

Note: Please download this presentation from Box if you need to click any of the links

Northwestern Student Affairs Work From Home Preparation

Friday, March 13, 2020
Monday, March 16, 2020
Tuesday, March 17, 2020

Contacting SAIT

Contact SAIT the same way you would as if you were in the office.

- Send an email to sa-help@northwestern.edu
- Call us at 7-SAIT (847-467-7248)

Items at minimum that you need in order to work remotely

- SALT laptop (NU Student Affairs work laptop) or Home computer
- Ergonomic working environment
- Headset w/microphone if using online conferencing or computer phone (most laptops, including SALT laptops have a built-in mic and speakers that can work)
- Good home internet connection (ask SALT if you are not sure)
- GlobalProtect VPN

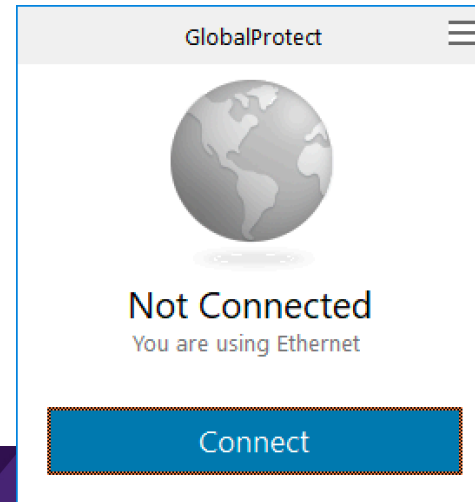
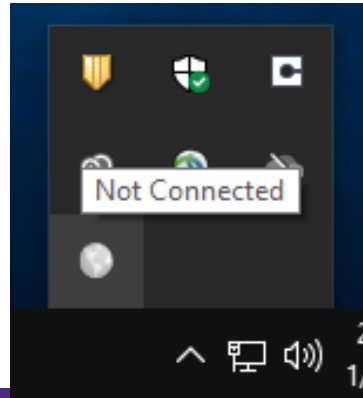
GlobalProtect VPN

- Use this to access websites and other electronic resources that have been restricted to on-campus networks.
 - Examples include: Kronos, S: drive, Remote Desktop
- If you are on a home computer, you will need to install GlobalProtect.
Installation instructions can be found here: <https://kb.northwestern.edu/94726>
- If you are using an SAIT laptop, GlobalProtect is already installed.
- Connect using GlobalProtectVPN when you start your work day, and disconnect at the end of your work day.

Using GlobalProtect on Your Windows PC

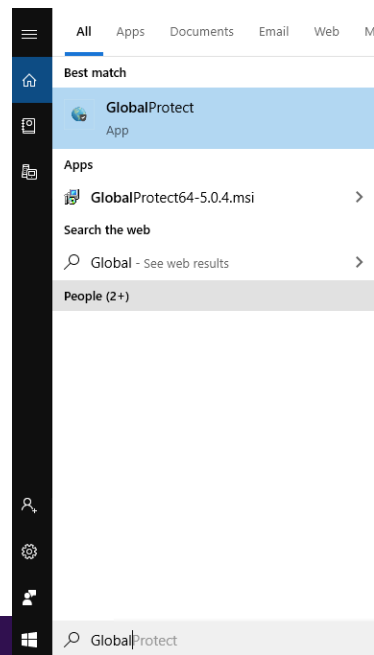
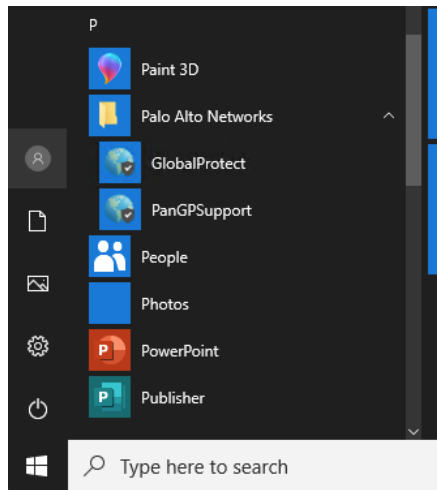
1. Click the GlobalProtect icon in the system tray, then click Connect. (GlobalProtect can also be found in your Start menu).

Look for the grey blob



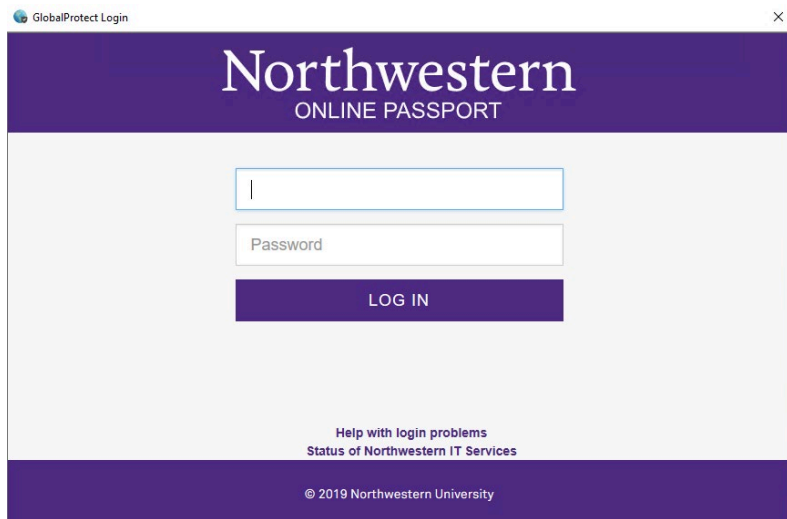
Using GlobalProtect on Your Windows PC

If you don't see GlobalProtect in your system tray, you can look for it in your start menu in the "Palo Alto Networks" folder, or search:



Using GlobalProtect on Your Windows PC

2. When prompted, enter your NetID and NetID password, then confirm your identity with MFA (multi-factor authentication).



