Emory HR COVID-19 Temporary Remote Working
LGS Technology and Tools Checklist
Updated March 18, 2020

<mark>**Updates on March 18, 2020:**</mark>
- Emory Information Security has provided guidance on VPN usage during COVID-19 remote work. Refer to the VPN section below for instructions.

<mark>**Updates on March 15, 2020:**</mark>
- The Emory COVID-19 Updates website has added FAQs for Emory Employees. Continue to monitor this website for the latest updates.
- Emory HR has created a Working Through COVID-19 website. Refer to this website for guidance and tips on remote working.
- Emory LITS has provided guidance on Emory Telephone options. Refer to the Telephone Requirements section below for instructions.

LGS has developed the following checklist to help staff work remotely with the essential technology and tools they need. Please review the information and discuss your individual arrangements with your supervisor and team leader. If you need technical assistance, contact your Local IT Support.

This checklist is not about HR policies and guidelines. If you have questions about HR related matters, contact your supervisor or the LGS Senior HR Manager.

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IT Support Contacts
- Local IT Support: Follow the most up-to-date instructions from your Local IT Support representative(s).
  - LGS (Admin Building): exectech@emory.edu → Jack Scott
  - ELSP (1784 North Decatur): exectech@emory.edu → Team Support
  - GDBBS (1462 Clifton): anant.patel@emory.edu → Anant Patel
  - MDP (1599 Clifton): 404-727-7777 → Team Support
- University IT Catalog: https://it.emory.edu/catalog/index.html
- University IT Help Desk: 404-727-7777

Equipment Requirements
- ☐ Laptop, power adapter, docking station, other adapters, etc.
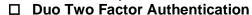- ☐ Monitor, keyboard, mouse, etc.

Software Requirements
Below is a list of the essential Emory applications required for your Emory computer. If you do not already have these applications installed on your computer, use the *Emory Self Service* application to download and install them. You do not need "administrator" permissions to do this. The *Emory Self Service* application gives you instant access to Emory supported applications so that you do not need to submit a Help Desk ticket.

Emory Self Service
- ☐ Windows → Microsoft Software Center
  - 2-minute video tutorial for Windows: https://youtu.be/0TnaajAVQI0
- ☐ Mac → Apple JamF Self-Service
  - 2-minute video tutorial for Macs: https://youtu.be/bCZ5QAoUc84

Access & Security
- ☐ **Duo Two Factor Authentication**
  - Duo is required to access VPN, Emory email, and some Emory systems offsite.
  - If you don't already have Duo, enroll through this URL: https://duo.emory.edu/.

- ☐ **F5 VPN Client**
  - Only connect to VPN if you cannot access the Emory network resources that you need without it. If you are unsure, try to access the system without VPN first, and if you can't get to it, then feel free to use the VPN.
  - Disconnect the VPN after you no longer need it. Following these first two guidelines will help ensure we have plenty of VPN resources for everyone.
  - Unless you have no other choice, please use Emory owned and managed devices when connecting to the VPN.
  - If the VPN F5 BIG-IP Edge Client isn't already installed on your computer, access VPN through this URL: https://vpn.emory.edu.
  - Additional resources: Windows or Mac.

- ☐ **McAfee Antivirus**
  - Antivirus software is required on any computer connecting to Emory's network.
  - Updated virus software is required to access VPN.

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Cloud File Storage

☐ **Emory Box**
- Box is an online file storage, sharing, and collaboration service.
- Emory Box is an enterprise tool that is approved for Emory sensitive data and uses Emory credentials for access.
- The web version can be accessed through this URL: http://emory.box.net.
- The Box Sync/Drive application is available on computers and mobile devices.
- Additional resources: http://it.emory.edu/office365/BOX.html.

☐ **Emory OneDrive for Business**
- OneDrive for Business is an online file storage, sharing, and collaboration service.
- Emory OneDrive for Business is an enterprise tool that is approved for Emory sensitive data and uses Emory credentials for access through Office 365.
- OneDrive is a solution that supports document collaboration and co-authoring. Multiple people can edit documents together in real time (similar to Google Drive).
- The web version can be accessed through this URL: https://email.emory.edu.
- The OneDrive application is available on computers and mobile devices.
- Additional resources: https://it.emory.edu/office365/onedrive.html.
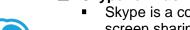
☐ **Shared Drive**
- If you have electronic files on a local Shared Drive server, work with your supervisor and Local IT Support to confirm connection to the server offsite.

