

ESSENTIAL TOOLS FOR REMOTE WORKING

CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE (C.I.T.E.)



COVID-19 ADVISORY

Basic Public Health Recommendations:

1. HANDS - Wash them often
2. ELBOW – Cough/Sneeze into it
3. FACE - Don't touch it
4. FEET - Stay more than 3ft apart
5. FEEL - Sick? Stay home

Stay alert for updates - Campus Announcements

CORONAVIRUS COVID-19 TIPS

PVAMU HOTLINE
936-261-9000

WASH YOUR
HANDS OFTEN



Self-Isolate for
14 days if you
may have been
exposed

Cover your mouth &
Keep a safe distance



Call the Doctor Before
You Go



Symptoms

Fever



Shortness of
breath



Unsure?

Consult a Doctor

Coughing



Feeling Sick?

- GO & STAY HOME
- STAY AWAY FROM OTHERS (INCLUDING ANIMALS)
- CALL THE DOCTOR 1ST
- WEAR A MASK IF SICK
- WASH HANDS OFTEN
- CLEAN AROUND YOU
- COVER COUGHS/SNEEZES
- DON'T SHARE PERSONAL ITEMS
- MONITOR YOUR SYMPTOMS
- WWW.CDC.GOV

CYBER HYGIENE TIPS FOR REMOTE WORKERS

- Keep your workspace clean.
- Keep devices locked when unattended.
- When participating in phone conversations or virtual meetings, make sure confidential conversations cannot be heard.
- Keep your work and personal business separate. **DO NOT use your personal email** for University business. Become familiar with PVAMU's [acceptable use policy](#).
- **DO NOT download sensitive or confidential work documents to your home computer.**
- To avoid automatic WiFi connections, turn off automatic WiFi connections until you're ready to connect to a secure connection.
- **In a security event, disconnect from WiFi immediately and contact 936-261-2525.**
- **Beware of an increased rate of phishing attempt.**
- Use Multi-Factor Authentication – DUO
- Do not spray disinfection sprays on your hardware and/or devices, i.e. laptop, cell phone.

DUO

- **MUST** be used to access VPN, email, and Banner
- If you have your University phone setup for DUO call, please add your mobile number today.
- [Duo.pvamu.edu](https://duo.pvamu.edu)



Log in

Please enter your credentials to access the launcher.

Username

Password



Choose an authentication method

<input checked="" type="checkbox"/> Duo Push RECOMMENDED	<input type="button" value="Send Me a Push"/>
<input type="checkbox"/> Call Me	<input type="button" value="Call Me"/>
<input type="checkbox"/> Passcode	<input type="button" value="Enter a Passcode"/>

[What is this?](#) [Add a new device](#)
[My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

DUO

1.

Device: iOS (XXX-XXX-0428)

Choose an authentication method

- Duo Push **RECOMMENDED** [Send Me a Push](#)
- Call Me [Call Me](#)
- Passcode [Enter a Passcode](#)

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

2.

My Settings & Devices

- iOS 832-364-0428 [Device Options](#)
- Landline 936-261-9364 JUST ADDED [Device Options](#)

[+ Add another device](#)

Default Device: iOS 832-364-0428

When I log in: Ask me to choose an authentication method

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

3.

What type of device are you adding?

- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline
- Security Key (YubiKey, Feitian, etc.)
Update to the latest version of Chrome to use Security Keys.

[Continue](#)

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

4.

Enter your phone number

United States

+1 9362619364 ✓

Example: (201) 234-5678

Extension:

You entered (936) 261-9364. Is this the correct number?

