



My**FAA**

Remote Access

Do you [telework](https://my.faa.gov/employee_services/benefits/worklife/teleworking.html) (https://my.faa.gov/employee_services/benefits/worklife/teleworking.html)? Do you travel outside of your assigned office? Obtaining the right tools and understanding what you can do with your FAA laptop is important when you telework or travel to remotely access applications and resources within the FAA. This page provides all the information you will need to access the FAA network remotely while you are teleworking or traveling.

- Connecting to the Network to Work Remotely
- Questions & Answers

Connecting to the Network to Work Remotely

To work remotely you will need the following items:

1. Government Furnished Equipment (GFE), typically a laptop or tablet
2. A reliable Internet connection
3. An active FRAC VPN account

These three items will ensure that you can effectively remotely connect to and access items on the FAA network.

Questions & Answers

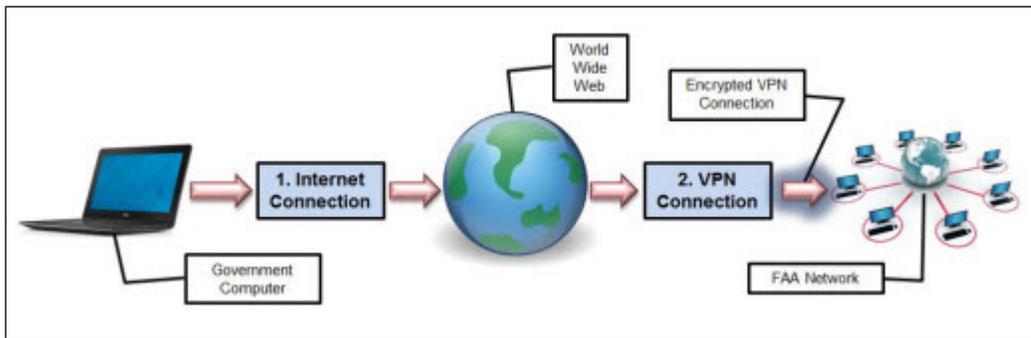
Connectivity

What is FAA Remote Access (FRAC) Virtual Private Network (VPN)?

FRAC VPN is the ability to access FAA internal applications and resources through approved FAA Information Technology resources. You may use remote access while out of the office on travel or teleworking.

What are the basic steps for FRAC VPN?

To access all FAA applications and resources, you will need a reliable internet connection at the travel or telework site. You will also need a FRAC VPN connection to establish a trusted encrypted (secure) connection into the FAA network.



Remote Access Steps

Why do I need a FRAC VPN connection?

Are you looking to telework or travel to other locations and still have access to FAA resources such as your home & office network drives? How about using Microsoft Outlook instead of Outlook Web App? Do you need to access CASTLE or your eOPF? Are there applications specific to your LOB/SO that you need to access?

If the answer is **Yes** to any of these questions, then a FRAC VPN connection is required for you to telework.

How do I get a FRAC VPN account?

You may obtain a FRAC VPN account at the [FTI FRAC Registration Website](#). After registration, a FRAC VPN account will be created that corresponds to your FAA email address.

How do I use FRAC VPN when I'm out of the office?

After you've established an Internet connection, click the Pulse Secure icon in your system tray and choose to connect via FRAC ePIV or FRAC MyAccess.

How do I use FRAC VPN on my FAA-issued iPhone or iPad?

Visit the App Store and download the Pulse Secure app.

Hardware

May I use my personal computer to FRAC VPN?

No. The FRAC VPN connection is a trusted encrypted (secure) connection into the FAA network for government-issued laptops (see FAA [Order 1370.121](#) (https://employees.faa.gov/tools_resources/orders_notices/index.cfm/go/document.information/documentID/1030708)). Also, government-issued laptops are encrypted and come equipped with built-in wireless and the necessary software to securely telework.

How may I obtain a government-issued laptop to telework?

You must contact the MyIT Service Center for information about obtaining a government-issued laptop for teleworking.

Can I connect to my computer at my desk when I telework?

No. You cannot use any software to remotely connect to a computer that is not in your physical possession. You may only use your GFE laptop or tablet to connect into the FAA network to process FAA documents and resources.

Will the FAA provide hardware for my Internet connection?

The National Wireless Program (NWP) Office is responsible for the distribution of equipment such as MiFi and Aircard devices that provide Internet connectivity for government-issued laptops. You can find more information on how to request a MiFi or Aircard device can be found on the [National Wireless Program](https://www.esc.gov/nwMain.asp) (<https://www.esc.gov/nwMain.asp>)_page.

May I use my personal printer to print?

Yes, you can print from your FAA-issued Windows 10 laptop to most modern personal printers, thanks to the pre-installed generic, HP Universal, and Lexmark Universal print drivers. Simply connect your printer to your FAA-issued laptop via a **USB cable** and follow the on-screen instructions. *Note: You cannot connect to a wireless printer or a network printer while you are connected to the FAA network via FRAC VPN. To connect to a wireless or network printer, first disconnect from FRAC VPN, then print your document, then reconnect to FRAC VPN.*

File & Storage

How do I access my files on shared drives?

