

Site Cutover

User Toolkit for **Site Cutover** (Networks, Devices, VDI, & Printing)



U.S. Utility Integration (USUI)

Business Systems

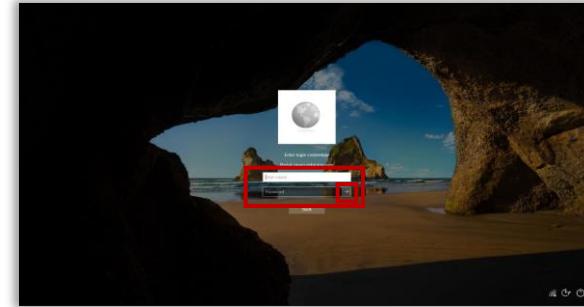
Learning Objectives

Get Started with an Enbridge Device including set-up, login, and VPN	3-4
Pin & Launch Apps access Outlook, OneDrive & Teams	5
External Folder & Rule move all external emails to a dedicated folder	6-7
Access Web Applications launch available Enbridge applications from desktop	7
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Get Started

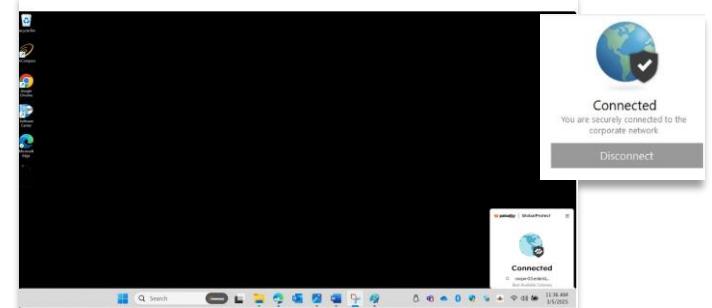
a. Power & Connect

- Plug in your laptop to the AC adapter/power cord and connect to Wi-Fi or a wired network.
- Login using your Enbridge credentials (username and password provided to access Workday)
- Contact Enbridge Service Desk servicedesk@enbridge.com or
1-844-362-6948 ext. 5 - option 1 if you need to reset your password



b. Connect to VPN (Global Protect)

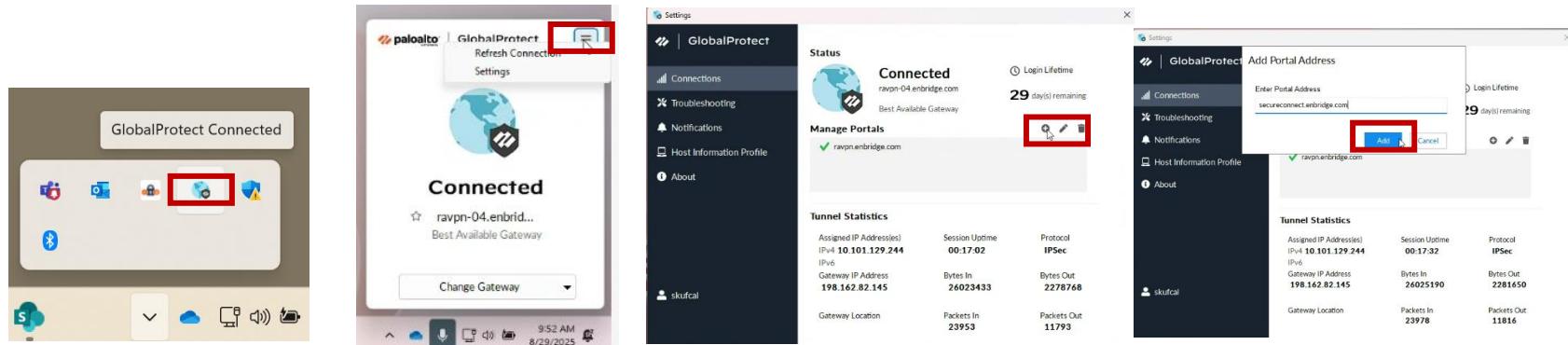
- Look for 'Global Protect' at the bottom right corner of the screen. Ensure you are connected to Virtual Private Network (VPN) – a secure encrypted connection
- If it does NOT appear, search Global Protect in the search bar and click 'CONNECT'
- Tip: If you experience an authentication error, see the job aid [here](#)



