



**VOA Alaska**

# Work from Home Guides

PrimeCare Technical Support: 1-800-408-1981 or [service@primecaretech.com](mailto:service@primecaretech.com)

Citrix Shared Facility Issues: Taylor Milan (678) 878-3319 or [taylor.milan@primecaretech.com](mailto:taylor.milan@primecaretech.com)

Glen: Telephone or text at (907) 727-1489 or [glen@alaskacomputerguy.com](mailto:glen@alaskacomputerguy.com)

## Contents:

1. Call forwarding from your office phone
2. Zoom scheduling and resources
3. Relias Learning Information
4. Citrix (remote access to the Facility Shared Drive)
5. Webmail user guide



## VOA Alaska

### Call Forwarding from your Office Phone

At no time will personal phone numbers be viewable

1. Community members will be encouraged to call the VOA Alaska main line at (907) 279-9640.
2. Reception will answer incoming community calls, collect basic information, then transfer the call to the internal office phone number of a clinician from the on-call list. *(Clinician office phones should be set-up to forward all calls to the clinician's cell phone, see below for how to do this.)*
3. Reception will provide a quick recap of captured information to the clinician, then transfer the community member to the clinician and hang up.
4. The community member will be able to talk with a clinician, without having access to the clinician's cell phone number.
5. The clinician will be able to see the community member's phone number and can redial them in the event of being unexpectedly disconnected.
  - a. The clinician should let the community member know that should they be disconnected, the clinician will call back from a Blocked/Unknown number.
  - b. The community member could also redial the main line to be reconnected with the clinician.
  - c. To redial the community member's phone number, the clinician should first dial \*67 to disguise their own phone number.

To set-up call forwarding on your office phone:

1. Select **Prog** from the options at the bottom of your phone screen.
  - a. Hit the button below the arrow below your name to get to **Prog**
2. Select **Cfwd**, then **All**.
3. Select **SET** to add your cell phone number. Remember to include an 8 in front of your full phone number (i.e. 8 907 xxx xxxx) to forward to an external cell phone.
4. Pick-up then hang-up your office phone to activate call forwarding. The right side of your office phone screen should display CFA or Call Forwarding with a red light indicator next to the text.
5. To cancel the call forward, repeat steps 1 and 2, then select **CNCL**.

# How to Schedule a Zoom Meeting

## Go to:

- <https://zoom.us/>
- **MY ACCOUNT** in the top right
- Sign in using your username and password
- **SCHEDULE A MEETING**
- Customize your topic and description
- Choose date/time/duration
- Leave the rest as default unless you are customizing different options
- Choose alternative hosts if you would like
- **SUBMIT**
- Add meeting to you Outlook Calendar
- Invite Attendee (s) using their email address
- Send the invite

When it's time for the meeting, start the meeting. If it is a phone meeting only, the instructions for that will appear in your calendar invite.

Zoom offers Live training, videos and a knowledge base right from their home page



## Relias Learning

Hello! As you are working from home, please consider getting ahead on your Relias Learnings!

<https://voaak.training.reliaslearning.com/>

- User name: your first name initial and last name without spaces and all lower case
- Password: your first name with the first letter capitalized
- My Learning tab: to begin your assigned trainings (recommended that you start with the *Welcome to Relias Learning management System (RLMS)*)
- Complete assigned trainings: review material, take exam and complete course evaluations
- Course evaluations must be completed in order to receive a completion certificate

***Certificates: These are available for your own use, and can be printed or emailed.***

Contact Michelle Pattison: [mpattison@voaak.org](mailto:mpattison@voaak.org) if you are having trouble logging in.

## Resources for Help

PrimeCare: 1-800-408-1981 or [service@primecaretech.com](mailto:service@primecaretech.com)

Glen: Telephone or text at 907-727-1489, or email to [glen@alaskacomputerguy.com](mailto:glen@alaskacomputerguy.com).

## Installing the Citrix Web Client

In any web browser navigate to: <https://voa.primecloud.com> and log in with your Prime Care username and password.



If you have never installed Citrix on your machine, you will want to press the "Install" button. If you had a working Citrix client on your machine, you can press "Skip to log on".



When you press the "Install" button, you will be taken to the Citrix web page. You will need to install the "Citrix Workspace App" (Formerly called the "Citrix Receiver"). You will probably want to do this for your particular platform. That is, Windows.

