



*U.S. Department of the Treasury*

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## Alcohol and Tobacco Tax and Trade Bureau (TTB)

DEPARTMENT OF THE TREASURY  
ALCOHOL AND TOBACCO TAX AND TRADE BUREAU (TTB)  
1310 G Street N.W.  
Washington, D.C. 20220

### **Information Technology - New User Guide**

Prepared by:  
Office of the Chief Information Officer

**FOR OFFICIAL USE ONLY**

Dated: July 13, 2011

## Table of Contents

<b>1. INTRODUCTION.....</b>	<b>2</b>
<b>2. YOUR FIRST DAY AT WORK – WHAT YOU SHOULD DO .....</b>	<b>2</b>
<b>2.1 POINTSEC.....</b>	<b>2</b>
<b>2.2 IF YOU WORK IN THE OFFICE .....</b>	<b>4</b>
<b>2.3 IF YOU WORK FROM A REMOTE LOCATION .....</b>	<b>5</b>
<b>2.4 SET UP YOUR OUTLOOK PROFILE.....</b>	<b>5</b>
<b>2.5 YOUR VOIP PHONE.....</b>	<b>8</b>
<b>2.6 OFFICE COMMUNICATOR.....</b>	<b>10</b>
<b>2.7 AVATIER PASSWORD STATION ENROLLMENT .....</b>	<b>11</b>
<b>2.8 CITRIX SINGLE SIGN-ON REGISTRATION.....</b>	<b>14</b>
<b>ATTACHMENT A. SOME USEFUL TOOLS AND SOFTWARE AT TTB .....</b>	<b>20</b>
• <b>POINTSEC.....</b>	<b>20</b>
• <b>WINDOWS OPERATING SYSTEM.....</b>	<b>20</b>
• <b>EMAIL.....</b>	<b>20</b>
• <b>MICROSOFT OFFICE SUITE .....</b>	<b>20</b>
• <b>MICROSOFT OFFICE COMMUNICATOR.....</b>	<b>20</b>
• <b>VOICE OVER IP (VOIP).....</b>	<b>20</b>
• <b>SOFTPHONE .....</b>	<b>21</b>
• <b>DIGITAL SENDER .....</b>	<b>21</b>
• <b>DIGITAL FAX.....</b>	<b>21</b>
• <b>VIRTUAL PRIVATE NETWORK (VPN).....</b>	<b>21</b>
• <b>RSA SECURID .....</b>	<b>21</b>
• <b>CITRIX ACCESS GATEWAY (CAG).....</b>	<b>21</b>
• <b>WIRELESS REMOTE ACCESS (MiFi).....</b>	<b>21</b>
• <b>SECURE FILE TRANSFER.....</b>	<b>22</b>
• <b>ZIX EMAIL ENCRYPTION .....</b>	<b>22</b>
<b>ATTACHMENT B. CONFIGURING YOUR RSA DEVICE FOR THE FIRST TIME .....</b>	<b>23</b>
<b>ATTACHMENT C. HOW TO CONNECT REMOTELY TO THE TTB NETWORK (USING VPN OR THE WEB CLIENT) .....</b>	<b>30</b>
<b>ATTACHMENT D. HOW TO RECEIVE IMPORTANT TTB NOTIFICATIONS THROUGH AMERILERT.....</b>	<b>40</b>
<b>ATTACHMENT E. TTB HELP DESK &amp; E-7200.....</b>	<b>46</b>

## 1. INTRODUCTION

Welcome to TTB!

The purpose of this orientation guide is to introduce you to the tools and software provided by the TTB Office of the Chief Information Officer (OCIO) that are available to help you perform your job while you are working on site, traveling, working remotely, or when using your home computer to access TTB resources.

## 2. YOUR FIRST DAY AT WORK – WHAT YOU SHOULD DO

The procedure outlined below will show you what you need to do to get started and use your workstation right away. **Note:** It is recommended that you perform the initial configurations, including MS Outlook setup, from your main office location, i.e., HQ, NRC, or your Field Office to establish your profile in Pointsec and Windows.

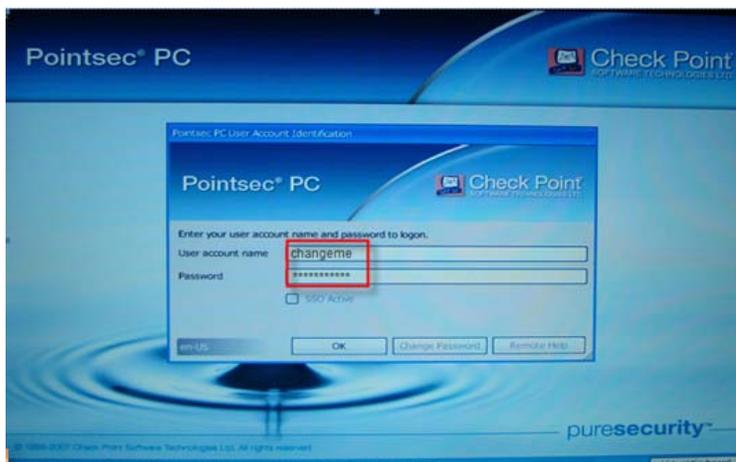
### 2.1 Pointsec

Pointsec is a software package that protects all data stored on your workstation's hard drive. Through its encryption capability, it converts data into "garbled" text to make it almost impossible for unauthorized individuals to obtain and use sensitive information. If you have been issued an equipment that has Pointsec on it follow the instructions below, if not please move to the next section.

After powering up your computer you will see the Pointsec login screen. This is the start of the pre-Windows authentication process. Before you can get to the Windows operating system, you need to enter the required credentials – your username and password – at the Pointsec login screen. You must get your Windows domain username and password from your supervisor to continue on to the Windows login process.

For the initial login to Pointsec, the username is **changeme** and the initial password is **changemenow**. Follow the steps shown below:

1. Turn your computer on.
2. At the Pointsec PC Authentication screen, enter your username: *changeme* and password: *changemenow*. Click **OK**.



The next screen tells you that you must change to your domain user account name and a new password. Click **OK**.



3. Change the User Account Name to your domain user name (the one given to you by your supervisor).



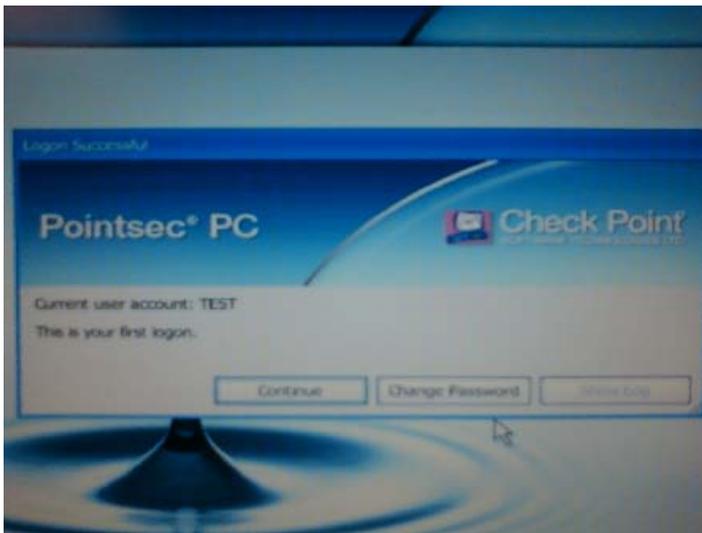
4. Enter your new password, retype the password to confirm then click **OK**.



To learn how to change your Pointsec password in the future, go to:

<http://hqsharepoint/OCIO/INFR/HD/TIPS AND TRICKS DOCS/Pointsec/How to Change Your Pointsec Password.pdf>

5. Click Continue.



You have just completed the pre-Windows authentication process and created your Pointsec account.

## 2.2 If you work in the office

You may connect to the TTB network through one of our networking centers (TTB Headquarters or the National Revenue Center) or you may connect through a field office that is linked to our networking centers via a dedicated broadband connection.

### 2.3 If you work from a remote location

If you work from a remote location, such as your home office or when on official travel, you may securely connect to the TTB network through VPN or the Citrix Access Gateway (CAG). For more information see the Attachments section of this guide.

### 2.4 Set up your outlook profile

You must setup your Outlook profile on the Microsoft Exchange server before you can access your email account. Below are the steps to do so:

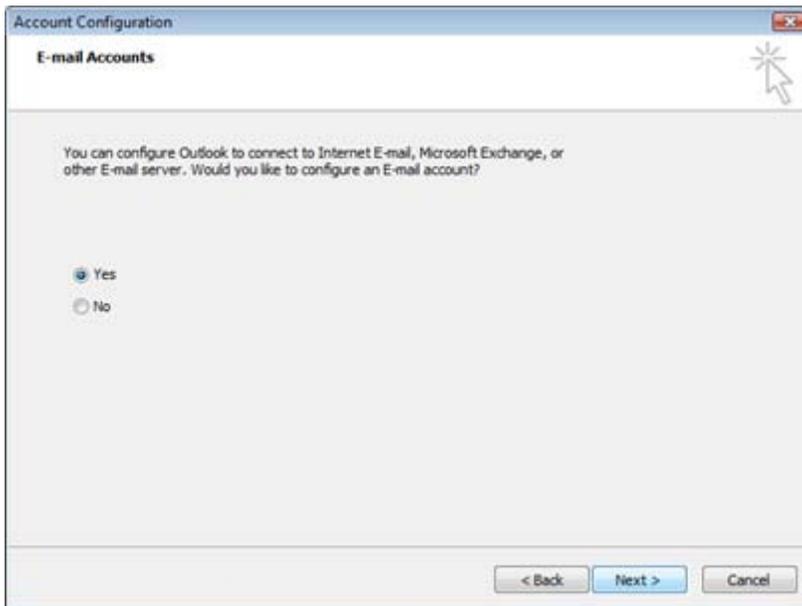
1. Launch the Outlook application through the Program menu by selecting **E-mail**.



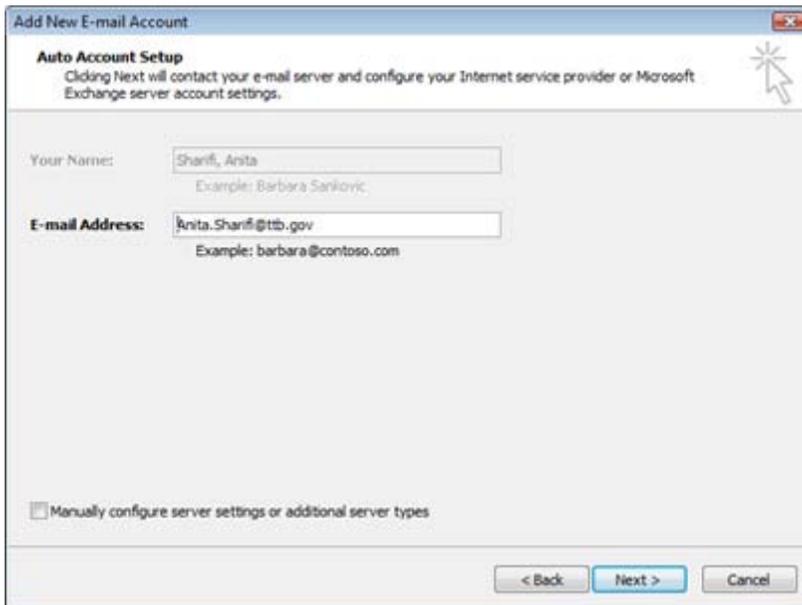
The Outlook 2007 Startup Wizard displays.



