



NARA COVID-19 Response

Fact Sheet #5: Telework-ready IT resources

March 16, 2020

This fact sheet provides guidance to help protect NARA staff and reduce the spread of the 2019 novel coronavirus disease (COVID-19) in the workplace.

NARA's Citrix remote access environment cannot sustain a large number of concurrent users. Users will begin to experience performance issues, including slowness or trouble connecting and staying on, if too many users are logged onto Citrix at the same time. NARA must impose restrictions on the use of Citrix in order to support expanded telework as a part of the government's response to the COVID-19 public health emergency.

Remote access to NARA applications, systems, and files.

Many NARA applications, systems, and files can be accessed without using Citrix. The following is a summary of different ways to access NARA resources.

1. **Direct Access.** You can access many NARA services directly through your browser without using Citrix. These resources include:

- NARA Email, Calendar, and Google Drive Resources: <https://email.nara.gov>
 - Email, contacts, and calendar
 - Hangouts meetings and messaging
 - Google Drive file storage and Google Suite document editing tools

If your documents are in Google Drive, you can access them *without* using Citrix. For additional information, please see the [NARA Email Remote Access Guide](#).

- Internal Collaboration Network (ICN): <https://icn.nara.gov>
- Learning Management System (LMS): <https://nara.csod.com>
- Employee Express: www.employeeexpress.gov
- CGE (Concur) Travel System: cge.concursolutions.com

2. **Virtual Private Network.** If you have a NARA-issued laptop, use the installed Cisco AnyConnect (VPN) to connect to NARANet, instead of Citrix.

3. **Citrix Portal.** If you don't have a NARA-issued laptop and you need to access resources that aren't available through direct access, use <https://portal.nara.gov> to access NARANet.
- If you require Citrix in order to access an application, system, or files, you must log onto Citrix only for the period of time necessary to efficiently perform your work function, and then log off of Citrix as soon as you are done.
 - You may not use Citrix to access applications, systems, or files that are available through a means other than Citrix.
 - Information Services monitors Citrix usage and will terminate individual Citrix sessions if there are performance issues, such as if a user is idle with a Citrix session open, or if a user is consuming a large amount of computing resources that impacts overall Citrix performance.

Telework resources.

Links to IT resources you may find useful when teleworking are listed below.

- Citrix Portal User Guides:
 - [Portal User's Guide for Windows 10 Workspace Virtual Desktops and Applications](#)
 - [Portal User Guide for Windows based computers, Apple iPad, and AirPad tablets](#)
 - [New Citrix portal drive mapping instructions](#)
- NARANet Self-Service Password Reset. Use the [NARA Self-Service Password website](#) instead of contacting the Call Center to unlock your NARANet account. These [instructions](#) explain how to register with the system (if you have not already done so) and how to reset your password.

Point of Contact: If you have issues while teleworking, contact the Call Center at 703-872-7755, 301-837-2020, or itsupport@nara.gov. Service ticket requests may also be submitted via the ServiceNow online ticketing portal at <https://itsupport.nara.gov>.