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Remote Work FAQ [1]

With many CU System Administration staff working remotely, the following resources will keep you connected, more secure and aid in making your work more productive.

Technology purchases

I need to purchase equipment. What are the steps I need to take?

CU System employees have realized they need additional equipment or software to effectively work remotely.

Here are a few reminders on our purchasing processes and policies:

- **Getting started:** The UIS Service Desk is available to assist with purchasing IT-related equipment, but departments are responsible for funding these purchases. To initiate the process, please email the UIS Service Desk [2], making sure to include manager approval and speedtype on all purchasing requests.

- **Purchase and delivery:** Technology purchases using CU funds, including those made with a department's Procurement Card, must be properly imaged, installed and asset tagged. This ensures the item is secure, inventoried and that you can access the CU-specific applications you need. Therefore, all IT purchases must be shipped to the System Office:
  Your Name
  Attn: UIS Service Desk
  1800 Grant St., Suite 200
  Denver, CO 80203

- **Set an appointment:** The Service Desk will be available in-person from 7:30 a.m. - 5:30 p.m. Monday through Friday, excluding university holidays. The Service Desk will contact you when your order is delivered. For software purchases, they can install remotely. For physical equipment, they can either schedule an appointment time when you can come and pick it up or leave your equipment at your desk (or other secure location) once it has been properly imaged and asset tagged.
- **Special requests:** In special situations (higher risk individuals, those with immunocompromised persons in their home, anyone out of the state, etc.), the Service Desk may be able to ship your equipment to you after it has been properly imaged and asset tagged. Please contact them *before completing the purchase* to understand the options available.

I've already ordered an item. Is there anything else I need to do?

If you have already made an IT equipment purchase and had it delivered to your home address, reach out to the UIS Service Desk [3] immediately to determine what additional steps must be taken.

Connecting to work files

What do I do if my machine is sluggish in connecting to CU applications?

Before contacting the Service Desk, check your internet plan and run a remote internet connection using a broadband speed test like Speedtest [4] or Fast [5]. If the results are not around what you are paying for or you are unsure of your internet plan, contact your internet provider.

If your results are fine, but your connection still is not, check the UIS website [6] for known Service Alerts. Report any outages or issues not listed to the UIS Service Desk by calling 303-860-HELP (4357) or emailing help@cu.edu [3].

If you would like to receive communications regarding service interruptions, sign up to receive RAVE alerts [7].

Why can't I connect to a CU-specific application?

If you are having issues connecting to a CU-specific application, first make sure you are connected to the VPN, then log in using your normal process and credentials.

If you still cannot connect, contact the UIS Service Desk by calling 303-860-HELP (4357) or emailing help@cu.edu [3].

What is VPN and why do I need it?

VPN is a Virtual Private Network that allows you to send and receive data on your own network as though you were directly connected to 1800 Grant's private network.

You must be connected to the VPN in order to connect to CU applications, access your personal P: drive and any shared drives, and to ensure you receive the regular (and often critical) updates pushed out to your machine by the UIS Service Desk.

For detailed instructions, please review the Service Desk's How-To Guides on VPN:

- Configure Cisco AnyConnect on Android [8]
- Configure Cisco AnyConnect VPN for iOS [9]
- Install and configure Cisco AnyConnect VPN for [10]Windows [10]

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing help@cu.edu [11].

What is Remote Desktop and do I need it?

A Remote Desktop allows you to access and use your work computer from another device. This is beneficial to those who will be working remotely and have a desktop computer, as opposed to a laptop or were unable to take their laptop out of the office.

To connect to your work computer using Remote Desktop, you do need to know the computer

name you are trying to remotely connect to. Those instructions are detailed in the How-To Guides below, but can also be obtained by a Service Desk technician during regular business hours.

Please review the Service Desk's How-To Guides on connecting to a remote computer:

- Connect to a remote computer in Windows [12]
- Connect to a remote computer in MacOS [13]

How do I get to my network drive / P: drive?

To access your network drive / P: drive, you must first connect to the VPN. You can then open your File Explorer and access drives as usual.

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing help@cu.edu [14].

Collaboration tools

What is Teams and why do I need it?