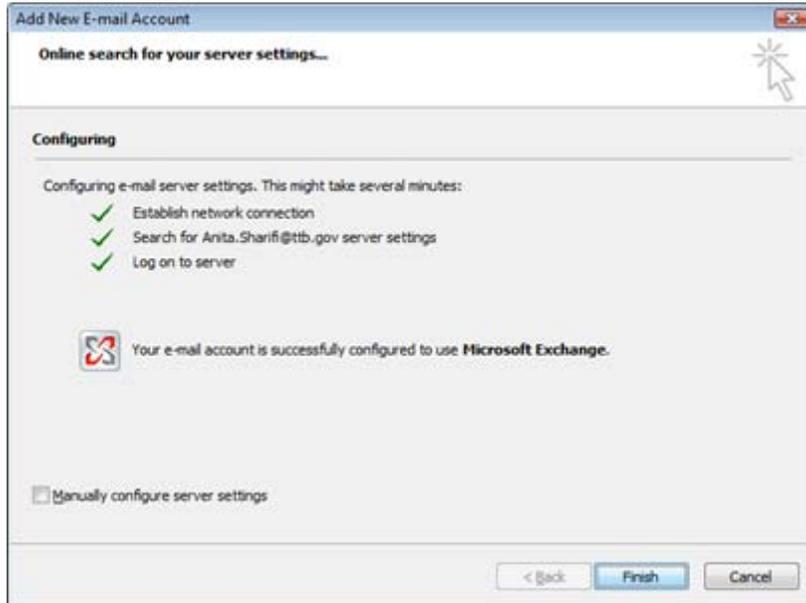
2. Select the **Next** button. The Account Configuration window displays.



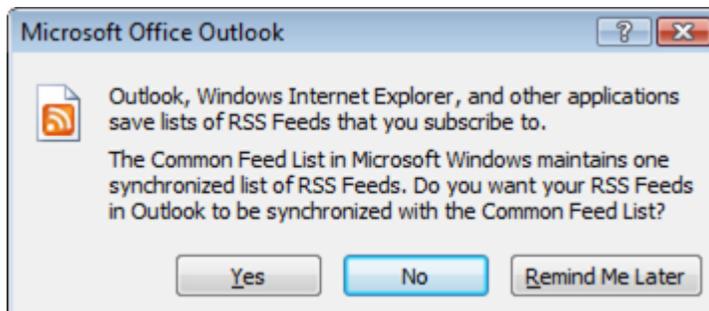
3. Leave the default radio button selected and select the **Next** button. The Add New E-mail Account window displays.



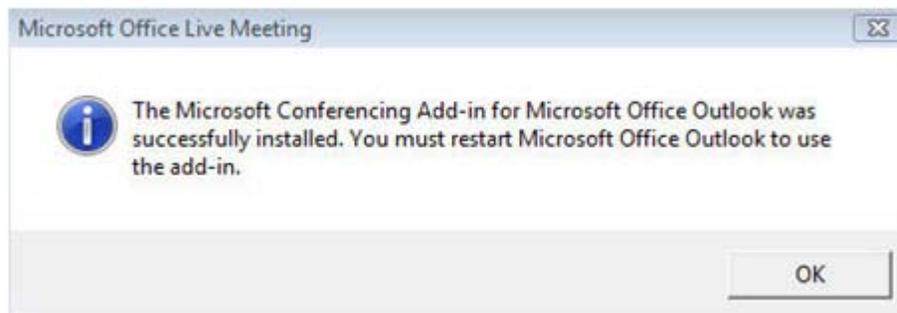
4. Select the **Next** button after the E-mail address is automatically detected. Your e-mail account is configured to use Microsoft Exchange.



5. Select the **Finish** button once the e-mail account has been configured to use Microsoft Exchange. A dialog displays prompting you to synchronize your Outlook RSS Feeds with the Windows Common Feed List.

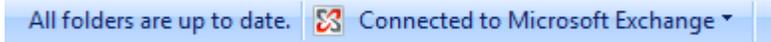


6. Select the **No** button to close the dialog. A dialog displays informing you the Microsoft Conferencing Add-In for Microsoft Office Outlook was installed.



7. Select the **OK** button to close the dialog.

8. Close the Outlook application once the status in the bottom is “All folders are up to date” and “Connected to Microsoft Exchange.”



## 2.5 Your VoIP Phone

A VoIP (Voice over Internet Protocol) Phone is a device that uses the Internet to make and receive telephone calls. Below is a sample of the features of your VoIP phone:



### A. How to Set up Voice Mail

1. Lift the handset, press the **Speaker** button, or press a line button.
2. Press the **Messages** button.
3. Enter the default password **024680#** when prompted.
4. Record your name and press # when prompted.
5. Record your greeting and press # when prompted.
6. Press **4** for Setup Options.
7. Press **3** for Personal Settings.
8. Press **1** to change the default password. It must be six characters long and must be changed every 180 days.
9. Enter the new password followed by #.
10. Confirm the new password and press #.

## B. How to Retrieve Voice Messages

(You have a message when the handset red light is on.)

1. Lift the handset, press the **Speaker** button or press a line button and listen to the dial tone.
2. Press the **Messages** button.
3. Enter your password when prompted.
4. Follow the prompts for options.



## C. How to Place a Call

1. Lift the handset.
2. When you hear the dial tone, press 8 for local numbers or 8 followed by 1 for long distance calls.
3. Dial the number you wish to call.

## D. How to Retrieve Missed Calls

1. Press the **Directories** button.
2. The **Missed Calls** option is highlighted in the menu, press the **Select** button.
3. A list of all your missed calls appears. You may either call a number back by scrolling to the number and pressing **Dial**, or you can view more options by clicking **more**.

## 2.6 Office Communicator

Office Communicator is an application that allows you to instantly communicate with other TTB personnel on the network. It includes: instant messaging, conference chat, and video and desktop sharing

### A. How to Access Communicator

1. Double-click the  icon on your Windows system tray to launch Communicator.
  - **Note:** If the  icon does not appear on your Windows system tray, select the **Start**  button and then select **All Programs > Applications > Communicator > Microsoft Office Communicator 2007**.

### B. How to Manage Your Contacts and Contact List

#### *Search for a Contact*

1. Type a person's name or email address in the **Search** box.
2. The results will appear in the **Search Results** box below the search box.

#### *Add a Person or Group to Contact List*

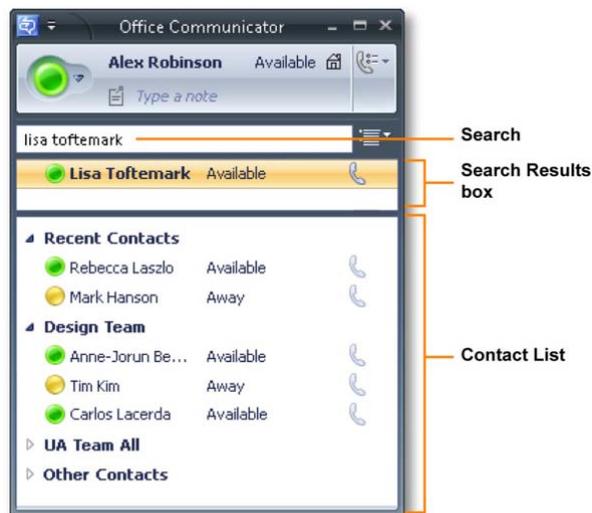
1. Type the person or distribution group's name in the **Search** box.
2. Drag the name from the **Search Results** box to the Contact List.

#### *View a Contact's Contact Card*

1. Select the contact's Presence button.

#### *Create a Custom Group*

1. In the Contact List, right-click a group name, select **Create New Group**.
2. Type a name for the group.
3. Press the Enter key.
4. To add contacts to the group, drag them from an existing group or from the **Search Results** box.



2.7 Avatier Password Station Enrollment

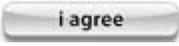
New TTB users will receive an email notification to enroll in the Avatier Password Station. This is important because it is a method to verify your identity when you call the TTB Help Desk. The Password Station provides self-service password reset, and strong password enforcement. Follow these steps to enroll in the Password Station:

1. Open the Internet Explorer browser by selecting the icon on your desktop.
2. Select the  button in the Internet Explorer browser and then expand the TTB Web Based Applications folder.
3. Select the [Password Reset](http://passwordreset/) (http://passwordreset/) link.

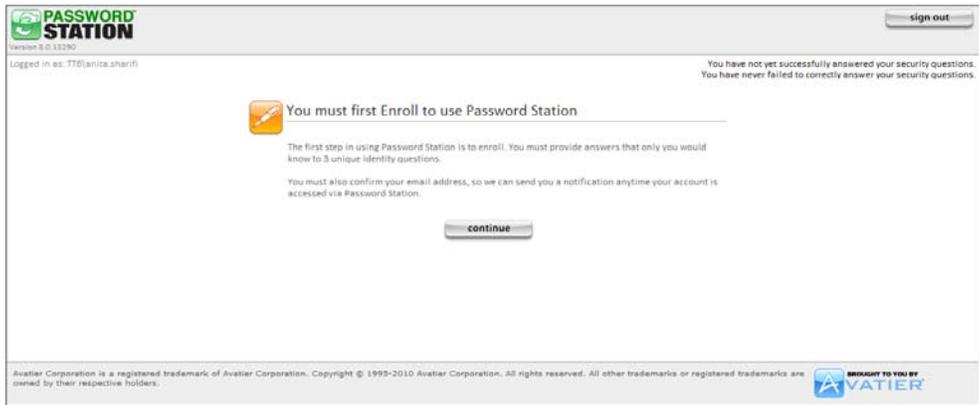


The Password Station web page displays.

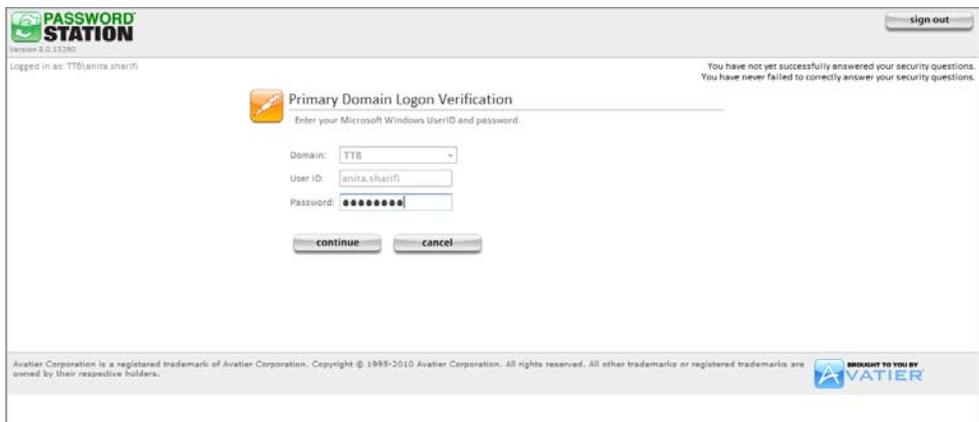


4. Enter your TTB Windows user name in the User ID field.
5. Select the  button after reviewing the Privacy Policy & Terms of Use.

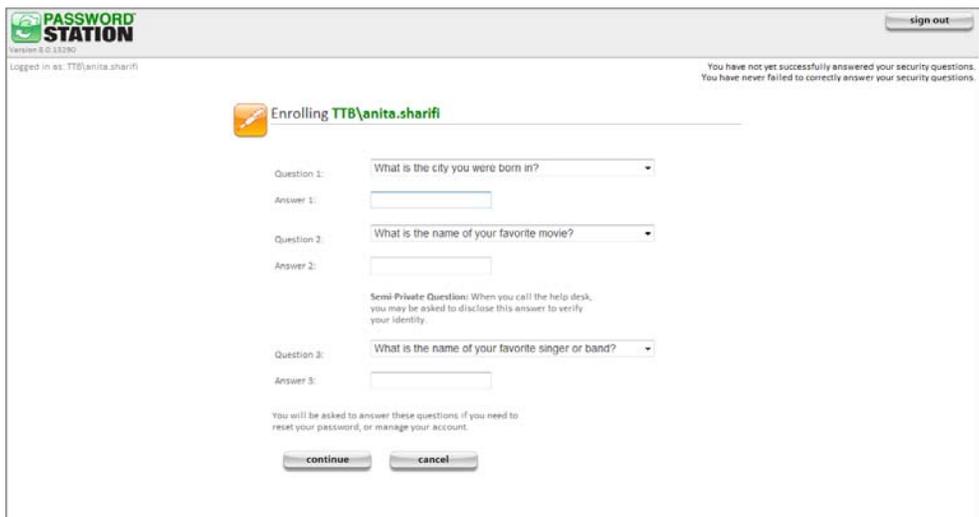
6. Select the **Continue** button.



