



## MEMORANDUM

**TO:** DCF All Staff  
**FROM:** CT DCF Commissioner Vanessa Dorantes  
**DATE:** March 24, 2020  
**SUBJECT:** Activesync and iPhone

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Please be aware that the state is having issues with activesync which allows your iphone to get emails.

Because your VPN tokens are coming via email this means that you should check your email thru [ctmail.ct.gov](mailto:ctmail.ct.gov) to get the token.

If you need assistance resetting your VPN **please do not call DAS-BEST (623-2200)** anymore, the fastest way is to create a ticket thru our helpdesk footprints at <http://helpdesk.dcf.ct.gov/> the category - [Service Catalog](#)→[Helpdesk Services](#)→[Password Change](#)→[VPN Issues](#)

If you can't the next best option is to email [dcf.helpdesk@ct.gov](mailto:dcf.helpdesk@ct.gov)

If that doesn't work then try 860-550-6444 but beware that the phone lines are very busy.