Eastern Michigan University

Preparing to work remotely

Effective Monday, March 16, 2020, EMU has instituted a policy that all EMU employees who have not been otherwise informed or designated by their supervisor will be expected to work remotely until further notice. Accordingly, EMU employees need to prepare to work remotely.

University email is the official form of communication for all EMU employees – so all EMU employees are expected to monitor it for updates. Please also continue to check EMU's COVID-19 website for further information and updates.

All instructional personnel should continue to communicate with their department and the Office of the Provost for updates related to the delivery of online classes and instruction.

Here are some steps employees should take to prepare to work remotely:

1. **Prepare and gather technology**. Using your EMU-provided laptop is the best option for working remotely. If you do not already do so, please take your laptop home with you each evening. If you do not have an EMU-provided laptop and you need to use a personal computer, please ensure you have installed all available Windows or MacOS software updates. Also make sure that your Antivirus software is updated and active.

2. **Prepare and gather files**. Think about the files you'll need to access at home. Please refer to the EMU IT Sensitive Data Guide when considering how to access and store your files. Be sure to upload appropriate files to Google Drive so you will have remote access to them. (See step 4.a. for information on accessing the Z: shared drive.) Don't forget important work files and other equipment and technology, such as power adapters or security tokens, that you'll need when you work remotely.

3. **Update or confirm Duo two-step verification**. If you are working remotely you will not be able to verify your identity from your office phone. Please ensure you have updated your Duo two-step verification accordingly and in accordance with the EMU IT Duo Security procedures.

4. **Know and understand EMU IT resources available for working remotely**. EMU IT has numerous resources available for those who may need to work remotely.

    a. **AnyConnect VPN**. VPN is a secure connection required to access some EMU systems like Banner, WebXtender, and the Z: drive. (NOTE: VPN connections require Duo authentication, but a Duo prompt does not display on the page.) Standard practice for EMU IT is to process VPN access requests within one business day. Due to an anticipated increase in volume of such requests there may be an additional delay.
        - Request VPN access
        - Installing AnyConnect VPN (Windows and Mac)
        - Connect to the EMU network using VPN *("https://www.emich.edu/it/network/vpn.php")*

- Mapping the "Z" drive.

b. **University Licensed Software**. Employees are eligible to install certain software (like Microsoft Office) on their personal computers free of charge. Please refer to IT's University Licensed Software page for details.

c. **Google Hangouts Meet** (meet.google.com) Initiate, or participate in, video meetings with others:

d. **Google Hangouts Chat** (chat.google.com) Send and receive instant messages between individuals or a group

e. **Google Drive** (drive.google.com) Access your files from anywhere

f. **Zoom** (emich.zoom.us or within Canvas) Similar to Google Hangouts Meet but with additional functionality like breakout rooms, waiting rooms, and whiteboards. Instructors who wish to use Zoom for delivering course content are encouraged to use Zoom from within Canvas. Individuals who already have a personal Zoom account registered with their emich.edu email address are encouraged to login at emich.zoom.us to convert their account to a University licensed account.

g. **Managing VoIP Calls and VoiceMail**

- Access your voicemail messages from anywhere
- Request access to forward your VOIP phone to another number (must have physical access to your VoIP phone to complete this request)
- Receive voicemail messages via email