# Client Access Management Platform (CAMP)

Before you start using CAMP read the following:

- What is Client Access Management Platform (CAMP)? It is used to provide MOA staff a remote desktop workspace.

- **CAMP is for official Municipal of Anchorage business only.**

- While using CAMP do not access any personal accounts or conduct personal activities to include personal e-mail, watching videos, and surfing the internet.

- **To access CAMP you must use a HTML5 compatible browser** like: Google Chrome, FireFox, and Edge. Do not use Internet Explorer.

- Please us CAMP only if you need to access files from the shared drives like G: or H: or if you need specific apps like ePlans and Infor. Not all apps or specialized software are available on CAMP.   While logged into CAMP you will also have access to Muniverse.

- When working in CAMP it should be an active session that you are using to access MOA network resources. Please log out if you are not actively working on shared drive files or using apps. **Idle sessions will be terminated after 30 minutes of inactivity**.

- **Save frequently to the G: or H: drives.** If you need to walk away from your computer or device: save, close and log out.   Each time you log in and out it is a unique session so what you were previously working on will not appear on the screen.

- Keep in mind you are able to access email as well as create and work on new documents from O365.

- If checking email messages that are six months or older you will experience a delay in retrieving the messages and prior to viewing.

- **Please note that working remotely will be a different experience than being at your desk or your traditional work environment.** It may take longer for items to load and you may not have access to everything. OIT is working diligently to ensure essential functions are still able to be performed.
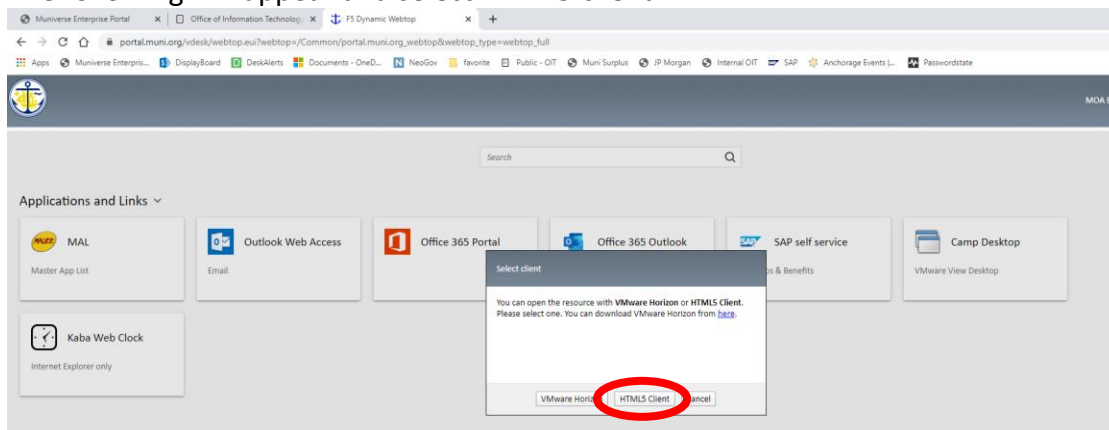
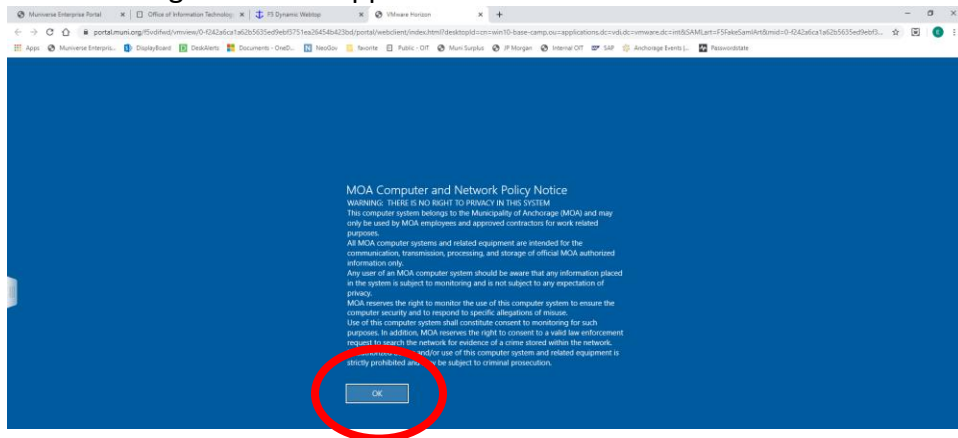Step 1. To access CAMP please visit [MOA Network Portal](#), this screen will appear.
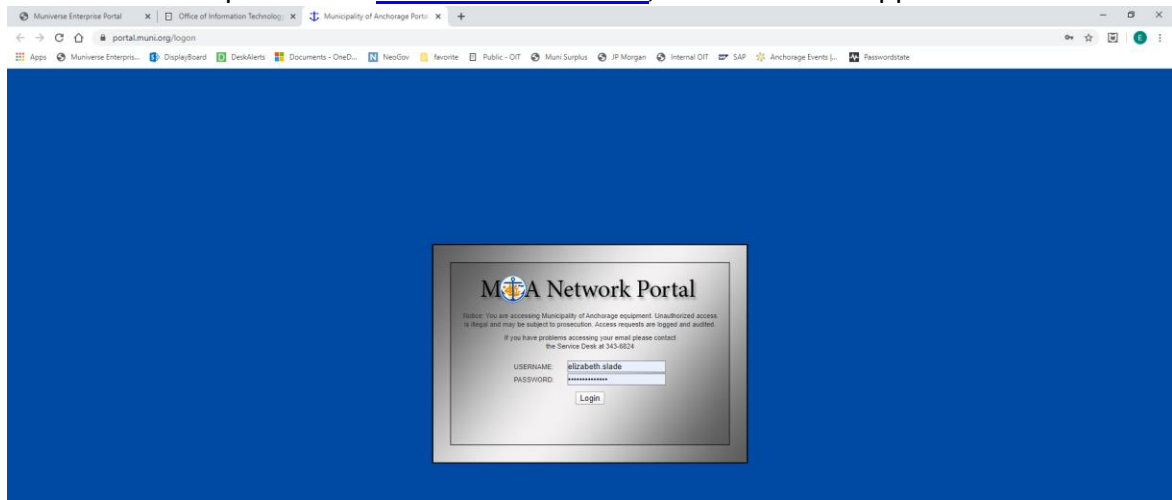
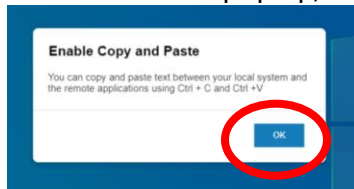Step 2. After you log in the following will be displayed, click CAMP desktop.
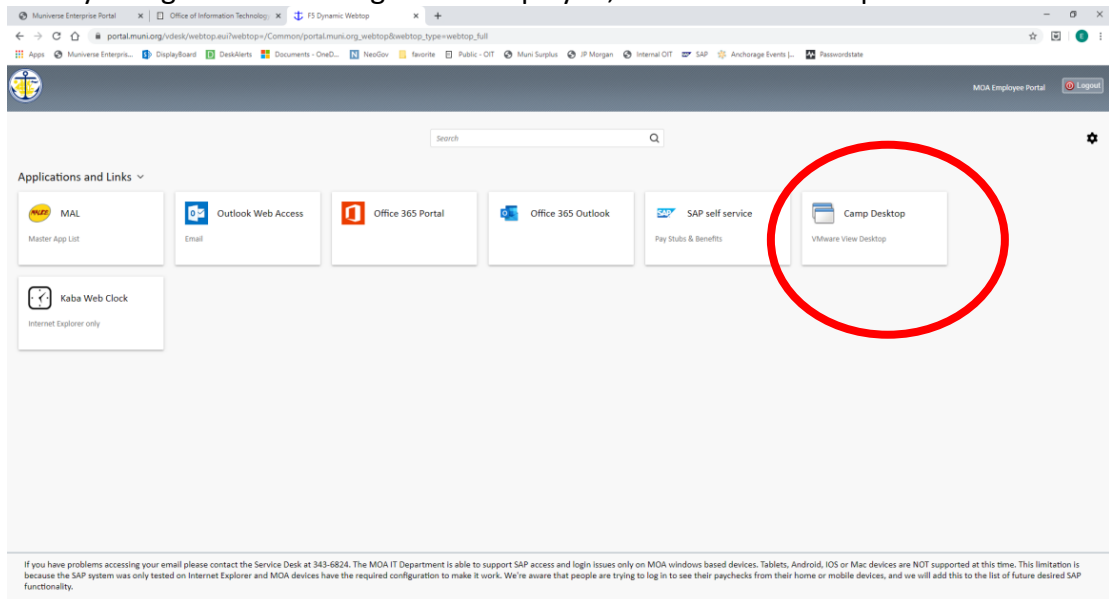
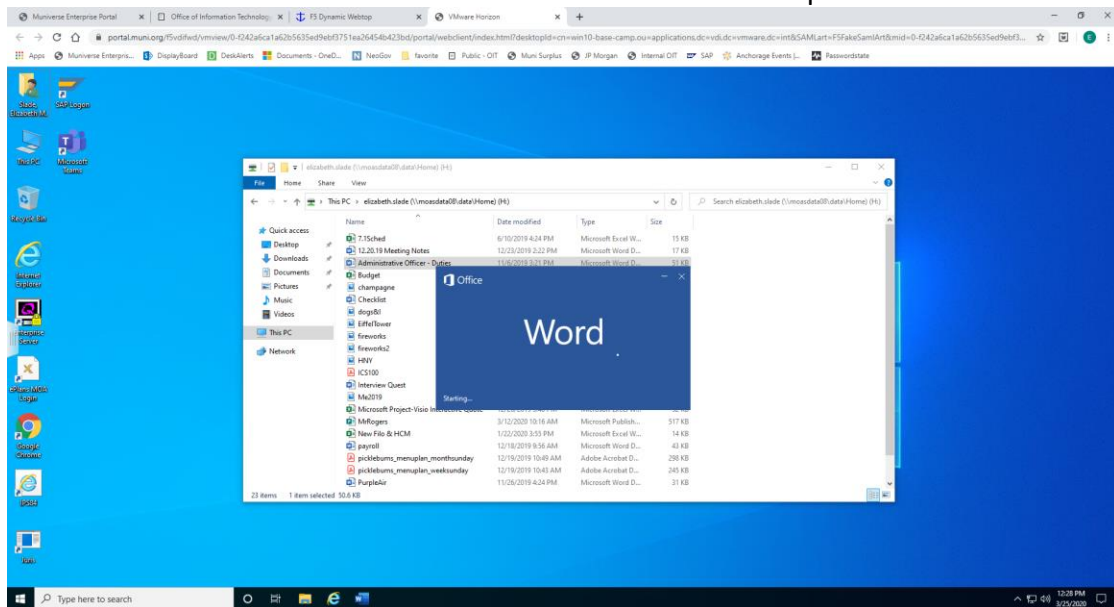Step 3. The following will appear and select HTML5 client

