

# CAMPUS SERVICES: REMOTE WORKING RESOURCES

Manual of resources to support remote working activities.

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Planning & Resources  
for Campus Services  
Employees

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## Purpose

This manual provides resources to support remote working activities.

## Emory Property Form

The forms linked below are to track Emory-owned property that Campus Services employees are removing from Campus Services offices to support remote working accommodations during the response to COVID-19 (Coronavirus). Please complete the following forms:

- [Check-Out Form: if you are removing Emory-owned property from Campus Services offices to support remote working activities during the response to COVID-19 \(Coronavirus\).](#)
- [Check-In Form: if you are returning Emory-owned property to Campus Services offices which supported remote working activities during the response to COVID-19 \(Coronavirus\).](#)

### *DISCLAIMER*

The information provided by Emory Campus Services (“we,” “us” or “our”) here [Campus Services: Remote Working Resources] (the “Manual”) is for general informational purposes only. All information in the Manual is provided in good faith, however we make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any information in the Manual.

Under no circumstance shall we have any liability to you for any loss or damage of any kind incurred as a result of the use of the Manual or reliance on any information provided in the Manual. Your use of the Manual and your reliance on any information in the Manual is solely at your own risk.

## TECHNICAL RESOURCES

### Collaboration

#### Emory Box

*Box is a cloud-hosted management platform that allows secure file-sharing between and among users wherever they may be.*

Emory Login: [https://emory.account.box.com/login?redirect\\_url=%2Fupdates](https://emory.account.box.com/login?redirect_url=%2Fupdates)

#### Microsoft Teams

*Teams is a software platform that combines workplace Chat, video meetings, file storage (and file collaboration) and applications integration.*



Download Teams: <https://products.office.com/en-us/microsoft-teams/download-app#desktopAppDownloadregion>

Emory Login: Net ID/ Password

#### One Drive

*One Drive is a file hosting and synchronization service from Microsoft that's part of Emory's Office 365 subscription.*

Emory Login: <https://email.emory.edu>

1. Go to upper left-hand corner, select the nine dot square .
2. Select  OneDrive .

#### Skype for Business

*Skype for Business is a unified communications platform that integrates common business communication channels such as Instant Messaging (IM) and Voice over Email (VOIP) for online meetings.*

Already accessible on Emory computers.

#### Zoom

*Zoom is a remote conferencing service that uses Cloud computing software for videoconferencing, online meetings, chat function and mobile collaboration.*

Access Meeting: <https://emory.zoom.us/>

(Join Video: <https://support.zoom.us/hc/en-us/articles/201362193>)

Schedule: <https://it.emory.edu/office365/ includes/documents/sections/Zoom/ZoomW ebLoginInstructionsEDUHealthcare.pdf>

(Schedule Video: <https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings->)

Download/ FAQ:

<https://it.emory.edu/office365/ includes/documents/sections/Zoom/ZoomClientLoginInstructions.pdf>

## Communication

### Voice Services

#### Call Forward:

To temporarily redirect all calls to an extension or outside number of your choice

1. Dial the Call Forward code \*2.  
(listen for a dial tone)
2. Dial the extension or number where calls will be sent.  
(listen for confirmation tone)
3. Hang up.

To cancel Call Forwarding

1. Dial the Call Forward Cancel code #22.  
(listen for confirmation tone)
2. Hang up.

### Emory Cellphone

Emory Cellphone plans allow mobile hotspot data up to 10 GB at 4G LTE speeds, then unlimited data at speeds up to 600 kbps

## Consulting and Support

### ServiceNow

*ServiceNow is an IT Service Management (ITSM) system which automates the request and response process for LITS and the Emory community. This service acts as a bridge between IT service users and IT service administrators. When students, faculty, and staff need to report an IT-related issue or request assistance, they can submit an IT Support Request. Users simply access Emory's ServiceNow website using their Emory Net ID and password and fill out an Incident or Request form.*

Emory Log: <https://help.emory.edu>

## Email and Calendaring

### Online Email

Emory Login: <https://email.emory.edu>

## Finance and HR

### Timekeeping

Clocking In and Out/ Remote Access: (404) 712-9350

Employee Actions	Phone System Responses
1. Dial (404) 712-9350 to access the phone system.	"The time is _____. Please enter your employee number."
2. Enter your 9-digit Employee ID number.	"Please enter the clock code."
3. Enter the applicable clock code: 1 = Clock In (Start of Shift) 3 = Lunch Out 4 = Lunch In 9 = Clock Out (End of Shift)	"Timestamp recorded. Thank you for using the system."
4. Hang up.	