[Back](#) [Continue](#)

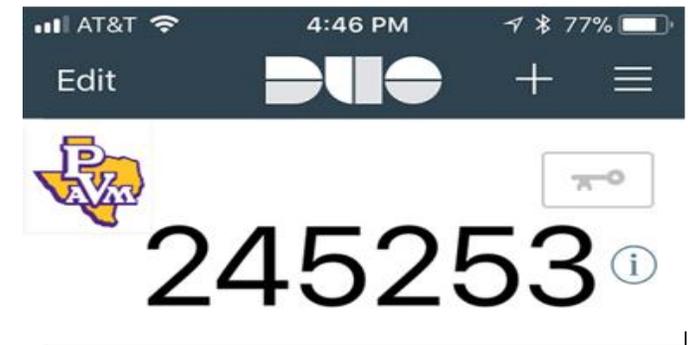
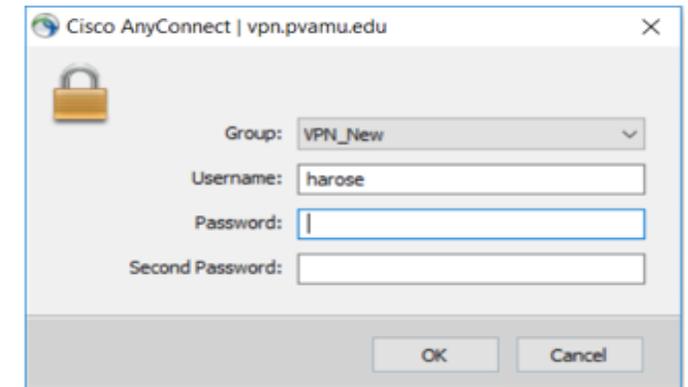
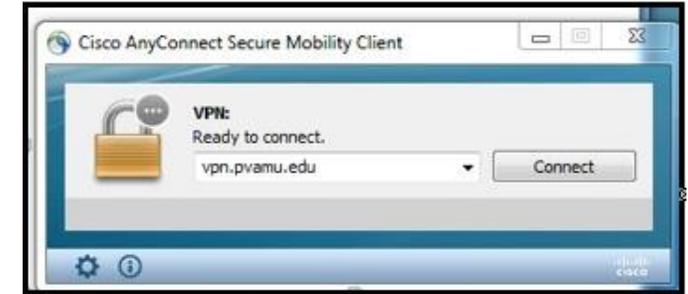
[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

VIRTUAL PRIVATE NETWORK (VPN)

- Shared Drive access or office computer for specialized software (Banner, FAMIS or research software).
- Home Drives: myfiles.pvamu.edu / studentfiles.pvamu.edu
- VPN will be available for all PVAMU employees during the COVID-19 situation.
- Limitations – 750 concurrent connections – **only use if necessary.**
- To download the VPN software, visit downloads.pvamu.edu and select PVAMU VPN for instructional guidance.

ACCESSING VPN

- From your Windows icon, launch the Cisco AnyConnect Client and then click on connect as shown below.
 - If you have never used the VPN, you must enter vpn.pvamu.edu before selecting connect. You will only need to enter this once as it should save going forward.
- Next Click on Connect and then enter your username and password in the box shown below.
 - If this is your first time, you will need to select VPN_New before entering your username etc. You will only need to enter this once as it should save going forward.
- To obtain the second password, on your cellphone or smart device, navigate to DUO, Click PVAMU and take note of the one time use pass code as shown below.
- Click OK to be connected to the PVAMU Network.



DocuSign

- Use DocuSign to electronically sign documents

- [Docusign.com](https://docusign.com)



- Utilize PVAMU credentials



A screenshot of the DocuSign dashboard. The dashboard is divided into three main sections. The left section is titled 'OVERVIEW' and shows a summary of document status for the 'Last 6 Months'. It includes four categories: 'Action Required' (with a blue exclamation mark icon), 'Waiting for Others' (with a grey clock icon), 'Expiring Soon' (with a red triangle icon), and 'Completed' (with a green checkmark icon). The 'Completed' category shows a count of '3'. The middle section is titled 'WHAT'S NEW' and lists three updates: 'Comments' (with a blue speech bubble icon), 'Bulk Send for Multiple Recipients' (with a blue envelope icon), and 'Template Sorting' (with a blue document icon). The right section is titled 'MY DOCUSIGN ID' and shows the user's profile for 'William Rohman', including his email 'wwrohrman@pvamu.edu' and 'Member since 2019'. Below the profile is a 'DocuSigned by:' section showing a signature and a long alphanumeric ID.