GlobalProtect Login

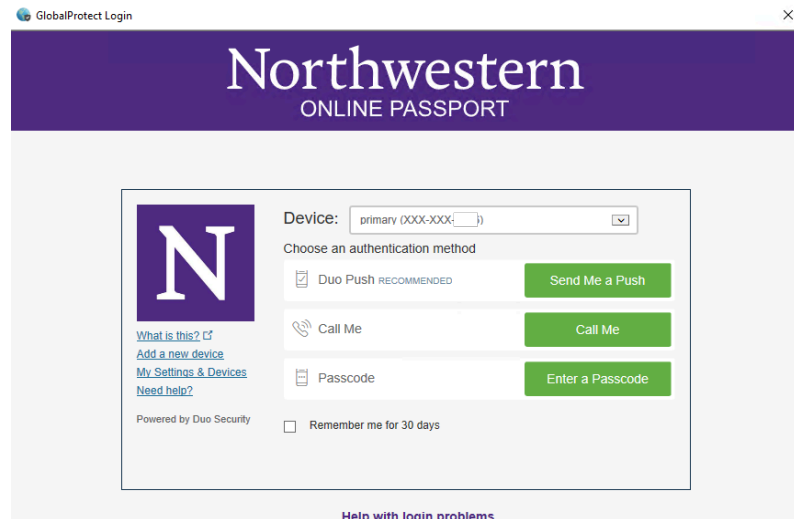
Northwestern
ONLINE PASSPORT

Password

LOG IN

Help with login problems
Status of Northwestern IT Services

© 2019 Northwestern University



GlobalProtect Login

Northwestern
ONLINE PASSPORT

Device: primary (XXX-XXX-XXX)

Choose an authentication method

☒ Duo Push RECOMMENDED

☐ Call Me

☐ Passcode

☐ Remember me for 30 days

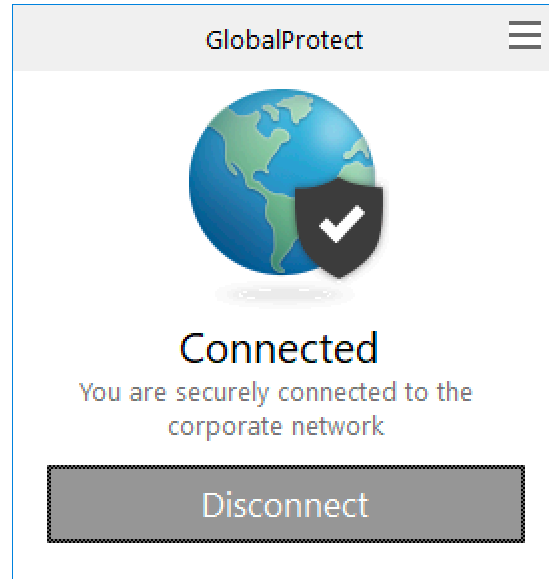
Powered by Duo Security

Help with login problems

Using GlobalProtect on Your Windows PC

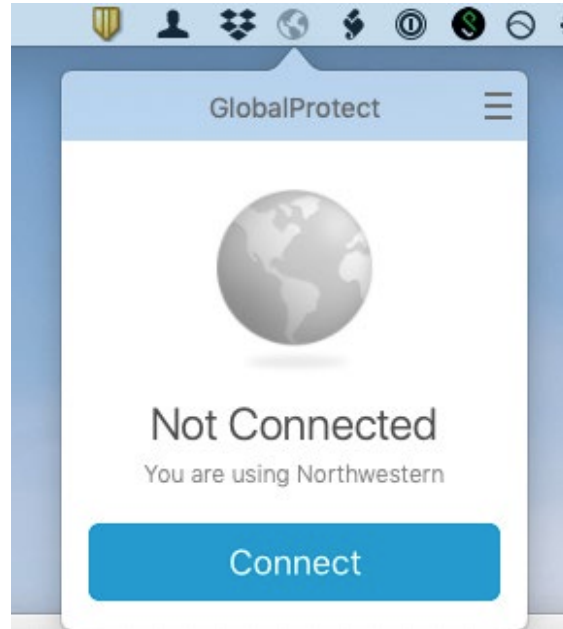
3. To disconnect, click the GlobalProtect icon in your system tray again, then click Disconnect.

In your system tray, the grey icon turns blue+green with a shield when you are connected



Using GlobalProtect on a Mac

Same as PC instructions, except the GlobalProtect icon is in your menu bar



Using GlobalProtect VPN

- If you find you're unable to connect to your electronic resources, check to make sure GlobalProtect is connected.
- The rest of this training guide assumes you have connected with GlobalProtect.

MFA - Multi-factor Authentication

- Multi-factor Authentication provides an additional layer of security; it's an extra step when you login to some websites and GlobalProtect.
- You should have this set up already; it is required for sites such as MyHR, NUFinancials, and WebEx hosting.
- Check to make sure it is at minimum set to contact your cell phone for verification.
- SALT recommends using the Duo Mobile app with push notifications.
- Information about installing or changing your Duo mobile installation: <https://kb.northwestern.edu/62610>

Home Computer needs

"Home computer" refers to a personally-owned desktop or laptop computer that you will be using for work. *If you have an SALT laptop, you can ignore these items.*

You should have:

- Recent OS (Windows 8, Windows 10, Mac OS 10.13 High Sierra or newer)
- Relatively recent computer (preferably not older than about 7 years)
- An up-to-date Antivirus program. Installation instructions for [Windows](#) | [Mac](#)
- Browser (such as Google Chrome or Mozilla Firefox) that is updated to the latest version

How can I use the same applications, and access the same files as I would in the office?

Three solutions:

1. **Use Remote Desktop** (if you have a desktop PC available in your NU office). Works well for most things, except video/audio conferencing.
2. **Use web-based applications.** Easy access but some things may not work, like accessing the S: drive, or performing tasks only available in native applications.
3. **Use native desktop applications.** Works well but may require installation on home computers. If you have specialized applications, they may only be available on your work PC.

