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 are available here https://hr.appstate.edu/Employee_Resources_COVID19

Remote Tools for Access to Secure University Services

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: AnyConnect 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) AnyConnect 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 (uStor)	Preferred choice: AnyConnect VPN connection on a university computer An Alternative option is to use uDesk	Users must connect with AnyConnect VPN in order to access uStor drives from off campus.
VoIP University Phone Service	CISCO Jabber	CISCO Jabber is available to install on both Mac and Windows computers or on an iPhone or Android phone.

Jabber Client for University Phone Lines

Maintaining reliable and familiar communication channels is 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: App State Zoom Video and Web Conferencing

Student Support Guide: 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 or **Spaces** to share and collaborate on work
- Google Chat Help

Video and Lecture Capture

ScreenPal (formerly Screencast-o-matic)

- ScreenPal is a simple and intuitive video recording and editing web-based tool.

- Center of Excellence in Teaching and Learning for Student Success [Video Support site](#).

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](#).
- Tutorials: [Kaltura Capture / Express Capture](#) and [Kaltura in AsULearn](#).

Security

Stay secure while working from home

- Remain skeptical and be aware of fraudulent emails and social media posts. Report suspicious emails by forwarding them to [phish@appstate.edu](#).
- While working from home, do not store confidential University data on any personal devices (e.g. files that may contain SSNs, banking info, health records). If you do not have a University device that can be used for work, then the [UDesk (virtual desktop platform)](#) can be used for work involving confidential data.
- Please make sure that University computing devices are only accessed by you and not family members or guests.
- All University managed devices will continue to receive security updates and protection whether on- or off-campus.

Additional Resources

- [Teaching Continuity](#) - Center for Excellence in Teaching and Learning for Student Success (CETLSS)
- To address challenges and opportunities in managing projects without face-to-face meetings and conversations, see [Tips on Making Work Visible and Project Team Meetings](#).

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

Related Articles

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