- DEMO

PANTHER DESKTOP(VDI)

- What is Panther Desktop (VDI) and what softwares are available via Panther Desktop?
- Benefits
 - Safe environment to work in
 - Access to SPSS (Statistical Package for the Social Sciences)
 - Access to Microsoft Office and the Adobe Suite
 - Access to Student Shared Drives
 - Special access is required for some departments, i.e. COB, COE, SOA.
- Highly recommend using the Client vs HTML
- mydesktop.pvamu.edu

ACCESSING VDI

- mydesktop.pvamu.edu
- If utilizing the Client, you must install VMWare Horizon Client.
- If you do not desire to install the Client, click the VMWare Horizon HTML Access shortcut/link.



PVAM
PRAIRIE VIEW
A&M UNIVERSITY

You can connect to your desktop and applications by using the VMware Horizon Client or through the browser.

The VMware Horizon Client offers better performance and features.

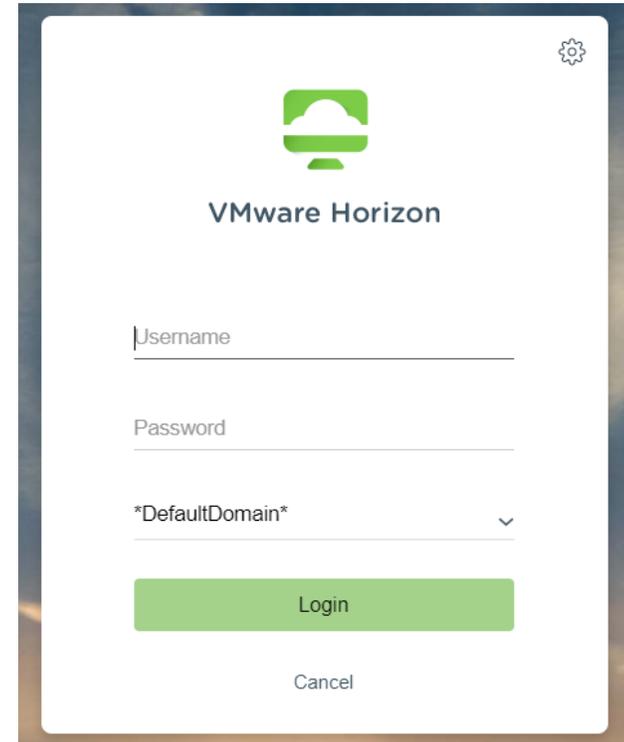
 Install VMware Horizon Client

 VMware Horizon HTML Access

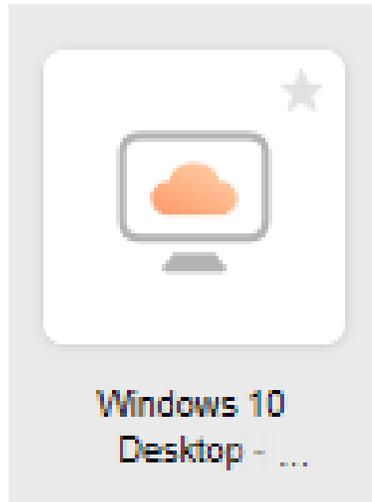
Check here to skip this screen and always use HTML Access.

ACCESSING VDI

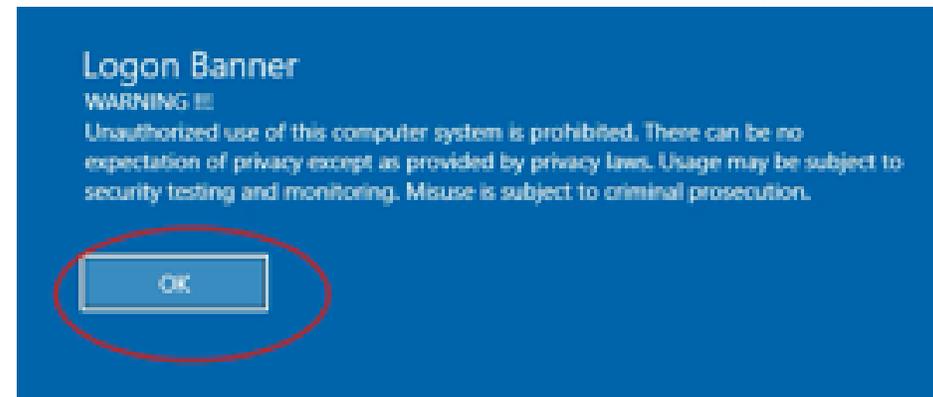
1. Enter your PVAMU AD Username and password
Click the Login button