Set up VPN Secure Connect

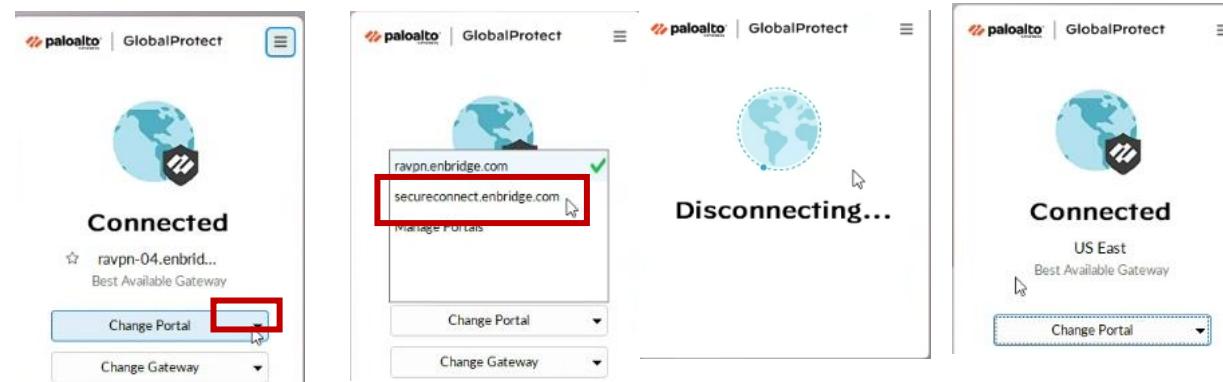
a. Add Secure Connect

- Open Global Protect at the bottom right corner of the screen.
- Click on the three lines and select settings.
- Click the plus.
- Add Portal Address:
secureconnect.enbridge.com
- Click Add. Close the screen



b. Update to Secure Connect

- Open Global Protect at the bottom right corner of the screen again and click the drop-down in Change Portal.
- Select secureconnect.enbridge.com
- Disconnected and then connected screens will appear
- Please call the Enbridge Service Desk if you are unsuccessful 1-844-362-6948 select ext. 5 option 1

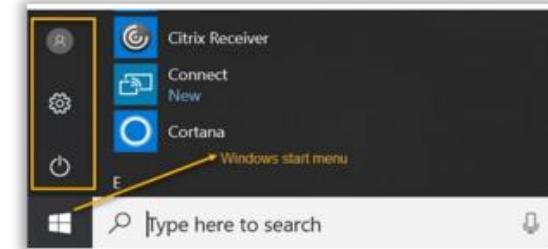


Note: Only required if you are experiencing authentication errors

Pin & Launch Apps

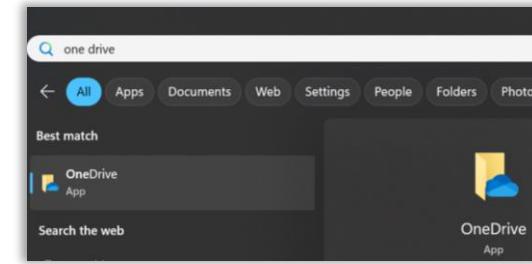
a. Launch Outlook

- Click on Start Menu, and select ‘Outlook App’ or search for ‘Outlook’
- Wait for your ‘Outlook’ profile to fully load before use



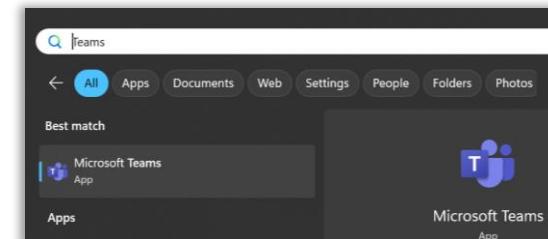
b. Open OneDrive

- Select ‘OneDrive’ from the Start Menu. This is your personal file storage for all your business needs that can be safely stored in Office 365 and accessible from anywhere on any device.
- To pin application to your Taskbar, right click on the application> Click More > Click Pin to taskbar



c. Open Microsoft Teams

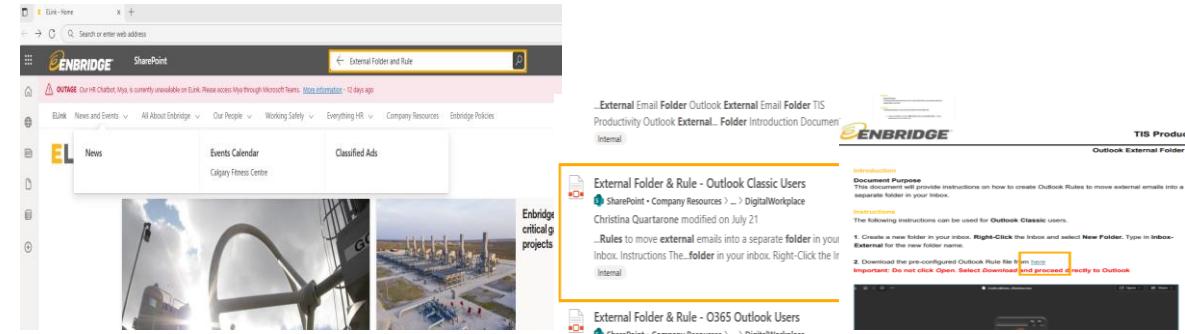
- From the start menu, search for ‘Microsoft Teams’ and Pin this application to your taskbar for easy access
- To pin application to your Taskbar, right click on the application> Click More > Click Pin to taskbar



