COVID-19 Work from Home Technology Information Packet

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Summary

This packet has been created to prepare and assist campus employees with using technology and systems to work from home during the COVID-19 pandemic. To ensure that you can remain as productive as possible, please keep the following in mind:

- You do not need a college issued PC to access Office 365. On your personal device, go to portal.office.com to have access to all your Office tools via the web.

- It is recommended to open and login to Skype, it will show your presence and also looks at your calendar and activity and will show if you are available or not. This is extremely invaluable in a remote work setting; all staff will be using Skype for communication. Zoom will be used to support faculty and students.

- You can place “phone calls” using Skype. Cellular networks will be under tremendous strain (high usage), and connections may not always be available.
Office 365 is rated for all levels of data storage – however, here are the recommended tools for the various data types:

- **Highly Restricted Data**: SharePoint
- **Restricted Data**: SharePoint (OneDrive, if necessary)
- **Public/Not Restricted**: One Drive

*If you are unclear about data types* – please see this URL: [https://www.minnstate.edu/board/procedure/5-23p2g1.pdf](https://www.minnstate.edu/board/procedure/5-23p2g1.pdf)

Use the storage guide above to move data from your “I and S” drive to one of the tools listed so you can have access to it anywhere you may be.

**VPN access is being granted for those employees who need direct access to Uniface (ISRS) and/or EPM 11.** Remember that you do not necessarily need VPN to work from home. Many work tasks can be completed, and systems accessed without the need for a VPN connection. Follow the guidelines below in the “Getting Connected” section below.

### What you need to successfully work from home

**Users with laptops assigned to them should plan to use these devices at home.** Users without assigned laptops should plan to use their home computers and laptops. Laptops are available on a very limited basis. Remember that most work can be done from a home/personal computing device.

Minimally:
- Reliable, high-speed internet
- Newer computer
  *(Recommended < 5 years old with a decent processor, at least 8GB of RAM, Windows 10)*

Recommended:
- Headset with microphone – USB or Bluetooth
  *(It is recommended to use a headset, even at home, to help eliminate feedback and to provide better sound quality.)*
- Phone access
  *(Having a phone, landline or cellular, is not required, but highly recommended as a backup in case you experience technical difficulties.)*
Getting Connected

Follow the guide below on how to get connected.

*Note that most services and applications can be accessed without the use of VPN. **VPN is only needed for certain cases.** **VPN availability is very limited** and should only be accessed on an as-needed basis. Please be courteous to your colleagues, and use this resource minimally. Logout of the system when you are done with your current tasks.

<table>
<thead>
<tr>
<th>Device or Tool to use for access</th>
<th>Personal Device</th>
<th>SO-Assigned Laptop</th>
<th>VPN</th>
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<tbody>
<tr>
<td><strong>Office 365:</strong></td>
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<tr>
<td>- Applications (Word, Excel, PowerPoint)</td>
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<td>- Skype, Teams</td>
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<td>- OneDrive files</td>
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<td>- Outlook / E-mail &amp; Calendar</td>
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<td><strong>Zoom video conferencing</strong></td>
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<td><strong>Cherwell:</strong></td>
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<td>- Web Client</td>
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<td>- Full Client</td>
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<td><strong>Secure Apps</strong></td>
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<tr>
<td>- Administrative Apps on Employee Home (Accounting Application, Marketplace, etc.)</td>
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<tr>
<td>- ISRS Modules (Accounting, ISRS Management, Purchasing, etc.)</td>
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<td>- SO CAP Server access</td>
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<tr>
<td>- IT Developer teams w/ standardized toolsets</td>
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</tbody>
</table>

Checking voice messages offsite/from another phone

Here are simple instructions for accessing your ICC Phone voicemail from your personal phone:

1. Dial Your number
2. When you hear your voicemail start, dial * on the keypad
3. When prompted to enter your ID, enter your 10 digit phone i.e. 2183222399 #
4. You will then be prompted to enter your PIN and #
5. Then you will be in your voicemail system, and can control it just like you were here on campus.
**Forwarding your office phone**

To forward your office calls to an outside phone line:

1. On your office phone, find and press the Call Forward button (“CFwdALL”)
2. After the beeps, PRESS 9, then enter the full 10-digit number you wish to forward your calls to, including the area code (for example, “96512611234”)

If you are already offsite and cannot come into the office, submit an email to jill.day@itascacc.edu that includes your office phone number and the number you wish to forward to. A team member will setup call forwarding for you.

