Rachel Carson Hoteling Training Manual

Contents

Version Control

Version	Date	Description of Changes	Author
1.0	11/20/23	Initial Draft	Nathan Shaner
1.1	1/24/24	Update (consolidated)	Jose Garcia

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Welcome

Thank you for your interest in our pilot program for creating hoteling space in the Commonwealth of Pennsylvania. What follows are instructions for where this space is located and how to use it.
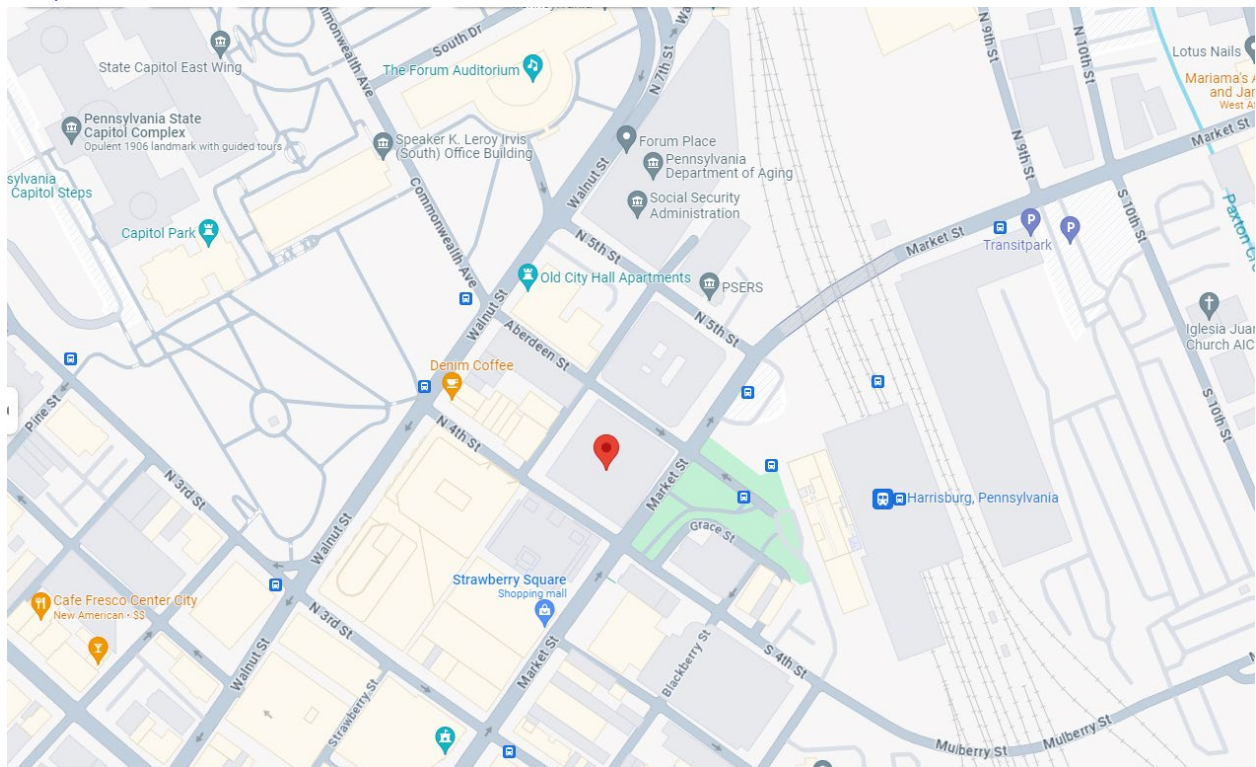
Directions to get to the Hoteling Location

Our hoteling space is located on the first floor of the Rachel Carson building at:

> 400 Market St
> Harrisburg PA 17101

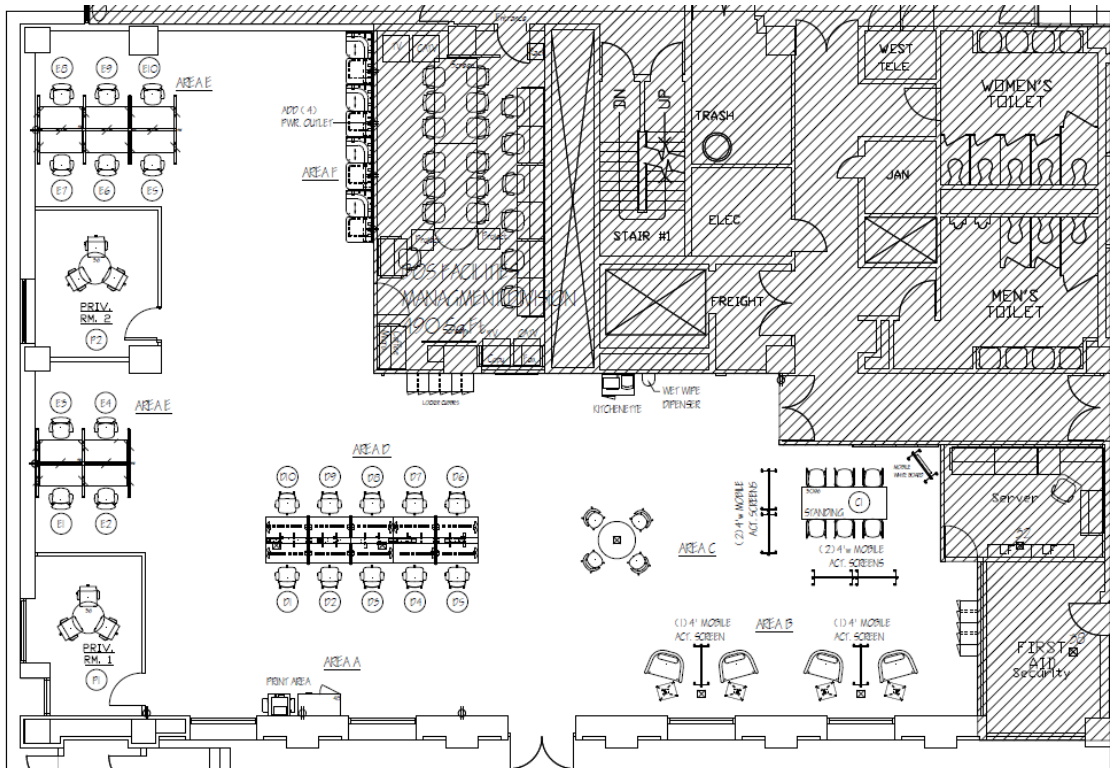This location is near the train station and other major Commonwealth of PA State Government buildings.

