Technical Solutions
Remote Access Instructions

Huntington Ingalls Industries

Hard Stuff Done Right ™

Remote access instructions for employees telecommuting due to coronavirus. *If you experience issues, please contact the helpdesk at 800-998-7988 or* helpdesk@hii-tsd.com.

Pulse Secure VPN Instructions

Pulse Secure is the VPN client that Huntington Ingalls Industries uses to maintain the digital security and integrity while employees are outside of the HII network. Without Pulse Secure connected, you will not be able to check your email or open shared drives and folders from outside of your office location.

To connect, open Pulse Secure either through the Start menu or by clicking on the up arrow on the Taskbar at the bottom-right corner of the screen.
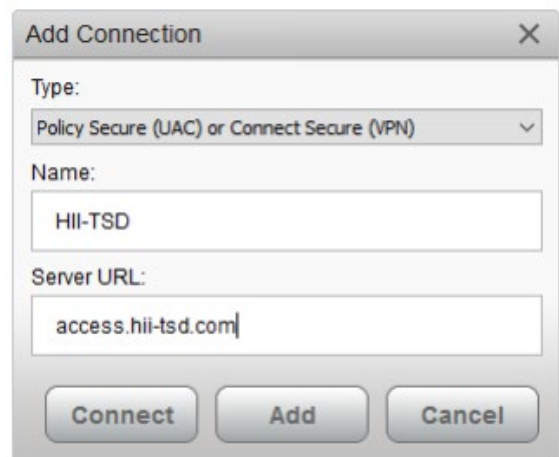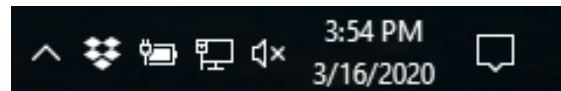
Click on the Pulse Secure icon, then click Open Pulse Secure. The Pulse Secure window will open.

Click on the File menu, then click Connections, then Add. Alternatively, click the Plus (+) button located in the green bar at the top of the Pulse Secure window.

In the Add Connection window, enter the information shown in the image to the right.

Click the Add button, and then click the Connect button in the main Pulse Secure window.

You will be prompted to enter your Huntington Ingalls Industries 5 + 2 username and password, and an authentication number from your eToken.
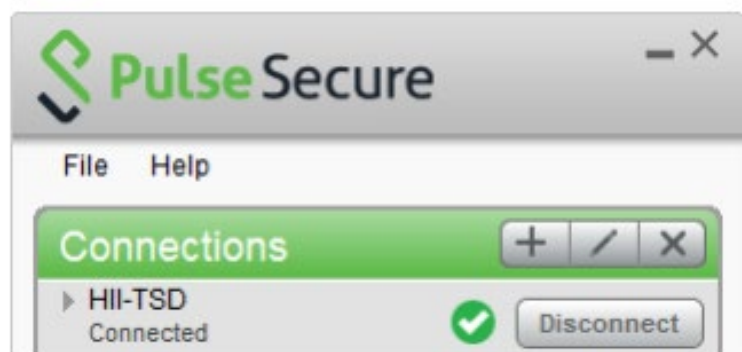
When Pulse Secure is connected the Connect button will change to be a Disconnect button and there will be a green circle with a check mark next to it.

Connecting to the Pulse Secure VPN may take several seconds depending on the speed of your internet connection.

Helpdesk Phone: 800-998-7988 Email: helpdesk@hii-tsd.com

Calling With Jabber Using Your Computer
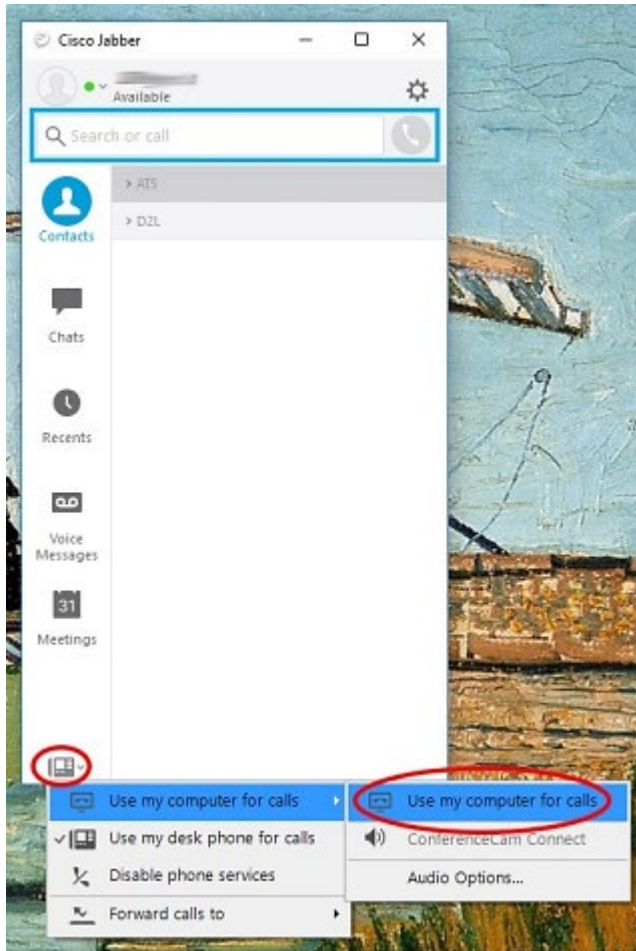
To begin, click the phone icon in the lower left corner of the Jabber window (circled in red in the image) to open the Phone Controls menu and select "Use my computer for calls." *If this setting is not changed, Jabber will initiate calls from your desk phone and not the PC.*

If you have multiple microphones or speakers plugged into your computer, you can select "Audio Options..." in this Phone Controls menu to select which speakers and microphone to use in your calls.

Type the phone number you wish to call in the "Search or Call Bar" (highlighted with a blue box in the image).

Type out the number as you would dial it from your office desk phone. For example, you may have to type a "9" in front of the phone number to reach an outside line just like you have to dial "9" from your office phone.

Click the green Call button to the right of the Search or Call Bar to start your call. *The button is grayed out until a number is typed in the Search or Call Bar.*

Once in a call, you can use the buttons in the black call controls bar to open an on-screen keypad for number entry, mute your microphone, and adjust the volume of your speakers.

Clicking the "More" button reveals options for placing the call on hold and transferring the call. To hang up, click the red End Call button.