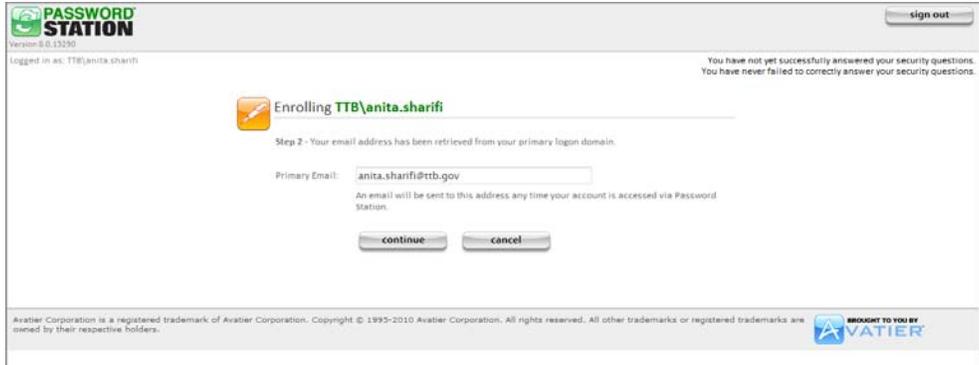
7. Enter your TTB Windows password in the text entry field.



8. Select the **Continue** button.
9. Select 3 security questions from the drop-down lists and enter answers to the security questions in the corresponding text entry fields.

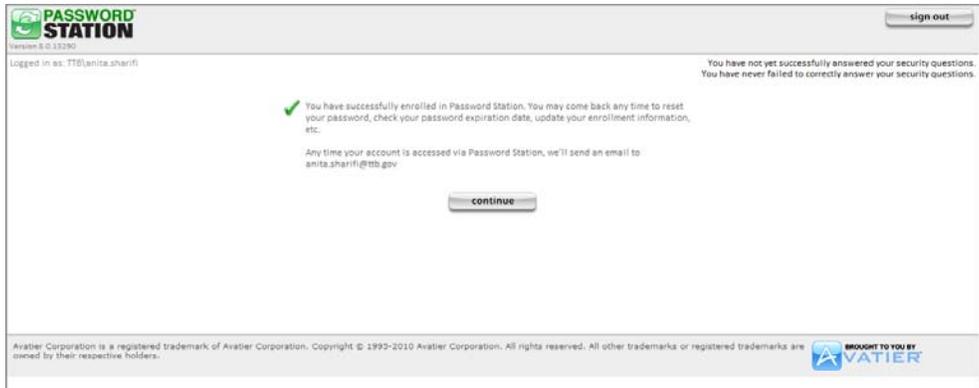


10. Select the **Continue** button.
11. Confirm the email address in the Primary Email text entry field is correct.

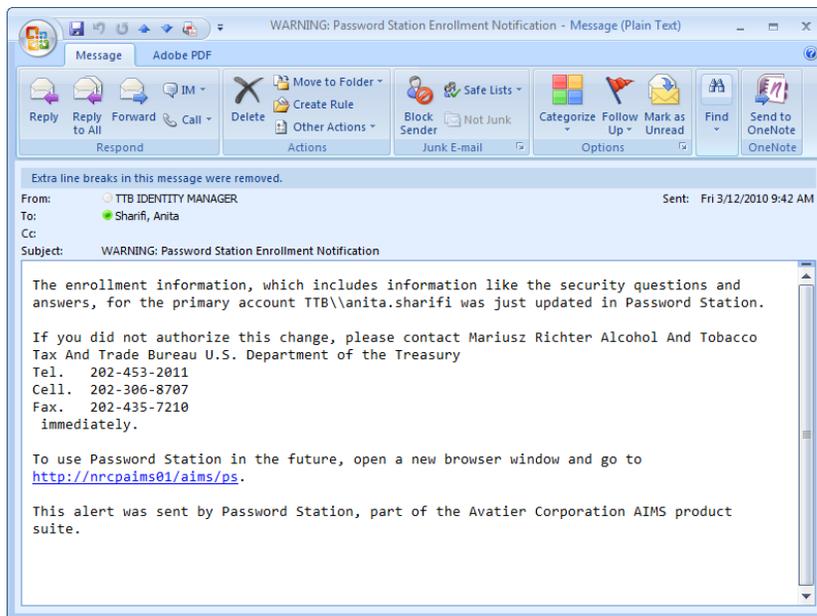


12. Select the **Continue** button.

13. Select the **Continue** button to complete the enrollment.



You will receive an email confirming you successfully enrolled.



Your TTB Windows login credentials expire after 60 days. You will begin receiving a daily reminder email approximately 2 weeks before your password is set to expire. You should change your Windows password through Avatier Password Station when notified.

Your Pointsec and TTB Windows login credentials should always be in sync. Therefore, you must change your Pointsec password after you change your TTB Windows password.

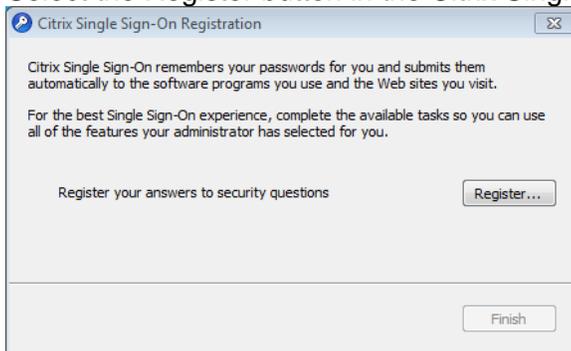
## 2.8 Citrix Single Sign-On Registration

Single Sign-On (SSO) allows you to store and automatically submit your login credentials (user ID and password) to access applications. Follow these steps to setup single sign-on on the Windows Desktop before you use single sign on.

### Setting up Single Sign On: Registering Security Questions

When you open Single Sign-On by clicking on this icon  in your system tray, you will initially be prompted to register answers to 3 security questions in order to setup SSO. These questions help confirm your identity. Follow these steps to register your answers to security questions:

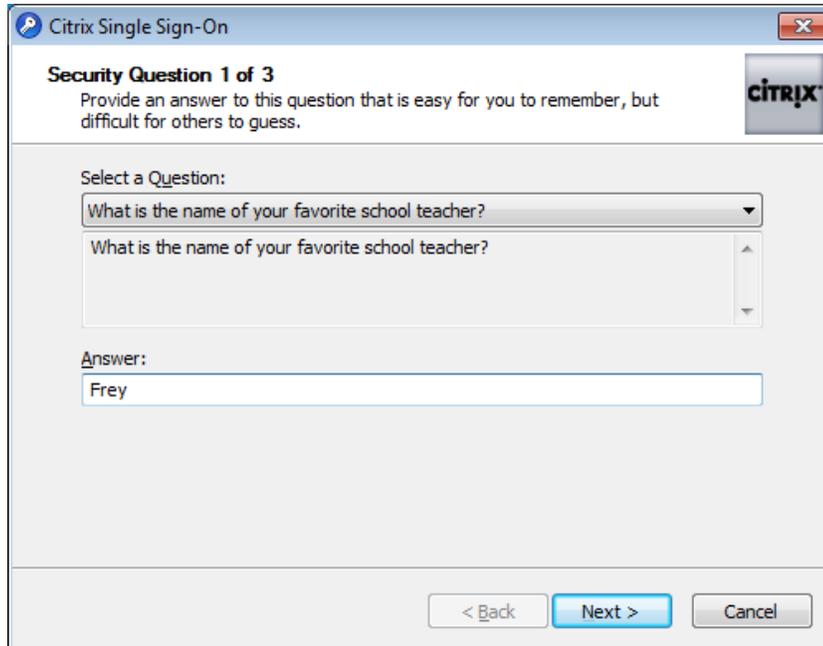
1. Select the Register button in the Citrix Single Sign-On Registration dialog.



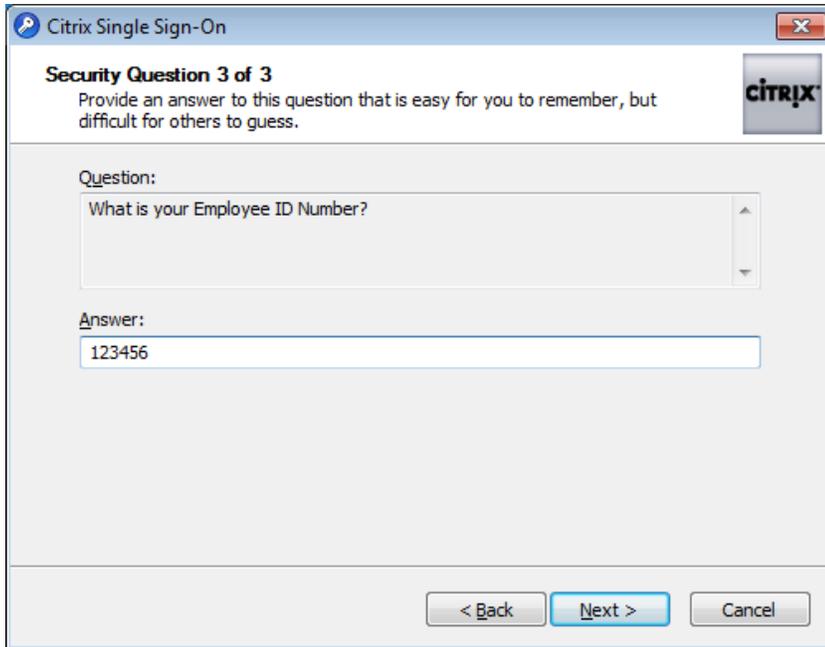
The Citrix Single Sign-On security questions registration wizard displays.



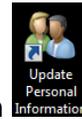
2. Select the Next button. You will be prompted for the first security question and answer.



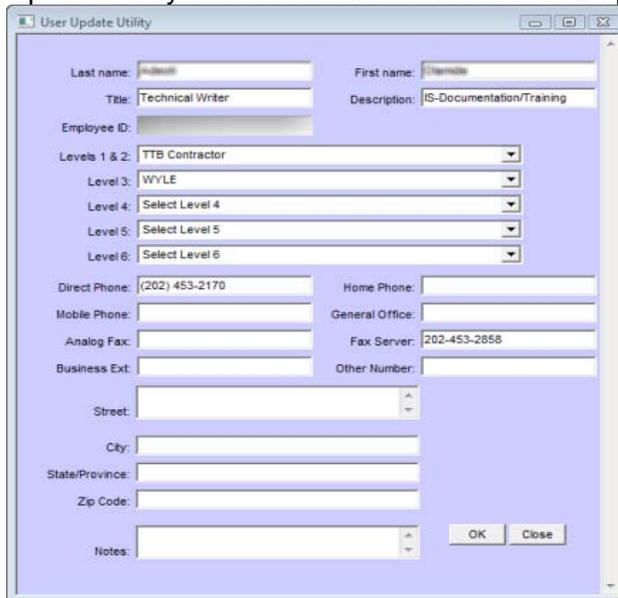
3. Select a question from the drop-down list and enter an answer in the text entry field.
4. Select the Next button. You will be prompted for the second security question and answer.
5. Select a question from the drop-down list and enter an answer in the next entry field.
6. Select the Next button. You will be prompted for the final security question answer.



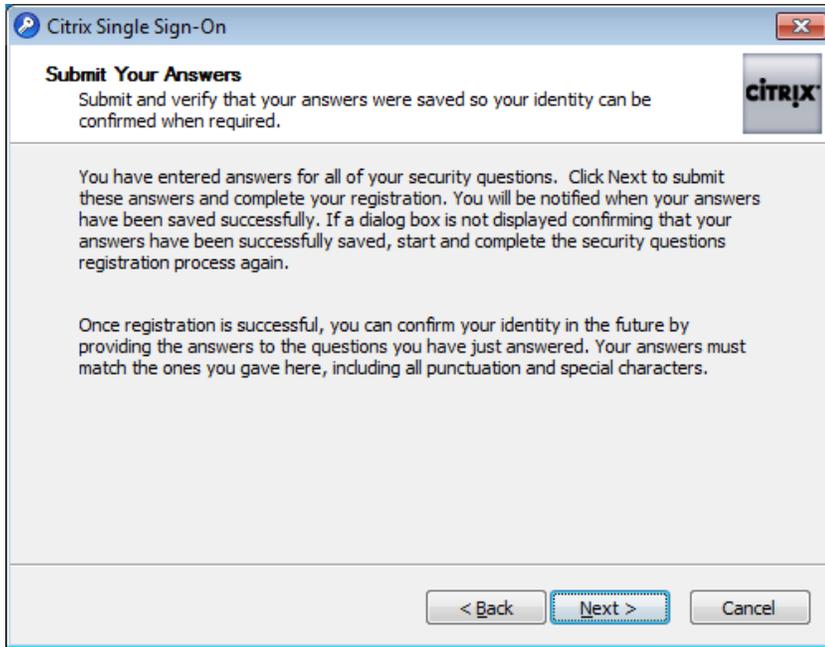
Note: The final security question will ask for your Employee ID number. This is how you find it:



Double-click the Update Personal Information icon to display the User Update Utility and locate this number in the Employee ID field.