Map

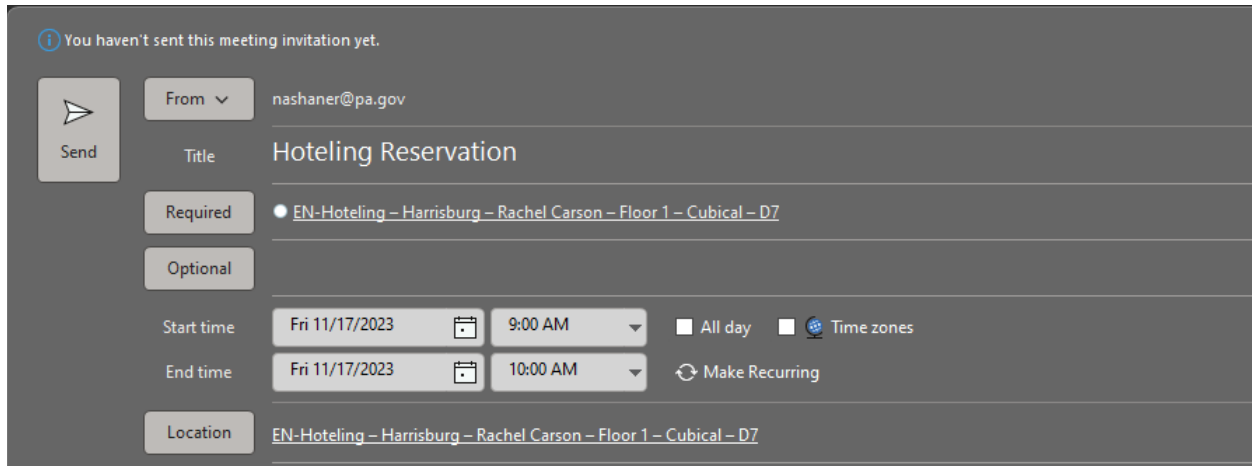Building Entrance

Floor Plan

Hoteling Area Floor Plan

How to Reserve a Hoteling Space

Spaces in the hoteling area must be reserved before being used. Reserving a space is as easy as inviting the space to a meeting with you in Outlook.

Instructions

Using the Hoteling Area Floor Plan above – select the location you would like to reserve. Using the outlook meeting invite functionality to schedule a meeting:

Hoteling Space Names

EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D1
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D2
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D3
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D4
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D5
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D6
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D7
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D8
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D9
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – D10
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E1
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E2
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E3
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E4
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E5
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E6
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E8
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E9
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E10
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Private Room – P1
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Private Room – P2

Example – Meeting space is available:

If the space is in use – it will appear in the meeting invite scheduler with no reservations.

Example – Meeting space is not available.

If the space already has a reservation- it will appear booked with information on who has booked the location at that time. If the space, you want is already booked – please choose a different location.

Accepted Meeting

If you send a meeting invite to a space – a confirmation will be sent to you.

![Pennsylvania OFFICE OF ADMINISTRATION logo]

Tue 11/21/2023 2:55 PM

● EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7

Accepted: Hoteling Space Reservation Test 1

To	✓ Shaner, Nathan
When	Friday, November 24, 2023 7:00 AM-7:30 AM (UTC-05:00) Eastern Time (US & Canada).
Location	Microsoft Teams Meeting; EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7
Accepted	● EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7
Tentative	No attendees have tentatively accepted.
Declined	No attendees have declined.

ⓘ EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7 has accepted this meeting.

Your request was accepted.

Sent by Microsoft 365

Rejected Meeting

If you inadvertently request a meeting for a location that is already booked or for you attempt to place a reservation for a space in the past – you will receive a rejection notification.

Tue 11/21/2023 2:57 PM

● EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7

Declined: Test 2

To	✓ Shaner, Nathan
When	Friday, November 24, 2023 7:00 AM-7:30 AM (UTC-05:00) Eastern Time (US & Canada).
Location	Microsoft Teams Meeting; EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7

ⓘ We couldn't find this meeting in the calendar. It may have been moved or deleted.
EN-Hoteling – Harrisburg – Rachel Carson – Floor 1 – Cubical – E7 has declined this meeting.

Your request was declined because there are conflicts.

The conflicts are:

Organizer and Time of Conflicting Meeting

Shaner, Nathan - Friday, November 24, 2023 7:00:00 AM to Friday, November 24, 2023 7:30:00 AM

All times listed are in the following time zone: (UTC-05:00) Eastern Time (US & Canada)

Sent by Microsoft 365

How to get badge access

The hoteling location is protected with badge access. Enough guest badges are with the building security guard for the space to be filled. Each guest will be required to sign in at the Guard Desk (see location on next page). They will be required to show ID and sign into the log-book. The guard will then issue the guest with a RSCOB Visitor Pass and an access badge. This badge only has access to Room 102. When

the guest is finished with their business, they must return the visitor pass and access badge, as well as sign out at the guard desk.

