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Information Technology Services

**COVID-19 Work from Home Technology Information Packet**

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## Summary

This packet has been created to prepare and assist Faculty and Staff with utilizing technology and systems to work from home during the COVID-19 pandemic. To ensure that you can remain as productive as possible, please keep the following in mind:

* You do not need a Normandale issued computer to access Office 365. On your personal device, go to [portal.office.com](http://portal.office.com/) to have access to all your Office tools via the web.
* You may video conference using [Skype](#_Attending_Skype_and), [Teams](#_Attending_Skype_and), or Zoom. It is highly recommended to open and login to Skype, as Skype will ***show your presence.*** Skype will also look at your calendar and activity; and will show if you are available or not. This is extremely invaluable in a remote work setting.
* Office 365 is rated for all levels of data storage – ***however***, here are the recommended tools for the various data types:
	+ **Highly Restricted Data**: SharePoint, Team Sites
	+ **Restricted Data**: SharePoint, Team Sites (OneDrive, if necessary)
	+ **Public/Not Restricted**: One Drive

**\*If you are unclear about data types** – please see this URL:
 <https://www.minnstate.edu/board/procedure/5-23p2g1.pdf>

* [**TeamDynamix**](https://normandale.teamdynamix.com/) can be utilize from anywhere – Browse the ITS Knowledgebase. Open a Request. Your connection to ITS. Info on [Teaching, Learning, and Working Remotely](https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/?CategoryID=17463).

\*Remember that you **do not necessarily need a Normandale issued computer to work from home**. Many work tasks can be completed and systems accessed through <https://access.normandale.edu>. Follow the guidelines below in the “[Getting Connected](#_Getting_Connected)” section below.

## What you need to successfully work from home

**Users with laptops assigned to them should plan to use these devices at home.** Users without assigned laptops should plan to use their home computers and laptops. Remember that most work can be done from a home/personal computing device.

Minimally:

* Reliable, high-speed internet
* Newer computer
*(Recommended < 5 years old with a decent processor, at least 8GB of RAM, Windows 10)*

Recommended:

* Headset with microphone
*(It is recommended to use a headset, even at home, to help eliminate feedback and to provide better sound quality.)*
* Phone access
*(Having a phone, landline or cellular, is not required, but highly recommended as a backup in case you experience technical difficulties.)*

## Getting Connected

Follow the guide below on how to get connected.

\*Note that most services and applications can be accessed without the use of NCCApps via Remote Access (access.normandale.edu). Availability is limited; please be courteous to your colleagues, Logout of the system when you are done with your current tasks, you can always log back in.

|  |  |
| --- | --- |
|  | **Recommended Device or Tool to use for access** |
|  | Personal Device | NCC Computer | NCCApps via access.normandale.edu |
| [Office 365](http://portal.office.com/): * Applications (Word, Excel, PowerPoint)
* Skype, Teams
* SharePoint
* OneDrive files
* Outlook / E-mail & Calendar
 | **✓** | **✓** | **X** |
| Zoom video conferencing | **✓** | **✓** | **X** |
| Skype:* Instant Messaging
* Voice
 | **✓****✓** | **✓****✓** | **X****X** |
| AskUs: ITS* [Web Client](https://normandale.teamdynamix.com/)
 | **✓** | **✓** | **X** |
| Mapped network drives (H:, O:, S:, etc.) | **X** | **✓** | **✓** |
| Secure Apps* Administrative Apps (Accounting Application, Marketplace, etc.)
* ISRS Modules (Accounting, ISRS Management, Purchasing, etc.)
 | **X** | **\*RDP to NCCAPPS** | **✓** |
| Web Apps* Perceptive Experience (web)
 | **X** | **✓** | **✓** |
| Other Remote Access* CAP Server Access
 | **X** | **X** | **\*\*CAP3TS via Remote Access** |
| Office Computer Access* AdmitGold / Mastermine
* CampusTrack
* Perceptive Content (client)
* Titanium
 | **X** | **\*RDP to Office Computer** | **\*RDP to Office Computer** |

\*RDP to Office Computer instructions (<https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/ArticleDet?ID=102528>)

## Install Skype for Business on Personal Computer

<https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/ArticleDet?ID=101820>

You can use Skype to communicate with others through chat, meetings, and voice, including making and taking phone calls. You will need a computer that has a microphone and a headset or speakers. For better quality of service, we recommend a headset with a microphone and a good Internet connection.

