



**JEB BUSH**  
GOVERNOR

## MEMORANDUM

**TO:** AAA Directors **NOTICE #: 120505-1-I-PE**

**FROM:** Carole Green  
Secretary

**DATE:** December 2, 2005

**SUBJECT:** Notice of Instruction: Professional Version of Helpworks  
requires Virtual Private Network Access

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**CAROLE GREEN**  
SECRETARY

Helpworks deals with information that should be housed in the most secure environment possible. Currently, Elder Affairs operates a Virtual Private Network (VPN) for the users of its client database applications. Virtual Private Networks provide a secure means of communicating information through an unsecured network such as the Internet. The VPN provides a level of security not obtainable with SSL technology and password protection on the public Internet.

Helpworks should operate on the Virtual Private Network (VPN) used for DOEA applications. This will require the address of the Helpworks server to be changed, and requires all professional Helpworks users to subscribe to the VPN.

Currently all CIRTS users are already members of the VPN. Generally, professional side users of Helpworks will be CIRTS users and will have no additional costs or changes in service. Organizations who currently are not users of the VPN will be required to subscribe to the VPN service at a cost of about \$20 per user per month or \$100 dollars monthly for an entire facility.

The general public can use the public side of Helpworks through the Internet. However, organizations that are planning to use the professional features of Helpworks will require connection to the Virtual Private Network (VPN). Connections to the VPN can be arranged through the LAN administrators in each area agency on aging.

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