The image shows the VMware Horizon login interface. At the top center is the VMware Horizon logo, which consists of a green square with a white cloud and a white monitor icon. Below the logo, the text "VMware Horizon" is displayed. There are three input fields: "Username", "Password", and "*DefaultDomain*" with a dropdown arrow. Below these fields is a green "Login" button and a "Cancel" button. A gear icon is in the top right corner.

2. Click the available Panther Virtual Desktop

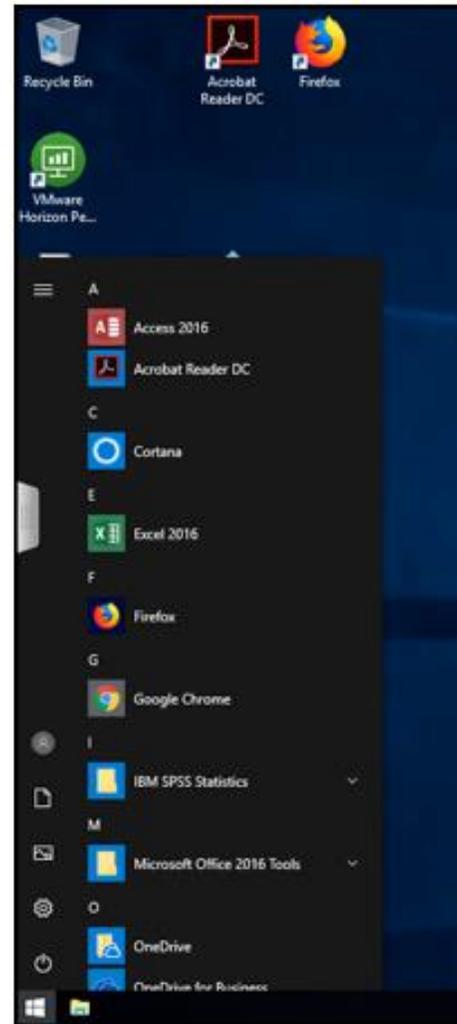


3. Click OK and launch the Windows 10 desktop for your college



ACCESSING VDI

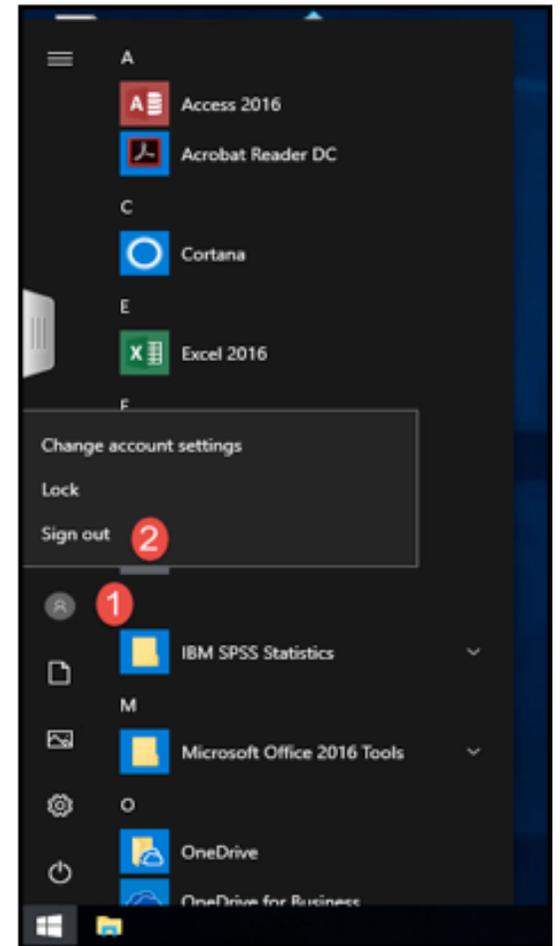
Click on the Start Menu button (Windows Icon) to see more options and available applications.