Location of Security Guard
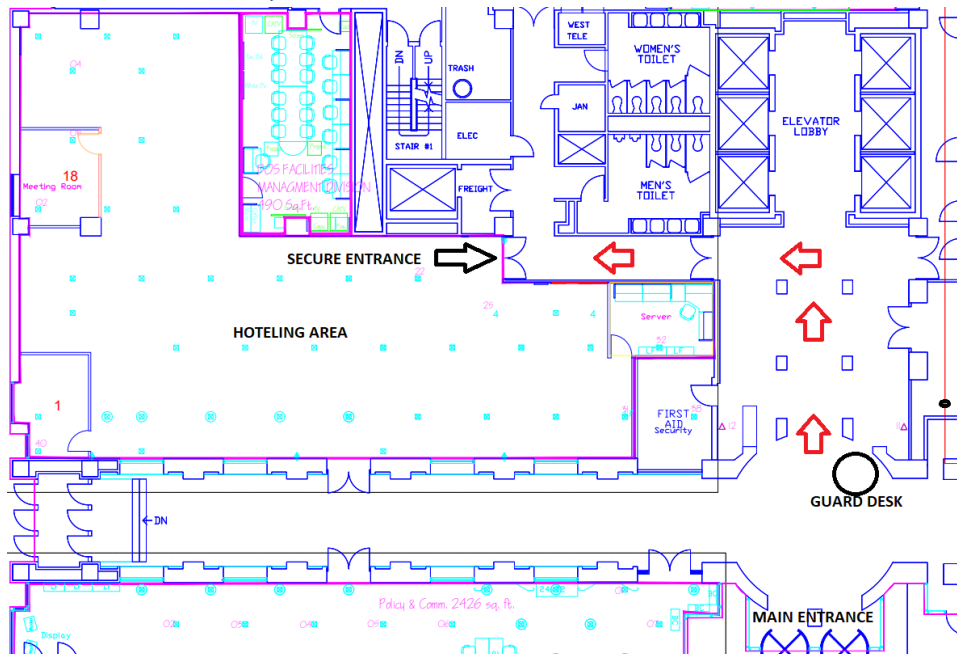
How to Connect to Wifi/Network for CODE PA and DCED

To facilitate easier network access in this location – COPA_CAMPUS Wireless access has been installed. All users with access to this space have already been granted wireless access – although you will need to take some steps in your home office so that this service works when you arrive at the hoteling location. COPA CAMPUS access requires the installation of a certificate (security key) to be accessed.

Steps to Perform in Home Office

1. Right Click (or windows+R) start > Run and type in certmgr.msc
2. Right Click the Personal folder
3. Right Click and selection All tasks > Request new certificate

certmgr - [Certificates - Current User\Personal\Certificates]

File   Action   View   Help

Certificates - Current User
  Personal
    Certificates
  Trusted Root Certification Au
  Enterprise Trust
  Intermediate Certification Au
  Active Directory User Object
  Trusted Publishers
  Untrusted Certificates
  Third-Party Root Certification
  Trusted People
  Client Authentication Issuers
  Other People
  Local NonRemovable Certific
  Certificate Enrollment Reque:
  Smart Card Trusted Roots

Issued To	Issued By
24e55597-f7b3-4fa3-af77-b4be3...	MS-Organization-Access
nashaner	PA Enterprise Issuing Int
nashaner	PA Enterprise Issuing Int
nashaner	PA Enterprise Issuing Int
nashaner	PA Enterprise Issuing Int
nashaner	PA Enterprise Issuing Int

All Tasks   >   Request New Certificate...
                                    Import...
Refresh   Advanced Operations   >
Export List...
View   >
Arrange Icons   >
Line up Icons
Help

Request a new certificate from a certification authority

4. Choose Next:

Certificate Enrollment

Before You Begin

The following steps will help you install certificates, which are digital credentials used to connect to wireless networks, protect content, establish identity, and do other security-related tasks.

Before requesting a certificate, verify the following:

Your computer is connected to the network
You have credentials that can be used to verify your right to obtain the certificate

Next   Cancel
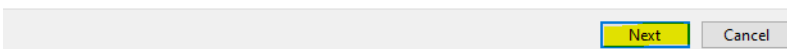
5. Leave Active Directory Enrollment Policy checked and click Next

11

Certificate Enrollment

Select Certificate Enrollment Policy

Certificate enrollment policy enables enrollment for certificates based on predefined certificate templates.
Certificate enrollment policy may already be configured for you.

Configured by your administrator

Active Directory Enrollment Policy   ⌄

Configured by you   Add New

[Next]   [Cancel]

6. Check the box next to your template (Wireless user) then click enroll

Certificate Enrollment

Request Certificates

You can request the following types of certificates. Select the certificates you want to request, and then click Enroll.

⚠ More information is required to enroll for this certificate. Click here to configure settings.

☐ SCUPCodeSigning   ⓘ **STATUS:** Available   Details ⌄

☐ SPMVRDeviceAuth   ⓘ **STATUS:** Available   Details ⌄
    ⚠ More information is required to enroll for this certificate. Click here to configure settings.

☐ SPMVRDeviceAuth20   ⓘ **STATUS:** Available   Details ⌄
    ⚠ More information is required to enroll for this certificate. Click here to configure settings.

☑ Wireless User Access   ⓘ **STATUS:** Available   Details ⌄

☐ Show all templates

Enroll   Cancel

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7. The request and import should succeed and you can click finish.