External Folder & Rule (Mandatory)

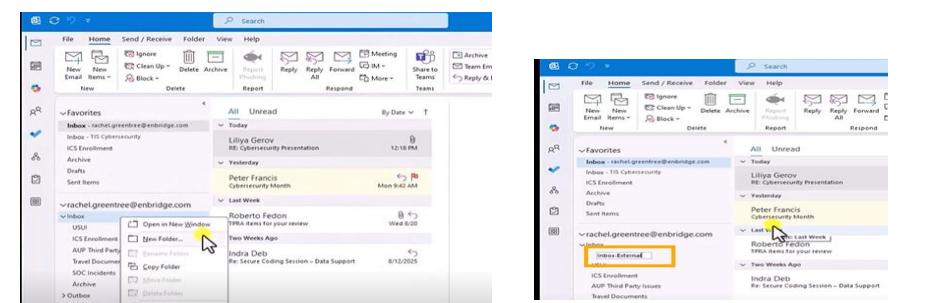
a. Create External Folder

- Select ‘Microsoft Edge’ from the Start Menu to navigate to the ELink home page
- Type ‘External Folder and Rule’ in the ELink search bar, press ‘enter’ and select the option labeled ‘External Folder & Rule - Outlook Classic Users’
- Click the hyperlink within the document and choose ‘download’ to retrieve the preconfigured Outlook rule for easy import



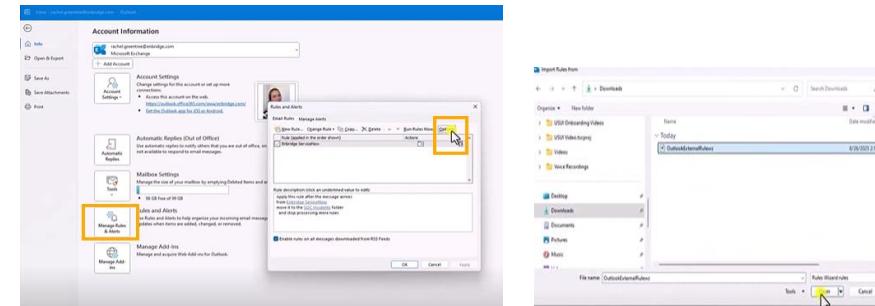
b. Create a New Folder in Your Inbox

- Right click the inbox and select ‘new folder’
- Type in ‘Inbox-External’ for the new folder name



c. Manage Rules and Alerts

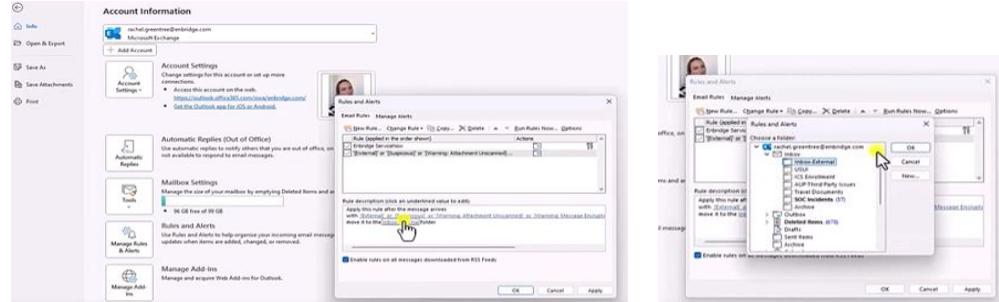
- Navigate to File -> ‘Manage Rules & Alerts’ -> ‘Options’ and select ‘Import Rules’
- Navigate to your ‘downloads’ folder and select ‘OutlookExternalRulewz’ and click ‘open’
- Confirm by selecting ‘OK’



External Folder & Rule (Mandatory)

