Telework Technology Guide

This guide provides **technical information** in support of UVA Health Telework Policy.

TABLE OF CONTENTS

REMOTE ACCESS TECHNICAL REQUIREMENTS

In order to connect remotely to UVA Health systems, the following are required:

- **A high-speed internet connection** (such as CenturyLink, Comcast, Verizon, etc.) with a minimum recommended connection speed of 10 to 25MB/sec download. Click here to check your internet speed: http://www.speedtest.net. Note that the speed will vary depending on internet usage in your home as well as in your neighborhood for certain service providers.
- **A Wi-Fi network** for computers that do not have a hard-wired connection, or for computers located in a different room than the internet modem or router.
- **If providing your own computer,** for a minimum of performance it should have a processor speed of at least 2Ghz, at least 4GB RAM, and minimum 128GB hard drive.

REMOTE COMPUTER HARDWARE OPTIONS

Depending on your role and telework schedule, the computer hardware required may vary. The basic options are as follows:

- New UVa-provided desktop computer or laptop
- Move of your existing UVa computer to your home
- Use of your personally-owned computer

Your Manager will work with you to determine the best solution for your IT needs, and they will place the appropriate request to your IT support department (HIT, SOM IT, or UPG) to facilitate this solution. Your department must fund or provide any necessary UVA-provided computer hardware for telework. Please see the UVA Health Telework Agreement for more information.

HOW TO REQUEST REMOTE COMPUTER HARDWARE

Once you and your Manager have determined the appropriate hardware, your Manager will submit an online request via the HIT Service Request form for HIT employees, UPG Service Request for UPG employees, and SysAid for School of Medicine employees. This is required even if you will be taking your work computer or other equipment home. Note that the request MUST be summited and approved by your Manager.

REMOTE COMPUTER SETUP

UVA Health-Provided Computing Equipment

Note that whether you receive new equipment or you are taking current equipment home, you MUST perform a one-time registration of that computer with HIT, as per the instructions below.

If **receiving new equipment**, your IT support department (HIT, SOM IT, or UPG) will arrange to meet with you to transfer the equipment. NOTE: IT staff cannot deliver equipment to your house. They will configure your equipment depending on needs with:

- VPN Software - HIT F5 VPN and/or the ITS High Security VPN (HSVPN)
- Local Administrator Rights if needed
- Necessary cables and connectors

If **taking your current computer and accessories home** your request must first be approved by your manager. After approval you will need to:

- **Submit a service request** and label it 'Telework Computer Request' to HIT to ensure your computer is properly configured to work from home.
- **Register your home computer with HIT**. This is critical for the computer to continue receiving patches and security updates. To register your computer:
    - On your home computer, open a web browser and go to https://portal.uvahealth.virginia.edu/
    - Sign in with your UVa user ID and password and then Duo
    - Click on the *Telework Computer Registration* application and follow the instructions
- **Install the VPN software** if that connection method will be used. For Instructions for the HIT F5 VPN are at Connect to UVa Health Network from Home. Instructions for the ITS HSVPN are located at ITS High-Security VPN.

- **Take photo of your current set-up**. Before dismantling your computer to take home, it is recommended that you take a photo of the back of the computer to record how the cables are connected for reconnection at home.
- **Take all necessary cables**. If you are connecting the computer to any other home equipment such as a local printer or different display, make sure you have the right cables for connection.
- **Obtain local administrator rights**, if needed. You must submit a request via the HIT Online Access Request Form. If the rights are granted, your IT Support department will provide instructions for applying them to the computer.

Setting up your computer at home:

- **Connect the computer to power and the peripherals** such as keyboard, mouse, display, camera, and printer if used.
- **Connect to either your internet ethernet cable or Wi-Fi network.** If Wi-Fi is used, select your home Wi-Fi network and enter the password. NOTE: if you do not have a home Wi-Fi password established, it is strongly recommended that you set one up. A lack of password is a significant security vulnerability.

Add a Local printer

- Go to the Control Panel, select Devices, and then *Printers & Scanners*. Finally, select *Add a Printer* and follow the instructions. You may need a disc with the printer software for full functionality.

REMOTE CONNECTIVITY OPTIONS

There are three methods of connecting to UVA Health systems. The method you use will be determined by factors such as your hardware, internet connection speed, work role, and Telework schedule. You may work with your manager to determine the best option for you, and your IT support department (HIT, SOM IT, or UPG) can be consulted to assist with information and recommendations.

1. **UVA Health Apps Portal – Recommended Choice**
   Easy to use with a home or HIT-provided computer. Best for team members that use Epic, Microsoft Office, other commonly used apps, and shared drives.
   - Does **not** require installation of the VPN client
   - Does **not** require that the home computer comply with UVA Health security standards such as encryption, patching, and anti-virus software.
   - **Does** allow you to connect to a UVA onsite computer, if available, for access to all the applications on that computer.

