

Working from Home

Essentials for Working Off-site

Connecting to the Virtual Private Network (VPN): To access files, file shares, departmental drives, and copiers from off campus, you will need to connect to the VPN. If you are connecting from a personal computer, please follow instructions on how to install the VPN software.

https://login.baycollege.edu/wiki/index.php/GlobalProtect_VPN

NOTE 1: A Virtual Private Network is an encrypted “tunnel” between your home (or other off-site location) and the campus. It is possible to work from home using only the VPN to access your network drives, etc. This works best if you have a college issued laptop that has the programs you use most frequently on it. This DOES NOT work well for Jenzabar access.

NOTE 2: if after installing and using for some time you have trouble connecting, reinstall the VPN software. This will typically fix the connection issue.

Remote Desktop: This application allows you to connect to your office computer from remote and use your office computer as if you were sitting in front of it from a remote location. You can also setup sharing between your personal computer at home and your office computer so copying files back and forth can be done. See note below.

https://login.baycollege.edu/wiki/index.php/Remote_Desktop

https://login.baycollege.edu/wiki/index.php/Using_Microsoft_Remote_Desktop_on_Mac

NOTE: Remote Desktop requires you to use the VPN above for security. The difference is that instead of working on the machine directly in front of you, you are working on a remote computer. Usually this means a desktop computer in your office or workspace. This works much better for Jenzabar. Remote Desktop also require special network permissions, submit an IT request to allow this access.

For both VPN and RDP, the speed and performance of either technology will be greatly affected by the internet you have at home. The slower your home internet, the slower the performance will be.

Mitel Conference Phone: If you need to setup a conference call with many participants and you are not comfortable using Zoom or Skype for Business on your own you can send a request to Aaron Kippola, aaron.kippola@baycollege.edu OR Laura Johnson, lauralee.johnson@baycollege.edu, to set up a conference call with a meeting ID, which is then shared with your participants.



Skype for Business: Lets you connect with co-workers, businesses, or companies from anywhere. Some very useful features are desktop sharing, video conferencing, file sharing, etc.

https://login.baycollege.edu/wiki/index.php/Skype_for_Business

Connecting from Off Campus (requires Office 365, see instructions below):

https://login.baycollege.edu/wiki/index.php/Connecting_to_Skype_for_Business_from_Off-Campus

Installing on a Mac:

https://login.baycollege.edu/wiki/index.php/Skype_for_Business_-_Mac

Office 365: All employees and students have free access to Office 365.

https://login.baycollege.edu/wiki/index.php/Office_365

Your Desktop Phone: The phone system provides basic features to connect from remote, however some of the features REQUIRE setup at the actual phone device prior to leaving the office, so please plan accordingly.

Setting up and accessing Voicemail: This can be done from the desktop phone or from a personal phone off site.

https://login.baycollege.edu/wiki/index.php/Mitel_VOIP_phones#Voicemail_Information

Call Forwarding: This feature allows you to forward your office phone number to a personal phone number (cell or home land line). There are some limitations to this feature that should be considered before activating it. The two most important limitations are:

- 1) Call forwarding can only be *activated and deactivated at your office phone*. So, if you activate it you will need to go to your office phone to deactivate it. There is no way to set it on and off during certain times. This means if a call comes into your office phone at any hour, your personal phone will ring with that call.
- 2) Call forwarding protects your personal information on the callers id, they will only see your office phone number in their caller id listing and if you do not pick up the call they are directed to your Bay College voicemail. To protect your privacy, NOT DO call people back using your personal device. If you call them from your personal phone they will see your personal phone number. Some ideas regarding this:
 - a. Setup call forwarding and then set your voicemail to say something like “during this time my preference is to communicate through email, however, if you need to speak to me on the phone, leave a message and I will arrange a time for you to call when I am available.” Then send the person and email with a time to call so you know you can pick up the phone and talk to them.



- b. Do not set up call forwarding but set your voicemail message with clear instructions on how to reach you.

If you wish to activate call forwarding click the link for instructions:

https://login.baycollege.edu/wiki/index.php/Mitel_VOIP_phones#Call_Forwarding

Connecting to Network Drives: Network file shares are available when connected to the VPN.

These file shares include departmental drives, home directory, the college shared drives, etc.

https://login.baycollege.edu/wiki/index.php/GlobalProtect_VPN#Connecting_to_your_Network_Drives

