TELEWORKING TIPS

BY THE INFORMATION SYSTEMS BUREAU

Did you know that you can effectively access the majority of your applications regardless of your physical location? All you need is an Internet-connected device.

As part of Los Angeles County's ongoing efforts to effectively respond to the rapidly evolving coronavirus (COVID-19) public health emergency, Information System Bureau (ISB), in collaboration with Internal Services Department (ISD), has developed a preparedness plan to manage the large and immediate need for remote working capacity, offering 3 means of accessing data or working remotely.

ISB also created quick short videos and easy to follow how-to guides on ISB Connected page to get things running quickly. Please bookmark this page to stay up to speed with ISB's latest news and updates.

If you have a County-issued laptop, you can essentially telework with access to most County applications except for Justice Data Interface Controller (JDIC) and Automated Justice Information System (AJIS also known as Booking).

Office 365 office.com	Zscaler Remote Access App	AppStream 2.0 myapps.lacounty.gov
Available on any device (Laptop, Desktop, Android, IOS) Access to Microsoft Office365 applications (Outlook, OneDrive, Word, Excel, SharePoint, Microsoft Teams)	Available only on County-Issued laptop Just like being on the county network while remote	County "desktop" via Web browser on any Internet-connected device

If you wish to primarily work from a personal device, you have several options depending on your specific application needs. The chart below shows the options for using your applications, and the Probation Telework Guide contains detailed instructions.

Your County issued Probation laptop will give you telework access to most everything that your office desktop computer can. The applications that are not available are Bid List, BMS, BTS, CAPTIVA, Grievance, PAR, PC Pretrial Plus, AJIS, and JDIC.

If you are teleworking on a personal device (laptop or desktop), you must work through myapps.lacounty.gov for use of anything other than Microsoft applications such as Office, OneDrive, Teams, and Skype.

With the help of myapps.lacounty.gov, you can access your probation desktop as well as MYLACounty.gov (for timesheets, mileage, eforms, etc.), and other applications. The only systems not available by telework are AJIS, and JDIC.

Probation News

Need help? Contact our IT service desk.
Use the self-service portal
http://myselfservice.lacounty.gov
Send us an email
ITService@probation.lacounty.gov
or Call us: 866.607.3171