7. Enter an answer in the text entry field.
8. Select the Next button. You will be prompted to submit your security questions and answers.



9. Select the Next button.



10. Select the Finish button.

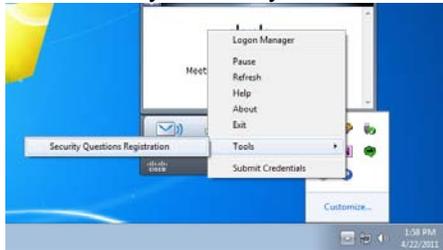


11. Select the Finish button to exit the Citrix Single Sign-On security questions registration wizard.

Note: To re-register your security questions and answers, right-click on the SSO icon



in the system tray and select Tools > Security Questions Registration.



## ATTACHMENTS

**ATTACHMENT A. SOME USEFUL TOOLS AND SOFTWARE AT TTB**

- Pointsec

TTB uses Pointsec as a means to protect all data stored on a computer's hard drive as well as USB and CD/DVD drives using encryption. What this means to you as a user is that you will be required to log in through the Pointsec encryption software each day before your machine will boot into Microsoft Windows.

- Windows Operating System

The OCIO has implemented Microsoft Windows Vista to all TTB workstations to provide a more robust and stable operating system. Microsoft Windows Vista comes with all the security compliance and approved software licenses for easier, better, and more secure use.

- Email

TTB uses Microsoft Outlook as its email client. You can use Microsoft Outlook to perform a multitude of functions such as (but not limited to):

- Read email
- Send/Receive/Forward/Reply to email
- Organize email
- Organize contacts
- Organize your calendar
- Schedule appointments and meetings

Go to

<http://hqsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Forms/AllItems.aspx?RootFolder=%2fOCIO%2fINFR%2fHD%2fTIPS%20AND%20TRICKS%20DOCS%2fOffice%202007%2fOutlook> to learn more about Outlook and the features that are most helpful to you.

- Microsoft Office Suite

Microsoft Office 2007 is the TTB standard set of office tools to help you perform your daily tasks. The more common applications include Microsoft Word, Excel, and PowerPoint. In addition to Word, Excel, and PowerPoint, TTB's installation of Microsoft Office 2007 also includes applications such as Access, Publisher, and Visio among others.

- Microsoft Office Communicator

TTB uses Microsoft Office Communicator as an Instant Messaging (IM) service. Communicator allows you to instantly communicate with other people within TTB through text conversations, audio/video chat, in one application.

To learn how to set up Communicator, go to

<http://hqsharepoint/OCIO/INFR/HD/HOW%20TO%20DOCS/Communicator%20QRG.pdf>.

- Voice over IP (VoIP)

Throughout the Bureau, TTB has installed the Cisco IP (VoIP) telephone system to enhance user communication with improved audio and better navigation options. VoIP enhanced capabilities enable you to better manage phone calls, messages, perform directory search and use the Softphone to make VoIP calls through your workstation.

To learn more about VoIP and how to use its features, go to:

<http://hqsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Forms/AllItems.aspx?RootFolder=%2fOCIO%2fINFR%2fHD%2fTIPS%20AND%20TRICKS%20DOCS%2fVoIP&FolderCTID=&View=%7b25324648%2d5229%2d4862%2db1f0%2df83dd541f109%7d>

- **Softphone**

TTB provides Cisco IP communicator or Soft phone that allows you to use your workstation to make voice calls. What this means to you is that you can use the Cisco IP Communicator application on your workstation and have the same interface and experience from a remote location as you typically would from your desk. To learn how to set up your Soft phone go to:  
<http://hqsharepoint/OCIO/INFR/HD/HOW%20TO%20DOCS/Cisco%20IP%20Communicator%20Setup%20QRG.pdf>
- **Digital Sender**

Digital senders are standalone machines that look and act much like a fax machine. Digital senders have replaced traditional fax machines within TTB as an effort to better utilize our VoIP system and remove the dependency on legacy phone systems. To learn how to use the digital sender, go to:  
<http://hqsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Miscellaneous/How%20to%20Use%20Digital%20Sender.pdf>
- **Digital Fax**

While digital senders have replaced traditional fax machines as a means of digitizing and sending hardcopy documents, digital fax services allow you to receive faxes right to your Outlook inbox. To learn how you can send faxes using the fax server, go to:  
<http://hqsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Miscellaneous/How%20to%20Send%20Faxes%20Using%20the%20Fax%20Server.pdf>.
- **Virtual Private Network (VPN)**

VPN is a secured private network connection that uses a public telecommunications infrastructure such as the internet to provide you with a secured connection to the TTB network.
- **RSA SecurID**

In order for you to remotely connect to the TTB network, you will need to authenticate your identity by using an RSA SecurID token. The RSA SecurID token is a piece of hardware assigned to a TTB remote user that requires the user to enter a 4 digit PIN before the random Tokencode generated by the device.
- **Citrix Access Gateway (CAG)**

In addition to the VPN you can use the Citrix Access Gateway (CAG) to remotely access all TTB resources from any computer (including a non TTB computer) with an internet connection. For more information about this refer to Attachment C of this document.
- **Wireless Remote Access (MiFi)**

If you have been issued a MiFi, which is a mobile wireless hotspot (or a compact wireless router) you can connect your laptop to the TTB web or internet given an available cell signal. To learn how to use MiFi, go to:  
<http://hqsharepoint/OCIO/INFR/HD/HOW%20TO%20DOCS/Verizon%20MiFi%20QRG.pdf>

- Secure File Transfer

The Alcohol and Tobacco Tax and Trade Bureau (TTB) Secure File Transfer System provides the secure transfer of files containing sensitive information between TTB employees and the public. This solution provides the users the ability to attach multiple files and/ or folders in one email for a combined total of 20GB in size. For more information on how to use this tool you may go to:

[http://hgsharepoint/OCIO/INFR/HD/HOW%20TO%20DOCS/INF\\_SECURE\\_FILE\\_TRANSFER\\_EXTERNAL\\_USER\\_GUIDE\\_20100211\\_UG.pdf](http://hgsharepoint/OCIO/INFR/HD/HOW%20TO%20DOCS/INF_SECURE_FILE_TRANSFER_EXTERNAL_USER_GUIDE_20100211_UG.pdf)

- Zix Email Encryption

TTB has partnered with ZixCorp to provide a secure method of transmitting emails for external delivery through email encryption. TTB users can encrypt email messages to external users. Emails within the TTB network, however, will remain unencrypted. For more information on how to use Zix Email Encryption, you may go to:

[http://hgsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Word%20Versions/How%20to%20Send%20Encrypted%20Emails%20to%20External%20Correspondents\\_08\\_04\\_10.docx](http://hgsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Word%20Versions/How%20to%20Send%20Encrypted%20Emails%20to%20External%20Correspondents_08_04_10.docx)

## ATTACHMENT B. CONFIGURING YOUR RSA DEVICE FOR THE FIRST TIME

For secure remote access to the TTB network, you must have a RSA device to be able to connect to the network if you are working from a remote location. If you are using your RSA device for the first time, it will have to be configured outside of the TTB network before you can use it. You may configure your RSA device with either of the following methods:

- A. VPN from your TTB computer
- B. Web browser from your personal computer

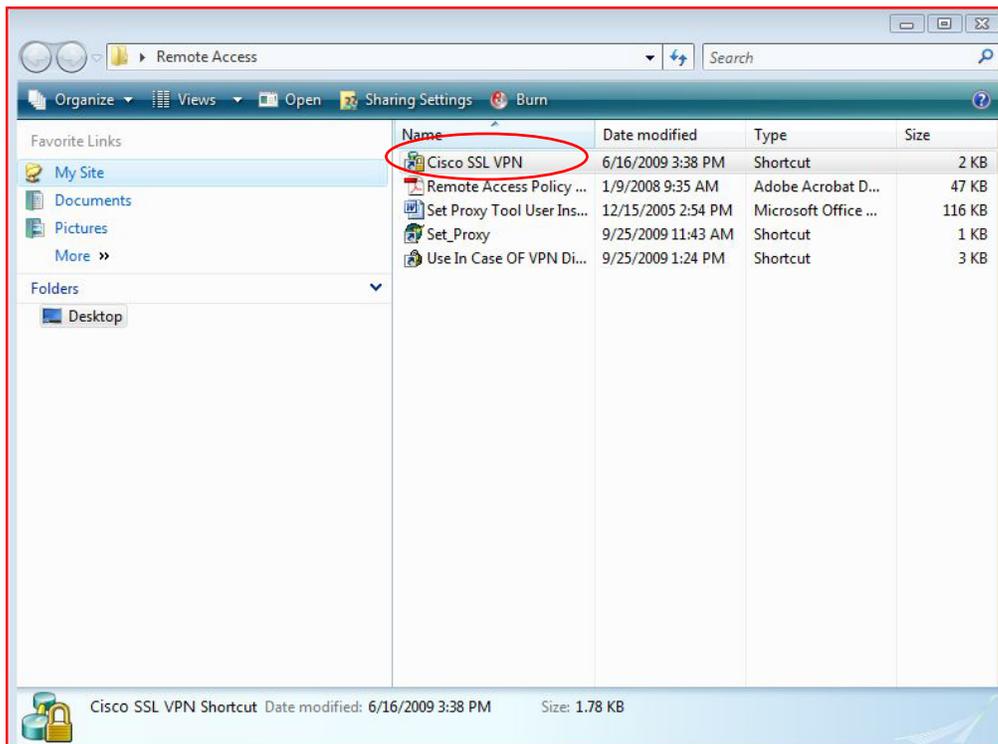
### Use the VPN to Configure your RSA device (from the TTB Computer)

To configure your RSA device from your TTB computer perform the following steps:

1. On the TTB Windows Desktop, click on the Remote Access folder.



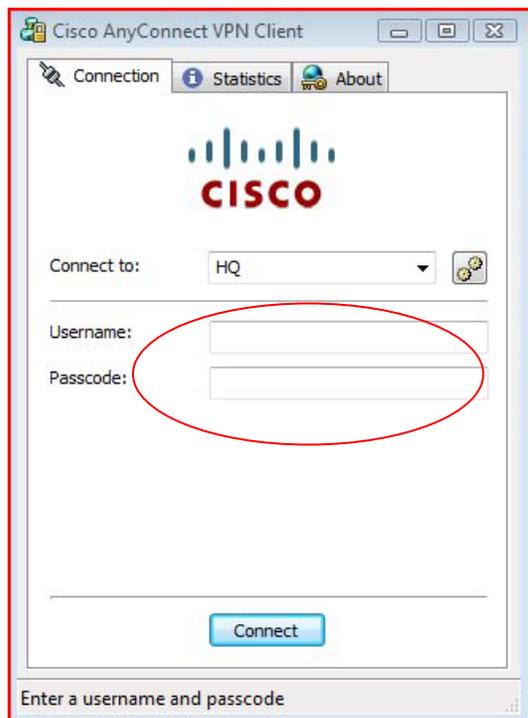
2. Double click on Cisco SSL VPN.



- From the drop-down list, select HQ (Headquarters or East Coast) or NRC (or West of Cincinnati), depending on where you work.



