



Eits
Energy IT Services

Remote Access Options



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U.S. DEPARTMENT OF
ENERGY

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Information Officer

Remote Access Options for EITS Customers

If access is required to DOE Headquarters internal network resources, such as messaging, productivity tools or network-stored files and folders while away from the DOE building, you can access them through a Virtual Private Network. Follow the instructions below.

(Note: You must have access to the Internet to use these services)

Virtual Private Network

A Virtual Private Network (VPN) is a private connection between two resources that makes use of the public telecommunication infrastructure. It maintains privacy through the use of a tunneling protocol and security procedures and provides you with the following abilities.

- Messaging via Outlook Web Access (OWA)
- Remote Desktop and Application Access via Citrix™ Workplace
- Secure access to DOE HQ mission specific internal network resources

WebVPN

The WebVPN is VPN that can be accessed using an Internet browser. It is the simplest way of connecting to DOE network resources remotely, and offers the most features. It can be accessed by visiting <https://connect.doe.gov> with your web browser.

The following are required to start the WebVPN:

- A connection to the Internet. Any Internet connection is supported, including the following:
 - Home DSL, & cable
 - Public kiosks
 - Hotel hook-ups
 - Airport wireless nodes
 - Internet cafes
- A WebVPN supported Internet browser. The following browsers have been verified for VPN. Other browsers might not fully support WebVPN features.
 - **Windows 7 (32bit) & (64bit):**
 - Internet Explorer 8.x
 - Internet Explorer 9.x
 - Firefox 3.x
 - Firefox 4.x
 - **Windows XP (64bit):**
 - Internet Explorer 7.x and 8.x
 - Firefox 3.x
 - Firefox 4.x
 - **Windows XP (32bit):**
 - Microsoft Internet Explorer 6.x-8.x
 - Internet Explorer 9.x
 - Firefox 3.x
 - Firefox 4.x

– **Mac OS X 10.6 32- and 64-bit:**

- Safari 4.x
- Firefox 3.x
- Firefox 4.x

– **Mac OS X 10.5:**

- Safari 2.x
- Firefox 3.x
- Firefox 4.x

- Cookies enabled. Cookies must be enabled so that the browser can access applications correctly.
- Pop-ups allowed. The browser should allow pop-ups so it can display the WebVPN toolbar and timeout warnings. If pop-ups are blocked, enable them and reload the WebVPN page to redisplay the control window pop-up. If pop-ups are disabled on the browser, WebVPN will not warn the user before disconnecting due to idle timeout or maximum connect time.
- A VPN username and password. If you do not have a VPN account, you can request one at the following URL. <https://vpn-support.doe.gov/vpnrequest>

Links to VPN use and installation information can be found on the following web page:

<http://access.doe.gov>

EITS Network Applications
















OWA allows access to all the information and to the vast majority of the features found on your EITS desktop Outlook client. This includes your email files and folders, email archives (when on the NAS), calendar, contacts, etc.

Workplace allows access to a virtual desktop very similar in look, feel, and functionality to your EITS desktop. This includes all the Common Operating Environment (COE) applications like Word, Excel, PowerPoint, Access, Outlook, Internet Explorer, and Adobe Acrobat Reader. Other applications are optionally available, as well. Contact the EITS Enterprise Service Center (ESC) to inquire about application availability and costs.

(Note: Access to other DOE HQ internal network resources, such as those required for mission specific purposes, require the use of a client-based version of VPN software to be installed.)

Reference Chart

Use this chart to match the specific network resource you need to the type of technology required to access it.

Applications / Features	Blackberry (if applicable)	<u>Outlook Web Access (OWA)</u>	<u>Citrix Workplace</u>	<u>WebVPN</u>	<u>AnyConnect VPN</u>
<i>All methods other than Blackberry require a RSA Token</i>					
Email					 1
Applications (i.e. Applix, STRIPES, STARS, etc.)					 1
Internal DOE web-based pages (i.e. Intranet)					 1
EITS Desktop w/access to network drives, files, and folders					 1
DOEnet Access					 1

If you have any questions or comments about EITS Services, please contact the EITS Service Desk at EITS.ServiceDesk@hq.doe.gov or via phone at 301-903-2500, option 1, 3.

If you have any questions or comments about VPN services, please contact the VPN Administrator at EITS.ServiceDesk@hq.doe.gov or via phone at 301-903-2500, option 1, 3.