

## VPN Certificate Access REQUEST FORM

USER INFORMATION			
<b>Agency</b>	<b>Bureau:</b>	<b>Date:</b>	
Labor & Industry			
<b>Employee name:</b>		<b>Employee Phone number:</b>	<b>Employee ID #:</b>
<b>First:</b>	<b>Last:</b>		
<b>CWOPA Email address:</b>		<b>Check box below if non-state employee</b>	
		<input type="checkbox"/> <b>Contractor</b>	
<b>CWOPA USER NAME:</b> (lowercase) EX: josmth		<b>Type of service:</b>	
		<input type="checkbox"/> <b>VPN Certificate Access</b>	
<b>Contractor VPN PASSWORD:</b> (Guidelines on back of form)		<b>SUB ACCOUNT FOR CHARGES:</b> (EX: OIT 3100, OVR 6000)	
<b>Reason for VPN access:</b>			
<b>VPN GROUP</b> (To be completed by User or Supervisor) EX: BOIS, BUCBA, OIT, OVR, UCMS, WCAIS			
<b>USER SIGNATURE</b> - Upon signing below and completion of this form, the user agrees, understands and will adhere to the policies as stated on the back of this form.			
⇒			
<b>IMMEDIATE SUPERVISOR INFORMATION</b> - Upon signing below, the immediate supervisor agrees, understands and will adhere to the policies as stated on the back of this form.			
<b>Immediate supervisor signature</b> (Bureau POC):		<b>Date:</b>	
⇒			
<b>Immediate supervisor name</b> (Please print):		<b>Email address:</b>	<b>Phone number:</b>
<b>Bureau Director Signature:</b>		<b>Date:</b>	
⇒			
<b>VPN Mailing address for completed/signed forms:</b>		<b>VPN Admin Email address:</b>	
OIT-VPN, Room 125, 651 Boas St., Harrisburg, PA 17121		RA-LI-OIT-VPN@pa.gov	
<b>VPN ADMIN Signature:</b>		<b>Date received:</b>	<b>Date Completed:</b>
<b>Service Now Order #</b>		<b>ESMS Order #</b>	

**Note: Print form 'Duplex' (both sides on one sheet)**

**User name guidelines: CWOPA user name** (lowercase)

The Bureau Point of Contact (POC) will ensure that the user name supplied is the user’s CWOPA user name.

**Contractor VPN Password guidelines:**

1. Passwords must be at least eight (8) characters long.
2. Passwords must contain characters from at least three (3) of the following four (4) categories.

Description	Examples
Upper case letters	A, B, C, ...Z
Lower case letters	a, b, c, ...z
Numeric characters	0, 1, 2, ...9
Non-alphanumeric characters (special characters)	#, Punctuation marks

3. Passwords **may not contain your user name or any part of your full name.**
4. After 5 invalid logon attempts, contact the LINKS Help Desk at 1-844-532-0483 to have your password unlocked.
5. NT retains a history of the last ten (10) passwords that have been utilized.
6. Passwords expire every 60 days.
7. Your password can be changed once every two days.

**Type of service**

- *VPNAccess* – VPN allows approved users when away from the commonwealth building/network to access information located on the commonwealth network.

**Request processing**

Standard processing time for VPN accounts is five (5) business days from the date the Enterprise Network Security Team receives the completed request.

**User responsibility**

- The user will be responsible to **log in remotely with this system once every thirty (30) days.**
- The user must contact the LINKS Help Desk to open an Incident Ticket at 844-532-0483 for any issues.

**L&I User Agreements**

- All DLI employees will adhere to all applicable DLI Security Policies governing proper computer use.
- In particular: C-203 (*Remote Access to the Commonwealth Network*)

**Agency termination/reassignment**

The Bureau POC must notify OIT-VPN Admin via a Service Now Change Order in the event of a user’s reassignment to another agency. The user’s account will be terminated. A new Service Now Order request for VPN access for the user will be required to ensure the integrity of the system.

**Commonwealth termination**

The Bureau POC must notify OIT-VPN via a Service Now Change Order in the event of a user’s termination from the commonwealth, so that the user’s account can be terminated.

**Department of Labor & Industry LINKS Help Desk**

Toll Free: 1-844-532-0483

**Note: Print form ‘Duplex’ (both sides on one sheet)**