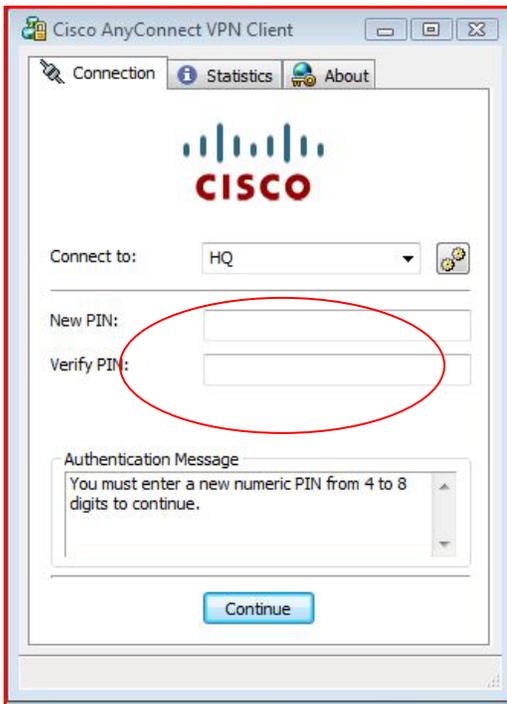
- Provide your domain credentials. Enter your TTB domain username and your RSA device Tokencode number (displayed on your RSA device) to start user authentication.
- Click **Connect**.



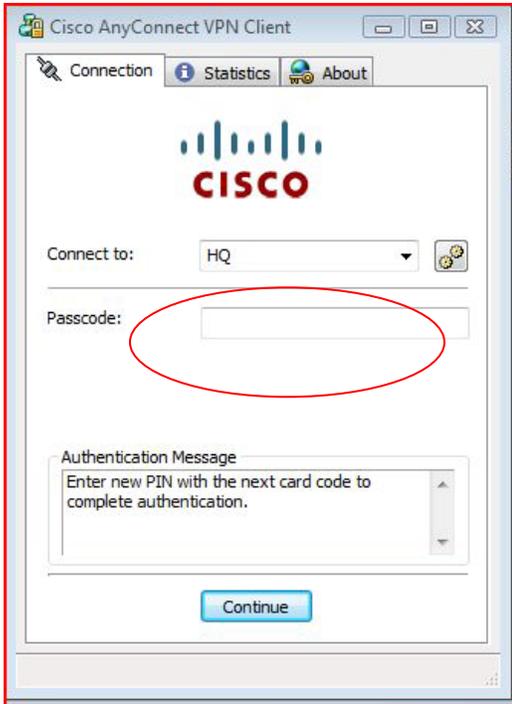
6. You should now see the screen below. **PIN Option:** select *create your own new PIN* from the drop-down list.



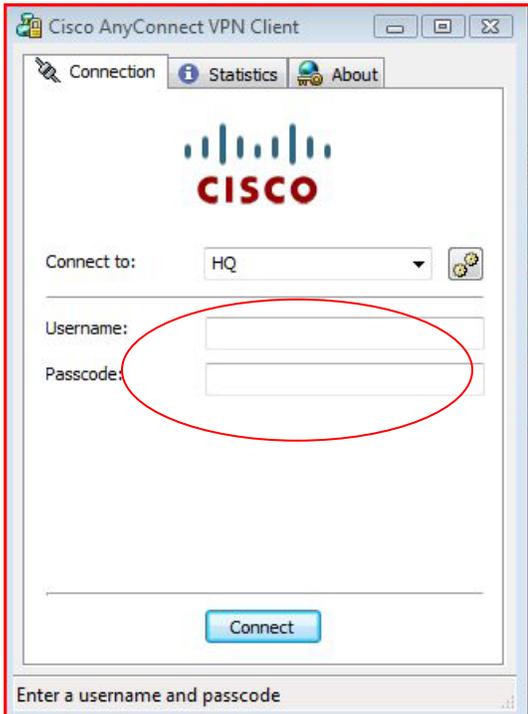
7. Enter New PIN. The PIN number must contain 4 to 8 digits, but one that is easy to remember. Do not use your birthdate, street address, phone number, or other number that is easily available to the public. Verify the PIN then click **Continue**.



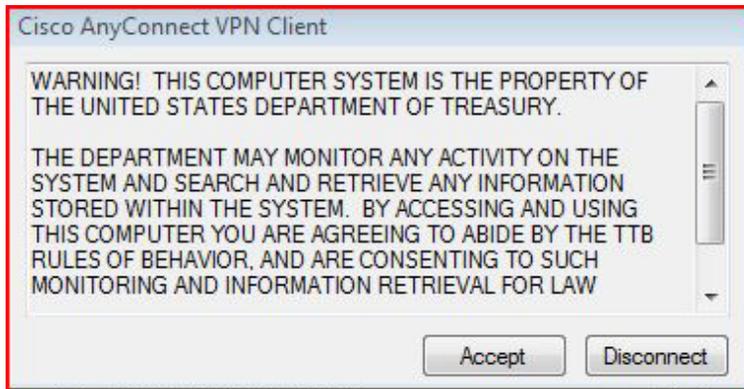
8. In the Passcode field, type the PIN + TokenCode. Displayed on your RSA device (note that the Tokencode changes every 60 seconds; it is recommended that you use a fresh Tokencode). For example, if your PIN is 1234, and the newest Passcode displayed is 876543, you would enter the following: **1234876543**. There are no spaces. Click **Continue**.



9. Login with your domain credentials. Enter your TTB domain username and your PIN + the Token (the numbers displayed on your RSA device). Click **Connect**.



10. Finish the setup. After your PIN has been successfully configured, you should see the banner that is displayed below. Please read this in its entirety, and then click **Accept** to complete the process. You will need to provide your PIN and Tokencode combination from now on in order to log into the VPN.

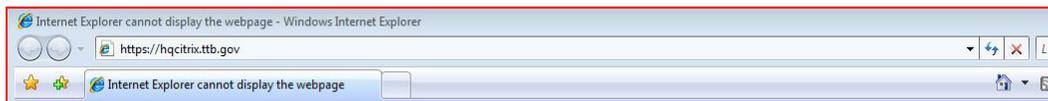


This should complete the RSA device set up for Cisco AnyConnect. From here on, when you go to the Remote Access Folder>Cisco SSL VPN, you will use your username and the RSA password (PIN + Passcode) you just created.

### Use your Web Browser to Configure the RSA Device (from your Personal Computer)

You may use your personal computer's web browser to configure your RSA device by following these steps:

1. Open Internet Explorer. In the address field, type <https://hqcitrix.ttb.gov> for HQ users and <https://nrcctrix.ttb.gov> for NRC users.

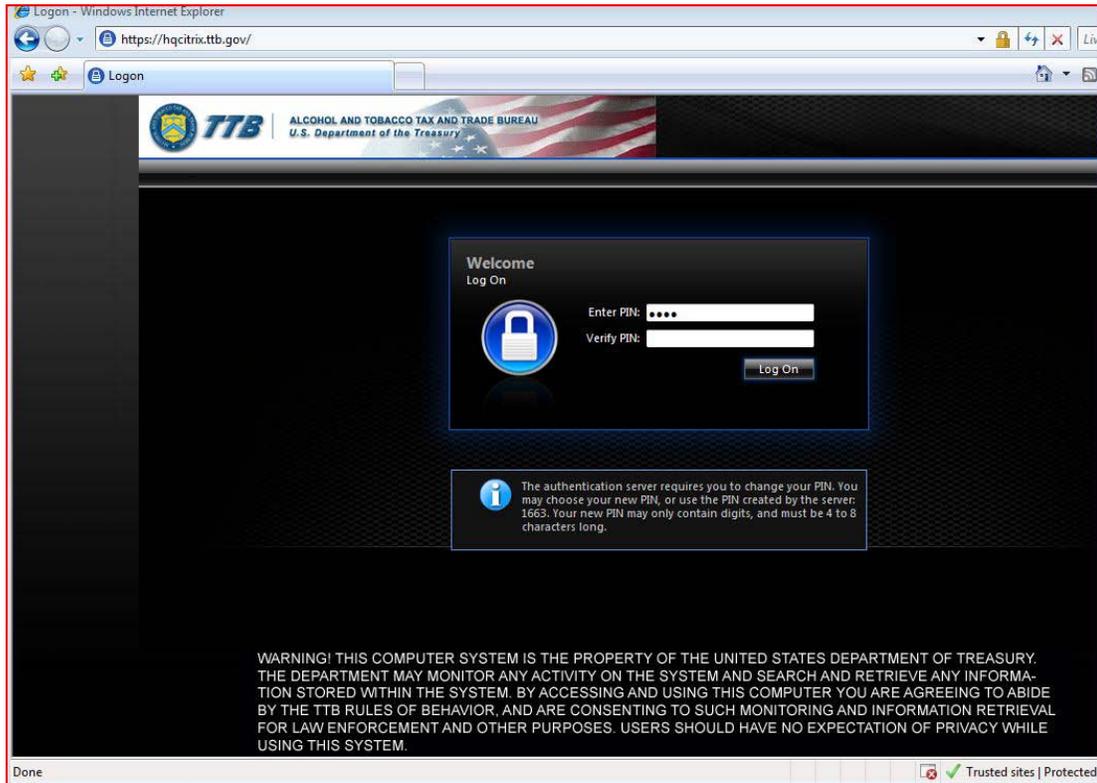


You will get the following screen:



Provide your domain credentials. Enter your TTB domain username and your Token code (the numbers displayed on your RSA device) in the entry fields to start the user authentication process. Click **Log on** and you will get the following screen:

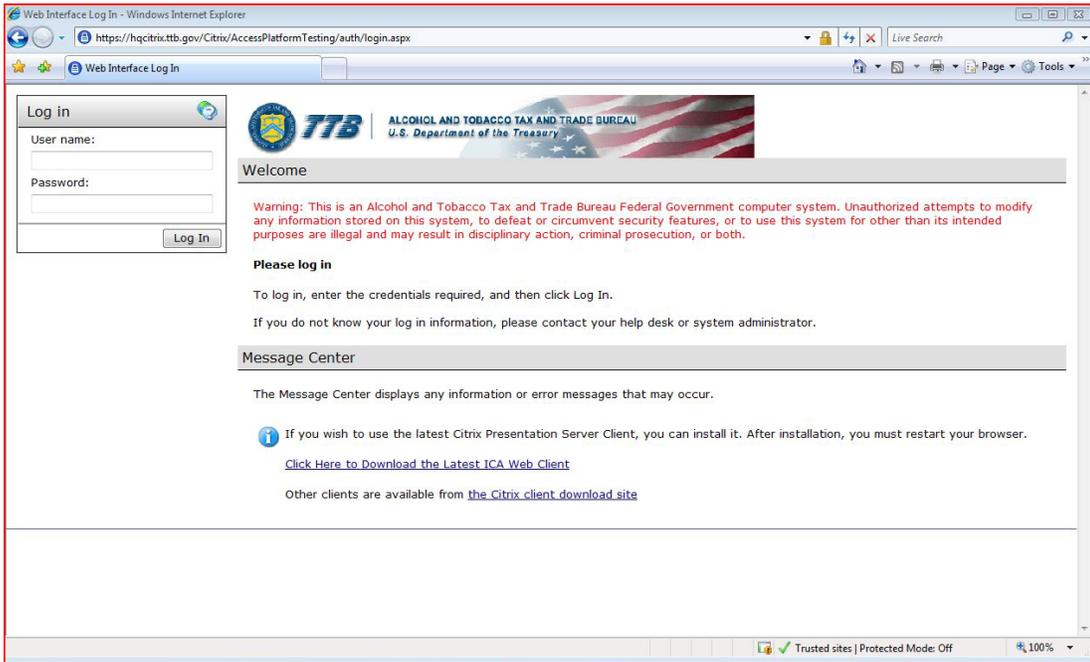
2. Enter New PIN. The PIN number must contain 4 to 8 digits, but one that is easy to remember. Do not use your birthdate, street address, phone number, or other number that is easily available to the public. Click **Log on**.



3. Wait for the RSA token code to refresh.
4. Provide your Domain credentials. Enter your usual TTB account username and In the Passcode field, type the PIN + Tokencode. (Note that the Token code changes every 60 seconds). For example, if your PIN is 1234, and the newest Passcode displayed is 876543, you would enter the following: **1234876543**. There are no spaces. Click **Log On**.



If successful you will see the following:



This should complete the RSA PIN set up for the web client.

## ATTACHMENT C. HOW TO CONNECT REMOTELY TO THE TTB NETWORK (USING VPN OR THE WEB CLIENT)

If you work from a remote location, whether from home, or on travel, you can connect your TTB computer to the TTB network and access its applications. You must have **Internet Connectivity** and a **RSA device** to be able to connect remotely to the TTB network. The following connection options are available to you:

### A. Connecting to the TTB Network via Virtual Private Network (VPN)

VPN allows you to work from a remote site to connect your TTB computer to the TTB network over the internet.

