**OFFICE OF INFORMATION TECHNOLOGY**
**Empowering Alaskans Through Technology**

# Guidance: Printing and Scanning While Teleworking

The State of Alaska (SOA) has identified multiple options to print and scan work documents while teleworking. Guidance about these scenarios is provided below. SOA's current teleworking policy does not allow taking home printers and scanners. Departmental management waivers are required for the non-recommend options. The options here are not meant to supersede any departmental guidance. Contact your Department Technology Officer (DTO) if you have additional questions.

Before printing any sensitive or controlled information please contact your Department Technology Officer (DTO) or your manager for your department's guidelines, statutes, and/or regulations. In general, printed documents containing sensitive or controlled information must be placed in a secure location and either returned to the appropriate office location or destroyed in accordance with the appropriate document handling procedures and standards. All documents that are printed and classified as records must be maintained per the State Records procedures - https://archives.alaska.gov/rims/

## Recommended Option

### Option A: Using your SOA desktop/SOA laptop without a printer or scanner

1. Save the document as a PDF or print the document to PDF.
2. Use Adobe Acrobat or DocuSign if you need to fill out or sign the document.
3. DocuSign Tip:  Use "send an envelope" in DocuSign and make yourself the first recipient.

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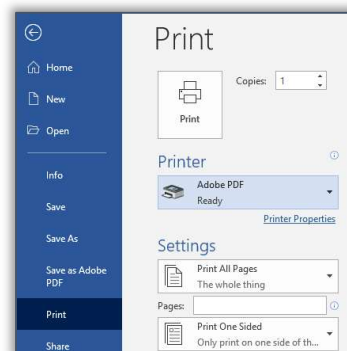
## Not Recommended/Limited SOA Support Available:

### Option B: Using your SOA desktop/SOA laptop with an SOA printer/SOA scanner

*Taking home SOA printers or scanners is not authorized under the current teleworking policy. Departmental management waiver is required. One-time VPN access is required for SOA initial set up.*

1. Verify the printer can be connected to your SOA desktop/laptop with a USB cable.
2. Plug the power cable in and connect the printer to your work computer with the USB cable.
3. Contact OIT Support who will use your active VPN connection to help set up your printing and scanning capabilities.

### Option C: Using your SOA desktop/SOA laptop with a personal printer/personal scanner

*One-time VPN access is required for SOA initial set up. SOA may not be able to offer support in all situations.*

1. Collect the make/model of your personal printer and/or personal scanner and how it connects to your SOA desktop, SOA laptop or home network (USB, WIFI, etc.). Verify you have working VPN access.
2. Contact OIT Support who will use your active VPN connection to help set up your printing and scanning capabilities.
3. If your personal printer cannot scan, consider taking a picture with your smart phone and emailing it to yourself. Do not use your phone to take images of documents that contain PII or any other sensitive data.

### Option D: Using your personal desktop/personal laptop with a SOA printer/SOA scanner

*Taking home SOA printers or scanners is not authorized under the current teleworking policy. Departmental management waiver is required.*

Collect make/model of printer and/or scanner as well as the version of your personal desktop/personal laptop operating system (I.e. Windows 10).

1. Contact OIT Support for website info on where to download printer software.
2. Be aware that OIT Support does not have rights or capabilities to connect to your personal computer and cannot install software or troubleshoot home computer and network issues.

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## Not Recommended/No Support Available:

### Option E: Using your personal desktop or laptop with a personal printer or personal scanner

OIT Support cannot install software or troubleshoot issues on your home network, including your personal computer or laptop, and personal printer or scanner, nor can OIT Support assist with any home network issues.