If the connection to your shared drives stays active when you telework, then you can simply access the files after you establish your FRAC VPN connection. If the connection to your shared drives is not active when you telework, then contact the MyIT Service Center for support.

Why is accessing files on a shared drive slower than normal?

The connection that your laptop makes through your FRAC VPN connection is routed through either the Mike Monroney Aeronautical Center (MMAC) or the William J. Hughes Technical Center (WJHTC). When this connection is made, all of your network traffic from your teleworking site is routed through one of these two sites, to the location of the data, and back to your teleworking site. This may cause a delay in accessing files that are large in size and/or designed for local use at your traditional worksite.

The best solution is to save the files from your shared drives to your laptop, work on them when you telework, and then save them back to your shared drive when you return to the office. Read the next section for other options for accessing your files when you telework.

What are other options for accessing my files when I telework?

- **Encrypted USB Drive.** You can save the files that you would need to work on when you telework onto an encrypted USB drive. If you do not have one, you can purchase one locally through the SAVES (<https://my.faa.gov/org/staffoffices/afn/programs/saves.html>) program.
- **Knowledge Sharing Network (KSN).** You can save and access files that you would need to work on when you telework on any KSN site to which you have the appropriate permissions. All you will need is the URL for the KSN site.

Self-Troubleshooting Techniques

Test Your Internet Speed

Tools are available on the internet that will test your internet speed when not using FRAC VPN. Commercial websites such as [SpeedTest](#) provide information regarding the speed of your internet connection. Your home Internet Service Provider (ISP) may also provide tools to test your internet speed. Contact your home ISP for more

information. If you find that your internet speed is too slow based on what you are paying for, contact your home ISP to assist with increasing your internet speed.

Note: Testing your internet speed while using FRAC VPN may produce false results as the internet speed test uses the FRAC VPN connection back and forth between the FAA network to test your internet speed.

Connectivity Issues

There may be times that your FRAC VPN connection drops connectivity. There are multiple reasons this may happen. Here are some tips that you can take to self-correct any connectivity issues:

- **Wireless Interference.** If you are connecting via wireless, there may be competing wireless signals from neighboring routers or other wireless devices. Instead of using wireless, try connecting your GFE directly to your router with an Ethernet cable.
- **Internet Service Provider is having issues.** First thing you should check is your connection to the internet. Ensure that you have a stable internet connection. Unstable internet connections increase the risk of your FRAC VPN connection getting dropped. If you are at home, check with your Internet Service Provider if the internet speed is the correct choice for your household.
- **Competing with internet traffic within your household.** Identify if other household members are using the Internet while you are teleworking. If other members in your household are using the internet, you may need to increase your internet speed with your ISP.
- **Competing with internet traffic within your neighborhood.** The cables outside of your household used for the internet are also shared with other households in your neighborhood.

Secure Your Home Network

Applying a level of computer security is crucial to protecting your home from a malicious attack on your home network. Use some of the basic principles mentioned in this [User's Guide to Securing External Devices for Telework and Remote Access](http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-114r1.pdf) (<http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-114r1.pdf>) (PDF) to properly learn more about teleworking and how to apply a level of computer security to your own home's network. Additionally, follow the protocols set forth in FAA [Order 1370.121](https://employees.faa.gov/tools_resources/orders_notices/index.cfm/go/document.information/documentID/1030708) (https://employees.faa.gov/tools_resources/orders_notices/index.cfm/go/document.information/documentID/1030708).

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All AIT managed infrastructure systems, and applications are fully operational and performing normally at this time. [Check status.](https://my.faa.gov/tools_resources/it_services_support/stay_informed/status.html) (https://my.faa.gov/tools_resources/it_services_support/stay_informed/status.html)

Ensure your AIT-managed mobile devices are running these versions, both compatible with FAA email and systems:

- iPhone: iOS v13.3.1
- iPad: iPadOS v13.3.1

Do not update to any other version until further notice.

Contact AIT

- To request IT support, contact the **MyIT Service Center** 24 hours a day, 7 days a week. Call 1-844-FAA-MyIT (322-6948), email helpdesk@faa.gov (<mailto:helpdesk@faa.gov>) , or visit the MyIT Service Catalog (<https://myit.faa.gov>) .
- To report cybersecurity concerns, contact the **Security Operations Center**. Call 1-866-580-1852 or email SOC@faa.gov (<mailto:SOC@faa.gov>) .
- To order IT products and services, visit the MyIT Service Catalog (<https://myit.faa.gov>) .
- Should you require additional IT services to achieve your mission, contact your Business Partnership Manager or Field Relationship Manager (<https://my.faa.gov/org/staffoffices/afn/information/bpm.html>) .

This page can be viewed online at:

https://my.faa.gov/tools_resources/it_services_support/stay_connected/remote_access.html