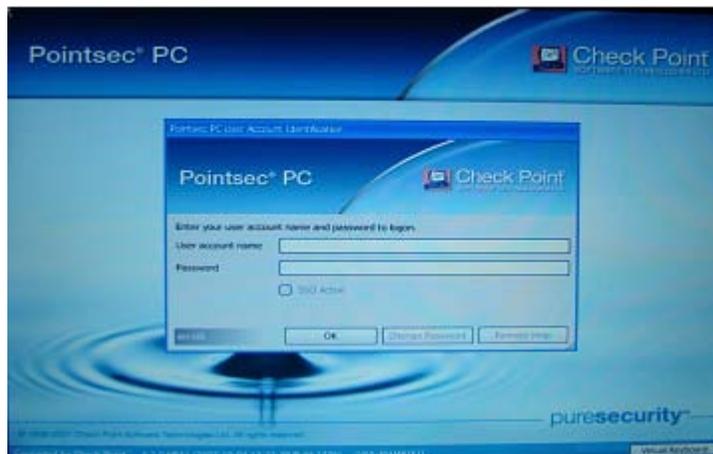
- Option 1: Access to VPN before Windows login (this is the recommended option)  
This option allows you to connect to the VPN before logging in to Windows.
- Option 2: Access to VPN after Windows login  
This option allows you to log in to Windows prior to connecting to the VPN.

#### Option 1: Starting the VPN Connection before logging on to Windows

This recommended logon option allows you to start the VPN connection before you log in to Windows. This way a secure remote connection to the TTB network is first established, share drives are made available to the user and all system updates are sent to the user's computer.

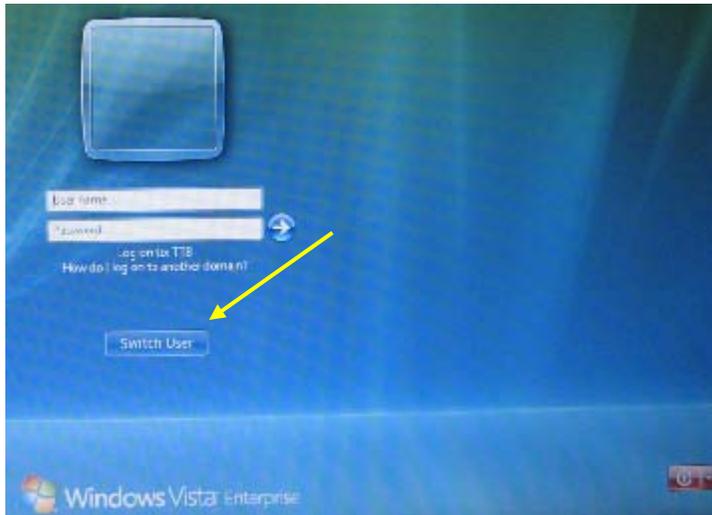
To start the VPN connection before logging on to Windows, perform the following:

1. Power up your computer.
2. At the Pointsec logon screen, type in your domain username and password and click **OK**.



3. At the next screen, press **CTRL+ALT+DELETE**.

4. Click on the **Switch User** button.

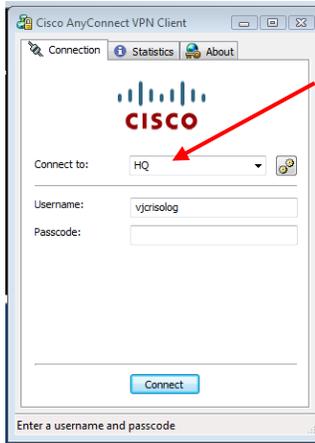


5. Click on the network logon button located on the bottom right-hand of your screen.



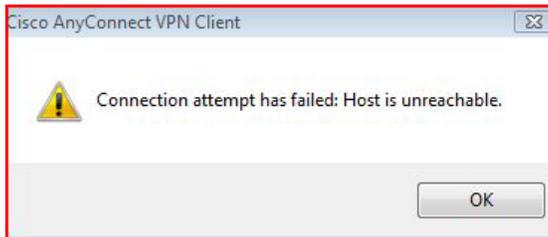
6. At the Cisco AnyConnect VPN Client screen, enter your username and your RSA Passcode (this is your 4-digit PIN + the RSA Authentication code on your RSA device (no spaces). Note that the authentication code changes every 60 seconds. It is recommended that you wait for a fresh authentication code to appear and use it with your PIN.)

- In the Connect to field, click on the drop-down list and select HQ if you work from HQ or the East Coast; select NRC if you work from NRC or West of Cincinnati. Enter your PIN and passcode in the Passcode text field of the Cisco AnyConnect VPN Client screen. Click **Connect**.

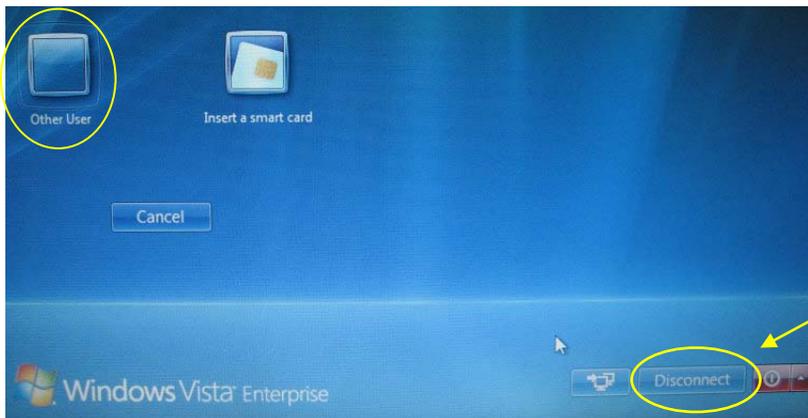


Select HQ or NRC from the drop-down list

If the connection fails, double-check your internet connectivity by unplugging your modem for about 10 seconds and then plugging it back in. Repeat your Cisco AnyConnect VPN connection.

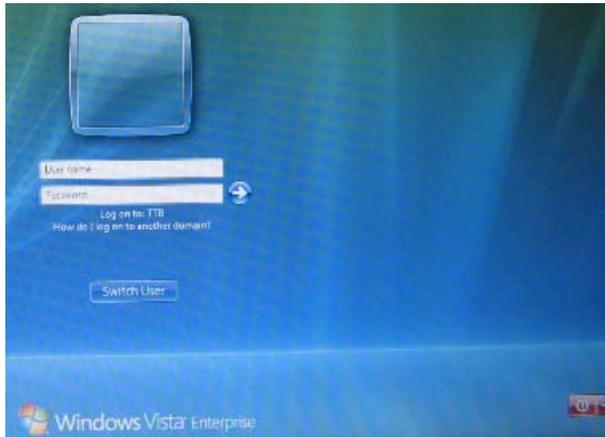


- Click **Connect** to start the VPN connection. Once you see the Disconnect button, this means you are connected to the TTB network. Click **Other User** to log on to Windows.



**Option 2: Connecting to the TTB Network after logging on to Windows**

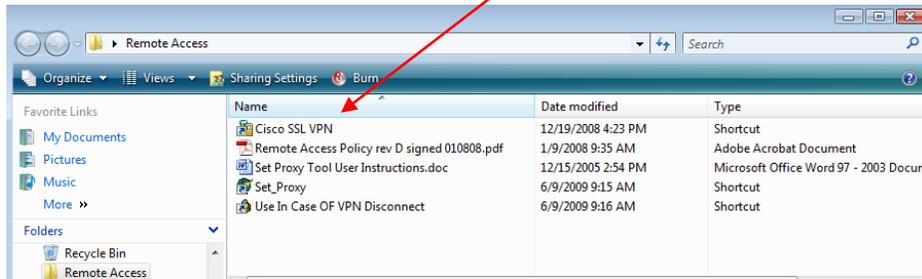
1. Log on to Pointsec.
2. Log on to Windows. Enter your username and password.



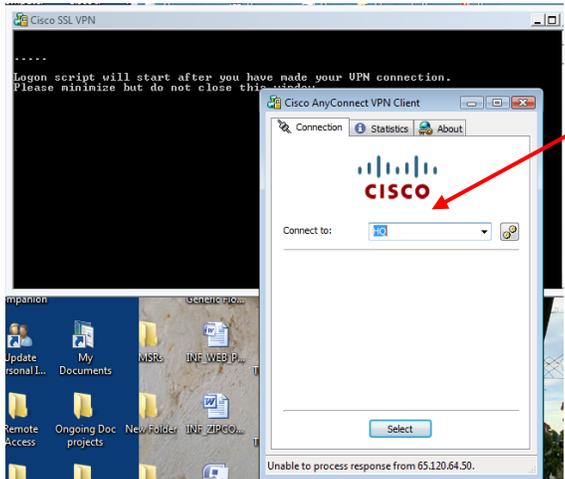
3. Once logged in, go to the Desktop and click on the Remote Access icon.



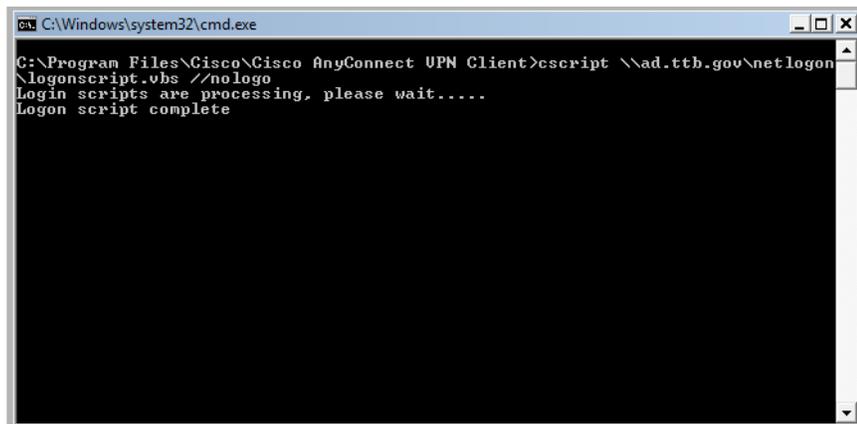
- 4. Click on Cisco SSL VPN.



- 5. In the Connect to field, click on the drop-down list and select HQ if you work from HQ or the East Coast; select NRC if you work from NRC or West of Cincinnati. Enter your PIN and passcode in the Passcode text field. Then click **Select**.



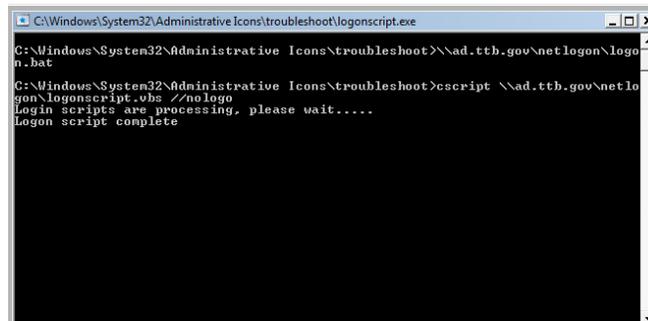
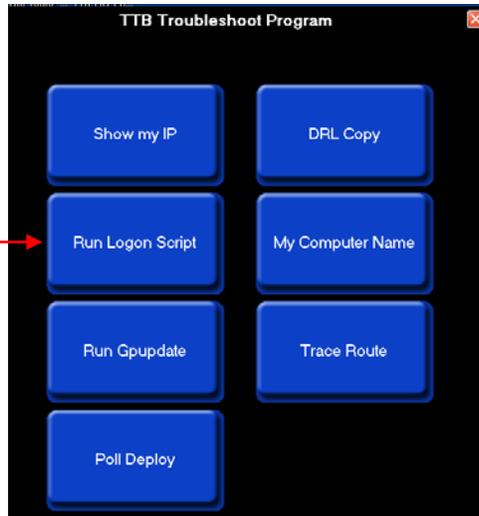
- 6. Wait for the Log in script process to execute. Upon completion of the process, you will see the following screen appear for a few seconds. You are now connected to the TTB network.



By default TTB network drives are automatically mapped when you log in to the TTB network. However, there may be instances where you could lose these mapped drives. You can restore your network drives by using the TTB Troubleshoot Program to run the Login Script. Follow the steps below:



1. From the Desktop, double-click on the SelfHelp folder.
2. Double-click on TTB\_troubleshoot\_Vista.exe.
3. Click on **Run Logon Script**.