   Applications available on the Portal include:

   - Epic

- Outlook and Microsoft Office
- Skype for Business (aka Lync)
- Kronos
- ePro, and others
- NEW Remote Desktop - Any applications on your UVA onsite computer
- For a full list of applications, see HIT Apps Portal Application Inventory

Instructions for installing the necessary software on your home PC and how to log in, see HIT Apps Portal Instructions.

Requests for New Apps on UVA Health Portal: If you do not see a key application or system access that you require for your role, your manager can submit a request to have it added to the Portal via HIT Service Request Form. HIT will evaluate the application for inclusion. Note that some applications do not work properly on the UVA Health Apps Portal and therefore we may not be able to be added to the Portal.

2. **Remote Connection to your UVA Health Computer**
   Best for team members who use specific software, not available on UVA Health Apps Portal.

   Requires
   - A home computer **and** dedicated computer at work
   - The home computer can either be personally owned or a computer supplied by UVA Health and managed by HIT.
   - Dedicated onsite computer must not be a shared computer, because when you are connected to it others cannot use it.

   Instructions: Connect remotely to your onsite computer via Remote Desktop.

3. **VPN Remote Connection to UVA Health Network**
   Best for team members who have software installed on their home computer or HIT-provided laptop. A VPN connection is available to access both HIT and ITS systems.

   - All non-web-based applications will need to be installed locally on the computer.
   - You will need temporary administrator rights to your computer to install applications directly on your computer. Contact HIT Help Desk to get administrative rights.

   Instructions: To establish the VPN connection, follow the instructions in the HIT VPN Resource Guide.

TELECONFERENCING, COLLABORATION & COMMUNICATION

- **WebEx for teleconferencing**
  Instructions:
  - To request an account, go to HIT On-line Access Form
  - On an HIT-provided computer
    - Connect to the VPN
    - Go to *Start……. Run*, and enter Load WebEx.
  - Without VPN or on a non-HIT provided computer
    - Install webex from Cisco web site at https://www.webex.com/downloads.html.
  - You **only** need an account if you need to schedule or facilitate meetings; participants do not require a WebEx license.
- **Zoom for teleconferencing**
  Instructions:
  - Download the client as well as a plug-in for Outlook from the zoom site at https://zoom.us/download.
  - To obtain a Zoom account or for more information on Zoom, see UVa Zoom Home.
  - Note that only UVa Academic (Agency 207) employees are eligible for Zoom for Education accounts.
  - An account is only needed to schedule or facilitate Zoom meetings; participants do not need a license.
- **Skype for chat, video calls, and screensharing**
  Instructions:
  - For employees with HIT-provided email See Instant Messaging - Skype.
  - For employees with ITS-provided email via Office 365, we recommend using *Microsoft Teams*. See Microsoft Teams at UVA for more information.

USING YOUR PERSONAL PHONE FOR WORK

- **Forward your office phone to your home or cell phone**
  To forward your personal desk phone remotely, your phone requires voicemail. If you do not have voicemail, or need to have your passcode reset, call the HIT Help Desk (434-924-5334).

  Instructions: Once you have voicemail and your passcode
  - Dial into the voicemail portal: (434) 924-4000
  - Enter your mailbox ID (5-digit extension) and press #
  - Enter your mailbox password and press #
  - Press 4 to change call forwarding options
  - Enter the destination phone number of where you want to forward your desk phone and press #
  - Press 1 to activate call forwarding
  - Hang up the call, your desk phone is now forwarded to the destination phone number you set

- **Mask your personal phone number** on caller ID
  Instructions: Enter *67 and then dial the number you want to call

- **Replace your caller ID number** with the central scheduling number 434-924-3627 (4DOCS).
  Instructions: Contact your Pod Manager or PFA.

TECHNICAL SUPPORT

For assistance with any of aspect of telework computing solutions, hardware, or software setup use the following contact information.
- HIT Customers - contact the **HIT Help Desk at 434-924-5334.**
- School of Medicine IT Customers - contact their **SOM Help Desk at 434-297-7223**.

Telework Support Limitations
- IT staff are not permitted to visit homes or other off-site locations to provide support
- If an issue cannot be resolved by the Helpdesk via the phone or remote session, the equipment will need to be brought on site for resolution.
- Full-time telework employee located at a geographically distant site can make arrangements to ship equipment to and from the employee as needed.

For more information on support for your Telework equipment,
- HIT customers can see the Home Device Support section of HIT Desktop Computing Standards.
- School of Medicine IT customers can consult School of Medicine IT Desktop Computing Standards located on the SOM SharePoint site.