In many cases you will find it is easier to use a combination of these. For example, you may want to use the web version of Outlook, but use Remote Desktop to access some other applications.

Using Remote Desktop

Remote desktop gives you access to your work desktop PC, almost as if you were sitting in the office.

Note that this only applies if:

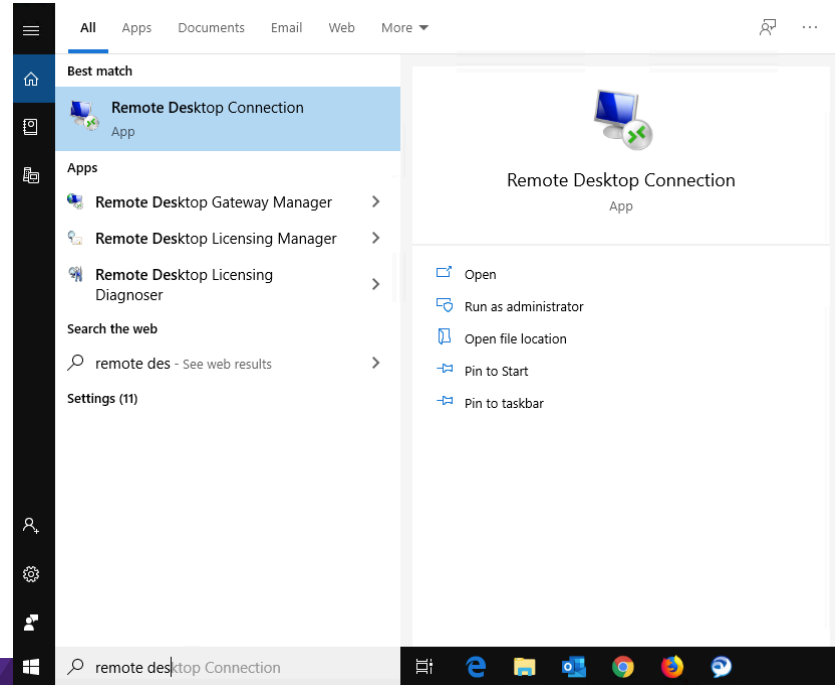
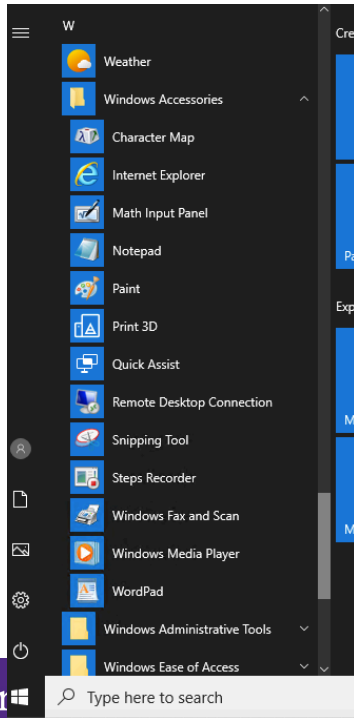
- 1. You have a desktop Windows PC available in your office.*
- 2. If you've never used Remote Desktop before, you may need to [request access from SAIT](#).*

For home computers, you will need to install Remote Desktop. Installation instructions: ([Windows](#) | [Mac](#)) . SAIT laptops already have Remote Desktop installed.

Before you leave your office, note your desktop PC's name. [See how to find your Desktop PC's name](#). SAIT can look the name up for you if you forget to do this.

Using Remote Desktop - Windows

- You can find the application in the start menu in under Windows Accessories, or you can search for Remote Desktop.



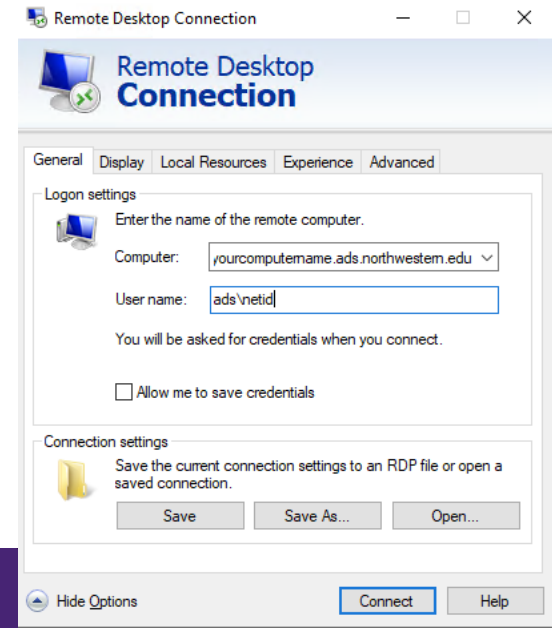
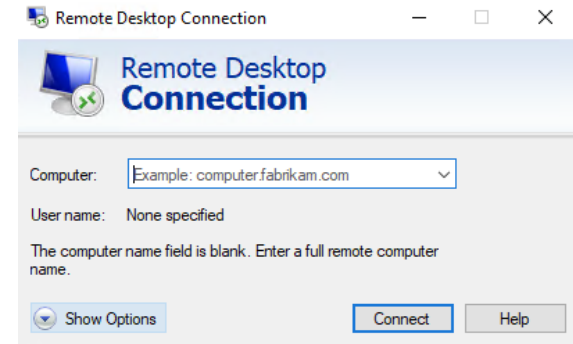
Using Remote Desktop - Windows

Click on Show Options, then enter:

- Computer:
yourcomputername.ads.northwestern.edu
- Username: *ads\netid*
- Enter your NetID password when prompted

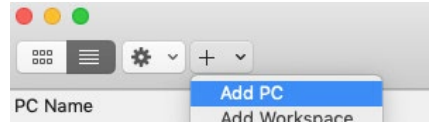
"yourcomputername" is the name of your desktop PC (look this up before you leave the office). If you don't have this, contact SAIT.