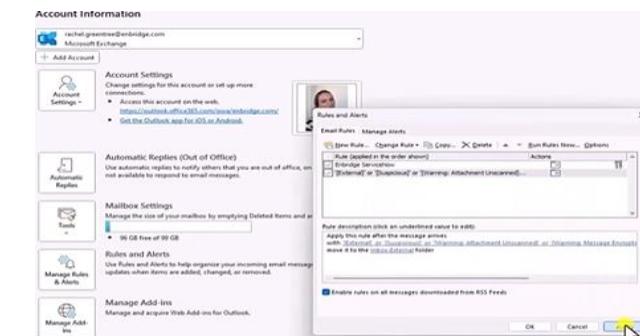
d. Verify Folder is Set Up

- To verify the folder is set up, click the 'Inbox External' link
- Choose 'Inbox' then 'Inbox External'
- Click 'OK'



e. Finalize Rule Set Up

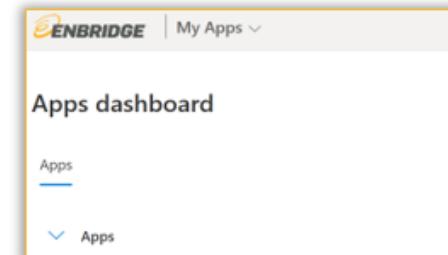
- Finalize the rule by selecting 'Apply' then 'OK'
- Your rule is now successfully configured



Access Web Applications

Access Enbridge Applications

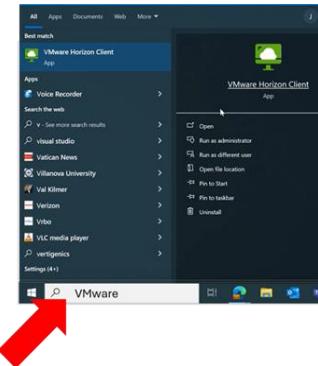
- Access Enbridge web applications through <https://myapps.Microsoft.com>



Install & Launch DE VDI (VMware Horizon)

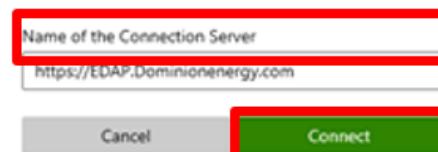
a. Open VMware

- Search & Open VMware Horizon from Search Bar at bottom of screen.
- Note: If not installed select Microsoft Configuration Manager and open Software Center, click on VMware Horizon and install. After the installation of VMware Horizon Client click Restart to complete the installation. Check out this short video tutorial for further support: [How to install the DE VDI on your Enbridge Device](#)



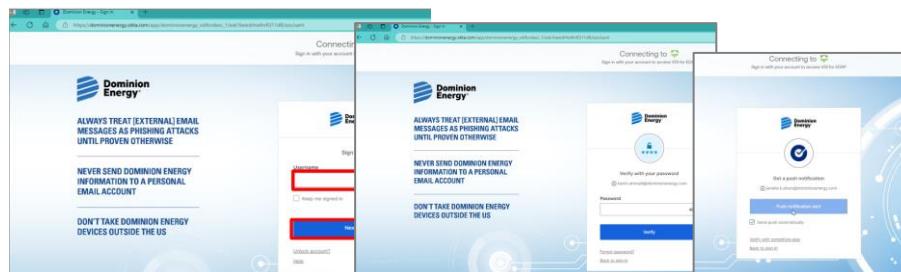
b. In VMware App

- Click “Add Server” Enter name of Connection Server: <https://edap.dominionenergy.com>
- Click “Connect”



c. Access

- Enter your Dominion Energy username (full email address) and click next.
- Enter your Dominion Energy user account password and click verify.
- Complete authentication on mobile device. DE utilizes the Okta push notification on iPhones to access DE VDI, this will still apply.



Why use the DE VDI on Enbridge device

- Use this method when you want to access compatible DE applications on your Enbridge device

Which applications do not work on DE VDI

- Applications that will not work with VDI and require access via your DE device are published on the US Utility Resource Center (USUI) [here](#)

Blank screen when logged in

- This issue may occur if the user didn't log off the desktop in the previous session and their VDI profile needs to be reset. If it happens, please contact the DE Service Desk at 1-877-947-4636.

Issues with single sign on (SSO)

- Some applications on the DE VDI are SSO non-persistent, meaning login credentials are not retained. As a result, users must enter their log in details each time they access these applications. Currently, no workaround exists.

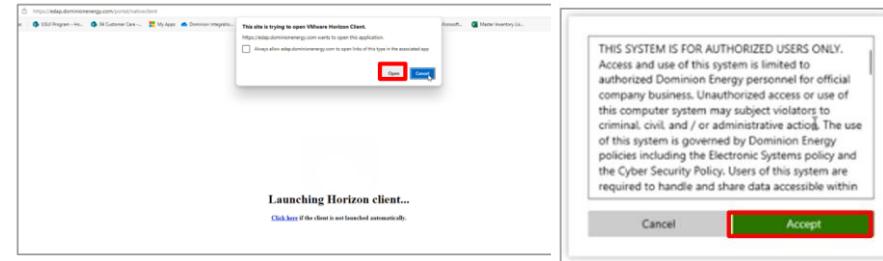
Issues with DE devices and applications

- Continue to contact the **DE Service Desk 1-877-947-4636** for issues with your DE devices, DE applications and DE VDI (DE environment on your Enbridge device).