Certificate Enrollment

Certificate Installation Results

The following certificates have been enrolled and installed on this computer.

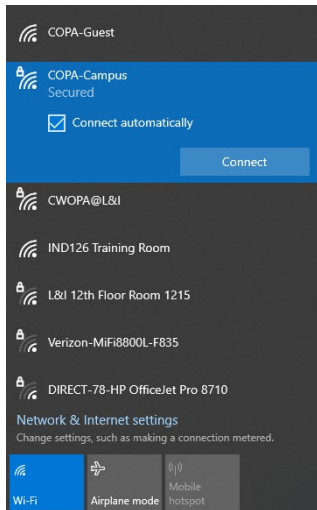**Active Directory Enrollment Policy**

☑ Wireless User Access   ✔ STATUS: Succeeded   Details ⌄
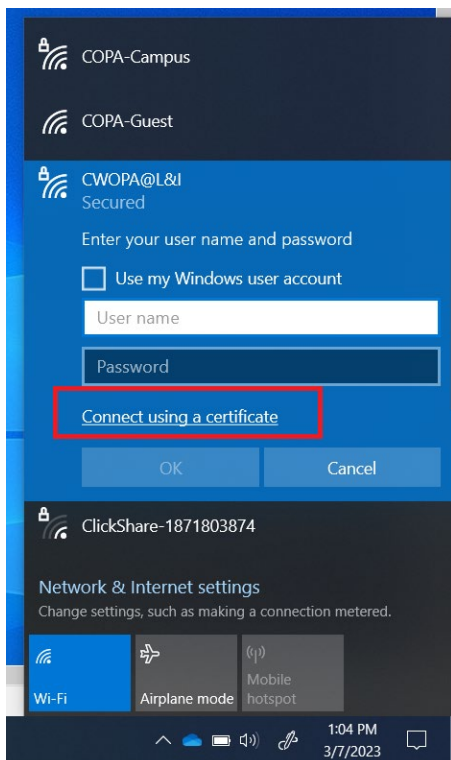
Finish

8. In the system tray – select this wireless icon

Not connected
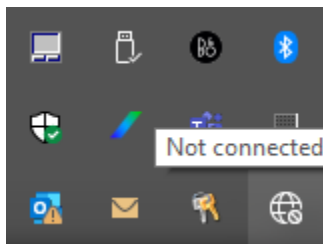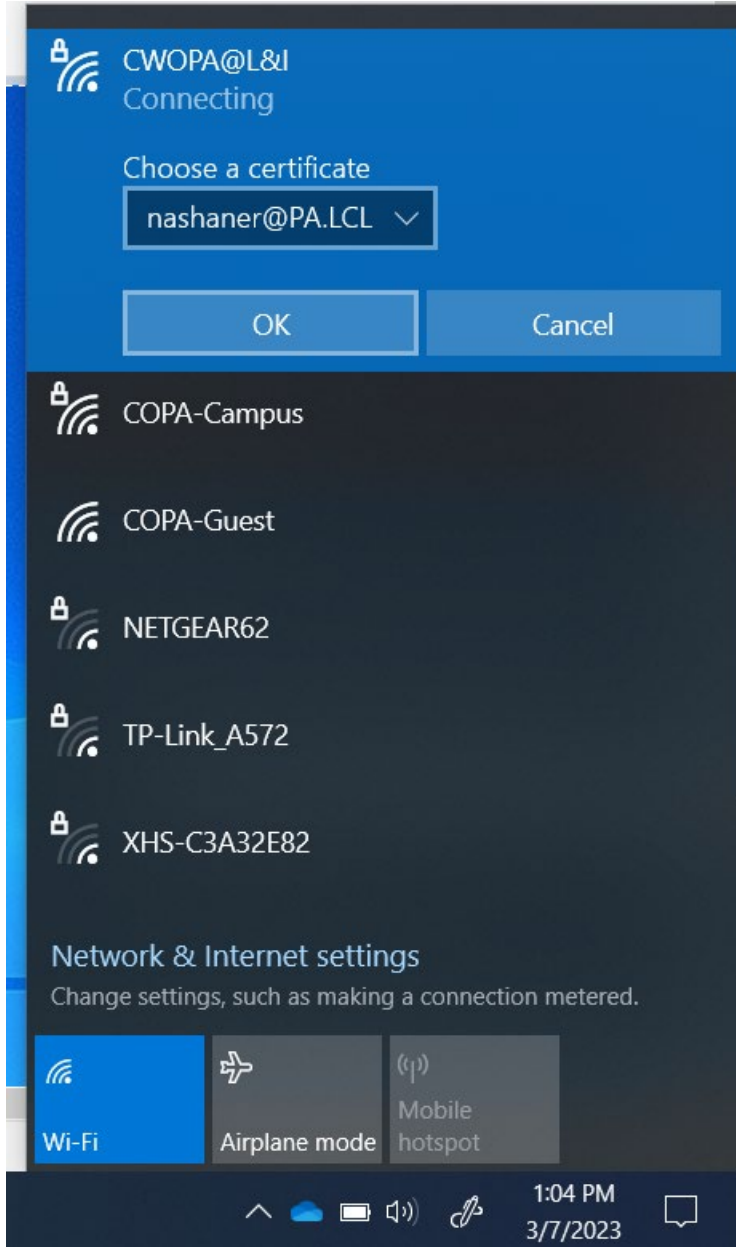
9. Select COPA-Campus – make sure Connect automatically is checked.

10. Select Connect using a certificate.

11. Choose <your cwopa ID>@pa.lcl and then Ok

Who to call for IT Technical Support

IMPORTANT: Before proceeding with obtaining technical support, if you experience any hardware issues while hoteling, disconnect all hardware from your laptop and RESTART your laptop. If this does not correct your hardware issue, please proceed with the steps outlined below.