"netid" is your own NetID



Using Remote Desktop - Mac

1. Click the Plus (+) sign and select Add PC



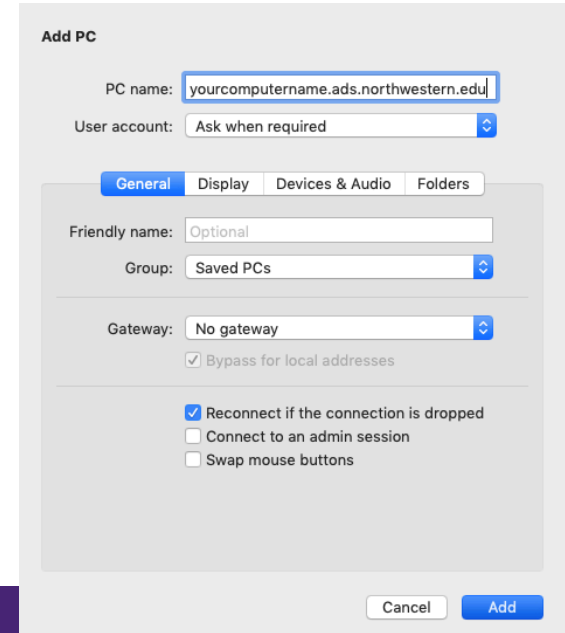
2. Enter PC name:
yourcomputername.ads.northwestern.edu

3. Click Add

4. Double-click your computer name in the window. Enter Username: *ads\netid* and password when prompted.

"yourcomputername" is the name of your desktop PC (look this up before you leave the office). If you don't have this, contact SAIT.

"netid" is your own NetID



Using Remote Desktop

Note:

- You only need to run GlobalProtect on your laptop or home computer, NOT the desktop PC that you've remotely connected to.
- Video conference (Microsoft Teams, WebEx, Jabber) using your local computer, not your remote computer.

Using web-based applications

Some applications are available online using a web browser, including:

- Microsoft Office (Word, Excel, Powerpoint, and Outlook)
 - Login to <https://office365.northwestern.edu/> and enter your NetID and password on the NU Passport page that appears. Click the icons to launch the app.
 - Note that MS Teams, though available on the web, works better as a native application
- Box – <https://box.northwestern.edu/>

Please note that web-based application performance can vary greatly on older browsers. Make sure your browser has been updated.

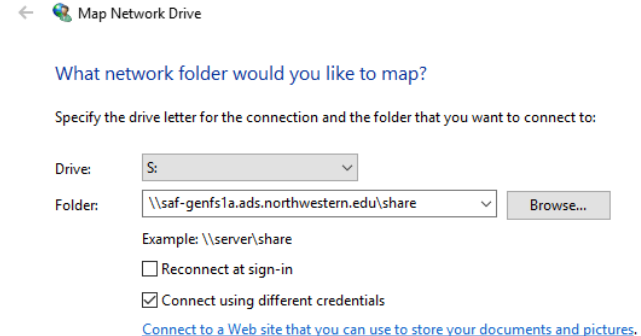
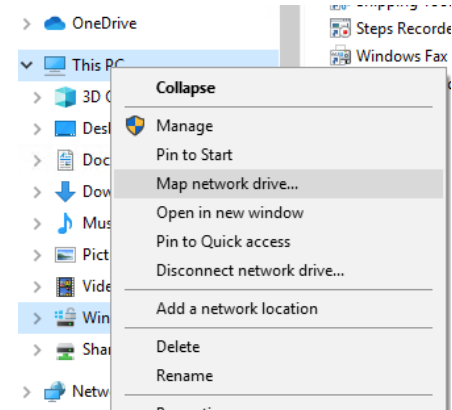
Using native desktop applications

Native desktop applications have the most functionality, but require installation on your home computer. *SAIT laptops already have the usual applications installed.*

- Microsoft Office (Word, Excel, Powerpoint)
 - Login to <https://office365.northwestern.edu/> and enter your NetID and password on the NU Passport page that appears
 - Click on the "Install Office" link to install the suite onto your machine.
 - On your home computer, we recommend using web-based Outlook instead of the native Outlook application.
- (See following slides for information about Microsoft Teams and WebEx)

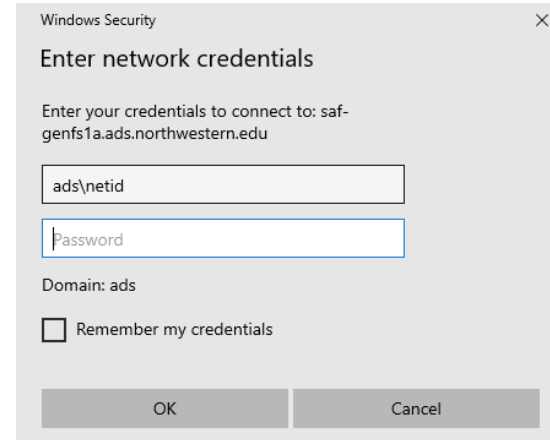
Connecting to the S: drive - Windows

1. In File Explorer, right click on “This PC”, and select “Map network drive...”
2. Select Drive S:
Enter the folder name.
Folder for most staff: \\saf-genfs1a.ads.northwestern.edu\share
Folder for NUHS staff: \\saf-hsfs1b.ads.northwestern.edu\share
Other staff may use other shares, see SAIT for more info
3. Select “Connect using different credentials”



Connecting to the S: drive - Windows

4. Click Finish. When prompted, for your username enter ads\yournetid and your password.

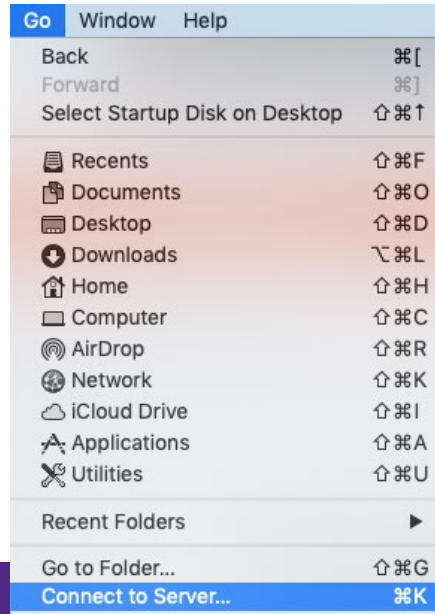


5. You should see the S: drive mapped on the usual left-hand side of the File Explorer window.

Connecting to the S: Drive - Mac

To connect to the S: drive using a Mac:

1. In the Finder, select Go -> Connect to Server



Connecting to the S: Drive - Mac

2. In the "Connect to Server:" window, enter the server and share name.

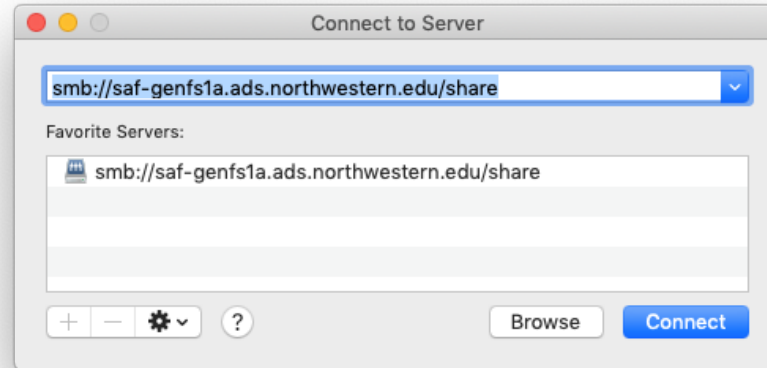
- Most staff use:

smb://saf-genfs1a.ads.northwestern.edu/share

NUHS staff use:

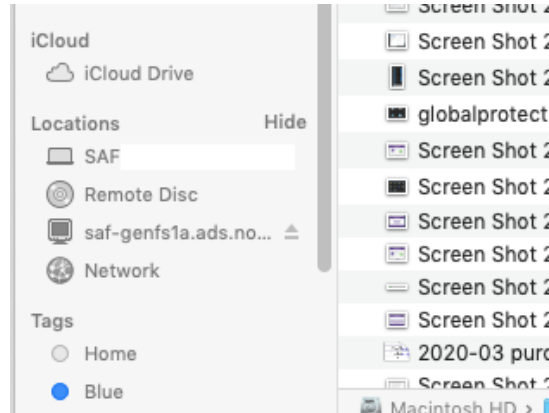
smb://saf-hsfs1b.ads.northwestern.edu/share

Other staff may use other shares, see SALT for more info



Connecting to the S: drive - Mac

3. Click connect and use your netid and password when prompted
4. You should see the drive mapped on the left-hand side of the Finder window.



How can I access Microsoft Teams?

Via the desktop client

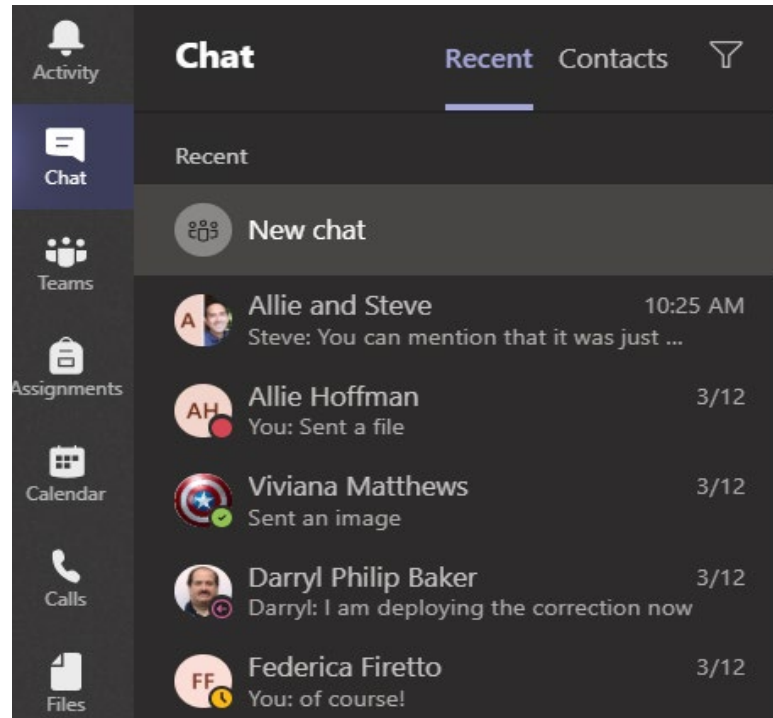
- [Download](#) the Teams desktop client.
- Enter your Northwestern email address.
- You will then be redirected to Online Passport.
- Sign in with your NetID and NetID password.

Via the web

- Not recommended; use the desktop client.