**Accessing Office 365 applications**

You can access Office 365 applications and your OneDrive files anywhere you have internet access.

1. Open a web browser
2. Type “portal.office.com”
3. Authenticate with your StarID@minnstate.edu username and StarID password

You can elect to use the online web apps available, or, as a current employee of Minnesota State, you can install Office 365 on up to 5 personal devices. The installation is good until you are no longer employed by Minnesota State.

To install Office 365 on a personal device:

1. Login to the Office 365 Portal
2. From the home page select “Install Office”, then “Office 365 apps”
3. Click to SAVE the installation file, then follow the on-screen instructions to complete the setup
Attending Skype and ZOOM meetings

1. Be sure you have a headset attached to your computer. It is recommended to use a headset, even at home, to help eliminate feedback and provide better sound quality.

2. Open the calendar meeting request and click on the “Join…” meeting link located in the message.

3. If you are using a college device, if asked, select to either “Open Skype for Business”, “Open Microsoft Teams”, or “Open Zoom Meetings”.
   If using a personal device, select to join the meeting using the web application.

4. Continue with the instructions below that match the tool you are using.

Skype:
- At the prompt, select to “Use Skype for Business (full audio and video experience)”
- In most cases, your microphone will be muted by default. It is best practice to keep it muted when not speaking. You can unmute by clicking on the microphone icon.
- Toggle your camera video on or off by clicking the video icon.
- You can add attachments or send messages using the Chat window.
- Share your computer display by click on the share icon.
- When done, hang up by clicking on the red phone icon.

Zoom:
*FIRST TIME USERS: follow the instructions under “First Time ZOOM Users” before proceeding.
- Click to “Join with Computer Audio” – you may elect to test your speaker and microphone prior to joining.
- Use the icons at the bottom of the window to control muting your microphone, toggling video, sharing your computer desktop, and chatting with participants.
- Click the red “Leave Meeting” at the end of the row to leave the meeting.
Using Skype for instant messaging (chat) and calls

During this time, many cellular towers will experience a high volume of users. You may find occasions where calls from your cell phone cannot connect. **We recommend using Skype or Teams to place internal calls (to others inside our Shared Tenant).**

1. Open SKYPE FOR BUSINESS (under the Start menu) ![Skype Icon]
2. Use the search bar to find a contact
3. Click on their name to open a chat, or right-click for a pop-up menu and select a different option
4. To make a Skype Call:
   a. Connect your headset to your computer
   b. Follow the above steps
   c. Select CALL, then SKYPE CALL

Use the buttons at the bottom of the chat window to toggle video, place Skype call, and share your desktop.

First Time ZOOM Users

FIRST TIME USERS: follow these steps to prepare ZOOM (you need only do this once):

1. Open a browser and go to minnstate.zoom.us
2. Click the “Sign In” button
3. Enter your StarID credentials and Sign On
4. In the top right click corner, click to select your Profile
5. Edit your “Personal Meeting ID” to be your office telephone number
6. Customize your “Personal Link” to be your first and last name, no spaces
7. Save your changes

Now make a ZOOM meeting:

1. Create a meeting request as you normally would
2. Under the MEETING tab, select the “Add a Zoom Meeting” button in the Home tab
3. At the pop-up, select the “SSO” hyperlink at the bottom of the window
4. Enter “minnstate” for the Domain then click CONTINUE
5. Enter your StarID credentials and Sign On
6. You can discard this meeting, but your settings should stick
Creating Skype and ZOOM meetings

1. Create a meeting request as you normally would
2. Under the MEETING tab, select “Skype Meeting” or “Add a Zoom Meeting”
3. Information will automatically populate in the body of the appointment

Getting help and support

IT support will be provided for:
- Assistance accessing enterprise systems and services such as the Office 365 portal, VPN (SecureApps), D2L Brightspace, Skype for Business, Zoom, and more.
- Technical support for all ICC owned office hardware, software, and applications via remote techniques and tools (*we will not provide on-site/in-home assistance).

The following services are not provided:
- Internet or network support for services or devices not supplied or owned by the college for the purposes of employee telecommuting. Call your ISP provider if you are experiencing internet connectivity issues.
- Support for any computing hardware, software, or applications not owned or supplied by the college.
- On-site support.