Communication & Collaboration

☐ **Zoom Video Conferencing**
- Zoom is a video- and audio-conferencing tool that offers online meetings, instant messaging, screen sharing, polling, breakout rooms, and other options.
- Emory Zoom is an enterprise tool that uses Emory credentials for access. Participants can also join meetings by calling in from their phone.
- The Zoom application is available on computers and mobile devices.
- Additional information: http://it.emory.edu/office365/ZOOM.html

☐ **Skype for Business**
- Skype is a communication tool that offers instant messaging, voice or video calls, and screen sharing.
- Emory Skype for Business is an enterprise tool that uses Emory credentials for access.
- The Skype application is available on computers and mobile devices.
- Additional information: https://it.emory.edu/office365/skype-for-business.html.

☐ **Microsoft Teams [not applicable for all staff]**
- If your supervisor has informed you that your team will use Microsoft Teams, refer to page 6.

Telephone Requirements
☐ Discuss your individual telephone arrangement with your supervisor.
☐ You will continue to receive email notifications of missed calls and voicemails.
☐ Access your voicemail inbox from your email and any phone.

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- ☐ If you already have **Avaya Equinox (IX Workplace) or EC500** set up on your desk phone, you may use it as you normally would when you telecommute.
  - ▪ **Avaya Equinox (IX Workplace)** is an app you install on your cell phone, which acts just like your desk phone. If you make calls from the app, the caller sees your Emory phone number.
  - ▪ **EC500** is a feature that forwards your Emory calls to your cell phone. You can turn the feature on/off from your cell phone.
    - o To *activate* from your cell phone:
      1. Dial: 404-778-8723. Listen for a dial tone.
      2. Press #95 (activation code). Listen for a dial tone.
      3. Press x-xxxx# (your 5-digit extension number, then pound).
      4. Press 0-x-xxxx# (zero, then your 5-digit extension number, then pound). Listen for a dial tone.
      5. Hang up.
    - o To *deactivate* from your cell phone:
      1. Dial: 404-778-8723. Listen for a dial tone.
      2. Press #96 (deactivation code). Listen for a dial tone.
      3. Press x-xxxx# (your 5-digit extension number, then pound).
      4. Press 0-x-xxxx# (zero, then your 5-digit extension number, then pound). Listen for a dial tone.
      5. Hang up.
- ☐ If you do not have either option set up yet, submit a request for **Avaya Equinox (IX Workplace)** through the LITS Shopping Cart (requires VPN access). NOTE: Orders may be delayed due to current request volumes.
  - ▪ Navigation: *Shopping Cart > Phone – Other > Equinox*
  - ▪ Click "Add" and a new window will open (check your pop-up blockers)
  - ▪ Enter your name, Emory phone number, and cell phone number
  - ▪ Click "View Cart" and click "Checkout"
  - ▪ Complete the fields in red: request summary, one-time SpeedType (there is no cost, but ask your supervisor which SpeedType to use as a placeholder), and select "Yes, you are authorized to use this SpeedType"
  - ▪ Click "Continue" and click "Submit"
  - ▪ You will receive an email confirmation that the request was submitted
- ☐ Tips & Reminders:
  - ▪ Voice calls may be made through Zoom, Skype, or Microsoft Teams.
  - ▪ To avoid using personal cell phone numbers, individuals can create a Google Voice phone number for free: https://voice.google.com/about.

Additional Resources
- ☐ Office 365: https://it.emory.edu/office365/services.html
- ☐ Google Drive: https://gsuite.google.com/products/drive/
- ☐ Google Hangouts Chat: https://gsuite.google.com/products/chat/
- ☐ Google Hangouts Meet: https://gsuite.google.com/products/meet/
- ☐ LinkedIn Learning (formerly Lynda.com): http://it.emory.edu/linkedinlearning/

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Video Conferencing Etiquette

VIDEO CONFERENCING ETIQUETTE

Consider exercising these tips for your next virtual meeting or training session

PLAN AHEAD TO AVOID DISTRACTIONS

Carefully choose where you will take part in the virtual session to avoid distractions for you and your colleagues.

