

Metro Vancouver Staff,

With the ongoing COVID-19 Pandemic, Metro Vancouver is exploring a range of options to increase social distancing in the workplace and mitigate risk for all staff. One potential opportunity is to allow as many staff as possible to work productively from home.

For some staff, this may not be operationally feasible as certain roles and responsibilities require staff to be on site without a viable option to work remotely. However, by implementing temporary changes to existing policies and procedures, we can continue to provide critical services while further reducing risk. Your General Manager and/or Supervisors will share additional information with you early next week relating to new guidelines and protocols.

For staff who may be able to work remotely, please take your computer and phone home daily.

Most Metro Vancouver laptops are VPN (Virtual Private Networking) enabled which allows remote access to our systems. Please see the attached set of instructions for how to use the VPN. If you have any issues, please contact IT at (604) 432 6252 for assistance.

For more general questions, we have activated a generic email at COVID-19inquiries@metrovancover.org monitored by Human Resources staff.

VPN Test - Remote Access

In order to expand the ability for staff to work from home, we are asking users to assist us in doing a load test of our VPN service at 5pm tomorrow, March 15, 2020.

Users that have laptops at home this weekend are requested to participate if possible.

At 5pm tomorrow, VPN Users are asked to:

1. Start laptops.

2. Launch Cisco, connect and login with domain credentials.
3. Send a test email to yourself to confirm that the connections are made.
4. Please leave connection open for a minimum of 10 minutes to test the system before closing.

We don't know what we will face in the weeks and months ahead, but we do know that COVID-19 will test our abilities to be kind and generous, and to see beyond our individual interests as we continue to serve the Region.

Thank you for your patience and commitment.

Jerry

Jerry W. Dobrovolsky, P.Eng., MBA
Commissioner/Chief Administrative Officer

[Metro Vancouver]<<http://www.metrovancouver.org/>>

Metro Vancouver Remote Access with VPN

What is VPN?

A Virtual Private Network allows access to another network, in this case the Metro Vancouver internal network, gvrd.bc.ca, from home or remotely

What and who has access?

Metro Vancouver Laptops with Cisco AnyConnect VPN Client and MV VPN Profile, "Metro Vancouver 2"

Metro Vancouver staff with active IT accounts and VPN access enabled.

What is accessible?

Once connected to VPN, all applications and workflows should work similar to in Office

Network N Drives and other may need to have shortcuts created on Desktop prior to remote access

E-Mail Outlook or OWA, Orbit, HR PeopleSoft and Unit 4 FMS can be accessed remotely without VPN

How to use VPN?

Connect to a trusted WiFi network or Smartphone Internet Hotspot

Test that the internet connection is working: <https://www.metrovancouver.org> or www.google.ca

Open Cisco AnyConnect, Click drop down to select "Metro Vancouver 2" if not already showing



Enter your MV username and password, then click connect. It will then show Connected

To Disconnect from VPN, click Disconnect and it will return to the Ready to Connect window

Assistance and Information:

Please contact the Help Desk for any assistance or more information:

help.desk@metrovancouver.org

604/432-6252