## Technical Infrastructure

### Directory

Access: <http://directory.service.emory.edu/>

### Duo

*Duo is a two-factor authentication system that Emory is implemented on multiple services to increase security.*

Details: [http://it.emory.edu/security/services/two\\_factor/index.html](http://it.emory.edu/security/services/two_factor/index.html)

After you log in with your NetID and password, Duo confirms your identity by any of the following methods you choose:

- Sending a **push** notification to the Duo Mobile app on your smartphone that you acknowledge to confirm your identity
- Entering a **passcode** that you requested via the Duo Authentication prompt, or that you generated on your Duo Mobile app, or displayed on a **hardware token**
- Responding to a **phone call** that was sent to your mobile phone or landline

Download Duo: <https://duo.emory.edu/>

### Virtual Private Network (VPN)

*Virtual Private Network (VPN) provides off-campus users with secure access to the Emory University's internal network. Emory VPN access uses a web browser to establish the remote access connection. It secures traffic by encrypting communications.*

***Wiki:** A virtual private network extends a private network across a public network, and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.*

Details: <http://it.emory.edu/vpntools/access.html>

Windows: [https://emory.service-now.com/kb\\_view.do?sysparm\\_article=KB00837](https://emory.service-now.com/kb_view.do?sysparm_article=KB00837)

Mac: [https://emory.service-now.com/kb\\_view.do?sysparm\\_article=KB00836](https://emory.service-now.com/kb_view.do?sysparm_article=KB00836)

## Remote/ Virtual Desktop

*Remote/ Virtual Desktop refers to an operating system feature that allows a primary computer's desktop to be run remotely on one system/ device, while being displayed on a separate system/ device.*

*[Wiki](#): Remote access of a desktop can be explained as remote control of a computer by using another device connected via the internet [through a VPN]. Remote desktop software captures the mouse and keyboard inputs from the [remote] computer and sends them to the [primary] computer. The [primary] computer then sends the desktop display back to the [remote] computer.*

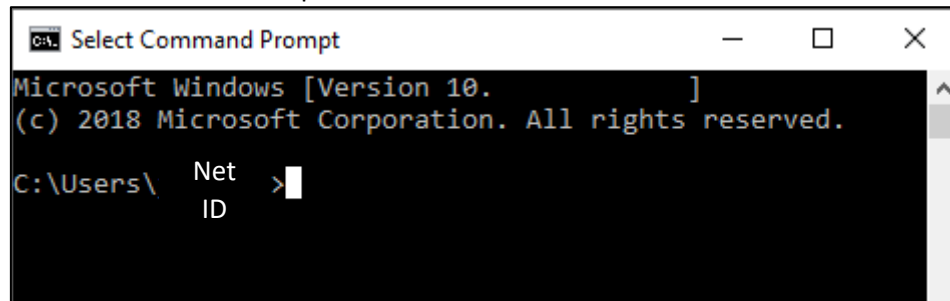
*\*NOTE: The Primary computer that you are remoting into must be on for the remote connection to work.*

*Primary Desktop IP Address or Full Computer Name:*

**(Must be known before accessing Remote Connecting off-site.)**

### Option 1 – IP Address

1. Start Menu
2. Search “Command Prompt”



3. At white square input “ipconfig”

```
C:\Users\ Net ID >ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

    Media State . . . . . :
    Connection-specific DNS Suffix . :

Wireless LAN adapter Local Area Connect

    Media State . . . . . :
    Connection-specific DNS Suffix . :

Wireless LAN adapter Local Area Connect

    Media State . . . . . :
    Connection-specific DNS Suffix . :

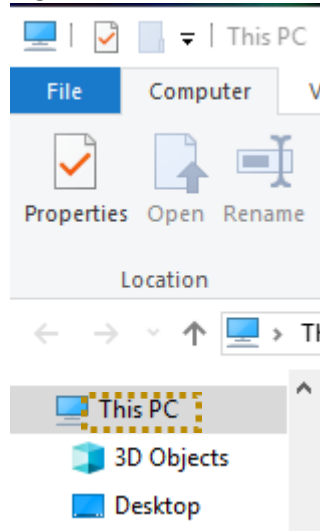
Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . :
    IPv4 Address. . . . . :
    Subnet Mask . . . . . :
```

