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