**First, you will need to install Skype for Business on your personal computer.** Skype for Business is part of the Office 365 Applications suite that you can get for free through Office 365.

* [How can I install Office 365 desktop apps on my computer or mobile device?](https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/ArticleDet?ID=73156)

**Second, you will need to log into Skype using your Normandale Email and password**. After you have installed the Office 365 applications on your computer, please:

1. Open Skype for Business
2. Log in using your Normandale Email (Example: Joe.Doe@normandale.edu) and StarID password
3. Skype for Business is now up and running. You can use Skype to send and receive phone calls and instant messages, as well as set up and participate in meetings.

## Forwarding your office phone

<https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/ArticleDet?ID=73331>

Faculty and staff can forwarding their calls using Skype for Business:

1. In the Skype for Business client, **click the options icon (gear)**
2. Choose **Call Forwarding**
3. Click the "**Forward my calls to**" radio button
4. Click the drop down menu and select **New Number or Contact**
5. Enter the number you want to forward to and click OK

**\*Note**: If calls are set to Forward, Voice Mails will not be recorded in Outlook. They will be recorded at the number forwarded to.

## Accessing Office 365 applications

You can access Office 365 applications and your OneDrive files anywhere you have internet access.

1. Open a web browser
2. Type “[portal.office.com](http://portal.office.com/)”
3. Authenticate with your **StarID@minnstate.edu** username and StarID password

You can elect to use the online web apps available, or, as a current employee of Minnesota State, you can install Office 365 on up to 5 personal devices. The installation is good until you are no longer employed by Minnesota State.

To install Office 365 on a personal device:

1. Login to the [Office 365 Portal](http://portal.office.com/)
2. From the home page select “Install Office”, then “Office 365 apps”
3. Click to SAVE the installation file, then follow the on-screen instructions to complete the setup

## Attending Skype, Teams and ZOOM meetings

1. Be sure you have a headset attached to your computer. It is recommended to use a headset, even at home, to help eliminate feedback and provide better sound quality.
2. Open the calendar meeting request and click on the “Join…” meeting link located in the message.
3. **If you are using a Normandale device**, if asked, select to either “Open Skype for Business”, “Open Microsoft Teams”, or “Open Zoom Meetings”.
**If using a personal device**, select to join the meeting using the web application.
4. Continue with the instructions below that match the tool you are using.

Skype:

* At the prompt, select to “Use Skype for Business (full audio and video experience)”
* In most cases, your microphone will be muted by default. It is best practice to keep it muted when not speaking. You can unmute by clicking on the microphone icon
* Toggle your camera video on or off by clicking the video icon
* You can add attachments or send messages using the Chat window
* Share your computer display by click on the share icon
* When done, hang up by clicking on the **red** phone icon

Teams:

* In the Teams window click JOIN NOW
* Click the Video button to toggle the camera off and on
* Click the Microphone button to toggle muting your microphone
(\*it is best practice to keep your microphone muted when not speaking)
* Click the Up Arrow button to share your computer desktop
* Click the Chat icon to add attachments or send chat messages
* When done, hang up by clicking on the **red** phone icon



Zoom:

*\*****FIRST TIME USERS****: follow the instructions under “*[*First Time ZOOM Users*](#_First_Time_ZOOM)*” before proceeding.*

* Click to “Join with Computer Audio” – you may elect to test your speaker and microphone prior to joining
* Use the icons at the bottom of the window to control muting your microphone, toggling video, sharing your computer desktop, and chatting with participants
* Click the **red** “Leave Meeting” at the end of the row to leave the meeting



## Using Skype for instant messaging (chat) and calls

During this time, many cellular towers will experience a high volume of users. You may find occasions where calls from your cell phone cannot connect. **We recommend using Skype or Teams to place internal calls.**

1. Open SKYPE FOR BUSINESS (under the Start menu)
2. Use the search bar to find a contact
3. Click on their name to open a chat, or right-click for a pop-up menu and select a different option
4. To make a Skype Call:
	1. Connect your headset to your computer
	2. Follow the above steps
	3. Select CALL, then SKYPE CALL

Use the buttons at the bottom of the chat window to toggle video, place Skype call, and share your desktop.