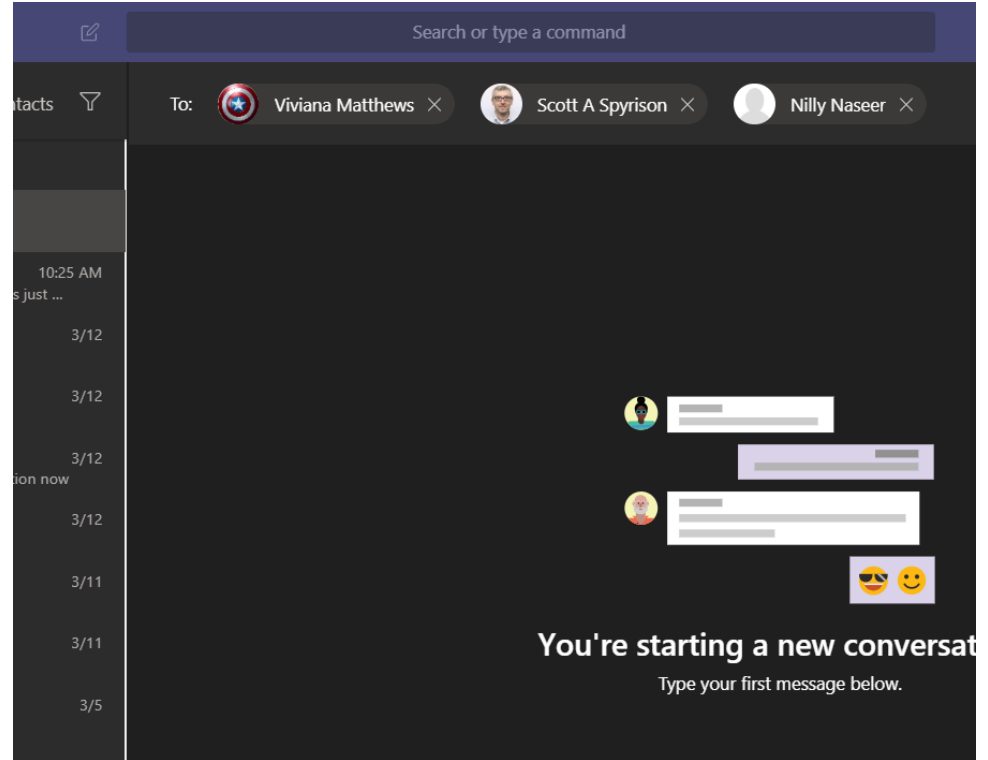
How can I contact someone over chat?

- Teams allows anyone with an account to be direct chatted
- Did you know? Students also have access to a Teams account with their NU login and can be contacted via chat



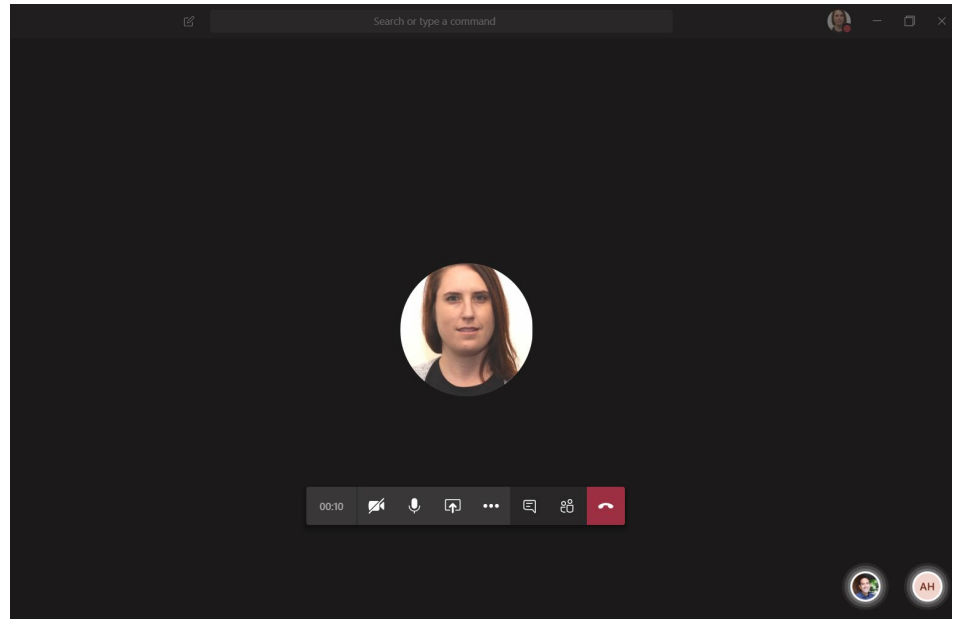
How do I chat with multiple people?

- You can add as many people as you'd like to a group chat by clicking on the pencil icon to the left of the search bar at the top of the screen
- Type into the "To:" field and add as many individuals as you'd like (much like an email)
- Did you know? You can also share files directly in this group by clicking on the Files tab at the top of the chat screen and uploading



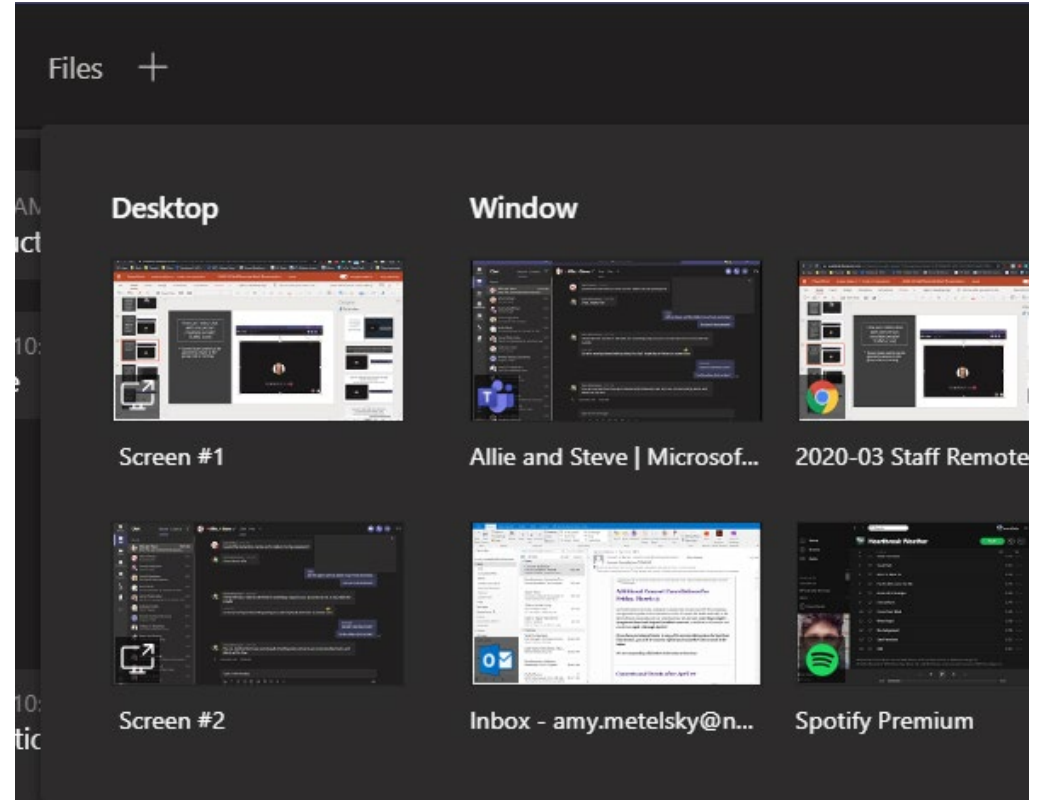
How can I video chat with one person / multiple people? TEAMS

