

OED Service Desk VPN Assist Button

Regular/Extended* Hours of Operation

Monday- Friday 5:30am-7:00pm (PT)

Saturday - 7:00am-4:00pm*

Sunday - Closed

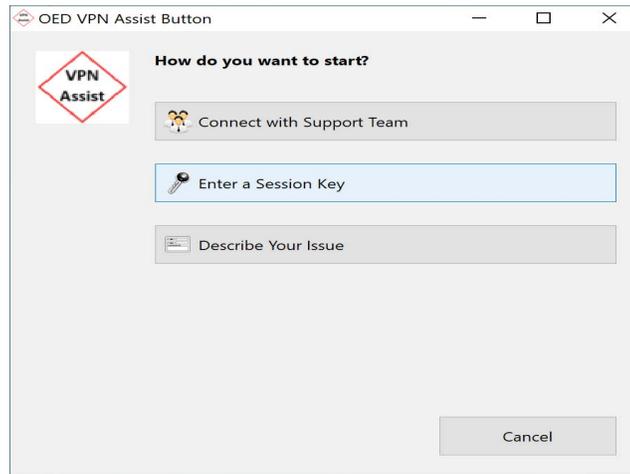
Also closed on the Holidays observed by the State of Oregon



OED VPN Assist Button

Purpose: The OED Service Desk **VPN Assist Button** is available to use when working remotely and not able to get a Virtual Private Network connection established or (VPN'd in). A Click of a Button that connects staff quickly with an OED IT Tech who can provide technical support for **ONLY VPN related issues.**

How do you want to start? Click or Choose Describe Your Issue



Options 1 and 2 are not currently supported:
Connect with Support Team
Enter a Session Key

Choose Option 3 Describe Your Issue

GOAL: Allow OED Staff with **VPN issues only** direct connection to OED IT Technical Support Queues for quicker resolution on the following **VPN issues:**

1. **VPN** - Antivirus Errors
2. **VPN** - Connectivity Issues
3. **VPN** - Missing Network Drives
4. **VPN** - PIN Issues
5. **VPN** - Unable to Login

Option 3 Describe Your Issue Window

The screenshot shows a window titled "OED VPN Assist Button" with a "VPN Assist" logo. The "Your Issue" dropdown menu is open, displaying a list of options: "- Choose -", "VPN - Antivirus Errors", "VPN - Connectivity Issues", "VPN - Missing Network Drives", "VPN - PIN Issues", "VPN - Unable To Login", and "503-947-1633". Below the dropdown are fields for "Email Address", "Phone Number", and "Comments". At the bottom are buttons for "< Back", "Next >", and "Cancel".

STEP 1 - Choose from the dropdown list like example below from the list of the following 5 VPN Issues:

This screenshot is similar to the previous one, but the dropdown menu is open, showing the list of VPN issues. The "Next >" button is highlighted, indicating the next step in the process.

STEP 2 Type in your State of Oregon Email Address: _____@oregon.gov
or Choose it from the list

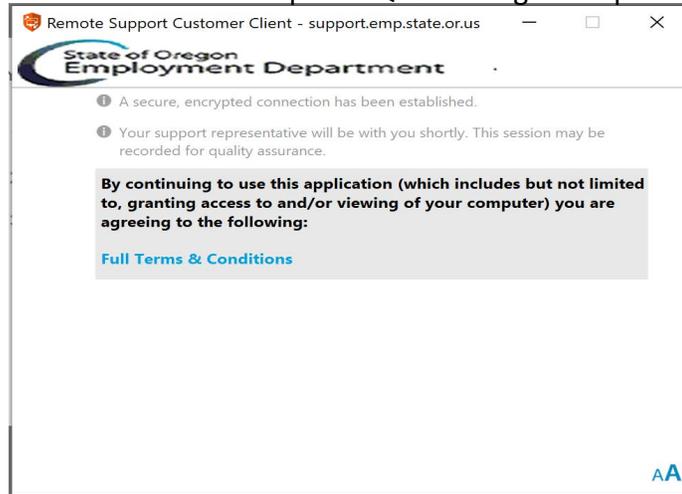
STEP 3 Type in Phone Number you can be reached at right now: ___(503) 937-1633___
or Choose it from the list

