

We are making upgrades that require you to make a change to the way that you access Carriage Services resources remotely. If you do not access the Carriage Services network remotely (from home, your smart phone, etc), please disregard this email.

If you encounter any problems making the necessary changes, please contact our support team using any of the following options:

Email: support@carriageservices.com

Web: <http://support.carriageservices.com>

IT Help Desk: 833-887-8877

Emergency and After Hours: 888-829-8911

There are 3 ways to connect to Carriage Services resources that we may need to update:

- A. Sonicwall NetExtender users (laptop users)**
- B. Sonicwall Mobile Connect users (smartphone and tablet users)**
- C. Virtual Office website users (personal computer users)**

If you connect to Carriage Services remotely using any of the above methods, please see the information below.

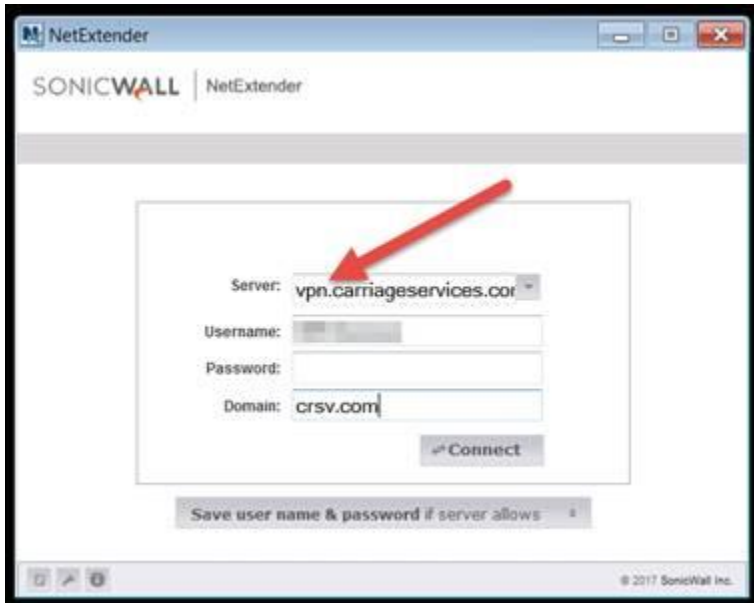
We will be decommissioning the old server, virtualoffice.carriageservices.com, on **Monday, May 21st**. In order to prevent downtime, please make the necessary changes before Monday, May 21st, 2018. You (or the Help Desk) may have already made these changes. If so, please disregard this email.

A. Sonicwall NetExtender users (laptop users):

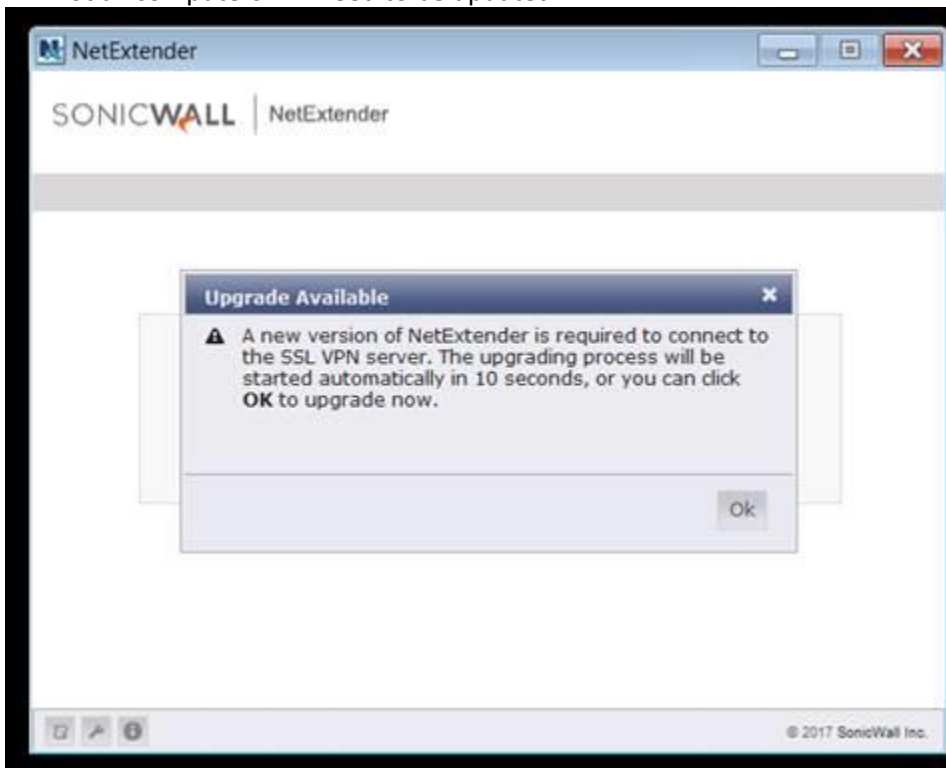
1. To connect to the new server, follow the steps below.
2. Double-click the NetExtender icon in the system tray, down by the clock.



