

Welcome to Your CHCFC Windows Laptop

Essential Setup, Network Access, Data Storage & Email Guidelines



Congratulations on receiving your new CHCFC Windows laptop!

This enterprise workstation has been pre-configured by the IT Department with all required tools, security software, and corporate shortcuts. Please review this quick-start guide to ensure seamless remote connectivity, proper file preservation, and smooth daily workflow.

1. Remote Connectivity: OpenVPN Connect (First Step Offsite)

Whenever you work outside a CHCFC clinic or office, you must connect to the VPN to access your network drives, webmail, and internal systems:

Step 1: Open the Application

Locate and launch **OpenVPN Connect** from your Desktop or the Windows Start menu (look for the orange and white circular icon).

Step 2: Connect to the Profile

Click the toggle switch or press **CONNECT** next to the pre-loaded **CHCFC** profile.

Step 3: Enter Your Windows Credentials

- **Username:** Enter your username formatted as first.last (e.g. jane.doe).
- **Password:** Enter your standard Windows login / domain password.
- Check *Remember password* if desired, then click **CONTINUE**.

Step 4: Verify Connection

The status indicator will turn solid green and display **CONNECTED**. Your secure tunnel to CHCFC servers is now active.

2. Critical File Storage Policy: Use N: and H: Drives ONLY

CRITICAL DATA WARNING — DO NOT STORE FILES LOCALLY ON THIS LAPTOP:

Never save work or sensitive documents to the local hard drive (C: Drive). This includes the **Desktop, My Documents, Downloads,** and **Pictures** folders. Local files are NOT backed up, are inaccessible from other computers, and will be permanently lost if your laptop is lost, damaged, repaired, or replaced.

Please reference health center policies for official guidelines on data transmission and storage.

Network Drive	Purpose & Scope	Usage Guidelines & Backup Status
N: Drive (Shared)	Shared Departmental & Clinic Data Accessible to authorized teams and colleagues.	Use for team projects, shared spreadsheets, forms, and clinical resources. Fully protected by automated nightly enterprise backups.
H: Drive (Home / Personal)	Private Individual Work Data Accessible exclusively by you.	Use for your personal work drafts, individual notes, and working files. Fully protected by automated nightly enterprise backups.
Local C: Drive (Desktop / Downloads)	Device Local Storage ONLY Temporary machine cache.	DO NOT STORE FILES HERE. Not backed up. Move all downloads and desktop files into N: or H: drives immediately.

3. Email Access Policy: Use Webmail (Moving to Microsoft 365)

DO NOT USE THE OUTLOOK DESKTOP APP:

Please do not open or configure the desktop Microsoft Outlook client on this laptop. All staff should access their email through the browser at **webmail.chcfc.org**.

How to Access Webmail:

1. Double-click the **CHCFC Portal** shortcut located on your desktop (or visit <https://portal.chcfc.org>).
2. Click the **Webmail** button (or browse directly to <https://webmail.chcfc.org>).
3. Log in with your **entire email address** (e.g. firstname.lastname@chcfc.org) and Windows domain password.

Why We Are Phasing Out Outlook Desktop:

CHCFC is actively transitioning away from legacy on-premises Exchange servers. Every employee will soon be receiving a modern **Microsoft 365 (M365)** cloud account. Utilizing the web interface ensures consistent email delivery, avoids profile corruption, and guarantees a seamless cutover when your mailbox is migrated to the cloud.

4. Laptop Care & IT Support Contacts

Hardware Care — No Stickers:

Please do not apply adhesive stickers, decals, or tape to the laptop case, keyboard palm rest, or display bezel. Laptops are clinical healthcare organization property and must remain clean, professional, and free of adhesive residue for sanitization and future redeployment.

Need Assistance? Submit a ticket via email to helpdesk@chcfc.org or contact the CHCFC IT Help Desk.

Tip: When requesting help offsite, please ensure OpenVPN Connect is active so technicians can assist remotely.