- Staff experiencing issues connecting to Wi-Fi and/or utilizing the RCSOB hoteling space should contact their respective agency support for technical assistance. Due to limited onsite staff availability, it is critical that you contact *your agency support* before proceeding with the escalation information in section 2 below. *Note: Please ensure that you have your agency support contact information available to you BEFORE utilizing the RCSOB hoteling space.*
    - o For Code PA, please contact the GGDC Help Desk at (717) 783-1087).
    - o For DCED please contact the IED DC help desk number at 717-783-8330 or 1.855.783.8330 option 2.
    - o For DCNR or DEP please contact the Conservation & Environment Service Desk @ 717.787.HELP.
- When contacting the help desk – the information that is required includes:
    - o Indicate that you are utilizing the RCSOB 1st Floor hoteling space.
    - o The cubicle number you have reserved and are using. *Please refer to the floor plan earlier in this document if you require assistance determining your cubicle number.*
    - o Include a valid phone number and Commonwealth email address that you can be reached while working from your reserved hoteling space.
    - o Include as much detail on the issue that you are experiencing as possible. .

How to Connect to Wifi/Network for DCNR and DEP

DCNR and DEP staff will have access to EnviroNet automatically. To connect to EnviroNet select it from the wireless access menu in the system tray

Connecting to EnviroNET
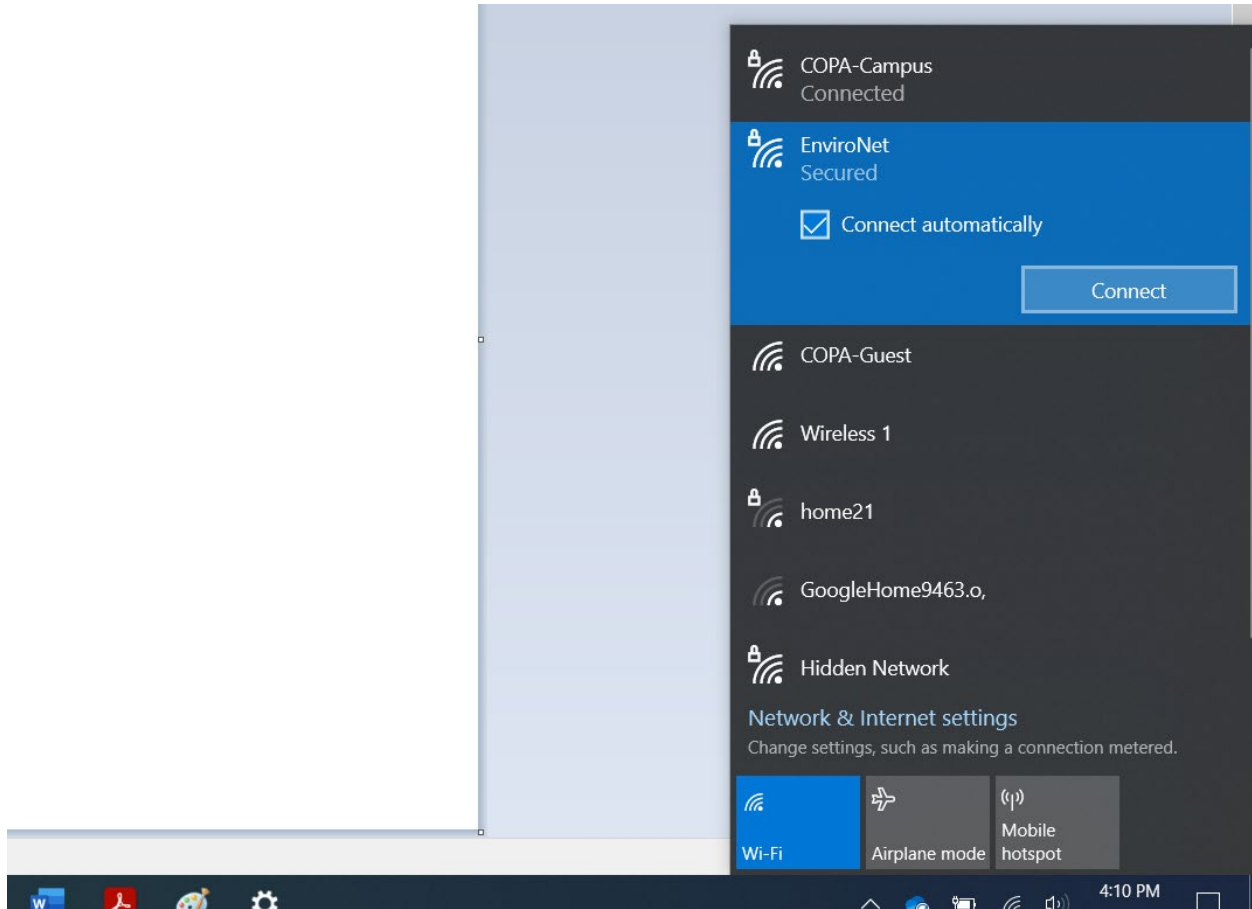
Instructions for Using the Docking Station and Monitor -

All of the work stations (Area D and Area E) are equipped with a Monitor, Keyboard and Mouse. To use this equipment – start by blocking in the docking station cable located in each area.