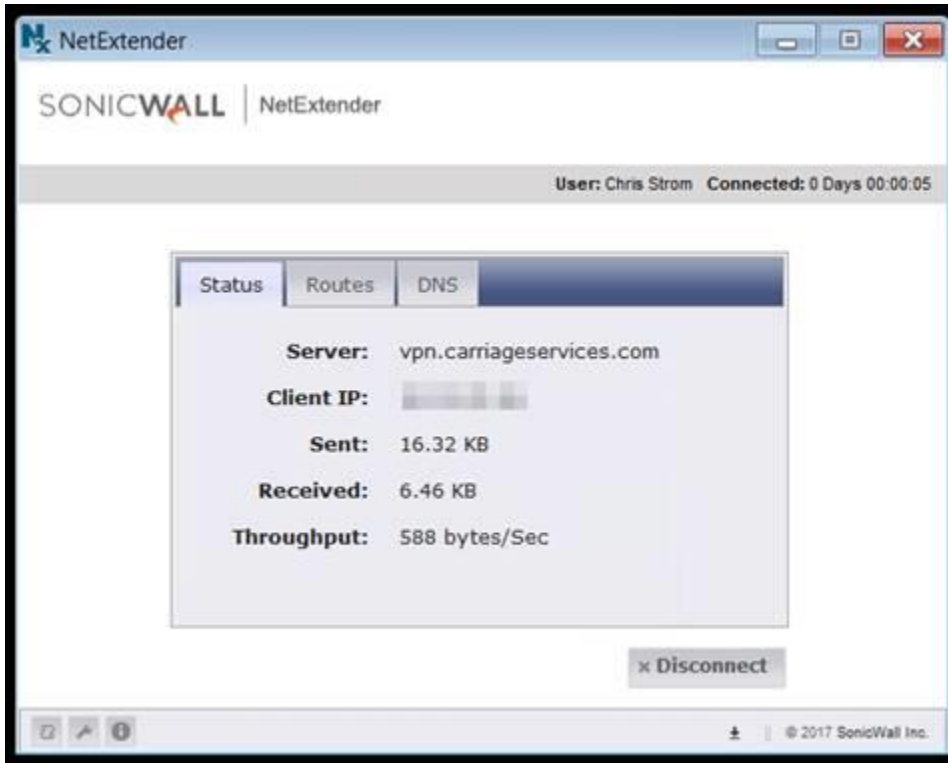
3. Change the name in the **Server** field from “virtualoffice.carriageservices.com” to “vpn.carriageservices.com.”



4. The Username and Password are the same that you use to login to the computer.
5. The **Domain** field should say "crsv.com."
6. Click Connect. This may start an update process that will take a minute or two; however, not all computers will need to be updated.

