HOW TO TELEWORK USING **YOUR** HOME COMPUTER

REQUIREMENTS

Teleworking using your Windows® (version 7 or higher) home computer requires the use of your LincPass and a smart-card reader. If you don't have a card reader, try your local help desk. Smart-card readers are also available from amazon.com and most computer supply stores. (The SCR3310 is a tried-and-true model.)

You'll also need a DSL, cable, or WiFi hotspot Internet connection.

Satellite Internet service (e.g., DirecTV®, Dish Network®) is not supported.

Internet Explorer® (version 11) is the only browser supported. If you're using Windows 10®, which replaced Internet Explorer with Edge®, just type "Internet Explorer" in the search bar and then select it from the list displayed.

USDA staff can now use external card readers to telework from home using their personal computers and their LincPass. If you don't have an external card reader, your organization should provide you one. (See sidebar to the left for more information and additional requirements.)

The nature of the LincPass smart card requires additional prompting for credentials. Be sure to select the correct certificate, and be prompt with your response; otherwise the system may time out.

STEP ONE: Turn on your computer and wait for it to fully start.

STEP TWO: Plug your smart-card reader in to any available USB port, then wait for the device to be recognized and the driver installed.

STEP THREE: Install *Citrix Receiver*. Open Internet Explorer and browse to http://receiver.citrix.com; then follow the prompts to install. When finished, *do not* add an account if prompted.

STEP FOUR: Next, go here: https://workspace.usda.gov.

STEP FIVE: In the *Select a certificate* dialog box, click on the certificate you use to access your work computer (it should end in "@fedidcard.gov"), click OK, and then enter your PIN at the prompt. During this process, make sure your browser window is not full screen; otherwise, the dialog box may be hidden behind it. Also note that the order of the certificates listed can change; you can't always select the certificate based on its position in the list. (See *Setting a Friendly Name* on the next page.)

STEP SIX: Click on DESKTOPS along the top of the screen, then click on Office Desktop.

STEP SEVEN: When prompted for a user name and password, don't enter it. Instead click on *Switch User* and then click on one of the "Smart card logon" boxes.

STEP EIGHT: Re-enter your PIN. If you get the error, "Your credentials could not be verified," select the other box under Sign-in options (one not currently highlighted) and try again.

If you get a warning that "Your virtual desktop is attempting to use your microphone or webcam," click "No access" to deny the request or "Permit use of these devices" to allow it (say, if you plan to use a local printer). To suppress the notification on future log-ons, check the box alongside "Do not ask me again for this virtual desktop."

You should now see the Windows Desktop with which you are familiar.

Using the Session Control Menu

Along the top of the screen you'll see this:

If you click on it, a menu drops down from the top of the screen:
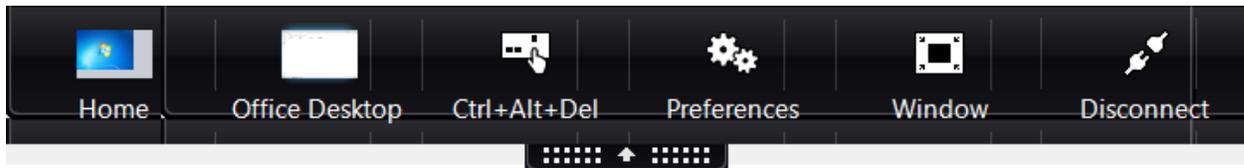
Home: Provides access to your local Desktop/system (not the work environment).

Office Desktop: Returns you to your work environment.

Ctrl+Alt+Del: Boots (resets) your work environment (not your local Desktop/system).

Preferences: Displays a dialog box that lets you set preferences for the Display, File Access, Flash, and Microphone and Webcam.

Window: Unmaximizes the browser window. Clicking it a second time again sets the browser window to full screen.

Disconnect: Shuts down your connection to your work environment, returning you to your local environment.

Ending Your Session

When you're ready to call it a day, don't just close your browser window and leave it at that. Instead, do this: Click on the Start icon in the lower left corner of the Desktop, hover over the arrow alongside the *Log off* button, then select "Shut down."

Next Time You Log On

Your first log-on is a bit more involved because a certificate needs to be installed and other parameters need to be set. Subsequent log-ins will be very simple; just select the LincPass log-on credential, enter your PIN, and you're in!

Setting a Friendly Name for Your LincPass Log-in Credentials

Setting a friendly name for your log-in credentials will make it easier for you to identify it in the list of credentials presented when you insert your LincPass into the smart-card reader. Here's how to do it.

STEP ONE: In Windows 7, Click *Start* and then type "run" in the *Search* field, then click *Run* under *Programs* in the list displayed. Then type "certmgr.msc" in the *Open* field and press Enter. (In Windows 10, go to the start screen and type "certmgr.msc" and then press Enter.)

The *Certificate Manager* screen should then be displayed.

STEP TWO: Double-click on *Personal* in the left pane, then single-click on *Certificates* right below it.

The certificates should appear as shown to the right, with your name replacing "KEITH SESSIONS" in this example.

STEP THREE: Double-click on the first certificate listed for your name, then click the *Details* tab.

STEP FOUR: Scroll down the list and look for the field *Enhanced Key Usage* with a value of "Smart Card Logon". If you don't find it, click OK and repeat the process for the next certificate listed for your name.

STEP FIVE: When you locate the certificate with an *Enhanced Key Usage* with a value of "Smart Card Logon", click *Edit Properties* under the *Details* tab. There will be additional entries in the *Details* tab, in addition to "Smart Card Logon".

STEP SIX: Set the *Friendly name* field to something that makes sense to you (e.g., "LincPass log-in").

STEP SEVEN: Click OK, then OK again, then close the *Certificate Manager* window by clicking on the X in the upper right corner.

That's it!

If You Run Into Problems

Cannot log on using smart card: Make sure you are starting from a new Internet Explorer window. Close the Internet Explorer app and restart it.

Application takes too long to start: Are you responding to the prompts in a timely manner? Do you have enough network bandwidth (e.g., is someone streaming a movie over the same Internet connection)?

<p style="text-align:center">***</p>