Install & Launch DE VDI (VMware Horizon)

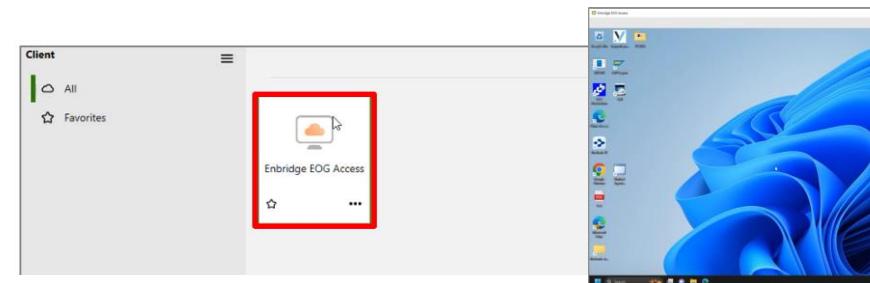
d. Open Horizon Client

- Click “Open” to launch Horizon Client
- Click “Accept” to proceed



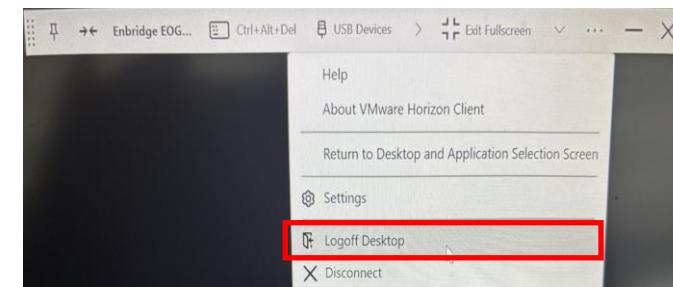
e. DE Virtual Desktop

- Click “Add Server” Enter name of Connection
Server: <https://edap.dominionenergy.com>
- Click “Connect”



f. Logoff Desktop Session

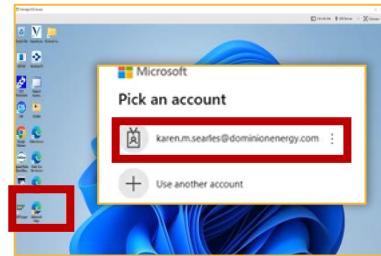
- Please log off your VDI desktop when you have completed using the VDI. This should be completed before shutting down your Enbridge device
- Click on “three little dots” then select Logoff Desktop



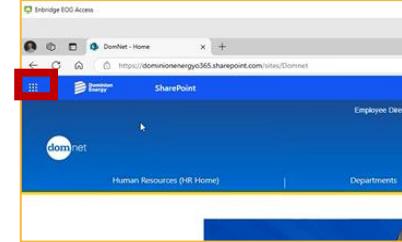
Use DE VDI (Quick Tips)

Hint: check out the short 3-minute video [here](#)

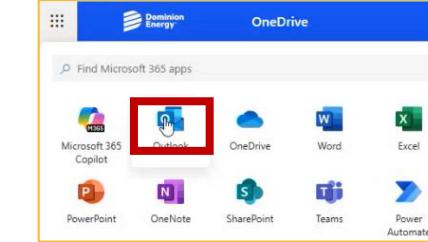
How to access Outlook (your Dominion email inbox)



- a) Open up a Web Browser (e.g. Microsoft Edge) & select your Dominion Energy account



- b) Click on the Nine box symbol

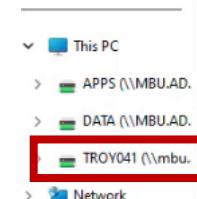


- c) Select Outlook

How to access an S:Drive

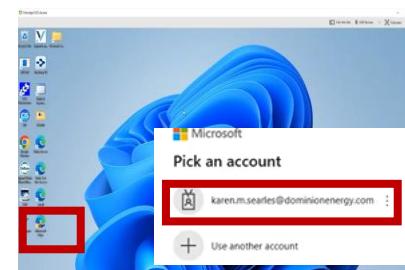


- a) Go to File Explorer

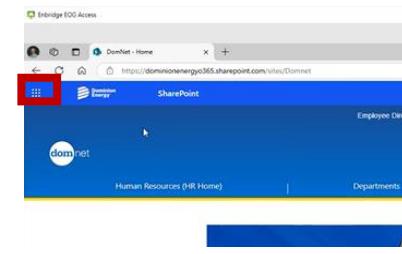


- b) Under "This PC Folder" your S: drive is listed. Click to open.

