-NYSTRS device (your personal printer) opens up a potential avenue for malware infections.
- Please continue to work from digital copies.
- Business justifications for remote print must be reviewed and approved by the executive staff at NYSTRS.

Terminology/Glossary

The basic technology necessary to work remotely, is described below.

- **Citrix Access Gateway (CAG):** This is the infrastructure that allows for staff members to connect back to NYSTRS resources. When connected to the CAG, you will be able to access your NYSTRS Virtual Desktop.
- **Client Endpoint (endpoint):** This is the computer or device you are connecting to NYSTRS resources from.
- **DUO (multi-factor authentication):** Required secondary authentication for connecting remotely to your NYSTRS Virtual Desktop and email.
- **Internet Service Provider (ISP):** This is the company that provides you with internet service. Examples: Spectrum, Verizon FIOS, Verizon Wireless.
- **Virtual Machine (VM, or desktop):** This is the NYSTRS desktop you log into each day from the office. Since NYSTRS utilizes virtual machines, your desktop is running in one of our data centers.
- **Wired connection:** A wired connection will generally be the most stable but can be more complicated to set up than a wireless connection.
- **Wireless connection:** Most staff will have a wireless connection to their Internet provider. This is often the easiest to set up, especially if you are using your own equipment.