## Workspace app for Windows

### Workspace app for Windows

Citrix Workspace app 1810 for Windows

Oct 29, 2018 | NEW

# Citrix Workspace app 1810 for Windows

Release Date: Oct 29, 2018

#### Compatible with

Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, and 2012R2.

[Download Citrix Workspace app for Windows](#)

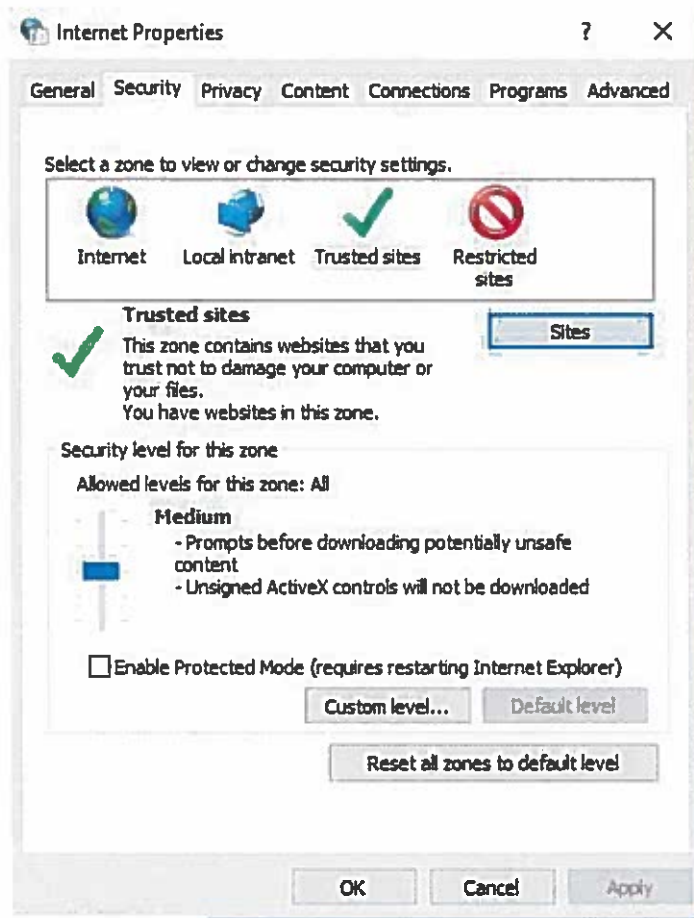
(96 MB - .exe)

Version: 18.10.0.20023 (1810)

You will need to download the Citrix Workspace App and run the "CitrixWorkspaceApp.exe" to install it.

During installation, it will ask you about "Single Sign-on". We do not use the client in this manner, so you will need to skip that. That is, do **NOT** check the box to use single sign-on.

To get into your account, you can again navigate to <https://voa.primecloud.com>. Before you log in, you will want to add the VOA Citrix page to your "Trusted Zone". To do this, go to "Tools" and "Internet Options". Select the "Security Tab"



Press the "Sites" button and add <https://voa.primecloud.com>

Once it is all properly configured and you have successfully logged in, you will have a few options. Most people will launch a full desktop by pressing the VOA Desktop Farm65.





## Other Devices:

One of the advantages of Citrix is the ability to access your Prime Care environment from a wide variety of devices. This includes iPads, Android Tablets, and Smart Phones.

The first step in installing the client is going to the “app store”, searching for “Citrix Workspace”, and downloading the free application. It will have an icon similar to the one below.



Once the Citrix Workspace app is installed, it may ask for some type of configuration. You can skip that. Like other platforms, you just need to open your browser and navigate to

You will be asked to log in. Put your Prime Care username and password in the provided spaces. Upon successfully logging in, you can then launch the desktop of your choice. The first time, it may ask you which application to use, and you select your Citrix Workspace for this. Finally, your desktop will open.

# Smart Phone and Webmail User Guide



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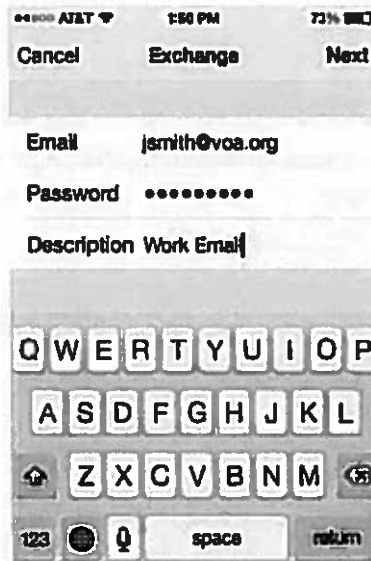
## iOS Smart Phones

This user guide will walk you through configuring your iOS or Android smart phone device to connect to your VOA work email. If you have any questions on how to complete this process please call the support desk at 800-408-1981.