- 4. Capture IPv4 Address: example XXX.XXX.XXX.XXX

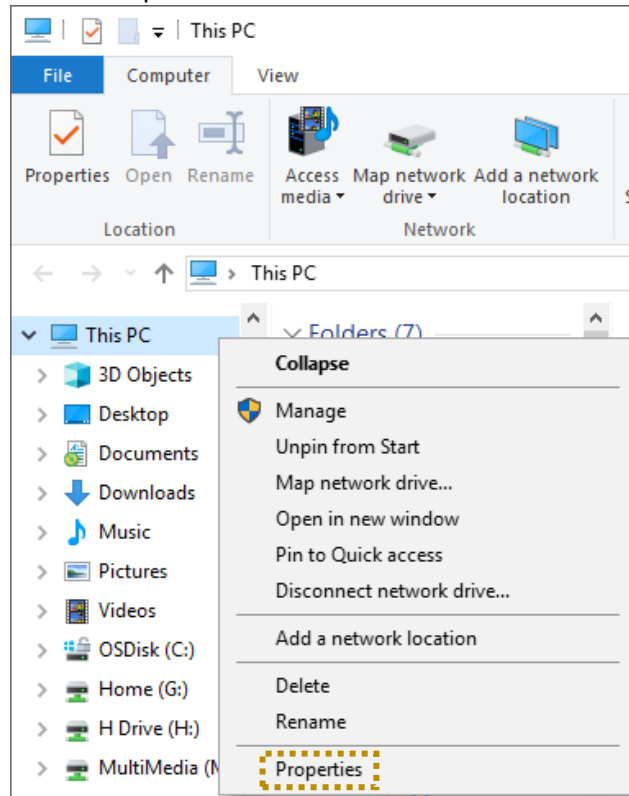
**Option 2 – Full Computer Name**

- 1. Start Menu
- 2. Select “This PC”
- 3. Right click on “This PC”



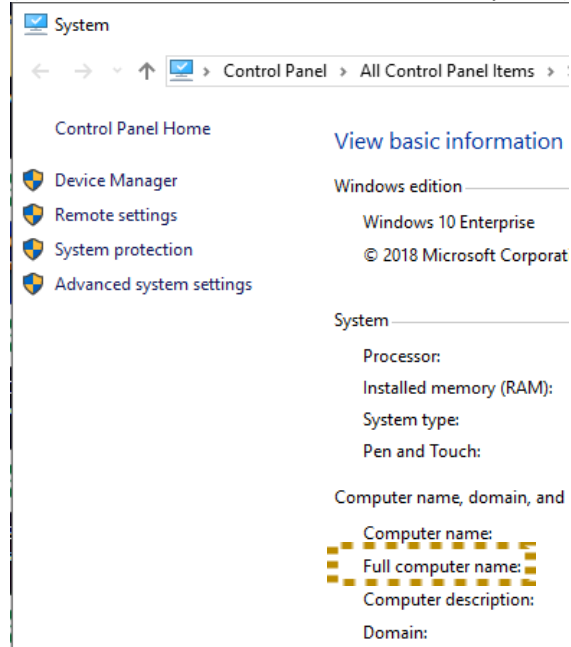


4. Select "Properties"



5. This action will open the basic information Systems page of your primary computer.

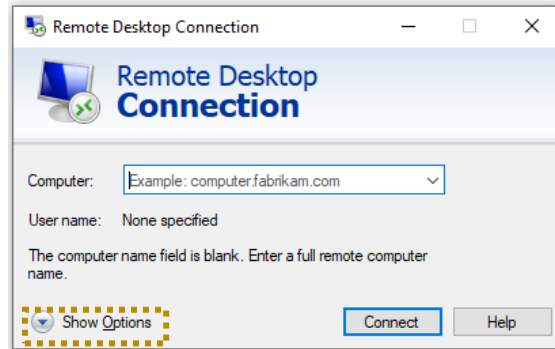
(Control Panel\All Control Panel Items\System)