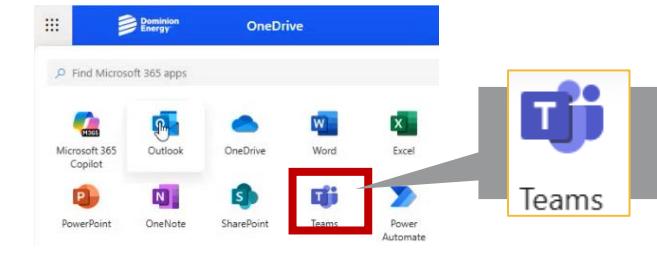
Using Teams on DE VDI (can be used to chat/video call with users still on the Dominion Network)



- a) Open up a Web Browser (e.g. Microsoft Edge)



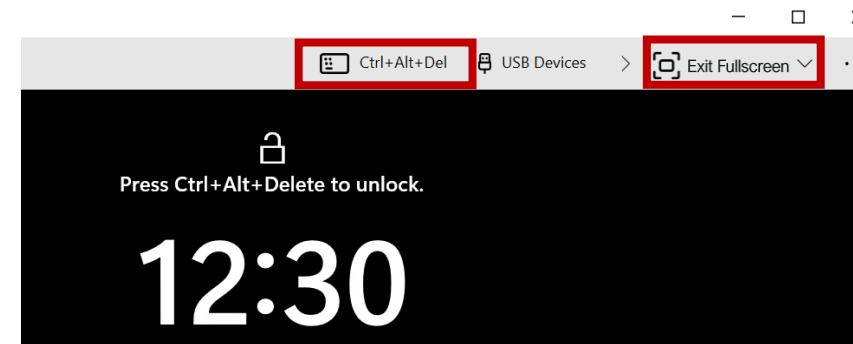
- b) Click on the Nine box symbol



- c) Select Teams

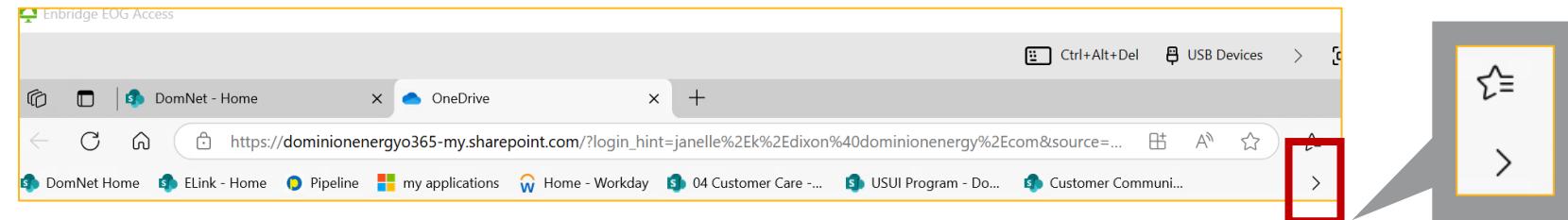
Use DE VDI (Quick Tips cont'd)

Top Banner



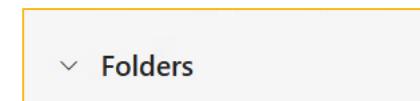
- a) Click on the pre-set **Ctrl+Alt+Del** button on the VDI screen to lock or unlock the VDI desktop.
- b) The VDI will automatically open in Fullscreen. Exit full screen by selecting the Exit Fullscreen button.

Find your DE Favorites

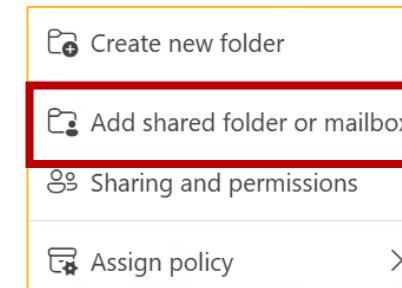


- a) Favorites will automatically appear in the Edge browser. To access, select the star icon or right arrow.

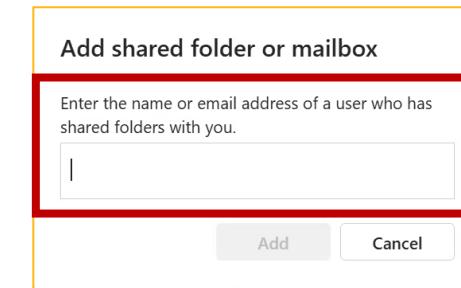
Add a Shared Mailbox (can be used to chat/video call with users still on the Dominion Network)



- a) Open outlook in the browser. Right click on Folders.



- b) Select Add Shared folder or Mailbox



- c) Add the name of the shared folder or mailbox.