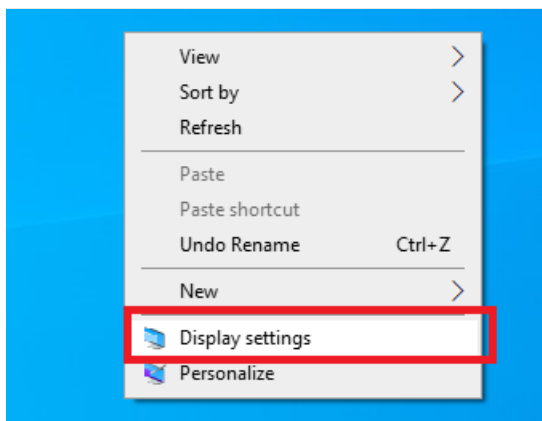## Plug-in Docking Station/Monitor Keyboard

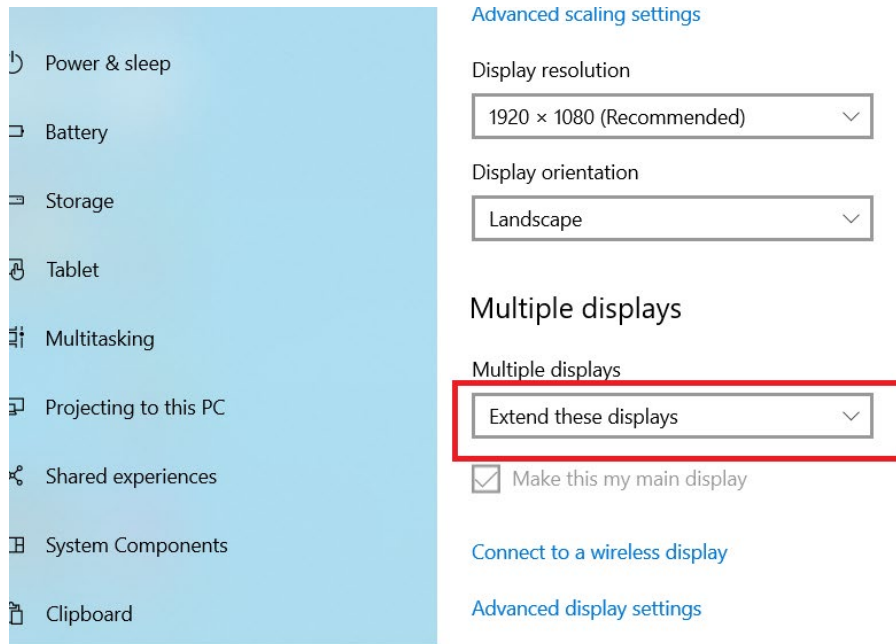Once plugged in – the mouse and keyboard should immediately work.

Extend Desktop (optional)

By Default – when the docking station is plugged in – the monitor and the laptop will both show the same screen. Some users prefer to have each monitor operated as a separate screen. To do this.

1. Right click on your desktop and select Display Settings

2. Select extend these displays from the multiple displays drop down list.

Advanced scaling settings

Display resolution

1920 × 1080 (Recommended)

Display orientation

Landscape

Multiple displays

Multiple displays

Extend these displays

☑ Make this my main display

Connect to a wireless display

Advanced display settings

Power & sleep

Battery

Storage

Tablet

Multitasking

Projecting to this PC

Shared experiences

System Components

Clipboard

---

3. You may need to drag and drop the monitors to align with your desk setup here:

Display

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.

2   1

Identify   Detect
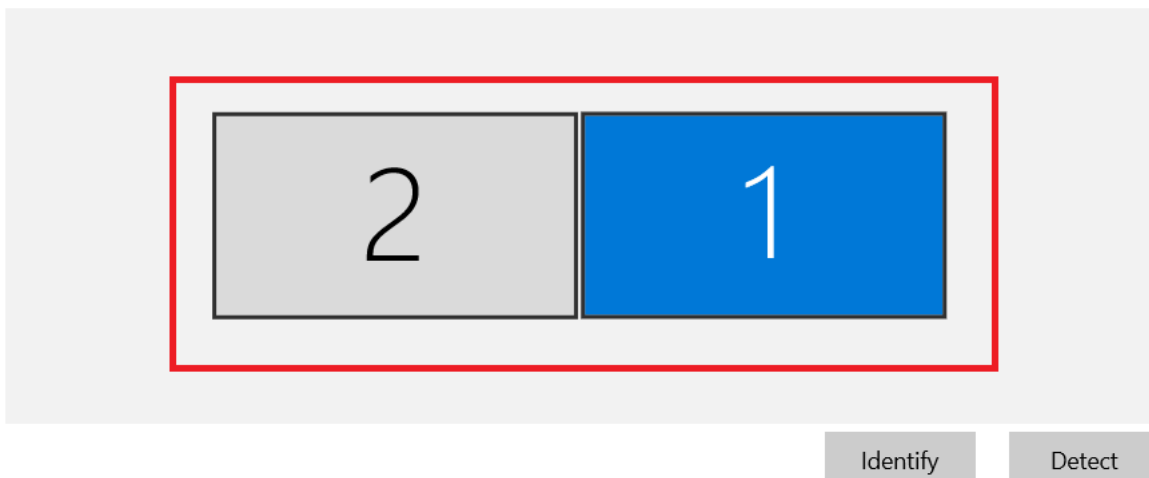
How to Connect to a Printer/Copier