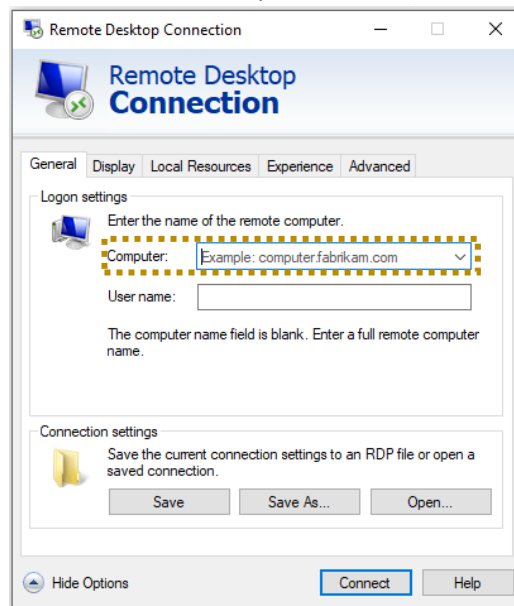
6. Captures Full computer name: example: CS-Net ID-XXXX.Eu.Emory.Edu

*Offsite-Remote Computer Access:*

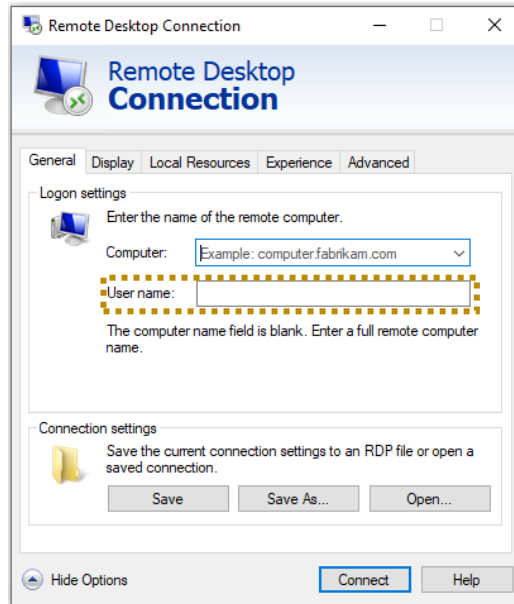
1. Virtual Private Network (VPN) into Emory's Network
2. Start Menu
3. Search "Remote Desktop Connection"



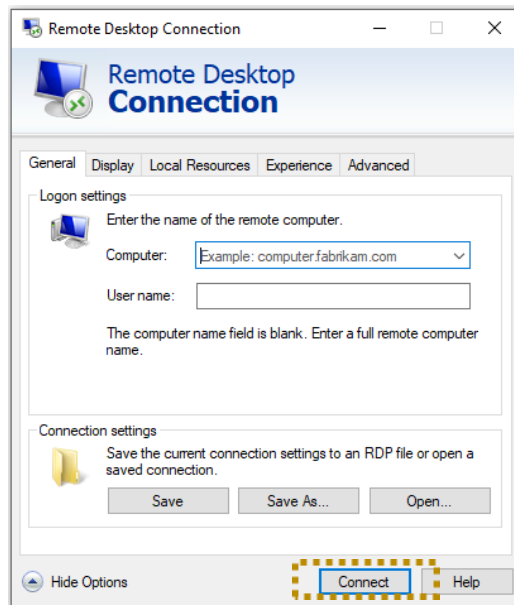
4. Select "Show Options"
5. Enter Primary Desktop Identifying Information
6. Computer: Type your ...
  - a. Primary Desktop IP Address (XXX.XXX.XXX.XXX)
  - OR*
  - b. Full Computer Name (CS-Net ID-XXXX.Eu.Emory.Edu)



7. User name: type “EMORYUNIVAD\ NETID”



8. Click “CONNECT”



9. You are now remoted into your Primary Desktop at Emory’s on-site location.

**\*\*Troubleshooting\*\***

If your remote session is consistently kicked/ timed-out, please notify your home internet provider that you are using “F5Access/ BIG-IP Edge Client” VPN to telework.