Install & Launch Enbridge VDI

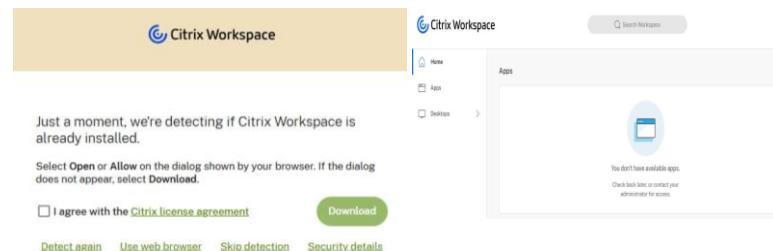
a. Launch Citrix Workspace

- Open the following URL in your browser (<https://enbvdesktop.cloud.com>).
- Once prompted, enter Enbridge login credentials to sign-in and approve the multi-factor authentication.



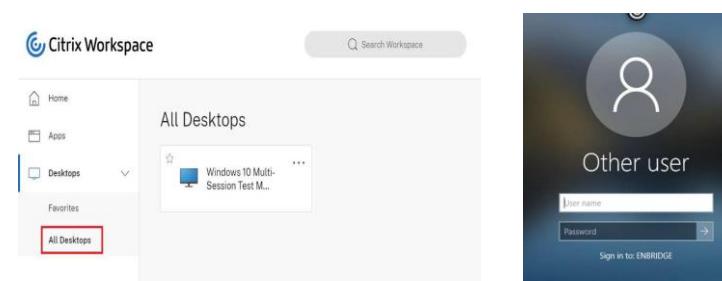
b. In Citrix Workspace

- Click on "Detect Workspace" and download the Citrix Workspace App.
- Once logged in, select "Detect Workspace" again to access the Citrix Workspace.



c. Start Session

- Click on "All Desktops" under the Desktop icon in Citrix Workspace and select your allocated desktop to start a new session.
- Log in to the Cloud Virtual Desktop using your Enbridge login credentials (domain\username\password).
- The session should launch providing access to the Cloud Virtual desktop.



When to use Enbridge VDI on DE device

- Printing from your DE device to an Enbridge printer
- Accessing compatible Enbridge applications like SailPoint for more information reference [Application Access And Approvals](#)

Problems with your Enbridge devices and applications?

- If you experience issues with Enbridge devices, Enbridge applications and Enbridge VDI (Enbridge environment on your DE device), the network, printer, or Wi-Fi please call the **Enbridge Service Desk 1-844-362-6948 ext. 5 option 1**

Print to an Enbridge Printer

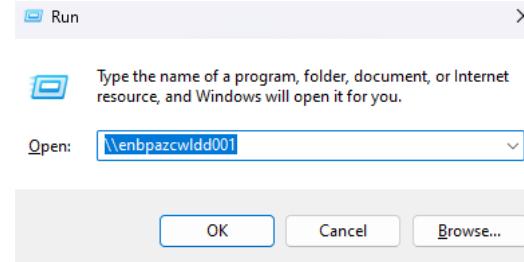
a. Find the PRT Number

- Find and note the PRT or PM Number displayed on the printer or its label (example PRT3527)



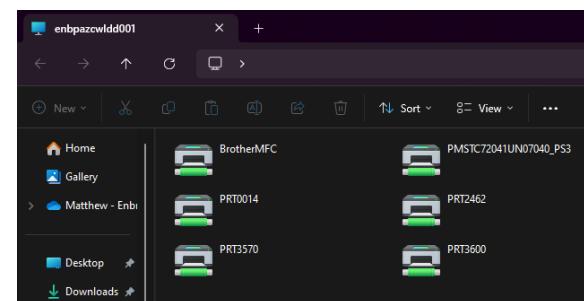
b. Access the Server

- Press Windows + R to open the Windows Run dialog box. Type in or paste: \\enbpazcwldd001 and press ok



c. Install Printer

- Find the printer's name that matches the PRT or PM Number identified above. Double-click the printer's name to automatically install on Enbridge device. Once the printer queue window opens, the printer is ready to use.