There is a small Printer/Copier that can be used in this space. This Printer is not connected to the State Network. It can be used by walking over to the printer, powering it on, and plugging it into your computer using the USB Cable. The fax and email capabilities of this device are not available.
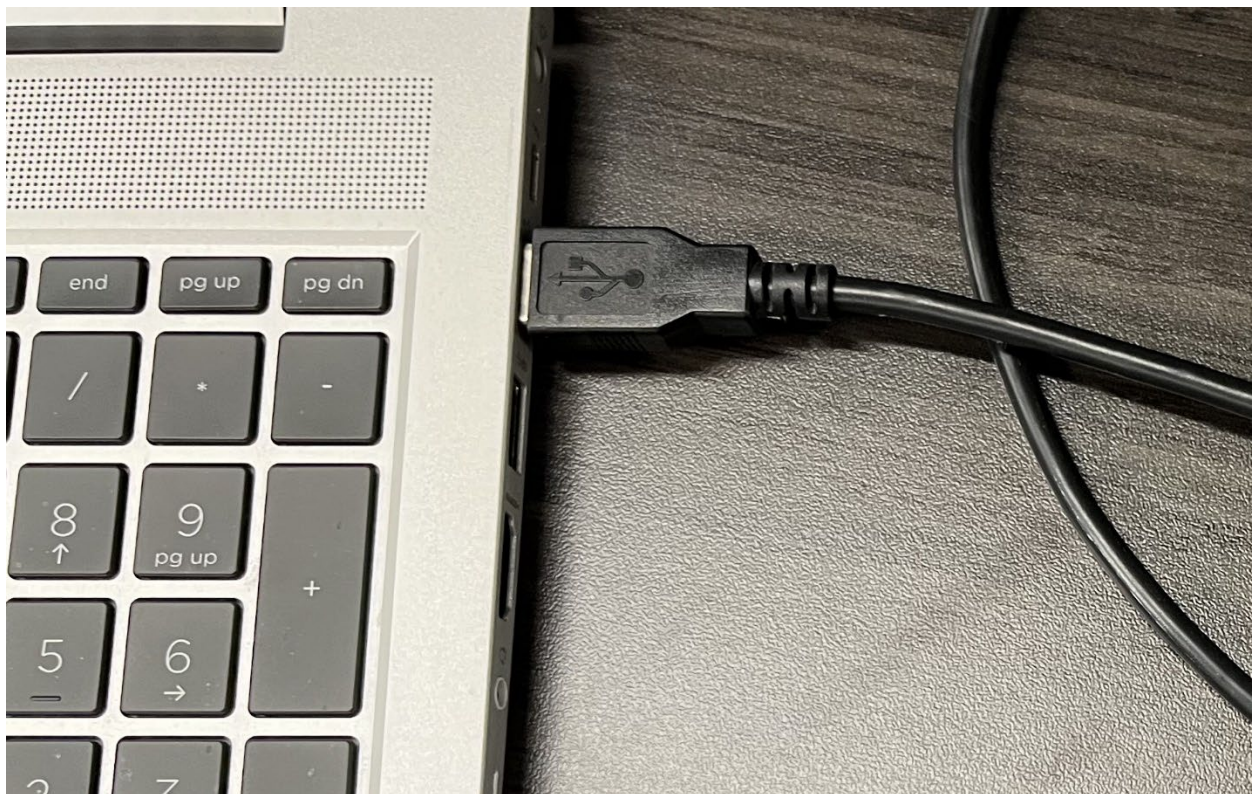
Location of Printer
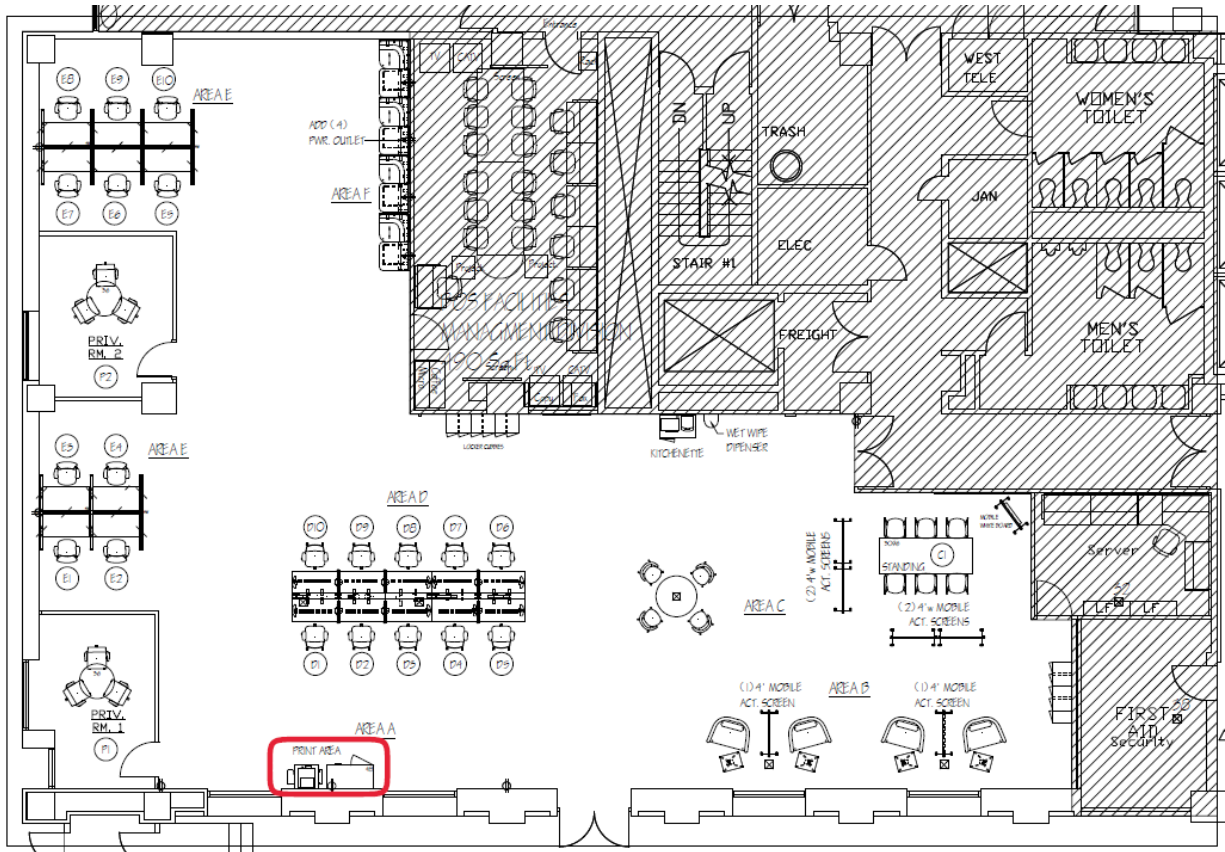
How to Power on Device

