



# PRE-ONBOARDING: VIRTUAL EXTERNSHIP IT SUPPORT INTRODUCTION

*During this inaugural year of offering virtual workstations during the summer externship program, the OCIO support teams are committed to providing the best possible experience. As a result of the uniqueness of each extern's home office setup being a direct factor that contributes to the overall experience of the functionality of the virtual workstation, OCIO would like to share the following tips to improve the experience and ask a few questions to assist with tailoring the support needed to ensure a positive experience.*

**Tip #1** – A wired connection directly to your home router will provide an improved connection over a wireless connection. The remote session you establish to USPTO will be encrypted and more susceptible to disconnections during periods of a weak wireless connection. Your session may not automatically reconnect on its own each time.

**Tip #2** – Terminology – Your USPTO username, password, Fob PIN, and Fob Token code are four (4) separate pieces of information provided to you for use to connect to your USPTO virtual workstation. Your USPTO password and Fob PIN are pieces of information that you will have to remember and safeguard throughout your externship. No USPTO support staff will ask you to divulge these details. When using these credentials, confusing them with one another will lock out your account access and may require in a reset to restore your access.

**Tip #3** – Your access to your virtual workstation will differ if you are using a personal Windows or Apple/Mac computer. Unix/Linux is not supportable. Windows will use a browser based (Internet Explorer) connection; where a Mac will require the installation of a client/application (app).

## Questionnaire:

Name:

1) I intended to use the following personal computer:

*Note: Unix/Linux cannot be supported with virtual workstations at this time.*

- Windows 10
- Windows 7
- MacOS 10.15 Catalina
- MacOS 10.14 Mojave
- MacOS 10.13 High Sierra
- MacOS 10.12 Sierra
- Other:

2) My internet service provider is:

*Note: this information is used for isolating network connectivity issues when localized and widespread issues are reported by the ISPs.*



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- 3) I would prefer to work through my initial connectivity primarily:
- Independently with written instructions
  - Through a one-on-one collaboration session with the support team
  - As part of a group session with other externs
- 4) My familiarity with the workings of my computer would be rated as:
- Low – I just use it and don't understand much of how it works
  - Medium – I am comfortable with some advanced settings on my machine and have solve some of my own issues in the past
  - High - I have an advanced understanding of how everything works on my computer
- 5) Additional questions, comments, and/or concerns

**Once completed, please respond to the email in which this document was attached ,or return this document by clicking on this: [Summer\\_Extern\\_IT\\_Support@uspto.gov](mailto:Summer_Extern_IT_Support@uspto.gov)**

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