

Being Prepared to Work Remotely on your Home Computer

Note – *The computer you use when working on campus was purchased according to SAIT specifications. Furthermore, your computer at work is attached to a very fast campus network. At home, your network connection will be slower, and your home computer may not be as fast as the one you use at work.*

Student Affairs has standardized on laptops for staff computers, but we recognize that not everyone has received a laptop replacement yet. Therefore, some staff may find it necessary to work using their home computer, whereas others may need to be prepared for using their SAIT laptop remotely.

If we are asked to work remotely, SAIT will try and support you on whatever device you are using, but please understand there may be factors related to your Internet Service Provider, home network, or devices that are beyond our control.

- 1. Training** – Attend one of our “Being Prepared to Work Remotely” training sessions, or watch a recorded version (a recording will be made available after the session)
 - ✓ 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

- 2. Outdated home computers** – If you are still running Windows XP, Windows 7, or MacOS 10.12 Sierra or earlier at home, please email sa-help@northwestern.edu for upgrade advice. Microsoft and Apple are no longer releasing updates for these – therefore they are considered insecure.
- 3. Duo Mobile App** – Many systems require Duo multi-factor authentication. SAIT recommends using the mobile app. This will allow you to receive Duo push notifications no matter where you are.
 - ✓ If you have an Apple or Android phone, install the Duo Mobile App:
<https://kb.northwestern.edu/76803>
 - ✓ **Tip:** This requires MFA to set up, so make sure you do this while your primary phone is near. If you don't have an Apple or Android phone, you may want to add an additional phone number to your account.

4. **VPN** - When working remotely, please connect to the VPN when you start working, and disconnect when you are done for the day. You should be connected to VPN for the remainder of this checklist.
 - ✓ Install GlobalProtect VPN: <https://kb.northwestern.edu/94726>
 - ✓ Connect to GlobalProtect VPN, and choose Duo Push when prompted. Doing so will verify a successful connection, and also verifies your Duo Mobile App.

5. **Antivirus** – When working remotely, security on your home computer is just as important as it is on campus! If you already have up-to-date Antivirus software, you may not need this. If you are unsure, please ask sa-help@northwestern.edu!
 - ✓ Download and install [Symantec Antivirus](#).
 - ✓ Enable automatic updates and make sure your virus definitions are up-to-date: <https://kb.northwestern.edu/62268>

6. **Phone** – When working remotely, your extension can “ring” on your computer using Jabber, or you can forward your phone to another number. SAIT recommends using whichever approach works well for you – but not both.
 - ✓ Jabber allows you to answer your Northwestern extension on your computer with a microphone/headset. The quality of the phone call depends on your network connection. You can [download and install Jabber here](#).
 - ✓ You can forward your Northwestern extension to another number using [MyPhone](#). Please use **Mobility/Single Number Reach** – it will route unanswered calls back to Northwestern voicemail. Other options such as Call Forwarding will send unanswered calls to your *personal voicemail*.
 - ✓ In either case, have someone else call your Northwestern extension and verify that you can answer the call and have a normal conversation.

7. **Email, Calendar and Microsoft Office** – When working remotely, you can access your email and calendar through Office 365 on the web. You can also use Word and Excel Online. If you need the full Office suite installed on your Home Computer, you also have the option of installing it there.
 - ✓ Verify you can connect to [Microsoft Office 365](#) for Outlook on the web.
 - ✓ Optionally, install the full Microsoft Office suite on your home computer: <https://www.it.northwestern.edu/software/microsoft/office365.html>

8. **Microsoft Teams** – When working remotely, stay connected to Microsoft Teams in order to connect with Northwestern colleagues via chat, audio, or video.
 - ✓ Download and install [Microsoft Teams](#).
 - ✓ Connect to Microsoft Teams with your Northwestern email to verify a successful connection. You will be redirected to the Northwestern Online Passport page to enter your NetID and password.

9. S Drive – On your home computer, you won't see an S Drive like you do at work. Stay connected to VPN and follow these simple steps to create your S Drive at home.

✓ For Windows:

- i. In File Explorer, right click on "This PC", and select "Map network drive..."
- ii. Select Drive S:

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

- iii. Select "Connect using different credentials"
- iv. Click Finish. When prompted, for your username enter ads\yournetid and your password.

✓ For Mac:

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

Folder for most staff: `smb://saf-genfs1a.ads.northwestern.edu/share`

Folder for NUHS staff: `smb://saf-hsfs1b.ads.northwestern.edu/share`

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

- ii. Click connect and use your netid and password to connect to the share
- iii. You should see the drive on the left-hand side of the Finder window.

10. Remote Desktop – If your primary SAIT computer is a desktop, you can request access to use a Remote Desktop Client from home. This would allow you to "open" your work desktop and use it from a different computer.

✓ If you think this would be helpful for you, [request access from SAIT](#)

✓ **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.

✓ Download and install Microsoft Remote Desktop ([Windows](#) | [Mac](#))

✓ Connect to your PC using these credentials:

- i. Computer: *yourpcname.ads.northwestern.edu*
- ii. Username: ads\yournetid

11. WebEx – WebEx is a video conferencing tool useful for large meetings or for connecting with others outside of the University.

✓ See these instructions to install and configure WebEx: ([Windows](#) | [Mac](#))