4. Go to the Desktop and click on Computer. Check if your network drives (for example, your G drive) are present. If you still do not see them, contact the Help Desk.

## B. Connect to the TTB Network using the Web Client

Another way to connect remotely is over the internet using the Web Client. This login option allows you to use a **non-TTB computer** such as a hotel computer or your personal computer at home, to log on to the TTB network. You would still need to use your RSA device to connect to the network.

You can only access the shared or network drives, **not** your computer's local drive. You can print to a TTB network printer but **not** from your own (or local) printer.

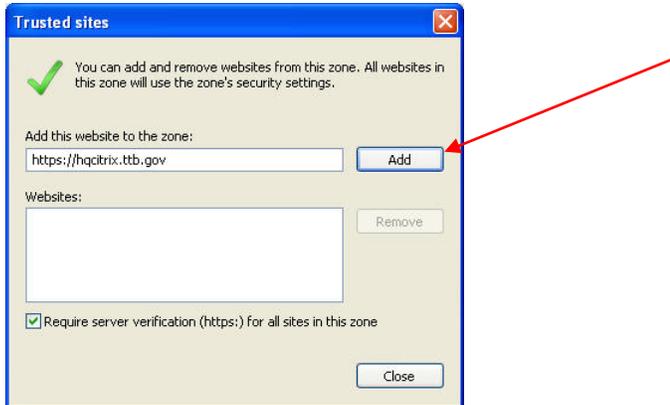
1. Open the Internet Explorer browser.
2. Enter one of the following addresses in the address field:  
<https://hqcitrix.ttb.gov> (HQ users) or, <https://nrccitrix.ttb.gov> (NRC). Press the **Enter** key. The Citrix Logon screen appears.
3. Go to the Internet Explorer Menu bar, select **Tools>Internet Options**. The Internet Options dialog appears.

4. Select the **Security** tab.

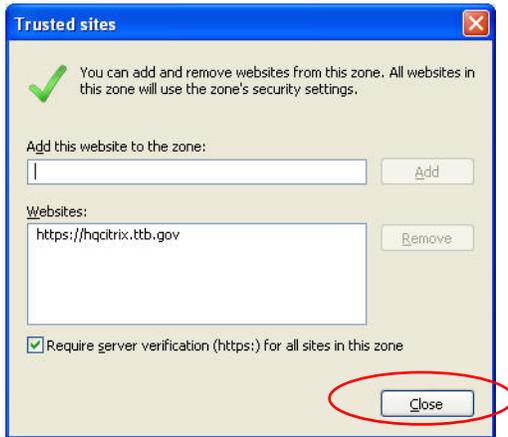


5. Select **Trusted Sites** and then select the **Sites** button. The Trusted sites dialog appears. If the Add field is empty, enter either <https://hqcitrix.ttb.gov> (HQ users) or <https://nrcctitrix.ttb.gov> (NRC users).

6. Click on the **Add** button. The Citrix Access Gateway (CAG) web page is added to the trusted sites list.



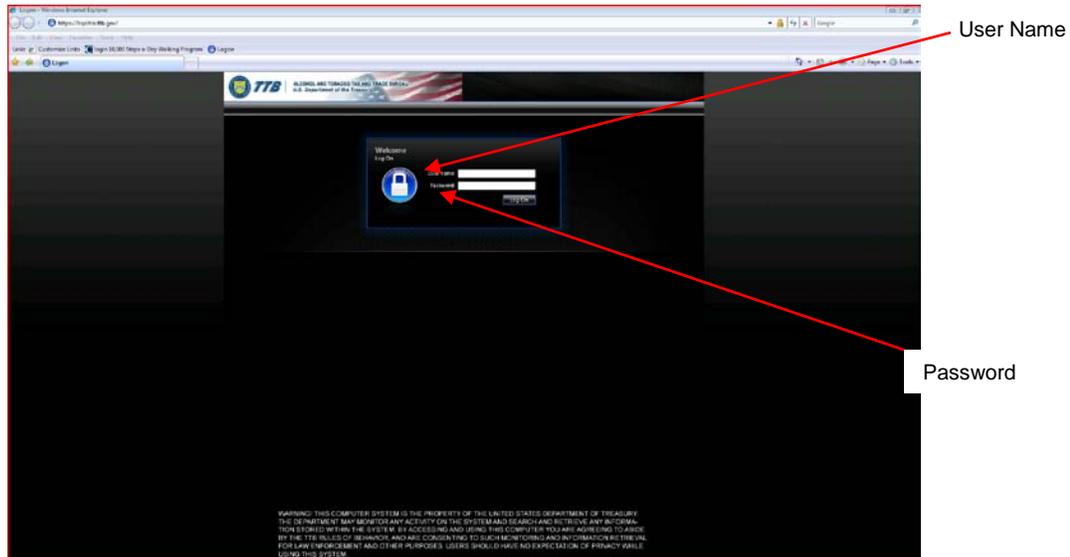
7. Click the **Close** button. The Trusted Sites dialog closes and you return to the Internet Options.



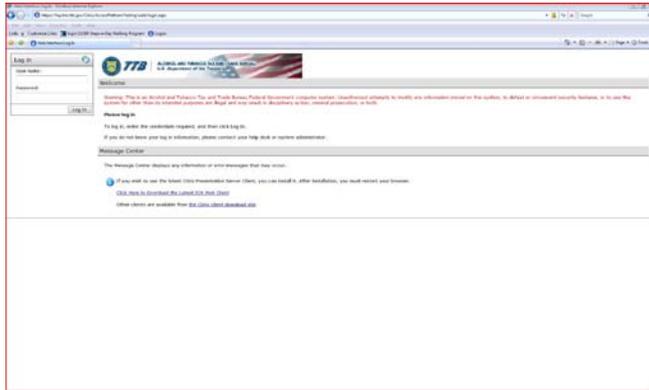
8. Click the **OK** button. The Internet Options dialog closes. The Citrix web page shows **Trusted sites** instead of **Internet** at the bottom of the status bar.



9. Enter your username in the User name field.
10. Enter your RSA PIN + Passcode in the Password field. Be aware that the RSA authentication code changes every 60 seconds. It is recommended that you wait for a fresh authentication code to appear on your RSA device then use it in combination with your PIN.
11. Select the **Log On** button.



12. At the next Web Interface, enter your domain username and password.



Once logged on to Citrix, you can access MS Office 2007 applications, TTB Custom Applications, and other application folders that are available in the Citrix Presentation Server. **Note:** Download the latest version of ICA Web Client (see Message Center). After installing the ICA Web Client, you will need to restart your browser. This means you will have close the Internet browser and repeat Step 2 then logon as described in Steps 9 and 10.



For more information about how to use launch TTB Applications using Citrix, go to:  
<http://hqsharepoint/OCIO/INFR/HD/TIPS%20AND%20TRICKS%20DOCS/Citrix/How%20to%20Launch%20an%20Application%20Using%20Citrix%20Web%20Client.pdf>.

## ATTACHMENT D. HOW TO RECEIVE IMPORTANT TTB NOTIFICATIONS THROUGH AMERILERT

Amerilert is a third party text messaging system used at TTB that allows administrators to send time sensitive text and email messages to TTB users who have personal cell phones or government-issued cell phones. In the event of an emergency, TTB users can be notified immediately anywhere in the U.S.

**Note:** In order to receive this service, you must have text messaging included in your mobile phone plan from your cellular phone provider.

**You may also get emergency related information through the TTB Employee Emergency Hotline: (888) 882-4856 or (888) TTB-HTLN.**

### How to Sign Up for Amerilert Access the Amerilert Main Page

1. Open your browser and enter <http://www.Amerilert.com/my/ttb/> in the address field OR select the [Amerilert](#) link from the TTBWeb page.
2. Press the **Enter** key. The Amerilert main page displays.



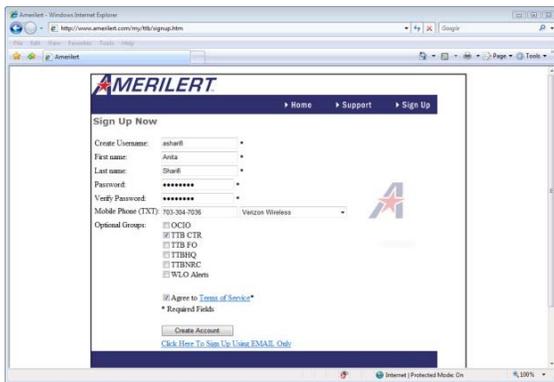
- **Note:** The main page is where you will login each time you need to access the service.

### Create an Amerilert Account

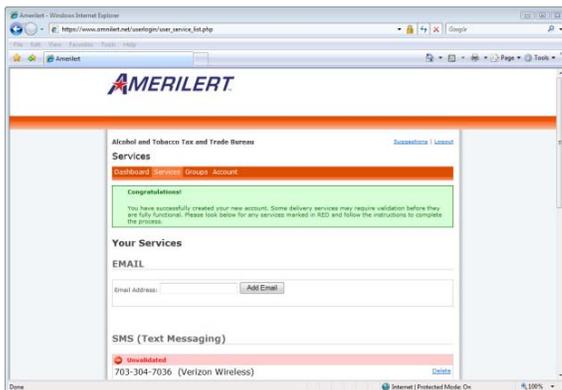
- **Note:** You must have you cell phone or PDA with you when you create the account.
1. Select the [I need to create an account](#) link in the Login box. The Sign Up Now page displays.



2. Enter a user name in the Create Username field.
3. Enter your full name in the First name and Last name fields.
4. Enter and confirm your password in the Password and Verify Password fields.
5. Enter your cell phone or PDA number in the Mobile Phone (TXT) field.
6. Select a carrier from the corresponding drop-down list.
7. Select the checkbox next to your group.
  - OCIO:** CIO Staff
  - TTB CTR:** TTB Contractors
  - TTB FO:** Field Office Staff
  - TTBHQ:** TTB Headquarters Staff
  - TTBNRC:** NRC Staff
  - WLO Alerts:** Wine Labeling Staff
8. Check the checkbox next to Agree to Terms of Service.
  - **Note:** Select the Click Here to Sign Up Using EMAIL Only link if you do not need to receive text messages on a mobile phone or PDA.



9. Select the **Create Account** button. The Services page displays.

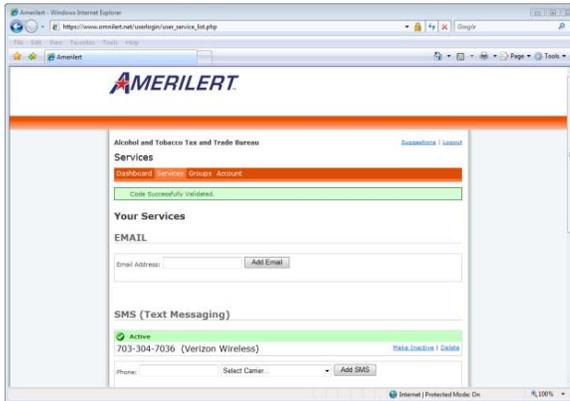


You will receive a validation code in a text message on your cell phone or PDA.

10. Enter the Validation code in the Validation Code field.

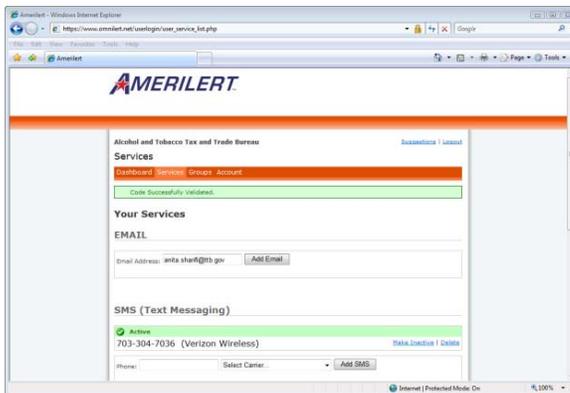


11. Select the **Validate** button. The Services page displays a message indicating you have successfully validated the cell phone or PDA.



