



10 Tech Tips for successfully working from home

I. Pack everything that you need and take it home with you.

- If you have a work issued laptop computer, take it home with you every night.
- Don't forget your charger!
 - If you do not have an extra charger, request one from IT.
- Pack up your favorite peripherals.
 - If you are more productive with your mouse and keyboard, take them with you.
 - Just please inform IT (by contacting the Support Desk) before you do and be sure to bring them back to the office with you when you return.
- Take your headset.
 - You will need it for Webex meetings and to answer phone calls.
 - If you don't have one, or if your headset does not work with your computer, use the headphones that came with your phone, or contact IT for a set that you can take home with you.
 - If you are unsure if your headset will work with your computer at home, contact IT for assistance.

II. Make sure you can connect to the Internet at home.

- This may seem self-explanatory but test it. If you are not able to connect to your home WiFi, you are not going to be able to work from home. It is just that simple.
- IT will not be able to assist you if you have trouble connecting at home. We cannot make house calls.

III. To VPN, or not to VPN? Or use Workspace Access (Citrix)?

- Pulse Secure (VPN), or Workspace Access (Citrix) is NOT required for these services:
 - Email – unless you are opening attachments in archived messages.
 - OneDrive, SharePoint, or Office 365.

- Jabber, including making and receiving phone calls.
- Webex Meetings, Webex Teams, or Microsoft Teams.
- Portal, or Internal web site (internal.cccs.edu)
- CORE, and other External services.
- Banner Self Service, EAB Navigate, and Recruit.
- Pulse Secure (VPN), or Workspace Access (Citrix) IS REQUIRED for the following:
 - Attachments in archived email messages
 - You may also use Outlook Web Access (OWA) Go here to learn more:
 - [Email Archive Access Using OWA](#)
 - Your M: (Documents), P: and Q: drives.
 - FUP Directories.
 - Banner Admin Pages, including BDM.
 - DegreeWorks Transit
 - Cognos.
 - Call Centers (Finesse).

IV. Check your Pulse Secure (VPN) or Workspace Access (aka Citrix) skills.

- If you are comfortable using Pulse Secure (VPN) to work remotely on your work issued laptop computer, continue using it.
- If you have never worked remotely before, or if you are having trouble with Pulse Secure (VPN), use Workspace Access (aka Citrix).
- To learn how to use Workspace Access (aka Citrix), go here:
 - [Workspace Access \(Citrix\) on a company owned Windows device](#)
 - [Workspace Access \(Citrix\) on a Mac.](#)
- For information about using Pulse Secure (VPN), go here:
 - [Pulse Secure VPN on a company owned Windows computer.](#)
 - [Pulse Secure VPN on a company owned Mac computer.](#)

V. Use your personally owned computer, it's okay.

- Don't have, or having trouble with your work issued laptop computer?
- Don't worry, Workspace Access (aka Citrix) can be used on ANY computer or mobile device, including ones personally owned. Yes, this includes Macs and tablet devices.
- Go here to learn how to use Workspace Access (aka Citrix) on your personal device:

- o [Workspace Access on a personal Windows device](#)

VI. Use OneDrive to access to your files from anywhere.

- OneDrive is part of MS Office 365.
- If you are not familiar with Office 365, you can learn more at support.office.com.
- Saving the files to OneDrive allows you to access them from anywhere, on any device.
- Just make sure these files DO NOT contain any Personally Identifiable Information (PII).
- OneDrive is already installed on your work issued Windows or Mac computer.
- Simply open the OneDrive app and sign in to begin using it.
- To learn more about OneDrive go to the [What is OneDrive for Business?](#) Help site.
- To start using the OneDrive app on your work computer to sync your files to OneDrive, go to the [Sync Files with OneDrive in Windows](#) Help site.

VII. Add Webex to all your meetings.

- Conduct your meetings from anywhere, and from any device.
- Easily add Webex to all your existing meetings using the Webex Productivity Tools that are already installed on your computer.
- You can only do this to meetings that you have scheduled.
- For meetings that you have been invited to, that do not already have Webex, encourage the meeting host to add it.
- To learn how to add Webex to your meetings, go here
 - o [How to add Webex to an existing meeting.](#)

VIII. User Jabber as your office phone.

- Jabber is not only a great tool for Instant Messaging (IM) your coworkers.
- Jabber can also be used like your office phone to take and receive phone calls.
 - o Your office phone must be configured by IT to work with Jabber.
- Incoming phone calls to your office number will ring on Jabber. You can answer them on your computer as if you were sitting at your desk.
- Make outgoing calls using Jabber and it will appear that you are using your office number.
- No need to use your personal or company issued cell phone. Unless you prefer that.
- If you are part of a call group, use Jabber to answer these calls as well.

- To learn more about using Jabber as your office phone, go here:
 - [Using Jabber as your Office Phone](#)
- To find out if your office phone is configured for use with Jabber, please contact the IT Support Desk.

IX. Use Webex Teams for group collaboration.

- Webex Teams can be used for:
 - Instant messaging with coworkers, just like Jabber.
 - Starting scheduled Webex meetings.
 - Hosting ad-hoc Webex meetings.
 - Collaborating with a group of coworkers.
 - Sending files.
 - Whiteboarding ideas.
 - Answering your office phone, similar to Jabber.
- For more information about what Webex Teams can do, go here.
 - [Making and Taking phone calls with Webex Teams.](#)
 - [Learn more about Webex Teams and Teams Collaboration.](#)

X. Your iPad or tablet is more powerful than you think.

- More than just a tool for checking email and browsing the Internet, your iPad can be a powerful remote device.
- Install the Office apps and OneDrive to be able to create and edit Office files.
 - Go to [Microsoft Office for mobile](#), to learn more and download the apps.
- Install the Citrix Workspace app and use it to access all your work files and applications.
 - To learn more, go to [Workspace Access on iPad](#).

Please Contact the CCCS-IT Support Desk for questions or assistance:
Email: support@cccs.edu
Phone: (303) 620-4357 (HELP)