Microsoft Teams is a communication and collaboration platform that provides you ways to send instant messages, meet with others via phone or video, share screens and collaborate on documents. Microsoft Teams will be essential in ensuring that you are able to effectively collaborate and stay connected to others, even while working remotely. It should already be installed on your computer.

You can use Teams for audio and video calls, so it is a great alternative for those without a Zoom license or if Zoom runs into connectivity issues.

Please review the Service Desk's How-To Guides on Microsoft Teams for more details:

- Microsoft Teams Quick Start Guide [15]
- How to Install Microsoft Teams on an Android Device [16]
- How to Install Microsoft Teams on Mac iOS [17]

- How to Install Microsoft Teams on Windows [18]

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing help@cu.edu [3].

What is Zoom and how does it work?

Zoom is used for video conference, webinars and large meetings. You don't need a license to join a Zoom meeting, but you do need a license to setup and host meetings. CU System has ensured that it has enough licenses for all its employees.

Like with Microsoft Teams, Zoom will be an essential tool used to communicate and collaborate while many of us are working remote, so please send your request for a Zoom license to help@cu.edu [19].

Need help getting started?

- Zoom has a number of useful, one-minute videos [20] to guide you.
- The UIS Service Desk also has a number of step-by-step guides [21] to assist you. *(CU login required.)*

Do you have tips for hosting a successful Zoom meeting?

This step-by-step guide [22] will provide tips and tricks to ensure your Zoom meetings are successful.

I have Zoom installed, but I'm having issues connecting when I try calling into a meeting. What do I do?

Due to increased volume, many people are reporting issues with call-in numbers being overloaded, resulting in problems connecting or being dropped from calls.

To circumvent this issue:

- Please try joining the meeting using the Zoom meeting link and using Computer Audio, instead of via a phone call.
- If that doesn't work, you can also use Teams for audio and video calls and to share your screen, so it is a great alternative to Zoom when connecting to others.

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing help@cu.edu [3].

Support

What do I do if my CU machine crashes while I’m working remotely?

- First, contact the UIS Service Desk by calling 303-860-4357 (HELP) or emailing help@cu.edu [3] for troubleshooting solutions.
- If those prove unsuccessful, it may be necessary for you to come into the office for service.

Will UIS come to my house and support my technology?

No, the UIS Service Desk will not be available to physically come to offsite locations to support technology. We will provide remote assistance to supported devices or at 1800 Grant from 7:30 a.m. - 5:30 p.m. Monday through Friday, excluding university holidays.

Please note: The Service Desk is able to offer best effort support and basic troubleshooting techniques for personal/non-standard equipment (ex: modems, personal printers, cell phones, etc.), but recommend reaching out directly to your provider for their expertise.

Groups audience:
UIS Service Desk
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Source URL:https://www.cu.edu/service-desk/how-guides/remote-work-faq

Links
[1] https://www.cu.edu/service-desk/how-guides/remote-work-faq [2] mailto:help@cu.edu?subject=purchase [3] mailto:help@cu.edu [4] https://www.speedtest.net/ [5] https://fast.com/ [6] http://cu.edu/uis [7] https://www.cu.edu/uis/forms/register-rave-alerts [8] https://www.cu.edu/docs/how-guide-configuring-cisco-anyconnect-vpn-android [9] https://www.cu.edu/docs/vpn-configuring-cisco-anyconnect-vpn-ios [10] https://www.cu.edu/docs/vpn-install-and-configure-cisco-anyconnect-vpn [11] mailto:help@cu.edu?subject=VPN [12] https://www.cu.edu/docs/computer-help-connect-remote-computer [13] https://www.cu.edu/docs/computer-help-connect-remote-computer-macos [14] mailto:help@cu.edu?subject=%2FP%3A%20Drive [15] https://www.cu.edu/docs/microsoft-teams-quick-start-guide [16] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-android-device [17] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-mac-ios [18] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-windows [19] mailto:help@cu.edu?subject=Zoom%20license [20] https://zoom.us/resources [21] https://cu0.sharepoint.com/Pages/Zoom/Zoom.aspx [22] https://www.cu.edu/docs/how-guide-zoom-tips-and-tricks