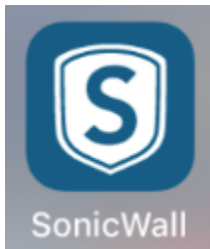


7. If all is successful, you should see the connection statistics as you normally would.

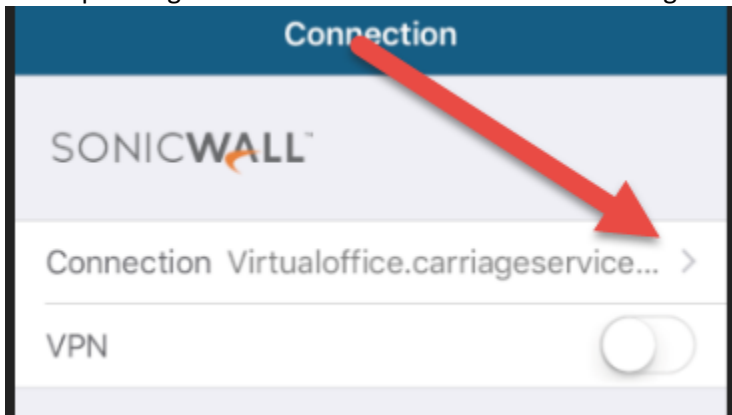


B. Sonicwall Mobile Connect users (smartphone and tablet users):

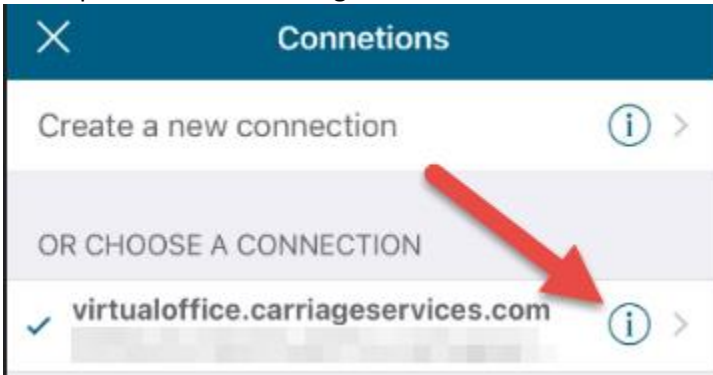
1. Launch the Sonicwall Mobile Connect app (Screenshots were taken from apple iPhone).



2. Tap the right arrow to select the virtualoffice.carriageservices.com connection.



3. Tap the “i” icon to configure the connection.



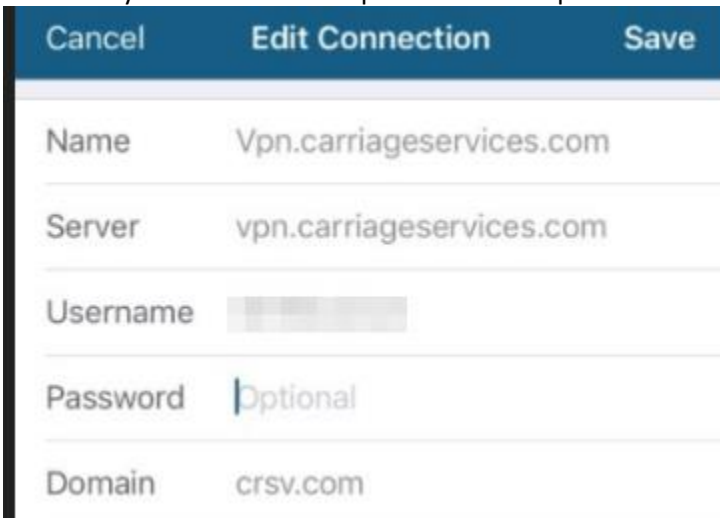
4. Change the Name and Server fields so that they both say “vpn.carriageservices.com” (without the quotes).



5. Tap the Next button on the top right.

6. The Domain field should say crsv.com

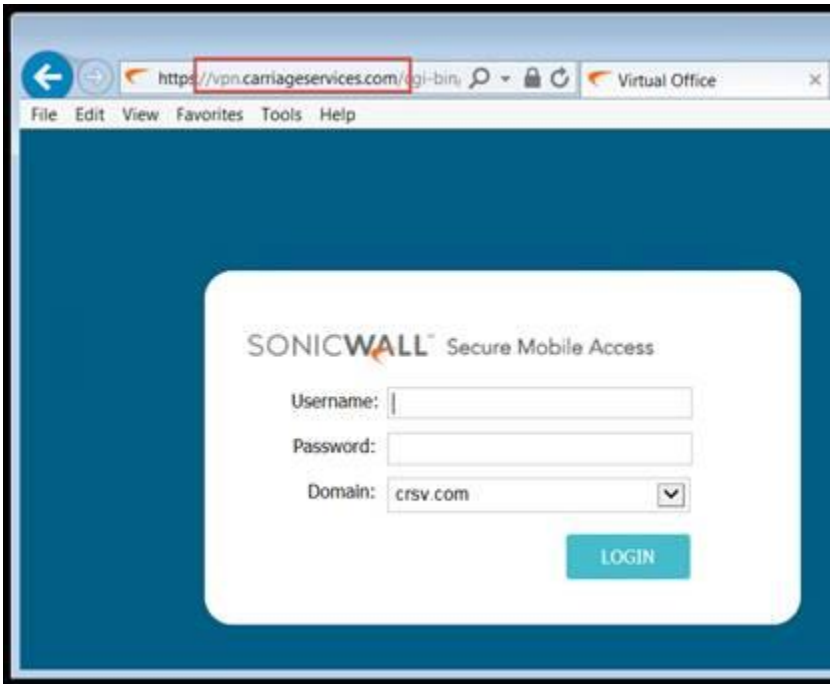
7. Enter your username and password and tap Save.