You should log out when you are ready to disconnect from VDI.

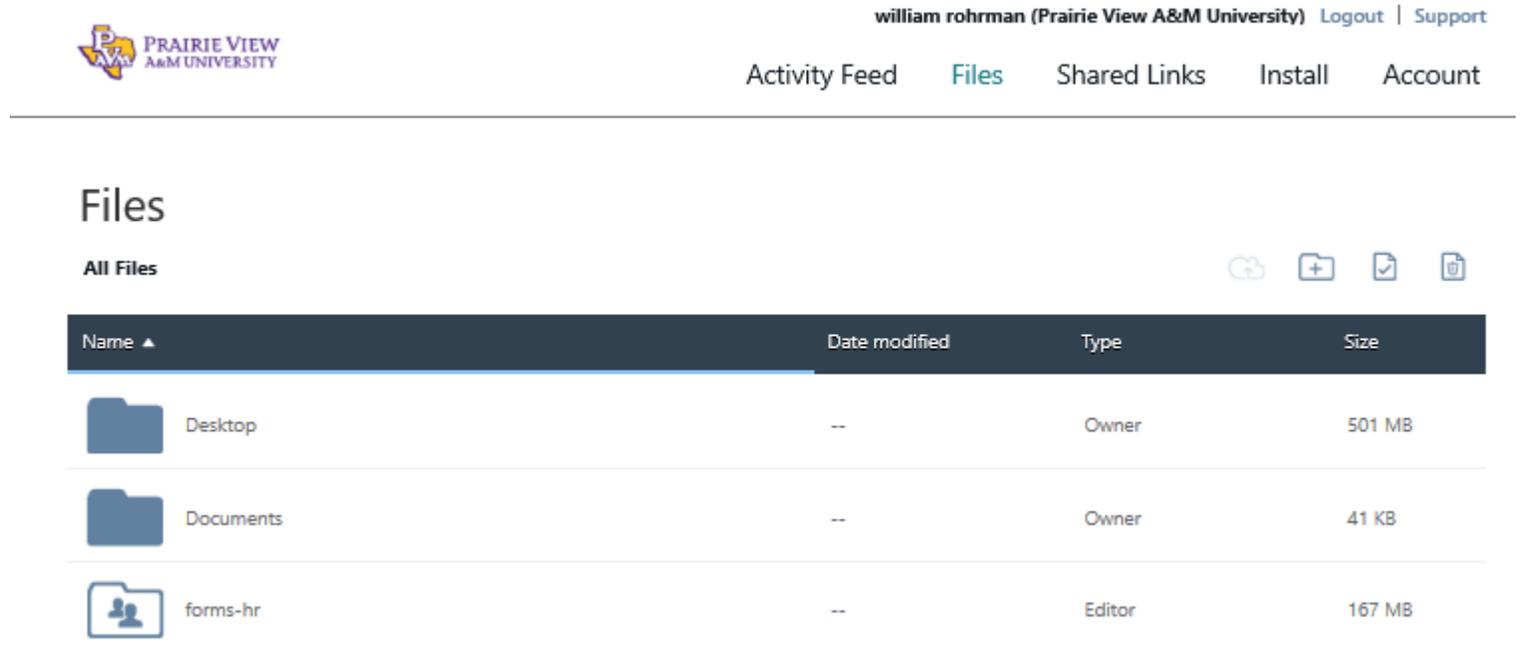
Click the user profile icon. A context menu will appear.

Click Sign out.



