

## Resolving IT Issues While Teleworking During COVID-19

The Agency's Office of the Chief Information Officer (OCIO) continues to find ways to support teleworking, including making sure that you have the IT needed to work from your remote location. If you experience issues with your IT equipment during this time, there are a few ways assistance can be provided to you.

- The End User Services Office will try to resolve or repair problems with your existing IT system. If IT equipment becomes inoperable while teleworking, customers should contact the Enterprise Service Desk (ESD) for assistance at:
  - Website: <https://esd.nasa.gov/esdportal>
  - Telephone: 1-877-677-2123 (1-877-NSSC123) Option 2
- If necessary, new telework-enabling hardware accessories or software can be ordered through the NASA Enterprise Service Desk – Order Services. Click on one of the following:
  - [Hardware accessories](#)
  - [Software](#)
- New telework-enabling authorized hardware accessories or software can be purchased using a government P-Card. OCIO approval is required prior to making the purchase.

### **Frequently Asked Questions:**

1. **What types of IT equipment can be ordered?** Examples of items that can be ordered include wireless keyboard, mouse, PIV-card reader, headset, monitor, power cord, and authorized software. These items require approval authority from OCIO. Items that CANNOT be ordered include desktop computers, laptops, iPads, cell and smartphones or unauthorized software.
2. **How can I get help fixing my existing computer if I am teleworking?**  
If IT equipment becomes inoperable, while teleworking, customers should contact the Enterprise Service Desk (ESD) for assistance at:
  - Website: <https://esd.nasa.gov/esdportal>
  - Telephone: 1-877-677-2123 (1-877-NSSC123) Option 2
3. **What happens if the EUSO technician cannot fix my problem remotely?** If the technician is unable to remotely resolve the issue with your computer and your device is provided by the NASA's End-User Services Program, you can schedule an appointment to have a technician work on your system on-center or at the off-center alternate

location. If on-center or off-center repair is not an option, a replacement can be shipped directly to your teleworking location.

4. **What if I need new IT equipment or software to support teleworking?** The quickest and preferred way to obtain new hardware accessories or software is to order the needed item(s) through the NASA Enterprise Service Desk – Order Services. Click on one of the following:
  - [Hardware accessories](#)
  - [Software](#)
  
5. **What if the hardware accessory or software I need is not available in the existing NASA Service Catalog?** You can request authorization to purchase the needed hardware accessory and authorized software using a government Purchase Card. For the duration of the COVID-19 event, the OCIO “P-Card Purchase Authorization for Telework” system will be the method to obtain this authorization at the following link: [OCIO P-Card Purchase Authorization for Telework](#)  
**(Note:** The first time a customer enters this system, it will ask for permission to use their Office 365 and SharePoint access. Be sure to select “allow”). Typically, we expect these requests to be approved within one business day after submission.
  
6. **What is the process for ordering using a P-Card?** Requestors will need to provide the web link for the product they would like to purchase (from an online retailer), then submit their request. Once authorization is received, the customer will receive an authorization number that will represent the necessary approval to proceed with the order, placing the authorization number provided by OCIO in the P-Card Order log. Customers will be allowed to ship approved items to their home/telework location, although these items cannot include controlled or tagged equipment.
  
7. **How long will it take to receive my order?** Demand worldwide for IT devices is high so this is dependent on the availability of the item as well as the shipping time.
  
8. **How should I safely handle my package once it is received?** Based on guidance from NASA’s Office of the Chief Health and Medical Officer, logistics personnel and personnel receiving deliveries at their home addresses or telework locations should follow the following precautions:
  - Open packages outside the home or inside a garage.
  - Take items out of the box or bag they were delivered and discard the packaging in the trash or recycling bin.
  - Sanitize any of the surfaces inside the home that the packaging touched.
  - Customers should wash their hands after they pick up deliveries and open packages and/or mail. *Please remember to wash hands for at least 20 seconds, frequently.*