

**MARIN COUNTY SHERIFF'S OFFICE
GENERAL ORDER**

CHAPTER 1 - ADMINISTRATION
GO-01-14
PAGE 1 of 3

DATE
10/18/16

GoToMyPC Remote Computer Access

POLICY

It is the policy of the Marin County Sheriff's Office that the GoToMyPC service be the preferred method of secure remote computer access for specific employees and that the service be used strictly within the guidelines of this order

DEFINITIONS

GoToMyPC Service

A secure remote access service that allows users access to their desktop computer using any internet connected computer anywhere.

CLETS

California Law Enforcement Telecommunications Network

Account Password

The primary password used to access a GoToMyPC account

Host Access Code

Used in conjunction with the Account Password, this code allows account access to a specific host computer.

One-Time-Passwords (OTP)

This feature provides additional level of security when accessing the client computer from an untrusted shared or public computer. One-time-passwords are used to access a host computer for a single session and once used; they are no longer valid for future sessions.

File Transfer Tool

A software tool within GoToMyPC that allows a user to transfer any type of electronic file from the host computer to any client computer.

Desktop Shortcut Feature

Functionally contained within GoToMyPC that allows a user to generate a desktop shortcut on a client computer that streamlines access to the host computer by bypassing the logon and account password.

Guest Invitation

While at the host computer, a user can send a Guest Invitation by email to any other person, allowing that person certain access to the host computer. This access can be either view only or full access.

Shared or Public Computers

Any internet connected computer that is not owned and maintained by Marin County Sheriff's Office or that personally owned and maintained by a Marin County Sheriff's Office employee who is registered GoToMyPC user. This could include computers at internet cafes or kiosks, computers in public use areas of hotels and conference centers, and rental computers.

Individual Use Computers

Computers owned and maintained by the Sheriff's Office that are used exclusively by a single employee and not a group of employees.

Only those employees with Individual Use Computers and a specific and justifiable need for total remote access to their computer workstations will be considered for this service.

Employees who want to be considered for the service must submit in writing their need and justification, through the chain of command, to the Administration and Support Services Bureau Captain or his/her designee. If approved, a Technology Services Unit member will contact the employee to install and configure the service, and provide basic instruction.

All employees using the service will have a complete understanding of the security issues outlined in this order and will take all necessary steps to ensure that the security of their computer workstation and their GoToMyPC account is not compromised. If an employee has reason to believe that their account or their computer workstation security has been compromised, the employee shall immediately notify the Technologies Services Unit. This could include introduction of a virus or spyware, theft of a personal laptop or home computer reused for remote access, password theft, or anything that might cause the employee to suspect that security has been compromised.

CLETS

At no time shall any employee use the GoToMyPC service to access any CLETS related information. While GoToMyPC service provides for complete and total access to the employee's computer workstation, including CLETS information, it should be understood that the transport used for this access is the public internet. Although security and encryption are built into the service, it remains a strict violation of CLETS policy to access any CLETS information over the internet.

Passwords

When initially configuring the system, a series of passwords are required. The first is the logon or User ID. This is typically the employee's business email address, which merely identifies the account. The second is the account password and the third is the Host Access Code. These each require a minimum of eight character, letters and numbers. While it is technically possible to set both of these fields with the same password, it is prohibited by this policy. Each of these password fields shall have a distinct and unique password code. While generally not required, the employee should occasionally change these passwords to ensure security.

Anytime an employee uses the GoToMyPC service to access their compute remotely from any shared or public computer, the use of One-Time-Passwords is mandatory. One-Time-Passwords (OTP) provide an additional level of security when using GoToMyPC service from a shared or public (untrusted) computer. One-Time-Passwords are used in addition to the standard passwords; however, each OTP is only valid for one session. This prevents computers that have keystroke logging or capture devices or software from obtains passwords that would allow access to the employee's computer.

File Transfer

Care should be used anytime a computer file is transferred from one computer to another. Computer

files occasionally become infected with computer viruses or spyware and transferring an infected file to a “clean” computer can sometimes cause irreparable damage. The GoToMyPC service provides a simple method of transferring over the internet from one computer to another. Typically, this will be accomplished using the employee’s home computer or laptop. The employee should ensure that virus and spyware protection software is installed and currently updated on their home computer or laptop to help protect against transferring files that may be infected.

Employees may use the GoToMyPC File Transfer Tool to transfer files between their office computer and their home computer or laptop. Employees may not transfer files between their office computer and any public computer.

Desktop Shortcut Feature

The Desktop Shortcut Feature of GoToMyPC shall only be used on computers personally owned by department employees. This feature shall not be activated on any shared or public computer.

Guest Invitations

Personnel may only generate a guest invitation after obtaining permission from the Technology Services Unit. All guest invitations will be granted “View” only access unless “Full” access is specifically authorized by the Technology Services Unit and only for the purpose of troubleshooting or repairing a computer problem on the employee’s computer.

RELATED STANDARDS:

Marin County Personnel Management Regulation 23

AFFECTED DIVISIONS:

All.

DATE OF REVISIONS:

10/18/16

By order of

ROBERT T. DOYLE
SHERIFF