SYNCPPLICITY

- [Pvamu.syncplicity.com](https://pvamu.syncplicity.com)
- PVAMU Credentials



william rohrman (Prairie View A&M University) Logout | Support

Activity Feed Files Shared Links Install Account

Files

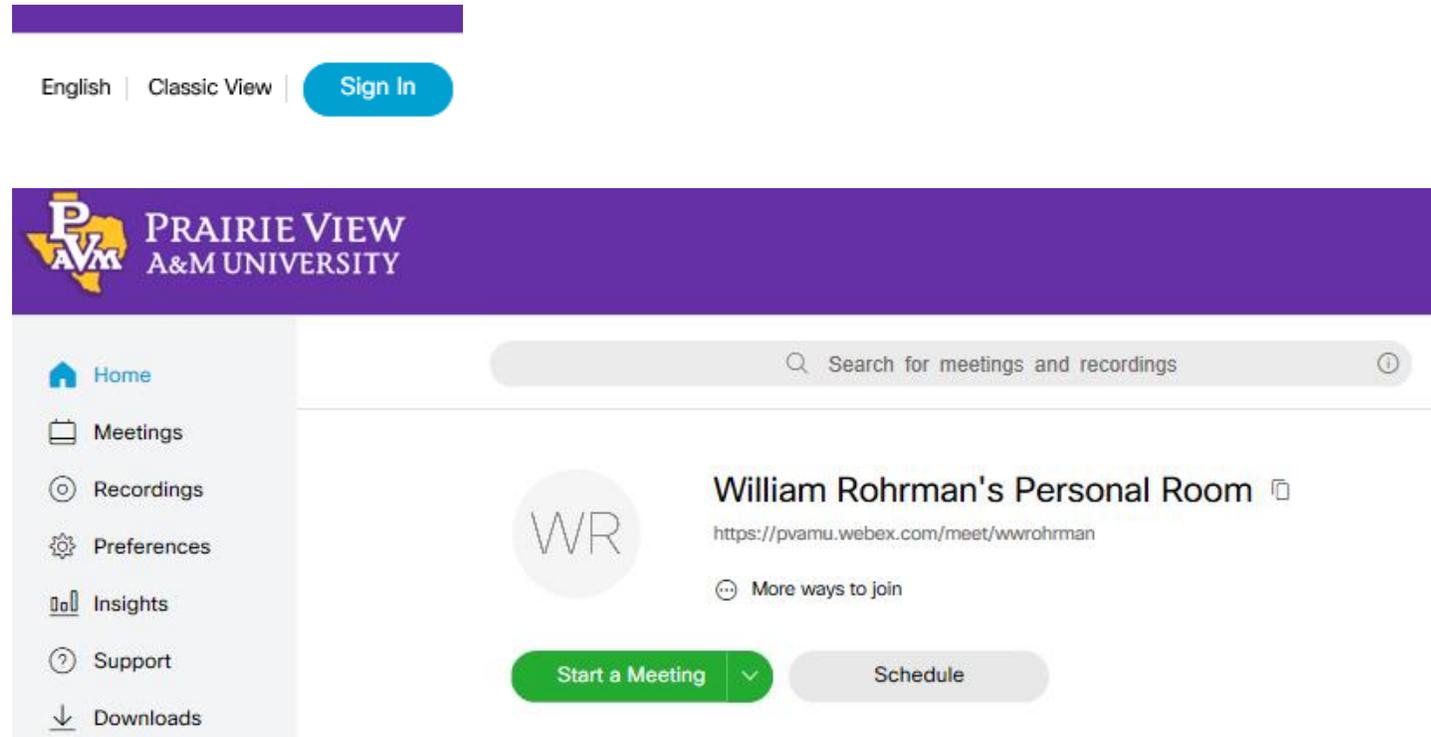
All Files

Name ▲	Date modified	Type	Size
 Desktop	--	Owner	501 MB
 Documents	--	Owner	41 KB
 forms-hr	--	Editor	167 MB

- Access your files anywhere and from any device
- Ability to share files with faculty, staff and students
- Move your files from Network drive/home drives to Syncplicity
- Syncplicity does not map your departmental share drive (If access needed to these files, copy them to syncplicity)
- DEMO

WEB CONFERENCING (WebEx)

- pvamu.webex.com



- Multiple options: host your meetings, conduct counseling sessions with students, record sessions, share presentations, adjust roles.
- DEMO

ACCESSING VOICE MAIL

Messages can be retrieved from any telephone with touch tone when working from a remote location.

