Frequently Asked Questions

As the COVID-19 situation continues to develop in Oklahoma, OMES has been working to put alternative plans in place to ensure we are able to continue serving Oklahomans. We take a broad approach to service continuity and are committed to service and safety for all our citizens.

With that in mind, we've put together this toolkit to provide you with a guide to the tools OMES offers to help make teleworking seamless. Please review this Telework Toolkit for quick start guides on working remotely.

If you do not have access to resources like a Virtual Private Network or other tools listed below, please work with your designated security representative or contact the OMES Service Desk by email or phone at 405-521-2444 with any questions.

1. **How do I connect to VPN?**
   a. Click on the Pulse Secure icon and sign in using your six-digit employee ID and the password you use to log into your work computer.
   b. If using the web to access your VPN, use the following URLs:
      i. For Windows, visit vpn.ok.gov.
      ii. For Mac users, visit vpn.ok.gov/mac.
      iii. For DHS users, visit vpn.ok.gov/dhs.

2. **How long will it take to get a VPN if I do not have one?**
   a. The OMES Service Desk is working closely with agencies to prioritize VPN requests. View this guide to see if you can work through O365 in the interim.

3. **Are we still able to submit PC support tickets at this time?**
   a. Yes; however, the work will need to be done via remote support. We ask you to partner with our techs as they help walk you through the steps to troubleshoot your issue.

4. **Should I use a VPN or Microsoft Office 365?**
   a. Use this guide to understand if you need a VPN. VPN should only be used if you need to access specific drives or customized agency applications while offsite. If you can accomplish the majority of your job using email, O365 will meet your needs and you do not need VPN capabilities.

5. **How can I forward my office phone to my agency provided cellular phone?**
   a. Office phones are capable of forwarding calls to a designated alternate phone. The instructions for this feature can be found using this guide.

6. **How can I have my office voicemails sent to my agency email?**
   a. Office phones are capable of sending voicemails as attachments through your agency email. The quick start guide for this feature is coming soon.

7. **What is the cost for VPN access if I do not already have it?**
   a. We will do a true-up of VPNs provisioned as part of our yearly Master Service Agreement process.