## Teleworking Set-Up

### *Connecting a Monitor to a Computer (or Laptop)*

A [Monitor](#) is the display, and **ONLY THE DISPLAY** that you connect to a computer (laptop) so you can actually view what you are doing on the computer. ... That means a monitor is a computer **ACCESSORY**.

A [Computer \(Laptop\)](#), is just that. A computer that was originally designed to sit on your desktop. A box of varying sizes, containing all the bits and pieces that make up a computer. It is the CPU, the motherboard, the RAM, the hard drive(s), the video card, and all the other cards and interfaces that make up a computer, including the power supply. Your computer works whether you have a monitor hooked up to it or not.

### How to connect a monitor to a computer:

1. Find the monitor's connector cable. It should be included with your purchase.
2. Match the cable with one of the [video ports](#) located on the back of the monitor. The images below show each of the video ports used today (with the general exception of [S-Video](#)).

#### Modern Video Ports



ComputerHope.com

#### Older Video Ports



ComputerHope.com

3. Plug the cable into the corresponding ports on both your monitor and computer.

Note: The VGA and DVI cables have two screws, one on either side of the connector. Make sure the cable screws line up and then alternate turning each screw until they are secure.

Tip: If your monitor does not have the same connector as your computer, or you'd prefer a different interface, you have a few options:

- You can buy a different cable that is compatible with your computer and monitor.
- You can purchase a video converter that which changes one connector type into another.

- Purchase a new video card or computer with the latest connectors.
  - Purchase a monitor that has the connectors you need.
4. If not already done, plug the flat end of the monitor [power cord](#) (shown on the left in the picture below) into the back of the monitor. The power cord may also be built into the back of the monitor.



5. Plug the other end of the monitor power cord (shown on the right in the picture above) into a [power outlet](#).
6. Turn on the computer and turn on the monitor. The power button for the button is often found on the front or bottom of the monitor on the right side.

Tip: If your monitor has different connectors, you may need to switch the input type you're using with the buttons next to the power button.

Note: If you run into trouble getting the monitor to work, see our page for [no display or black screen on a computer monitor](#) to troubleshoot the issue.

[How to connect an external display to a laptop:](#)

1. To connect the external display to a laptop, locate the correct [port](#) on the body of your laptop. Most laptops utilize one or more of the following connections: [HDMI](#), [DisplayPort](#), [DVI](#), or [USB-C \(Thunderbolt 3\)](#). Some older laptops use [VGA](#). These various connections can be seen in the images below.

### Modern Video Ports



ComputerHope.com

### Older Video Ports



ComputerHope.com

2. Once you plug the display into your laptop, you may be required to press one or more keys on the laptop's keyboard to "activate" the external display. This shortcut key combination varies depending on the laptop, but is often one of the following: hold the **Fn key (or Windows Key)**, and then press **F3, F4, F5, F7, F8, F9, or F10**.
3. The activation [function key](#) usually has a picture of a monitor on or above it. Consult your laptop's manual if you can't find the key. If you are still having trouble, or you need to download a copy of the manual, visit the [laptop manufacturer's](#) website.

## HR COMMUNICATIONS

Source: All Emory University Staff email from Communication, H.R. on Friday, March 13, 2020.

*The health and safety of our faculty, staff and students is of utmost importance. We want to inform you about Emory's policy regarding **remote work** in the light of the **COVID-19 crisis**. As recommended by the CDC to support social distancing, Emory University will be transitioning to remote work over the next few weeks for employees who are able to do so. **All employees who are able to work remotely should be doing so on a routine basis by March 30, 2020 and until further notice is provided.** This is mandatory to support the health and safety both for the remote workers, and for the workers who must work on campus; the fewer people on campus, the less chance of spreading infection.*

### Guidelines for Remote Work

Details: <https://www.hr.emory.edu/eu/working-covid-19/index.html>

### Human Resources Website

Details: <https://www.hr.emory.edu/eu/index.html>

## COVID-19 Updates

*Select to access Emory University's COVID-19 site, where Emory specific updates, important communications, resources, and information can be found.*