STEP 4 Comments are optional - Please type in comments that would be helpful to resolving your VPN issue

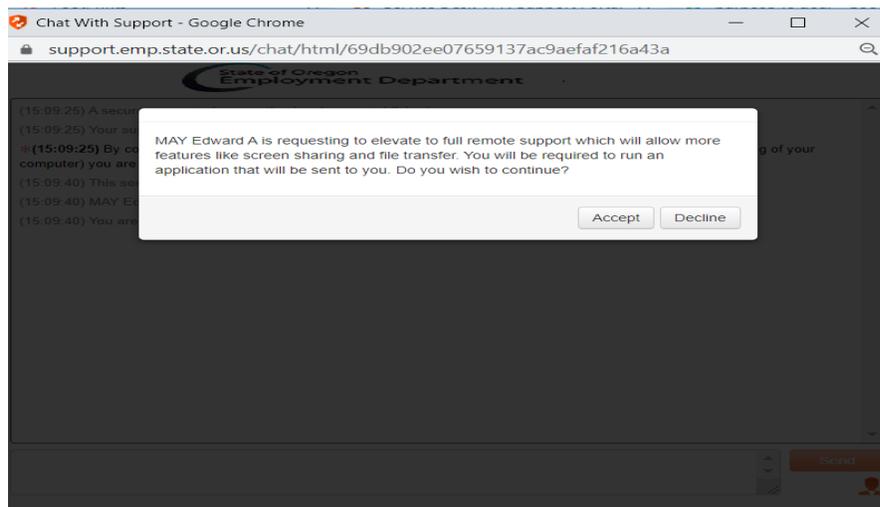
The screenshot shows the "OED VPN Assist Button" window with the following fields filled out: "Your Issue" is set to "VPN - Connectivity Issues", "Email Address" is "raquel.k.stutheit@oregon.gov", and "Phone Number" is "503-947-1633". The "Comments" field is empty. The "Next >" button is highlighted.

Click Next > Button

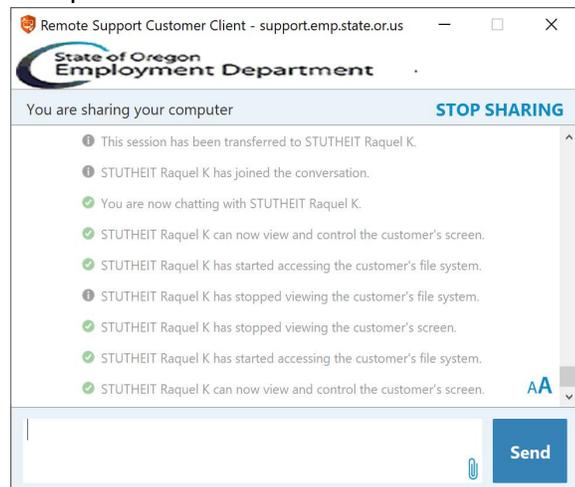
Staff in OED Helpdesk Que waiting for Rep



Click Accept Button to allow OED Tech to remote to device



Chat Window open between Staff and OED Tech to communicate



To End Remote Session Click on STOP SHARING

Technical Remote Support Session Ended View



Click OK Button

Please fill out Survey so we know how we are doing both good and bad providing VPN technical support so we celebrate our wins and work to improve.

A screenshot of a survey form titled "Survey". The first question is "Was the issue you are calling about resolved?" with radio button options for "Yes" (selected) and "No". The second question is "Please rate your satisfaction with the overall support experience." with radio button options for "Very Satisfied" (selected), "Somewhat Satisfied", "Satisfied", "Somewhat Dissatisfied", and "Very Dissatisfied". Below the questions is a "Comments:" label and a text input field. At the bottom left is a "Submit" button.

View or Download Chat Transcript by Clicking on links

A screenshot of a support portal page. At the top, there is a link for "F5-VPN-INSTRUCTIONS.pdf". Below this is a header section for the "State of Oregon Employment Department" with the title "Service Desk VPN Support Portal" and a language selector for "English (US)". A mouse cursor is pointing at the language selector. The main content area is divided into three sections: "Support Session Complete" with a thank you message and session end notice; "Download Session Data" with links for "View Chat Transcript" and "Download Chat Transcript"; and "Survey" with a message: "Thank you for your input! We value your feedback."