

Working Remotely

If you have been asked to work from home or travel for work, review the guide below. Keep in mind that everyone's job position is unique. Every service and available feature will not fit each university role.

As you review the guide below, think of what tools you will need to complete daily job functions when you are off campus. What will working remotely look like for you? Is this a one-time thing, or will you be working remotely long-term?

5 Simple Steps to Prepare for Remote Work

1. Talk to your colleagues to discuss the opportunities and barriers to working remotely
2. Practice signing into and navigating the telephone [Self Care Portal](#)
3. Set up and test your own [Conference Now](#) audio conferencing number
4. Claim your own [UA Zoom](#) account and practice setting up meetings
5. Contact the [Helpdesk](#) for additional guidance

Contact the UAS IT Helpdesk for assistance setting up any of the below features or to gain a better understanding of the brief descriptions provided. We are available at uas.helpdesk@alaska.edu, 907-796-6400, and 877-465-6400. More information about many of the tools discussed are available on our website at uas.alaska.edu/helpdesk.

Here is a brief table of your resources. More information is available below.

	Immediate-Short Term	Medium-Long Term	Full time, long term
Telephone	Forward phone remotely using Self Care Portal .	Contact the Helpdesk for additional resources.	
Voicemail	Check your voicemail remotely using Cisco Web Inbox or listen to the .wav file in your email notification.		
Audio or Video Conferencing	Use your phone, Conference Now , Google Hangout, or Zoom .		Contact the Helpdesk for additional resources.
Computer File Access	Take computer home and use local cached content.	Connect to our Virtual Private Network to access networked drives and key access software (non-virtual machines only).	Consider moving to a virtual machine and contact the Helpdesk for more information.
Web Resources	Many resources are available through the web. Access Google Suite , PageUp , UA Online , and other web resources from any browser. Note that some resources, such as Banner require a connection to the UA Network (VPN when off-campus).		

Communication

Telephone / Voicemail access

Many phone resources can be managed online. If you have voicemail, it can be listened to by signing into your [Cisco Web Inbox](#) or listening to the .wav file attached to your notification email. You can use [Unity Assistant](#) to manage voicemail settings such as updating your PIN and managing greetings (out of office, welcome, holiday, etc.). Use the [Self Care Portal](#) to manage additional phone settings such as forwarding your phone, setting up a single number reach schedule (if enabled), and updating your PIN for your personal audio conferencing line (Conference Now).

When enabled, Single Number Reach allows your work phone and an additional phone of your choice, such as a mobile phone, to ring simultaneously. When you answer the phone from your secondary line, the caller sees the number dialed, your work number, on their ID. This is different from phone forwarding. With phone forwarding, the caller will see the phone number that was forwarded, instead of the number they dialed. Contact your Helpdesk to learn more about this feature and determine if it is a good fit for your needs.

To learn more about your phone features, visit our website at uas.alaska.edu/pub/phones.

Office Extend Product

For long term scenarios where a remote office is required, departments may consider purchasing a Cisco Aironet device. This is a hardware VPN tool that can be connected to a home network that allows your phone and computer to be physically connected to campus services. This is a good solution for someone who has a satellite office that gets moderate to heavy use. The hardware based solution is approximately \$320 each and is not intended to help someone with their business continuity while on a brief vacation.

Email/Google Resources

Your university email is available through any web browser and can also be set up on your mobile phone or other device. To learn more about email, visit <https://uas.alaska.edu/helpdesk/email/>. Remember to conduct university business with your UA issued electronic mail address. Additionally, you can collaborate in real time using tools available in Google Suite for Education. Visit uas.alaska.edu/pub/googleinfo for additional information.

Conferencing (audio and/or video)

Conference Now is an audio conferencing service through our Cisco telephone system. Every campus phone number can be used to generate an audio conference room to collaborate with your peers both on and off campus. Visit uas.alaska.edu/pub/conferencenow to learn more about enabling and using your Conference Now audio conference room.

Google Hangouts is a communication platform that includes instant messaging, video chat, and screen sharing. All individuals with a UA Google account have access to this tool. Visit uas.alaska.edu/pub/googleinfo to learn more about Google Resources.

Zoom is video conferencing software supported across the UA System. Zoom features unlimited minutes, up to 300 participants, in-conference chat, recording, and dial-in options. Sign into Zoom using Single Sign On (SSO) at alaska.zoom.us or download the desktop application. Visit <http://uas.alaska.edu/helpdesk/software/zoom.html> to learn more about UA Zoom features.

Faculty can use video streaming software available in BlackBoard to teach class from anywhere with network access. If you would like to pursue this and other distance classroom options, please contact [CELT](#) or your local Instructional Design Coordinator.

Accessing Network Resources

Some resources are only available on the UAS Authenticated network. This includes Departmental Fileshares such as those located on Berling and Key Access software such as Adobe Acrobat Pro. While away from campus, you can access the authenticated UAS network by connecting to the UAS Virtual Private Network (VPN). When connected to the VPN your computer will behave as if it is on campus and access to network resources becomes available. To learn more about how to access the UAS VPN, visit <http://uas.alaska.edu/pub/vpn>.

If you know ahead of time that you will be off campus and will need access to specific software, you can use Key Checkout to reserve a license for a select period of time. More information is available on the [OIT website for KeyClient](#).

Static IP Addresses

Select resources require a Static IP Address to access. These tend to be highly sensitive materials such as federally protected data and camera systems. If you have requested a static IP address to access such content, you will likely need to use Remote Desktop Protocol (RDP) to remotely connect to your computer. This will require your work computer to be on campus, turned on, connected to the correct network needed to perform your work, and Remote Desktop must be enabled. From off-campus, you will need another computer to connect to the UAS VPN, then launch Remote Desktop Connection. You will need to know the Private IP Address of the computer you need to connect to and will be asked for credentials when you connect. For assistance setting this up or determining if it is needed to perform your work remotely, contact your Helpdesk.

Virtual Machines

Anyone with a virtual machine will have access to all network resources from any computer with internet access by visiting <https://mydesktop.uas.alaska.edu> and signing into the virtual computer. Visit uas.alaska.edu/pub/virtual to learn more about employee virtual machines.

Software

If you need access to UA licensed software and do not have access to your UA Licensed computer or a way to connect to it using either VM Horizon View (for virtual machines) or Remote Desktop Protocol (for non-virtual machines), visit the downloads page at <http://uas.alaska.edu/pub/downloads>.

Faculty who would like to learn more about teaching distance classes, please reach out to CELT or have a conversation with your local Instructional Design Coordinator.

Hardware

Once you have an idea of what resources you will need to work remotely, you should start to consider what equipment you will need to take with you. You may need just your primary work computer. However, some may need to take additional devices such as scanners or labelwriters. If you need to remove office equipment to work remotely, remember to work with your department to develop a list of equipment you have removed from the office so that you will be able to refer to that list when it is time to bring devices back to campus. If you are working from a personal computer, remember to keep federally protected documentation such as HIPPA and FERPA protected documents in a secure location, such as a local campus fileshare (berling, etc).