

Laptop Dialup & Remote Network Connection

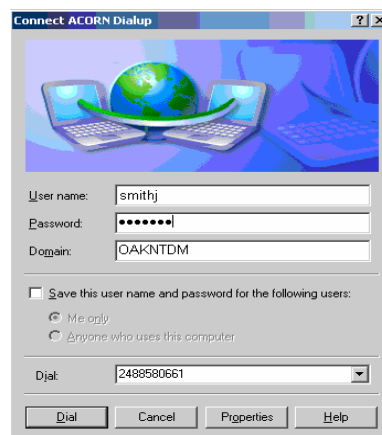
Dialup and remote connection from home or away provides access to the Internet, Email, Network drives and Remote applications.

Dialing In

Before dialing in, you will need your:

- SecurID Card & PIN#
- County Network Login and Password
- 3Com Megahertz 56K Cellular Modem PC Card (Versa LX Model)
- Connector Cable (black cord with the imprint of the telephone icon) (Versa LX Model)
- Telephone Cord (Versa LXI Model)
- Telephone Cord

1. From the **Login Screen**, press **Ctrl + Alt + Delete** simultaneously to access the **Microsoft Logon** window.
2. Click the **OK** button to acknowledge the **Oakland County Warning Banner**.
3. From the **Logon** screen, type **your last name** and **first initial** in the **User name** field. (Example: John Doe - type as doej.)
4. Type your **network password** in the **Password** field.
5. Check the box that says **Log on Using Dial-up Connection**. (If you only wish to use desktop applications and **not** log into the network, do not check the box. You will see the desktop appear, and you can begin using the desktop applications.)
6. Click the **OK** button.
7. From the **Network Connection** dialog box, click the **Connect** button.
8. From the **Connect ACORN Dialup** dialog box, type **your network password** in the **Password** field. This information may populate automatically.
9. Click the **Dial** button. If prompted to **make the phone number change permanent**, click the **No** button. The modem will begin dialing.



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There are two connection choices, which you will be able to choose from:

Type of Connection	Description
Local ACORN Dial-in	Any local call – when dialing into the County complex using the familiar 10 digit telephone number (from home, another office, etc.)
Long Distance ACORN Dial-in	Any call made to the County complex which requires the user to dial a 1 + Area Code + 7 digit telephone number.

NOTE: If you need to dial a special digit in order to get an outside line, (such as “9”); you will need to add this digit to the beginning of the phone number in the dialup dialog box.

If you do not hear dialing sounds you may be using a digital line or need to reconnect all cables and cold boot the Laptop.

If you hear the dialing but do not connect within 30 seconds, disconnect and wait 2 – 3 minutes and try again.

SecurID Authentication Screen

Once the connection is made, you will be prompted to log into the dial-up server using your PIN # and the Passcode (provided on the SecurID Card) issued by Information Technology.

NOTE: For security purposes the Passcode on the SecurID Card changes every 60 seconds. You should never share your PIN # or SecurID Card with anyone.

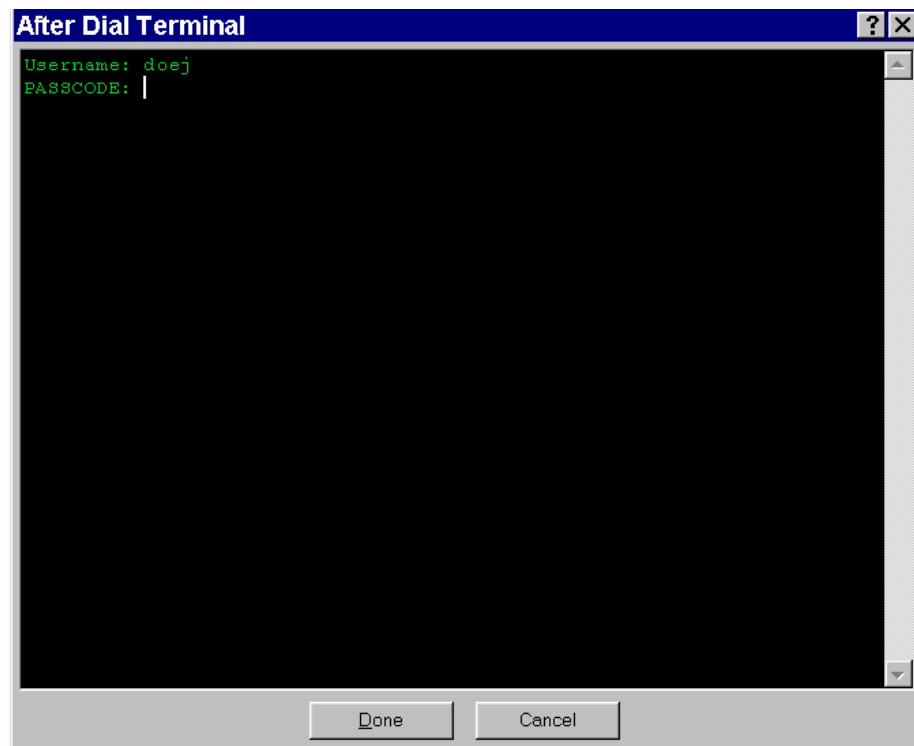
1. At the **Username** prompt, type in your **last name, first initial**. This information may populate automatically.
2. Press the **Enter** key.
3. Using one of the SecureID cards shown below, at the **PASSCODE** prompt, type your **4-digit PIN number** followed by the **6-digit code** displayed on your SecurID Card. Nothing will be displayed on the screen.