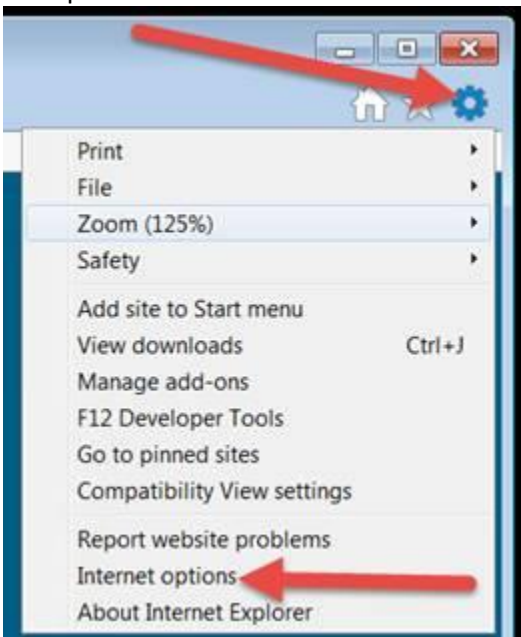
8. The next time you use the app, it will connect to the new server.

C. Virtual Office website users (personal computer users):

1. The new URL is vpn.carriageservices.com. Launch Internet Explorer and browse to <https://vpn.carriageservices.com>



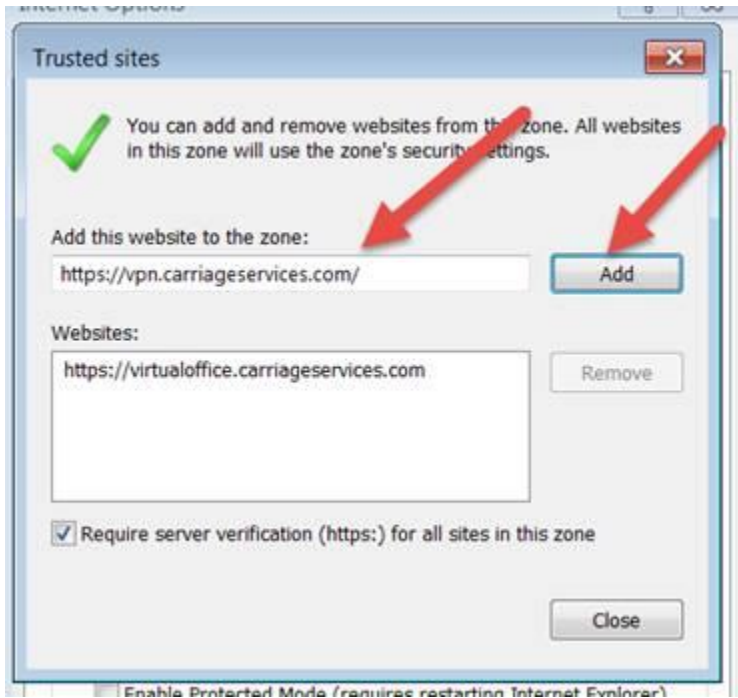
2. Click the configure icon in the top right corner (looks like a gear) and then click "Internet options."



3. Click the Security tab, then select "Trusted Sites." Click the Sites button.



4. Enter <https://vpn.carriageservices.com> into the field, then click Add.



5. Click Close, and then click OK.
6. Login using your normal Carriage Services username and password.
7. After a successful login, you will see links to Carriage Services resources.

Show bookmarks: All

- Carriage Services I.T.
IT Web Page
- CitrixClientDownload
Citrix (HTTP)
- CitrixPortal
Citrix Application Access
- DayForce HCM - TimeKeeping
DayForce Employee Login
- H: drive
File Shares (HTML)
- Outlook Web App
Office 365 Portal
- Register For Password Reset
Self Service Password Reset Registration
- Self Service Password Reset/Acc...
Self Service Password Reset/Account Unlock
- Zoho Support
Zoho Support Ticketing SYstem