

Work from Home (Telework) Resources

Supervisors or other designated officials have discretion in deciding whether an employee is a candidate for telework, please refer to your supervisor for guidance on approved work procedures.

Additional teleworking guidance and a form for documenting telework arrangements is available here https://hr.appstate.edu/Employee_Resources_COVID19

Remote Tools for Access to Secure University Services

Visit remote.appstate.edu to explore remote tools and to find guidance on selecting the right tool for the right job.

Information Technology Services has developed connection recommendations to optimize resources so all patrons can have a successful and secure telework experience.

Service	Recommended Tool for the Job	Additional Information
Banner9, WebFOCUS, E-Print,	Preferred choice: uDesk Alternative Options: Pulse Secure VPN	For quick Banner access (query and report access) use uDesk to launch a virtual Windows desktop in your browser. If extended daily use of Banner is required (data entry) Pulse Secure VPN is the best choice.
University Licensed Software Public Lab Software	uDesk	uDesk will provide quick access to specialized software, access to public computer labs, and licensed software via software center. Faculty, Staff, and NOW ALL Students will be able to utilize this service.
M: and P: Drive	Preferred choice: Pulse Secure VPN + university computer Alternative Options: uStor Cloud (Quick upload and download of files) uDesk	M: and P: is approved storage for sensitive university data. Please do not download sensitive data on personal computers. Consider Google Shared Drive for non sensitive data.
VOIP University Phone Service	Preferred choice: Voicemail to E-Mail Alternative Choice: CISCO Jabber	If you do not need to actively answer your phone, please let calls roll to voicemail then email. (Call Forwarding and Single Number Reach are not supported at this time. These features have been disabled to ensure that campus phone service can perform optimally while working remotely.) Please use CISCO Jabber for remote phone use if your job requires actively monitoring phone lines.

Jabber Client for University Phone Lines

Maintaining reliable and familiar communications channels are critical to business continuity.

(Note: If you are not able to answer your campus line, all inbound phone calls will go directly to voicemail. **Every** voicemail you receive will automatically be sent to your AppState email with full call details.)

- If your department has a business need to answer incoming university calls remotely, you can use Cisco Jabber.
- Tutorial: <https://confluence.appstate.edu/x/rAF6Aw>

Webinars/Meetings

ZOOM Video and Web Conferencing

- Hold meetings for up to 300 participants
- Allows users to join by phone
- Login: <https://appstate.zoom.us/>
- Tutorial: [Zoom Web Conferencing: Classes, Group Work, Collaboration](#)

Google Chat - From direct messages to group conversations, [Google Chat](#) makes it easy to communicate with your coworkers.

- Casual group meetings
- Domain Directory invites with video meeting
- Login: chat.google.com
- Create meeting rooms, share and collaborate work
- Tutorial: <https://support.google.com/hangoutschat>

Video and Lecture Capture

Screencast-o-matic

- Screencast-o-matic is a simple and intuitive video recording and editing web-based tool.
- Tutorial: <https://cae.appstate.edu/learning-technologies/teaching-and-learning-tools/video-support>

Kaltura

- Kaltura is a cloud video platform that provides tools for recording, editing, and sharing videos and is accessible through the [MediaSpace](#) website or via [AsULearn](#).
- Tutorial: <https://confluence.appstate.edu/x/ZgPqBQ> and <https://confluence.appstate.edu/x/DYUsBQ>

Additional Resources

- Teaching Continuity - Center for Academic Excellence: <https://cae.appstate.edu/learning-technologies/keep-teaching>

For additional information or questions, please feel free to contact the Help Desk at 828-262-6266.

Related Articles

- [Remotely Connect to a Campus Computer](#)
- [Cannot log into Computer after password change.](#)
- [Take Your Class Online](#)
- [Work from Home \(Telework\) Resources](#)
- [How to connect to Online Mac Computer Labs](#)
- [Junos Pulse \(Pulse Secure\) VPN Articles](#)
- [Google Chat](#)
- [Adobe Creative Cloud on a personally-owned computer](#)
- [Access Online Windows Computer Labs from a Web Browser](#)
- [Accessing your VoIP phone off-campus with Cisco Jabber](#)