THINK POSITION

Position your camera at the top rim of the monitor in the center, or slightly left or right. By doing so, you will look the most natural.

We can't hear you

PREPARE

Complete a test run before your meeting or training session starts to make sure all the equipment is working properly. This will ensure you can start and end the conference on time and keep everyone engaged from the beginning.

BE AWARE OF LOCATION

Your surroundings are also on camera. Inappropriate decor or a messy space reflects poorly on you.

ELIMINATE BACKGROUND NOISE

If your system isn't on mute, be aware that everyone can hear you moving around—including rustling through papers, typing on your keyboard, coughing or tapping on your desk.

CONSIDER LIGHTING

You want to eliminate background light from windows so that you don't appear as a silhouette; however, a bright front light can be equally garish, causing bad shadowing. Experiment and see what light source positioning works the best.

SELECTIVELY MUTE

Avoid potential feedback by muting your microphone if you will not be speaking for a long period. Also mute your camera if you need to get up during the session.

Source: Attune

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<u>Microsoft Teams</u>

☐ **Overview**
- Microsoft Teams is a hub for teamwork and unified communication and collaboration. It is most comparable to a competitive product, Slack.
- Emory Microsoft Teams is an enterprise tool that is approved for Emory sensitive data and uses Emory credentials for access through Office 365.
- The web version can be accessed online through this URL: https://email.emory.edu.
- The Microsoft Teams application is available on computers and mobile devices.
- Additional information: https://it.emory.edu/office365/teams.html

☐ **Features**
- Audio and video calls
- Instant messaging, threaded conversations, @Mention
- Document collaboration and co-authoring (within the app)
- Shared mailbox archive, shared calendar, team SharePoint site
- Integrations with Box, OneDrive, and other apps

☐ **Download the application**
- Computer: Emory Self Service (see page 2)
- Mobile device: Your cell phone's App Store

☐ **Training**
- Overview: https://emory.sharepoint.com/sites/MessagingCommunications/SitePages/Microsoft-Teams-Information.aspx?from==LightGBM
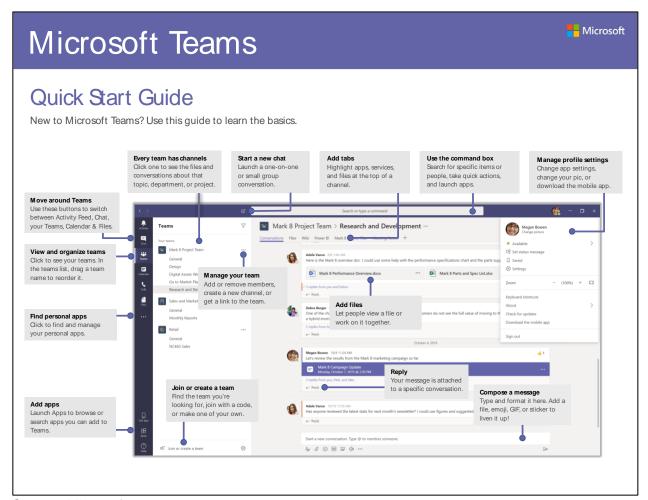- Video training: https://support.office.com/en-us/article/Microsoft-Teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7
- Resources: https://docs.microsoft.com/en-us/microsoftteams/enduser-training

☐ **Microsoft Teams in LGS (as of March 13, 2020)**
- LGS-Senior-Staff
- LGS-Acad-Ops
- LGS-Data-Ops
- LGS-Prof-Dev
- LGS-Bus-Ops
- LGS-ELSP
- LGS-GDBBS
- LGS-MDP

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Microsoft Teams

Microsoft

Quick Start Guide

New to Microsoft Teams? Use this guide to learn the basics.

Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Find personal apps
Click to find and manage your personal apps.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Add files
Let people view a file or work on it together.

Reply
Your message is attached to a specific conversation.

Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Add apps
Launch Apps to browse or search apps you can add to Teams.

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Source: Microsoft