- Teams allows for direct or multiple person video chat
- At the top of each chat, you will see 3 buttons for : video chat, voice chat and screen share



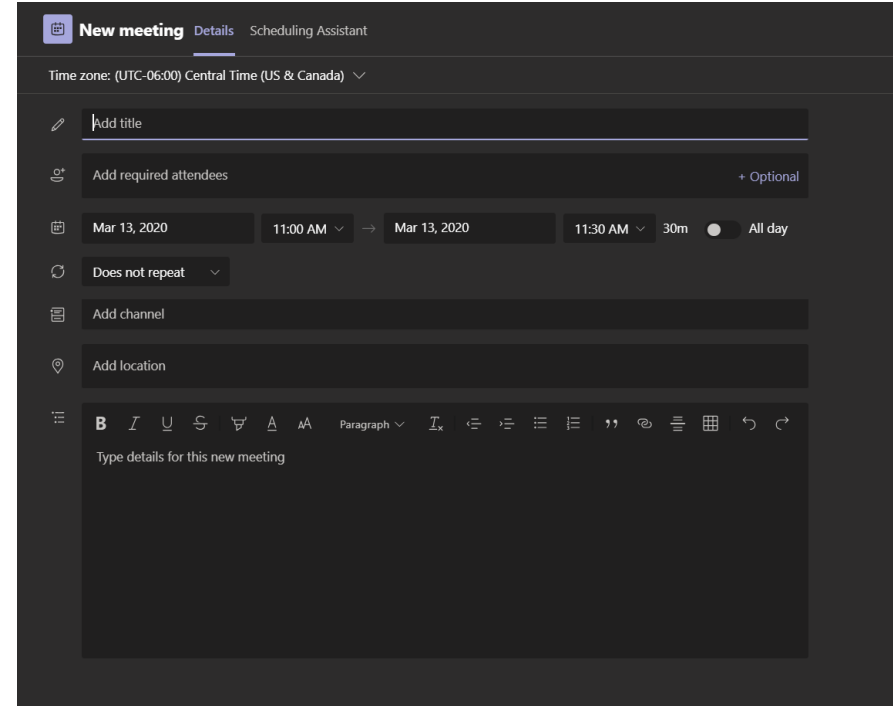
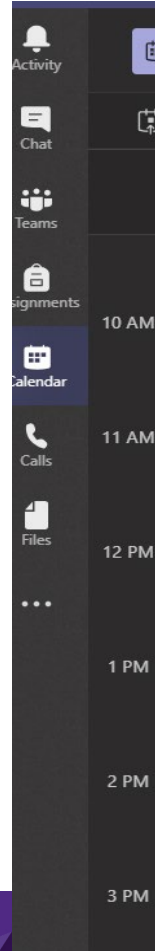
How can I video chat with one person / multiple people? TEAMS (cont)

- Screen share control can be granted to anyone in the group chat or meeting



How can I schedule a virtual meeting? TEAMS

- On the left navigation panel, you should see a Calendar icon
- Your Outlook calendar will sync and show availability
- Use the "New Meeting" button at the top right of the calendar screen to schedule in advance or the "Meet now" feature to conference in right away



How can I video chat with one person / multiple people? WebEx

- WebEx allows for screenshare, video chat and other extended features for large or small volumes of remote meeting
- Go to <https://northwestern.webex.com>
- Click the My Webex tab.
- Log in with your NetID and NetID password and enter your credentials for Multi-factor Authentication when prompted.
- Click on "Downloads" on the left-hand side to download the native desktop app (recommended for best results when hosting a meeting)
- This is also the recommended tool for remote meeting with folks outside the university

The screenshot displays the Northwestern WebEx user interface. At the top is a purple header with the 'Northwestern' logo. Below this is a search bar with the placeholder text 'Search for meetings and recordings'. On the left is a navigation sidebar with links to Home, Meetings, Recordings, Preferences, Insights, Support, Downloads, and Feedback. The main content area shows the user's profile, 'Amy Metelsky's Personal Room', with a circular avatar containing the initials 'AM'. Below the profile is a green 'Start a Meeting' button and a grey 'Schedule' button. Further down, under the heading 'Upcoming Meetings', there is a list of two meetings: one from 2:00 PM to 3:00 PM on Friday, March 13, titled 'Process Enhancement Working Gr...' by Carlos Gonzalez, and another from 3:00 PM to 4:00 PM titled 'Review training presentation'.

Northwestern

Search for meetings and recordings

Home Meetings Recordings Preferences Insights Support Downloads Feedback

Amy Metelsky's Personal Room
<https://northwestern.webex.com/meet/amy.metelsky>
More ways to join

Start a Meeting Schedule

Upcoming Meetings

Time	Topic	Host
2:00 PM - 3:00 PM Fri, Mar 13	Process Enhancement Working Gr...	carlos.gonzalez@northwestern.edu
3:00 PM - 4:00 PM	Review training presentation	

Official University Recommendation for PHI information and video conferencing

"If you want to have a videoconference where sensitive regulated data will be shared. e.g. health information, export controlled research, and data regulated by the Federal Information Security Management Act (FISMA): Teams or WebEx"

How can I receive a call from my work phone?