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4. Do not click the **Done** button at the bottom of the screen. This will close your screen and will not allow you to log in. Press the **Enter** key.
5. The black **After Dial Terminal** screen will close and the **Logging on to Windows** screen will appear.

Once the **After Dial Terminal** screen closes, you will be connected to the network. Do **NOT** manually close these screens. They are mapping your drives, and closing them prematurely will not allow the process to complete.



You are now able to access the Internet, Webmail and Network Drives.

Accessing Webmail

The Oakland County Webmail Direct application can be accessed from Internet Explorer at <https://mail.oakgov.com/wm>. For further information on using Webmail and setup instructions, please review the **Webmail Access from Home or Laptop Use** documentation found at <http://www.oakgov.com/ittrain/documentation/webmail.html>.

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Accessing County Network Drives

1. From the **Desktop**, right click **Explore**.
2. Click the **network drive** you wish to access.

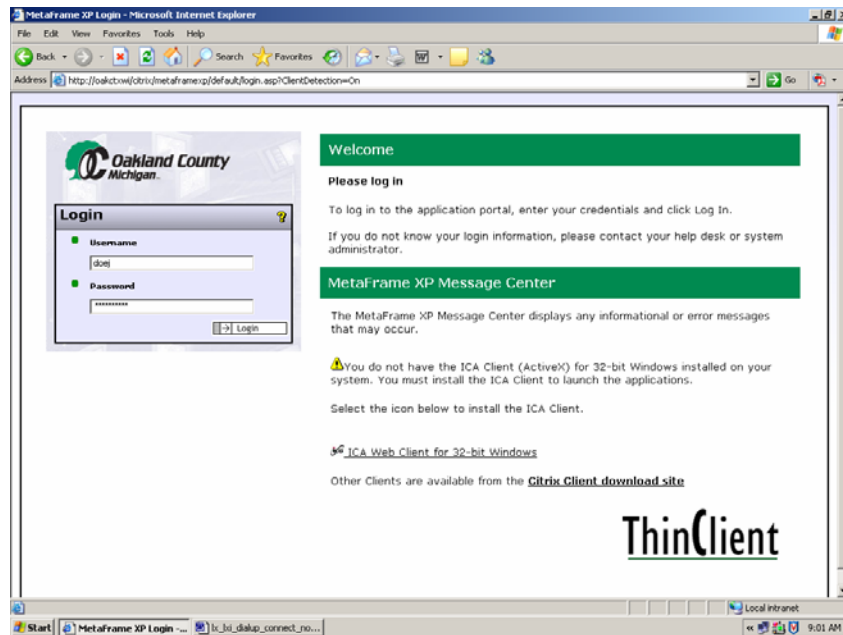
If your network drives (I:, J:, K:) do not appear, double click the **Network Drives.bat** file located in the **ACORN Dialup** folder on your **Desktop**.

Accessing Remote Applications

You must have prior authorization to access remote applications. Please contact your IT liaison to request this access.

To access remote applications,

1. From **Internet Explorer**, type **citrixlogon** in the **Address** field.
2. Click the **OK** button to acknowledge the **Oakland County Warning Banner**.
3. Enter your **Citrix Username** and **Password** to access remote applications.

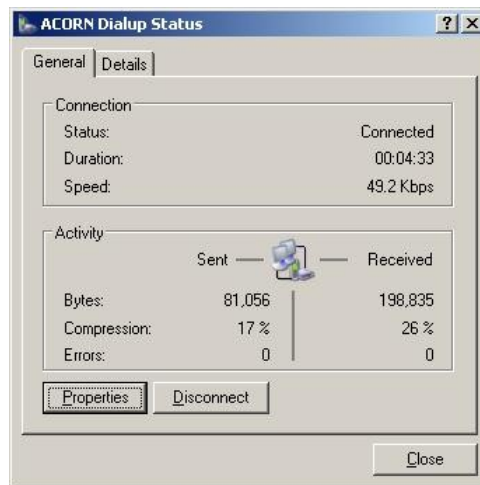


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Disconnecting from Dial-Up

When you are finished using the dial-up, you must break the connection.

1. From the **Desktop**, double click the **ACORN Dialup** icon.
2. Click the **Disconnect** button.



You are now completely disconnected from the Oakland County Dial-up server.

If you have any problems, please call the IT Service Center at (248) 858-8812.

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