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

**Item checkout**

- If you are taking home laptops, monitors or other large equipment, stop by the UIS Service Desk to have them tagged before you begin working remotely.
- If you're already working at home and your items are not yet tagged, contact the Service Desk for instructions.

**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 [2] or Fast [3]. 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 [4] 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 [5].

If you would like to receive communications regarding service interruptions, sign up to receive RAVE alerts [6].

**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 [5].

**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 [7]
- Configure Cisco AnyConnect VPN for iOS [8]
- Install and configure Cisco AnyConnect VPN for Windows [9]

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing help@cu.edu [10].

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 [11]
- Connect to a remote computer in MacOS [12]

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
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
- How to Install Microsoft Teams on an Android Device
- How to Install Microsoft Teams on Mac iOS
- How to Install Microsoft Teams on Windows

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

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.

Need help getting started? Zoom has a number of useful, one-minute videos to guide you.

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 [5].

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

The UIS Service Desk will still be available for any equipment issues you run into, with technicians onsite. You’ll follow the same process as if you were in the office.

- First, contact the UIS Service Desk by calling 303-860-4357 (HELP) or emailing help@cu.edu [5] 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, but will be available at 1800 Grant for walk-ins and provide remote assistance to supported devices.

**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.

**How do I forward my phone calls?**

Each CISCO phone has a way to forward your office phone calls to another number. Looking at your phone screen, select either the “CFwdALL” option, or a “Forward All” option. After you hear 2 short beeps, enter the phone number calls should be forwarded to (including +8 1). The phone will beep once and a message saying “Forwarded to 81##########” will appear on the phone screen. If you do not see this message on your screen, please hang up and try again.
At this time, there is no way for remote users to forward phone calls themselves, but the Service Desk Technicians can help you with this. Please submit a request to the UIS Service Desk by calling 303-860-4357 (HELP) or emailing help@cu.edu.

Groups audience:
UIS Service Desk

Right Sidebar:
UIS Service Desk: Contact

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
[5] mailto:help@cu.edu
[10] mailto:help@cu.edu?subject=VPN
[12] https://www.cu.edu/docs/computer-help-connect-remote-computer-macos
[13] mailto:help@cu.edu?subject=%2FP%3A%20Drive
[14] https://www.cu.edu/docs/microsoft-teams-quick-start-guide
[16] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-mac-ios
[17] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-windows
[18] mailto:help@cu.edu?subject=Zoom%20license
[19] https://zoom.us/resources
[20] mailto:help@cu.edu?subject=Phones