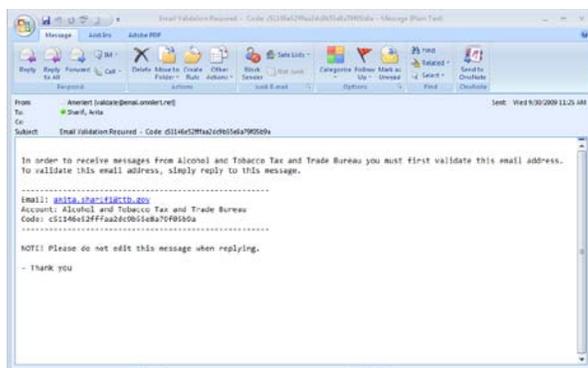
**Adding an Email Address**

1. After creating the Amerilert account, enter your email address in the Email Address field in the Services page.

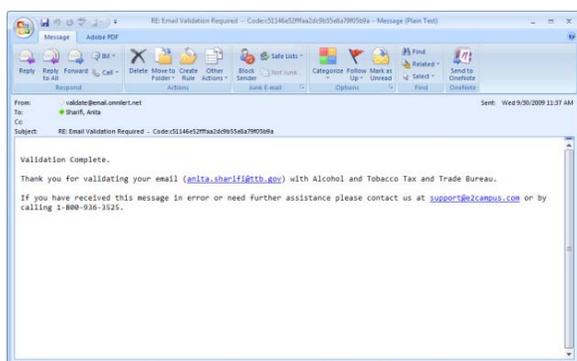


2. Select the **Add Email** button.

You will receive a validation code in an email.



3. Reply to the email to validate the email address. Open the email, select the **Reply** button, and then select the **Send** button.  
You will receive another email indicating you have successfully validated the email address.



4. Select **Logout** in the Services page to return to the Sign Up Now page.  
5. Select **Home** to return to the Amerilert main page.

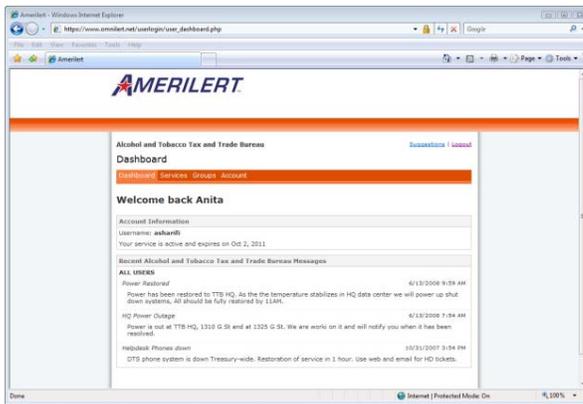
### Login to Amerilert

1. Open your browser and enter <http://www.Amerilert.com/my/ttb/> in the address field OR select the [Amerilert](#) link from the TTBWeb page.
2. Press the **Enter** key. The Amerilert main page displays.
3. Enter your user name in the Username field.

4. Enter your password in the Password field.

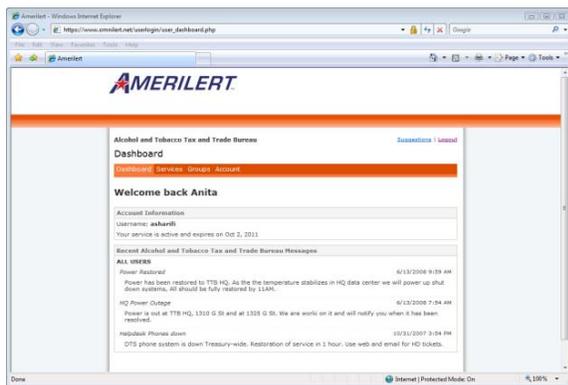


5. Select the **Login** button. The Dashboard page displays.



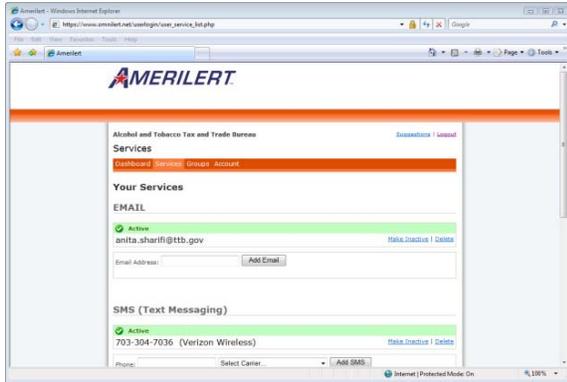
**View Latest Sent Text Messages**

You can view the latest sent text messages through the Dashboard page.



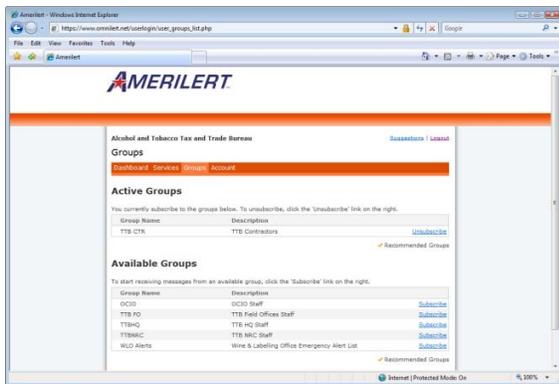
### Add an Additional Email Address

You can add additional email addresses through the Services page. Select **Services** after you login to access the Services page.



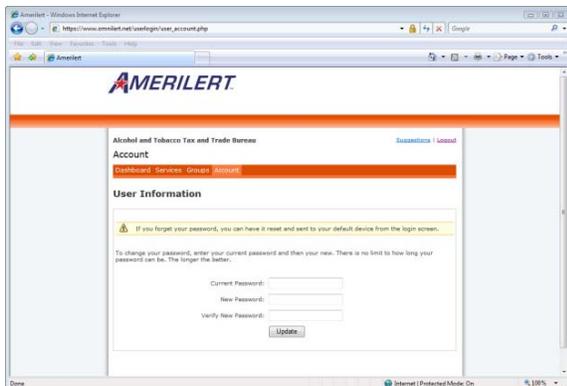
### Subscribe to a New Group

You can subscribe to a new group through the Groups page. Select **Groups** after you login to access the Groups page.



### Change the Amerilert Password

You can change your password for your Amerilert account through the Account page. Select **Account** after you login to access the Account page.



## ATTACHMENT E. TTB HELP DESK & E-7200

The TTB Help Desk acts as the first line of support for the TTB user community. Operating from 7:00 a.m. to 8:00 p.m. Monday to Friday, the Technical Support staff provides technical assistance ranging from password resets, software and hardware support. They also support industry members, who use COLAS Online, with their password problems. For that personal touch, you may discuss your issues with a Technical Support Analyst on the phone by calling 1-866-240-0835 or 202-435-2100. For quick response, you may also send an email to [ttb.helpdesk@ttb.gov](mailto:ttb.helpdesk@ttb.gov) with detail description of the problem and a work order will be created for you. You can access useful information on the Help Desk SharePoint site: <http://hqsharepoint/OCIO/INFR/HD/default.aspx>.

### TRACK-IT!

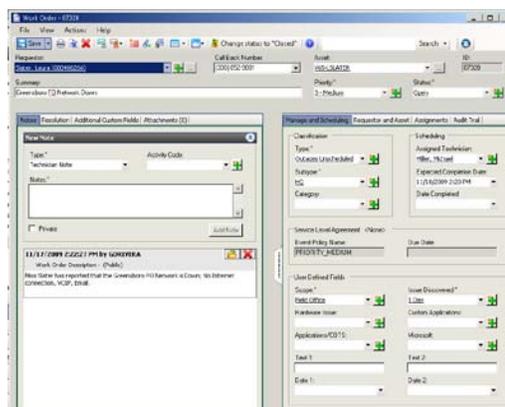
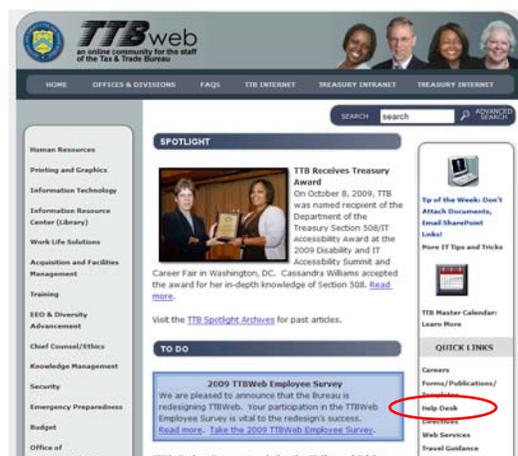
TTB Technical Support Analysts use the Numara **Track-It** software to log, track, and manage work orders for TTB users. Problems and issues reported to the Help Desk are logged in as work orders as they are received. Every effort is made to resolve user issues as quickly as possible at this level. More complex problems requiring further investigation are referred to the Infrastructure support team for resolution. Every effort is made to resolve work orders as early as possible. If you experience hardware and software problems you may call the TTB Help Desk at (202) 453-2100 or 1-866-240-0835. You may also report problems via email at [ttb.helpdesk@ttb.gov](mailto:ttb.helpdesk@ttb.gov).

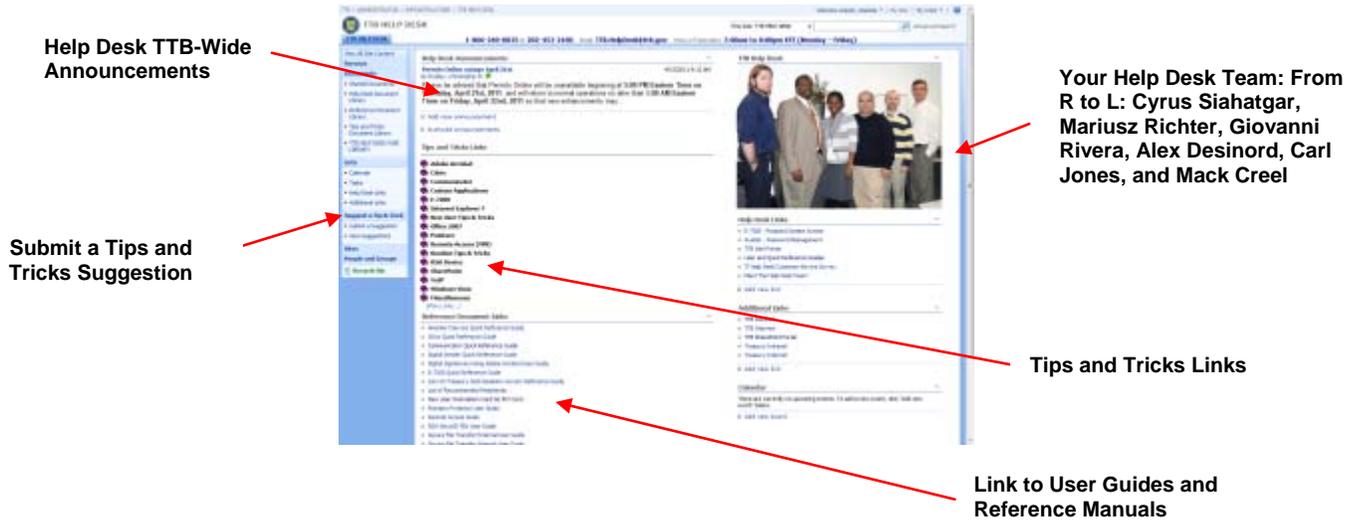
### Tips and Tricks

On the Help Desk SharePoint site, you will find the Tips and Tricks section designed to provide you with the quickest ways to use Microsoft Office products, how to install printers, how to manage user access to the Z drive folder, SharePoint, media encryption, and many other useful tools. You will also see the latest Announcements and Broadcasts issued by the Infrastructure team to keep you posted with the latest status of our systems.

To get to the Help Desk Tips and Tricks site:

1. Go to the TTBWeb Homepage (<http://ttbweb/>) and click on **Help Desk**.
2. Click on any of the Tips and Tricks links to get to the information you are looking for. The **Reference Document Links** will take you to the user guides and other reference manuals.





New topics are being added to the Tips and Tricks site as often as possible. We strongly encourage you to submit tip and trick topics by clicking on Suggest a Tip and Trick. Let us know what information you wish to see that will be most useful to you and to the TTB user community.

### E7200

E7200 – is an automated process for requesting access to TTB systems. It automates the approval process right from your desktop. There are a lot of information about E-7200 in the Tips and Tricks Links. Go to <http://hqsharepoint/OCIO/INFR/HD> and click on the information you wish to see.