Step 4. The following screen will appear

Step 5. After clicking OK there will be a rolling script that appears and after a couple of minutes this window will pop up, click OK.


Step 6. Please wait for at least one minute for Teams to load. Then open a Microsoft file.

Step 7. The file should open and you will see on the top blue "bar" the file name, beginning of it's location along with your name. If not or a box/window pops up please submit a Howie Ticket, email or call the help desk.
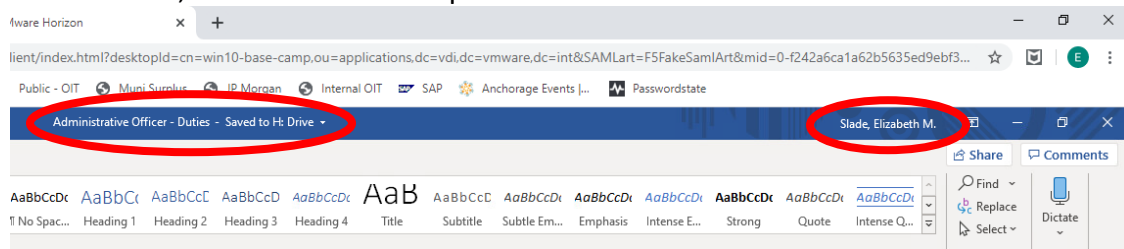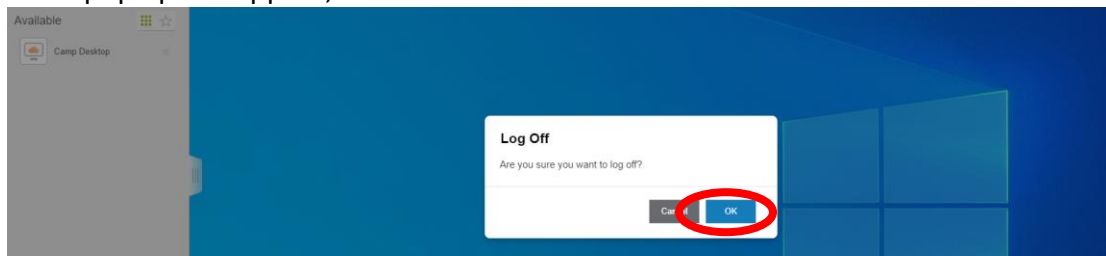

Step 8. Once you set up your session it will look and function similar as to when you are at your desk at work.
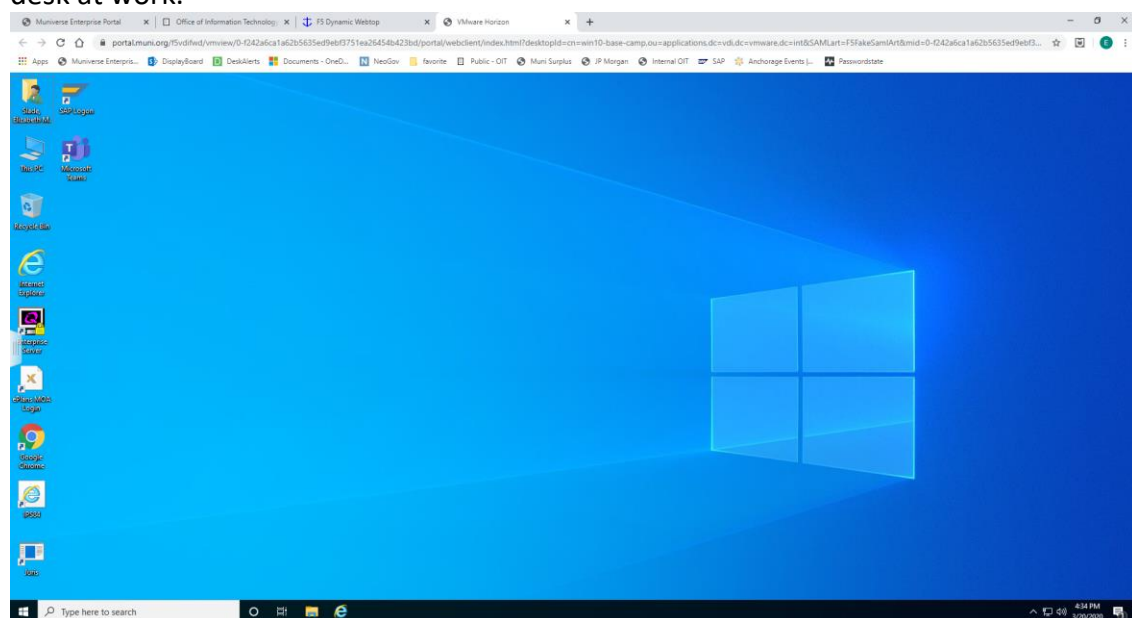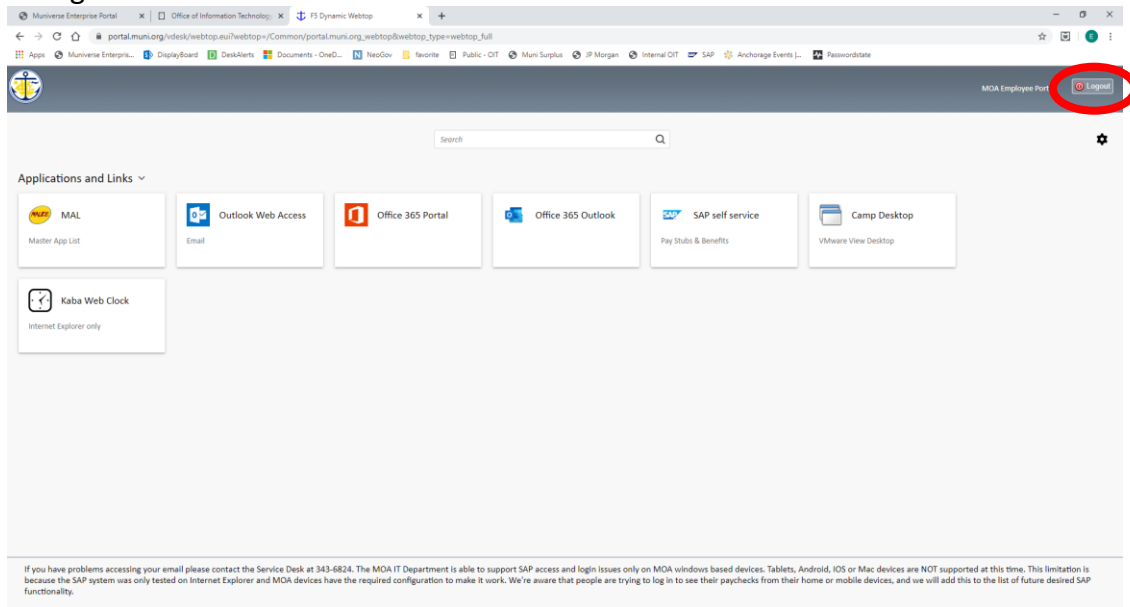