Print
using
your DE
device

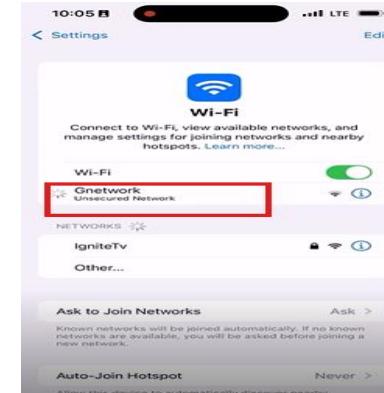
To print from your DE device:

- Connect to Enbridge VDI using your Enbridge credentials. See [page 12](#) in this toolkit.
- Once logged in follow the print instructions on this page.
- If you experience issues, contact the Enbridge Service Desk ServiceDesk@enbridge.com or 1-844-362-6948 ext. 5 option 1
- Optionally, and if you are still unable to print, you can ask a site-based co-worker with an Enbridge device to print your file.
- Note:** If an application is configured to use a specific printer name or IP address (e.g., a DE printer). That printer is not recognized or accessible on the Enbridge network (Enetwork), which uses a different set of printer configurations. If this issue arises at your site, please contact the Enbridge Service Desk ServiceDesk@enbridge.com or 1-844-362-6948 ext. 5 option 1

Connect to Gnetwork

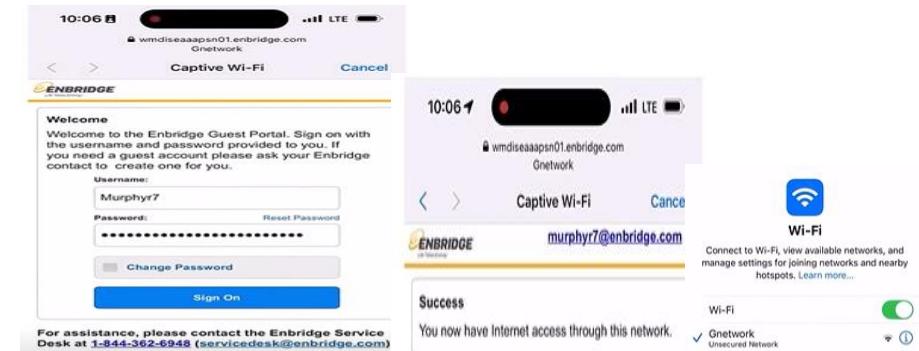
a. Connect a mobile phone to the Gnetwork

- The Gnetwork provides internet-only access for guests visiting Enbridge facilities, as well as for employees who need to connect additional wireless devices to the internet
- Open your device's Wi-Fi settings and select Gnetwork from the list of available networks
- You'll be redirected to a login page



b. Login to Gnetwork

- Enter your Enbridge or guest account credentials and click 'sign on'
- If the Wi-Fi does not connect automatically, return to your Wi-Fi settings and reselect Gnetwork until you see a check mark indicating a successful connection.



Create a
Guest
Account

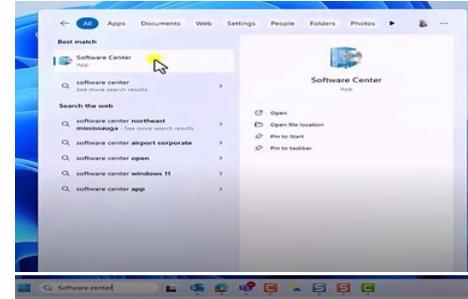
Create a Guest Account

- To create a guest account either for a visiting guest or for yourself if you've reached the two-device limit, please refer to the user guide [here](#)

Software Center

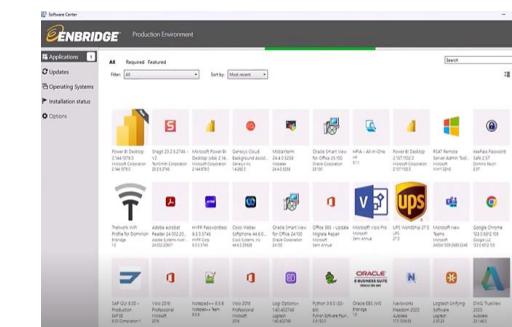
a. Access Software Center

- Type 'Software Center' in your windows search bar to access it.



b. Install Software

- Install approved software from the internal catalog and automatically receive updates.
- Please note: all software installations must be performed through the Software Center. Direct installation from the internet is **NOT** permitted.



Support

- **Self-serve FAQ** visit the USUI Resource Center [here](#)
- **Access Card, Technical Security Issues**

Emergencies? **call 9-1-1** and then contact the [Enbridge Global Security Operations Center \(GSOC\)](#)

Enbridge access card or technical security issues? Please call:

Enbridge GSOC 1-844-786-8305, ext. 6

- **Enbridge General Technical Support**

Enbridge technical questions or issues? Please call:

Enbridge Service Desk 1-844-362-6948 select ext. 5 option 1

Device Access & Login Support

Login & MFA
Enbridge VDI
New Hires – device or accessory requests

Hardware

Laptops
Mobile devices
Printers
Telephony
Device or accessory requests

Software & Apps

Application issues
Applications & SailPoint Requests

- **DE General Technical Support**

Please continue to contact **DE Service Desk 1-877-947-4636** for issues with your DE devices, DE applications and DE VDI (DE environment on your Enbridge device).