There are two options to receive calls made to your work phone:

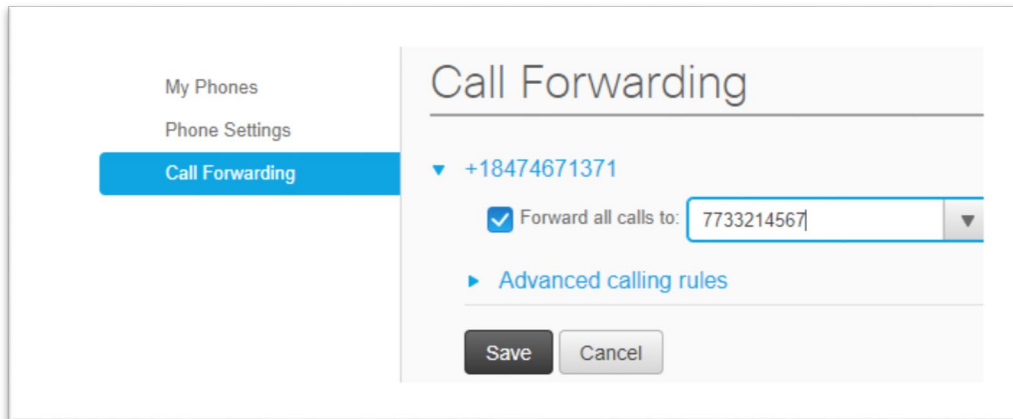
1. Call forwarding

- Call forwarding can be enabled by logging into <https://myphone.northwestern.edu/>

Warning: Forwarded calls will go to your personal voicemail. Think carefully if you want to do this.

2. Cisco Jabber Client

- The Cisco Jabber client can be downloaded from <https://kb.northwestern.edu/page.php?id=76384>. It is also being pushed to all SAIT computers.



The screenshot shows the 'My Phones' section with 'Phone Settings' and 'Call Forwarding' (highlighted in blue). The 'Call Forwarding' panel for the number '+18474671371' is open. It features a checked box for 'Forward all calls to:' followed by a text input field containing '7733214567'. Below this is a link for 'Advanced calling rules'. At the bottom are 'Save' and 'Cancel' buttons.

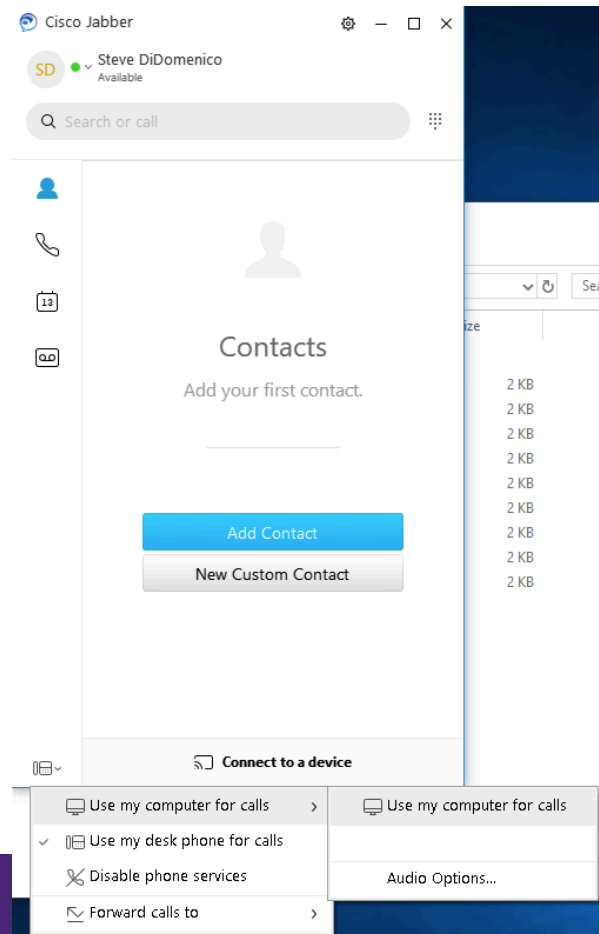
Call Forwarding Instructions

Click Forwarding your calls to another phone

- Log into <https://myphone.northwestern.edu/> using your NetID and password.
- Select **Call Forwarding** from the left side navigation panel.
- Check the **Forward Calls To** box and input your 12-digit phone number.
- Select **Save**.

How can I make a phone call as if it's from my work phone?

- Setting up Jabber
- Enter your **@northwestern.edu** email address, click **Continue**.
- Enter your **NetID & password**, click **Login**.
- Making and receiving a call through Jabber
- Make sure you're connected to the VPN.
- Click the bottom left button and set Jabber to **Use my computer for calls**. You can use **Audio Options...** to set your audio and video devices through this menu.
- You can **search** for a Northwestern employee directly or use the **dial pad** for both campus and off campus phone.
- Select the green phone button to place a call.
- Incoming calls will generate a **popup notification**. Select the green answer button to receive the call.



Video Conferencing needs

If you're using an SAIT laptop, you can use the built-in microphone, speakers and camera to video conference.

If you have a home laptop, you likely have these items built-in as well.

If you have a desktop PC at home, you may not have all of these items connected.

SAIT recommends using a USB headset with microphone for best results. The Logitech H390 can work well; prices range from \$21-\$30 for this headset. Currently in stock at Office Depot, Walmart by Mar 19.

Questions?

- We'll have two more of these sessions. Bring your questions!
 - Mon March 16, 2020 2:00-4:00pm
 - Tue March 17, 2020 2:00-4:00pm

WebEx Meeting link:

<https://northwestern.webex.com/northwestern/j.php?MTID=ma0434c3b3bd685b78d23e9e61c4e067b>

WebEx Meeting number: 807 327 240

WebEx Password: uMfvKhJp772

- Send an email to sa-help@northwestern.edu.
- Call us at 7-SAIT (847-467-7248).