# Employee Update – March 18, 2020

The Office of Human Resources Management (OHRM) will issue periodic updates to Prince George's County Government employees during the activated situational telework program and the Coronavirus Disease 2019 (COVID-19) pandemic. In each *Employee Update*, you'll find information and tips from OHRM, the latest COVID-19 information, and additional tips to support you.

Keep Informed:

Employee Info from Human Resources	County Updates on COVID-19	Tweets from the County Executive	Tips and Info for Working Remotely

VPN Issues?
Here's How You Can Help
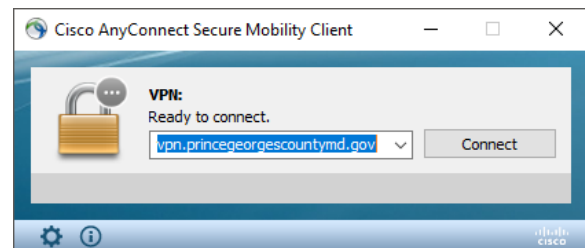
The County's VPN—or *virtual private network*—securely connects your computer to the County's servers via the internet and allows you to access the County's network, files, and systems from a remote location (e.g., your home). The Office of Information Technology (OIT) has notified agency IT Coordinators that the system is at capacity and they are actively working to increase the capacity.

The VPN has a capacity limit.
If you've noticed that it's difficult to access the VPN, or if you keep getting disconnected from the VPN, the reason is because there are hundreds of employees trying to access it at the same time. OIT is actively working to increase the capacity.

You don't need to use the VPN to access every system.
Employees who are teleworking do not need to log into the VPN to access systems and applications, such as Kronos (Timekeeping), Office 365 (Microsoft products), and OneDrive (File sharing). For a detailed list of systems that do and do not require the use of VPN, visit: princegeorgescountymd.gov/3408/Working-Remotely.

Note: Employees may require VPN access to the network when accessing an application or any file saved on network drives (e.g., H:\ or I:\) that have not previously been copied over to OneDrive.

Log out of the VPN when you are not using it.
Until the capacity for the VPN can be increased, it is critical that all VPN users connect when they need to access an internal only system. VPN users **must disconnect** when they are no longer accessing a system that requires the VPN.