



# TECHNICAL GUIDE TO REMOTE WORKING

This is a technical guide only, not an authorization to work remotely. If you are not sure whether you are allowed to work from home, please seek clarification from your supervisor and department head.

CIS staff along with Academics has put together a central website, <https://peoria.medicine.uic.edu/cis/continuity/> to communicate resources and information for faculty, staff and students to work and learn in an online environment. Please check this website regularly as more information will be added as it becomes available.

**To be prepared to work/teach from home:** <https://peoria.medicine.uic.edu/cis/continuity/>

- How do I get access/approval to work from home? Contact your supervisor and department head
- Know your internet capabilities at home, speedtest: <https://www.speedtest.net/>
- Learn what connection option you will use (VPN, VDI)
- Know what device you will use
- Confirm it has all the software you need
- Have that device charged and know where the power cable is
- Know how to check your email from your at-home device
- How to check voicemail remotely
- Join a web conference
- How to access your files

**Things to consider** discussing with CIS Director of Information Services (Trisha Thurman) and Assistant Dean for Technology Enhanced Instruction (Leslie Hammersmith):

- What needs to be in place to carry out functions remotely?
  - What systems do I need access to
  - Do I have the correct systems to work remotely? Contact CIS to schedule an equipment evaluation, 309-671-3445

What to do **while still on campus:**

- Have your equipment evaluated by contact CIS, call 671-3445 to schedule your laptop update
  - Update your work laptop, **Must be completed to work remotely.**
  - Log into your UICOMP device using your net id and password
- Configure Duo two-factor authentication



## COMMUNICATION&INFORMATION SERVICES

- This is **required** for many remote access functions. DUO dual-factor authentication is very important: without it, BANNER, some UIC HR functions, TEMS, and other will not work from off campus.
- DUO is easy to set up on one's smartphone while on the campus network. It is very problematic to set up from off campus, and your local IT staff (including CIS) cannot do this on an employee's behalf (but we can guide the process while on campus).
- Information from ACCC about 2FA: <https://acc.uic.edu/services/security/authentication/2fa/>

### What to do when you **arrive home** (After you received email confirmation on access)

- Personal Device:
  - Review anti-virus and install updated ant-virus  
<https://webstore.illinois.edu/shop/product.aspx?zpid=2183>
  - If VPN
    - Install and configure the VPN client on personal device
    - Follow instructions to connect to VPN
    - Confirm access to your systems.
  - If VDI
    - Follow the instructions and login.
    - Note: Notice where you are printing while on your VDI. Your default printer is printer at the office. If you connect a local printer at home make sure to change printer selection.
- University device
  - If VPN
    - Review the instructions to connect to VPN
    - Confirm access to your systems
  - If VDI
    - Follow instruction and login
    - Note: Notice where you are printing while on your VDI. Your default printer is printer at the office. If you connect a local printer at home make sure to change printer selection.

## Important links

UICOMP COVID-19 Page: <https://peoria.medicine.uic.edu/coronavirus/>

UICOMP CIS: <https://peoria.medicine.uic.edu/cis/>

ACCC Information on 2FA: <https://acc.uic.edu/services/security/authentication/2fa/>