

When traveling abroad, the MSHS Information Technology department is recommending you follow the below in order to make your forms of communication effective and secure.

Mobile Communications

- An online Ticket Creation should be done 3 to 5 business days prior to your oversea travel by following the
 1. <https://dellsvcs.service-now.com>
 2. Dell: Enter email address or userid – hit submit
 3. Enter: computer login password – hit login
 4. **Select:** Request (new or changes)
 5. Category Browser – End User Services
 6. **Select:** Cellular/Wireless Services
 7. **Select:** Audio/Web Conference Bridge - **only**
 8. **Entity:** **MSH**
 9. **Entity:** **BISLW (chpnet only)**
 10. **NOTE: Requested For = Wireless User's information**
 11. **Moderator's Name = Conference account user**

Once you create the ticket, you will be contacted to complete information about your travel plans in order to set you up with the appropriate mobile communications rate and service during your trip.

- Users must carry the Verizon International Technical Support Card to receive assistance overseas. This will be provided by the MSHS IT Telecommunications group after you submit your ticket.
- Users are responsible for checking the below link to ensure that there is Verizon data coverage available in the country they are traveling. If there is no data coverage, then the rate is \$20.48 per MB. The user should turn off data roaming at this point to avoid any roaming charges:
<http://www.verizonwireless.com/b2c/tripplanner/tripplannercontroller>

Remote Communications

When working remotely especially during international travel, secure communications is essential for protecting our assets and patient information.

- The below link will provide you guidelines on how to setup VPN Two-Factor VPN access for your remote devices.
<https://wiki.mssm.edu/display/DS/Data+Security+Wiki;jsessionid=605AAF05613F0D676A74157484EF30E5>
- The request to have remote access installed on your devices should be completed 3-5 business days before your departure.
- This site will also provide the MSHS IT Security Policies for the organization.