*Please note that the username and password referenced in this document is the same username and password you are currently using to log into Citrix.*

### To Set up Email on your iOS device

1. Go to **Settings**.
2. On the Settings screen, tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Tap **Microsoft Exchange**.
5. Enter your **VOA email address, Password, and a short Description** for your email. Tap **Next**.



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Should you run into a problem, please call your Help Desk at 800-408-1981.

# Smart Phone and Webmail User Guide



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6. Enter your Server (webmail.voa.org), Domain (VOA), and Username. Tap Next.

A screenshot of a smartphone screen during an email account verification process. The status bar at the top shows 'AT&T', '1:48 PM', and '74%' battery. The screen displays a 'Verifying' header with a circular progress indicator. Below are several input fields: 'Email' with 'jsmith@voa.org', 'Server' with 'webmail.voa.org', 'Domain' with 'VOA', 'Username' with 'jsmith', and 'Password' with a masked field of dots. At the bottom, there is a 'Description' field with the text 'Work Email'.

7. After Verifying the Account you should now see this Account listed as an option when you select Mail from the home screen. If everything is working you should see some email messages in the inbox. To make sure you can send messages, go ahead and compose an email and send it to yourself.

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Should you run into a problem, please call your Help Desk at 800-408-1981.

# Smart Phone and Webmail User Guide



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## Android Smart Phones

(Please note that there is more variation in the different types of Android operating systems and your menu options may vary.)

To Set up Email on your Android device

1. Go the App Drawer



2. Find the Icon for Settings and select it.



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Should you run into a problem, please call your Help Desk at 800-408-1981.

# Smart Phone and Webmail User Guide



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3. Scroll down find the **Accounts** section and select **Add Account**.



4. If you cannot find the **Accounts** section find and select **Accounts & Sync** which will show a list of all accounts currently on the phone and click **Add Account** at the bottom.
5. Select the account type **Microsoft Exchange** or **Active Sync** or **Corporate**.



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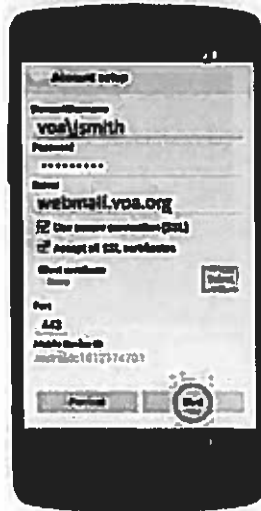
# Smart Phone and Webmail User Guide



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6. Add your full VOA work email address and your password, and then scroll to the bottom and select **Manual Setup**.



7. Add the Domain\Username using the same "\" as shown in the picture. Note that some devices will have two separate boxes for Domain and Username. In that case add VOA to the domain box and your username to the username box.
8. Add the server address: **webmail.voa.org**
9. Make sure the "Use Secure Connection" and "Accept SSL Certificates" are checked.



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# Smart Phone and Webmail User Guide



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10. If prompted to name the account you can create any name that you would like. This is used to identify this email account from others you may have on your device. See below for an example.



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# Smart Phone and Webmail User Guide



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## Webmail

When you log into Citrix you will be able to use Microsoft Outlook to access your email. However, you may also use Outlook Web Access to log into your email account. Outlook Web Access can be accessed from any desktop or laptop with an internet connection. The username and password provided to you to log into Citrix will allow you to log into Outlook Web Access.

Web URL: <https://webmail.voa.org/owa>

A screenshot of the Microsoft Outlook Web App login page. The page has a white background with a light blue header area. The text 'Microsoft Outlook Web App' is displayed at the top. Below this, there is a 'Security' section with a link to 'show explanation'. Three radio buttons are present: 'This is a public or shared computer' (selected), 'This is a private computer', and 'Use the light version of Outlook Web App'. Below the security options are two text input fields labeled 'User name:' and 'Password:'. A 'Sign in' button is located to the right of the password field. At the bottom of the page, it says 'Connected to Microsoft Exchange' and '© 2010 Microsoft Corporation. All rights reserved.'

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Should you run into a problem, please call your Help Desk at 800-408-1981.