Accessing Agency Applications and Data Remotely

**Internet Access**

- **External Computer**
- **Internet**
- **VPN Access**
- **VPN Appliance**
- **Agency Server Room**
- **Server**
- **Firewall**

**Access via personal connection**
- Email
- SharePoint
- Teams
- Office 365
- Smartsheet – Skype
- Laserfiche (partial)
- CRM
- Agency website
- BOSSDesk (Service Desk software)

**Access via Pulse VPN connection**
- Files stored on the network
- Costpoint
- Time & Attendance
- Intranet (see note below)
- GIS

**Note:** Administration and RIS Intranet sites are on SharePoint online and are accessible via the Internet without VPN.

**Use this method whenever possible**

- **https://portal.nctcog.org** for non-Agency Computer
- PulseSecure App for Agency Computer

**https://browser address**