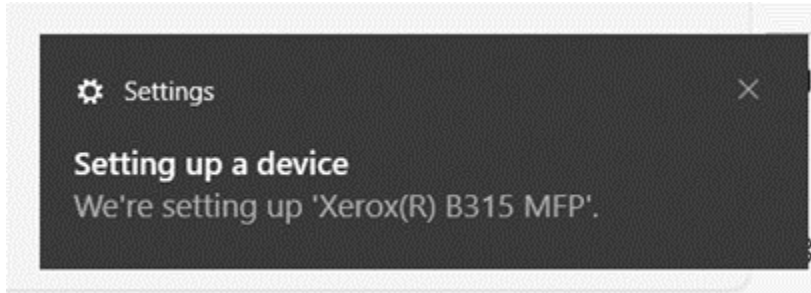Press and hold the power button (see red box)


Plug-in Device Using USB Cable

Select a Printer

The software to use the printer should automatically install. Users will need to select Xerox B315 MFP from the drop down list below before printing.

- When the cable is initially plugged in to your laptop, you should see the following message:

- NOTE - Set-up of the printer should occur within 3 – 5 minutes. You may need to check for status messages behind other open windows on your desktop for completion.
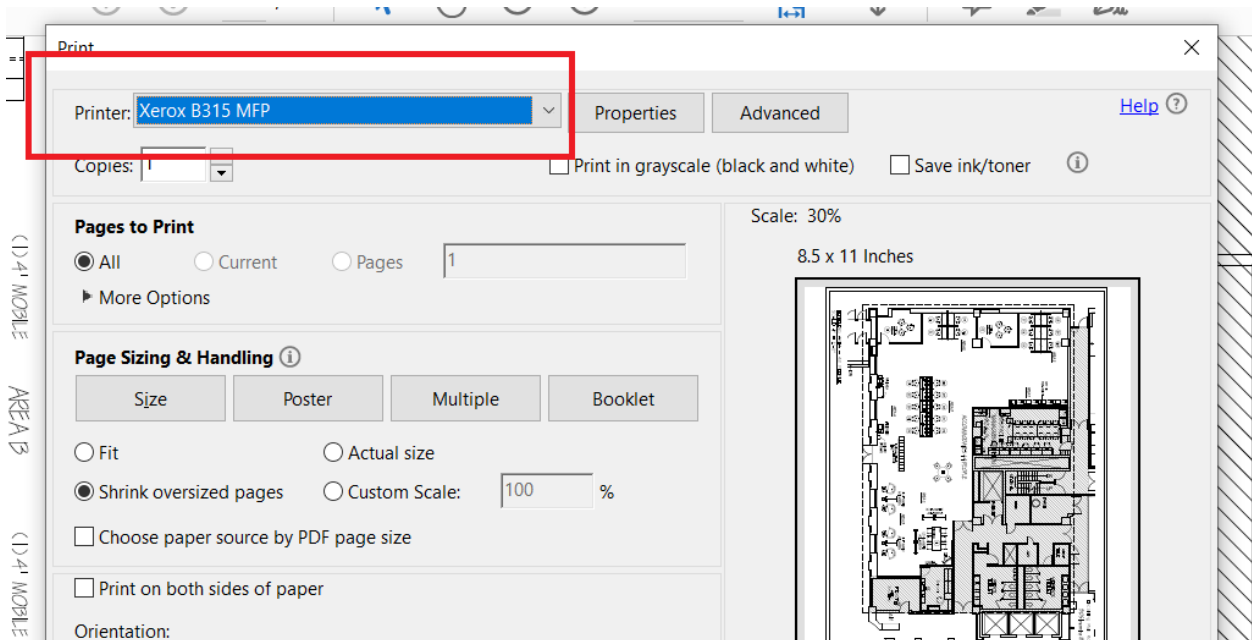
Etiquette Rules

Unlike other Commonwealth space – this hoteling location has an open floor plan. We request that all users of this space observe the following rules of etiquette.

- Use a headset for meetings as to not disturb others in the area.
- There is only 1 card reader to enter the space. You can exit the other door without a card read – but please make sure this door shuts behind you for security reasons.

- Consider reserving one of the private rooms for a meeting if additional privacy is needed.
- Don't keep reservations open for months on end – reserve the location for only the amount of time that you need it.
- Delete reservations you aren't going to use – so others can use the space as needed. Remember – others could see if you reserved a space and will reach out to you if you reserve a space and don't use it.
- All food will be thrown out of the refrigerator at the end of the week.
- Please clean up after yourself. Cover food in the microwave and clean up any food splatter.
- DGS custodial staff will dispose of any food left in the refrigerator first thing every Monday morning.

How to provide feedback -

A feedback survey can be found [here](#).

Instructions for using lockers -

Instructions for using the lockers will be taped to the lockers. Contact shelwilson@pa.gov if you have any trouble with the lockers or other facilities in this area.