## First Time ZOOM Users

FIRST TIME USERS: follow these steps to prepare ZOOM (you need only do this once):

1. Open a browser and go to [minnstate.zoom.us](https://minnstate.zoom.us/s/561509763?status=success)
2. Click the “Sign In” button
3. Enter your StarID credentials and Sign On
4. In the top right click corner, click to select your Profile
5. Edit your “Personal Meeting ID” to be your office telephone number
6. Customize your “Personal Link” to be your first and last name, no spaces
7. Save your changes
8. Open Outlook
9. In the Home tab, select “Get Add-ins”
10. Search for and select “Zoom for Outlook” (by clicking the ADD button)
11. Once added, close the Add-Ins window

Now make a ZOOM meeting:

1. Create a meeting request as you normally would
2. Under the MEETING tab, select the ”Add a Zoom Meeting” button in the Home tab
3. At the pop-up, select the “SSO” hyperlink at the bottom of the window
4. Enter “minnstate” for the Domain then click CONTINUE
5. Enter your StarID credentials and Sign On
6. You can discard this meeting, but your settings should stick

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## Creating Skype, Teams and ZOOM meetings

1. Create a meeting request as you normally would
2. Under the MEETING tab, select “Skype Meeting”, “Teams Meeting”, or “Add a Zoom Meeting”
3. Information will automatically populate in the body of the appointment

## Using NCCApps via Remote Access

**NCCApps via Remote Access is limited.** Please be mindful of your colleagues – sign out when not in use, and only sign in when you need it. Refer to the guidelines in the “[Getting Connected](#_Getting_Connected)” section above.

<https://normandale.teamdynamix.com/TDClient/1870/Portal/KB/ArticleDet?ID=101585>

Video: [https://mediaspace.minnstate.edu/media/How+to+Use+Normandales+VPN++-+2017+May+15+03A13A07/0\_jy7rjb7j](https://mediaspace.minnstate.edu/media/How%2Bto%2BUse%2BNormandales%2BVPN%2B%2B-%2B2017%2BMay%2B15%2B03A13A07/0_jy7rjb7j)

1. Go to [www.normandale.edu](http://www.normandale.edu/) and click on [Faculty/Staff](http://www.normandale.edu/faculty/staff) (white text in black header)
2. Click [Access Files from Off Campus](https://access.normandale.edu/)
3. Enter your StarID and Password

## Getting help and support

IT support will be provided for:

* Assistance accessing enterprise systems and services such as the Office 365 portal, Remote Access (access.normandale.edu), D2L Brightspace, Skype for Business, Microsoft Teams, Adobe Creative Cloud, and more.
* Technical support for all Normandale hardware, software, and applications via remote techniques and tools (\*we will not provide on-site/in-home assistance).

The following services are not provided:

* Internet or network support for services or devices not supplied or owned by Normandale Community College for the purposes of employee telecommuting. Call your ISP provider if you are experiencing internet connectivity issues.
* Support for any computing hardware, software, or applications not owned or supplied by the Normandale Community College.
* On-Campus support will be very limited

To request support or assistance, submit a ticket using the AskUs:ITS portal (<https://normandale.teamdynamix.com/>).

If for some reason you are unable to submit a ticket, the following options are available:

* Send a detailed email message to ITS-HelpDesk@normandale.edu
* Call and leave a detailed phone message, including your full name, a call back number, and a full description of your request (952-358-8181)
*(\*due to high call volumes, we cannot guarantee availability of connecting with a live person)*

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