DDS MFA & VPN Setup Meeting Agenda, June 3, 2020

Hosted by EHS-IT

To: DDS Service Coordinators and Staff who have received state issued iPhones and laptops

Topics of discussion:

* Pain Points
  + Difficulty downloading MFA apps to smartphones
  + Difficulty setting up and logging into VPN
  + Creation of Apple IDs & Passwords
  + Users having multiple state email addresses are not clear which one to use
  + Is there a process to request additional apps to state phones?
* Solutions
  + Guide to download MFA apps to smartphones, sync MFA to Centrify then log in to VPN in MS PowerPoint format
  + Apple ID Set-Up & Best Practices PDF
  + Apple ID Password reset PDF
  + State-Issued iPhone Setup & Best Practices PDF
  + Android Password Reset PDF
  + Who to contact to resolve technical issues PDF
* Questions and Answers