Step 9. When you are done working or need to take a break logout. Click gray tab on left side and then logout.
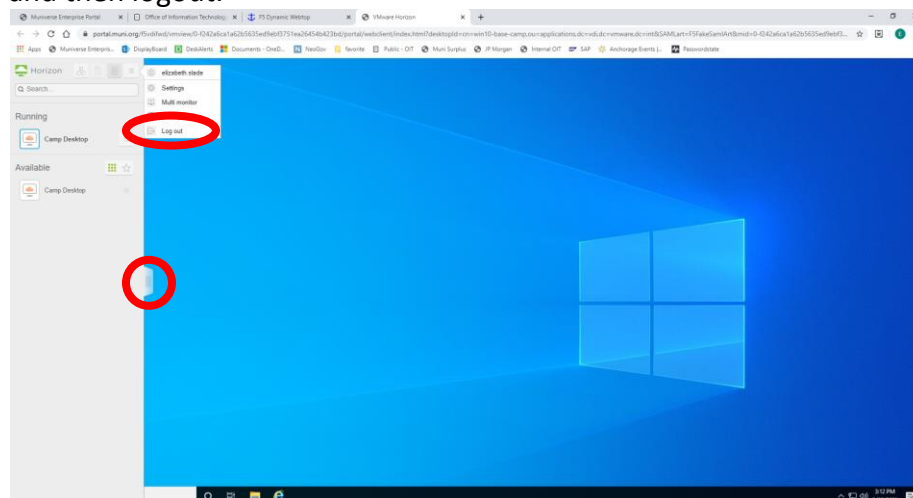
Step 10. This pop up will appear, click OK

Step 11. It will take you back to the MOA Network Portal, make sure to logout when done or taking a break.

Step 12. To log back in click here.