

Dear Faculty,

You should have received a message from the College President regarding working remotely starting tomorrow. To help you prepare, the Office of Information Technology has developed a technology checklist to make sure you have the resources you need to continue to develop your online classes. The checklist is also available at <http://www.mdc.edu/coronavirus>.

It is important that we ensure you have the technology and tools available to enable remote work. If you plan to use a laptop (personal or MDC assigned) and it is on-campus today, please follow the steps below to ready your self for working remotely starting tomorrow, March 17. If you do not have access during work hours today to a laptop or desktop that you plan on using remotely, please follow the checklist steps on that device when you get home this evening. If you have any technology issues, please notify your academic department chair as soon as possible.

- **Ensure that your personal computer is updated and secure.**
 - For Windows Security (<https://www.microsoft.com/en-us/windows/comprehensive-security>)
 - For Mac OS update (<https://support.apple.com/guide/mac-help/get-macos-updates-mch1px1065/mac>) and application firewall (<https://support.apple.com/en-us/HT201642>)
- **Make sure you have Internet service at home and your desktop/laptop computer is connected to the Internet.**
- **Locate or identify the peripherals or accessories you'll need to work remotely.** Does your computer have a built-in microphone and speaker? Do you need a headset or microphone for use Blackboard?
- **Set up two-factor verification.** If you haven't already done so, download and install the DUO app on your mobile phone. You will need to use your mobile phone to verify your identity in order to access your office phone and Virtual Private Network (VPN). Visit DUO site (www.mdc.edu/duo) to add your mobile phone to the list.
- **Install and test VPN.** MDConnect, network drives, and remote desktop can only be accessed off campus via an encrypted virtual private network (VPN). Go to https://www.mdc.edu/oit/security/resource_vpn.aspx and follow the instructions on the site to download and install VPN client on your computer. This may be one of the more challenging steps so please install and test as soon as you are able.
- **Setting up remote desktop.** If you need to access special software applications that are not web-based on your office computer, you will need to enable remote desktop. Remote Desktop requires VPN when you are not on campus.
 - [Contact your Campus Network Services](#) (CNS) department to enable remote desktop on your office PC.
 - Before you leave campus today, follow the instructions at <https://support.microsoft.com/en-us/help/4028379/windows-10-how-to-use-remote-desktop> to turn on remote desktop. For accessing Remote Desktop on the

desktop/laptop that you will use remotely, you will need to have the name of your office computer.

- DO NOT power off your office computer. Leave the computer power on. **This is very important.**
- When you get to your remote work site, log into your desktop/laptop and connect to VPN.
- Follow the instructions at <https://support.microsoft.com/en-us/help/4028379/windows-10-how-to-use-remote-desktop> to connect your home computer to the office computer.
- You may find this YouTube video helpful available at https://www.youtube.com/watch?v=Olgs0_oXQa8&vl=en.

You may find the additional information useful as you set up your remote work environment.

- **You have the ability to access emails, OneDrive, SharePoint** by visiting <https://owa.mdc.edu> and log in with your MDC credentials.
- **You will want to copy your important work files to OneDrive.** You may also synch your H drive with OneDrive. Contact your campus CNS department for instructions/assistance.
- **You are able to set up meetings or chat online with Skype.** To access Skype, log into <https://owa.mdc.edu>. You will find the Skype icon on the upper right hand menu bar. To schedule an online meeting, instead of specifying a location, select Skype at the “online meeting” drop down menu.
- **You have access to Microsoft Teams for collaboration with colleagues and students.** The full functionality of teams is available to faculty and staff, but anyone you invite can join a team. To get started you can log in to Microsoft Teams (<https://teams.microsoft.com>) from your web browser or log into Office 365 (<https://owa.mdc.edu>) and navigate to the Teams application.
- **Adobe Creative Cloud.** All faculty and adjuncts are entitled to a personal copy of Adobe Creative Cloud. Contact your campus CNS department to activate your license. After your license is activated, log into <https://creativecloud.adobe.com> with your MDC username and password to download Adobe applications. You may find the installation guide at the Adobe website or <https://faq.mdc.edu/knowledgebase/adobe-creative-cloud-desktops-step-by-step-installation-guide/>.
- **Access your voicemail.** All voicemails will be delivered to Outlook. You will still be able to check and manage voicemails by calling 305-237-2900 when off campus.
- **Blackboard Support.** You may access Blackboard at <http://mdc.blackboard.com>. Visit MDC Online (<http://www.mdc.edu/online>) for Blackboard tutorials and tips. For support, please call the faculty hotline at 305-237-3700 or email onlinefaculty@mdc.edu. Visit CIOL (www.mdc.edu/ctd) for upcoming Blackboard workshops.

We appreciate your immediate attention to this important step of our remote work readiness planning. If you encounter any problems, contact your campus [CNS department](#). You will need to remain in

contact with your academic department chair and remain available during work hours should you be needed.