- Dial your full number (Ex. 936-261-XXXX)
- Press * or #
- You will be prompted to enter your ID which is your 4 digit phone number and then #.
- You will then be prompted to enter your passcode then # (This is the code you setup).
- You can reset your pin or password using the web tool on the following page.

<https://www.pvamu.edu/its/voice-over-ip/voicemail/>



ACCESSING VOICE MAIL

Messages can also be retrieved from logging onto myvoicemail.pvamu.edu

Must be on VPN and use the Firefox browser

Username
jbdoe

Password

Login Reset

Cisco Personal Communications Assistant

Messaging Assistant » Preferences » Personal Options

Preferences Passwords Greetings Notification Devices Contacts Private Lists Help

Save

Name

First Name John

Alternate Spelling of First Name

Last Name Doe

Alternate Spelling of Last Name

Recorded Name Play/Record

Cisco Personal Communications Assistant

Messaging Assistant » Passwords » PIN

Preferences Passwords Greetings Notification Devices Contacts

Save

Last Changed: Monday, May 6, 2019 09:46:40 AM GMT-05:00

New PIN:

Confirm New PIN:

Save

Cisco Personal Communications Assistant

Welcome to the Cisco Personal Communications Assistant

Applications

The Cisco PCA provides access to the following applications:

Messaging Assistant
The Cisco Unity Connection Assistant web interface provides access to the Cisco Unity Connection by phone. You can also use it to manage message delivery options -- or to set up messages.

Web Inbox
The Web Inbox lets you manage your voice messages.

Cisco Unity Connection Web Inbox

Messages Settings

Inbox Deleted Sent New message Refresh

From	Subject	Received	Duration
Fontus,Max Winshell	Message from Fontus,Max Winshell (3091)	Wednesday, 10:43 AM	64.5s
AHMAD YAKUBA	Message from AHMAD YAKUBA (2409078353)	Tuesday, 4:17 PM	31.8s

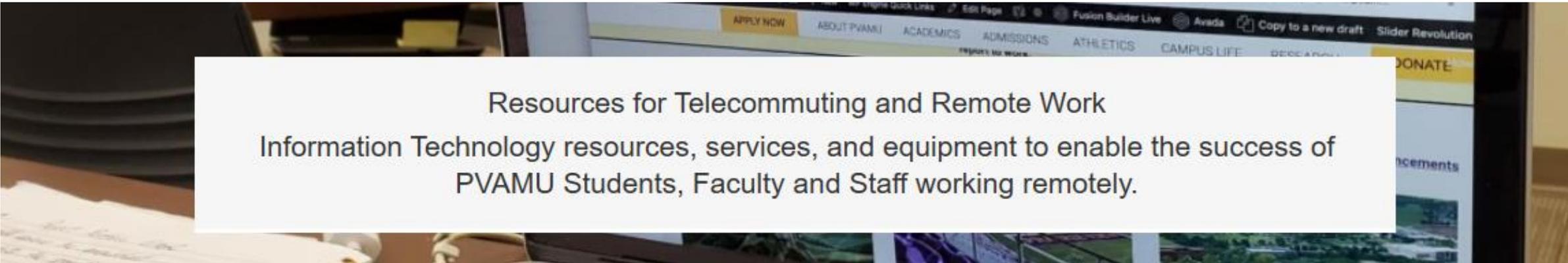
REMOTE IT SUPPORT

- Call 936-261-2525
- Open a ticket online at pvamu.edu/helpdesk
- If you think something has happened, call 936-261-2525.
- If you did not initiate the ticket and you receive a call from a non PVAMU number, hang up and do not answer the call.



ADDITIONAL RESOURCES

[PVAMU.EDU/TELECOMMUTING](https://pvamu.edu/telecommuting)

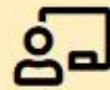
A screenshot of a website with a white text box overlay. The text box contains the following text: "Resources for Telecommuting and Remote Work", "Information Technology resources, services, and equipment to enable the success of", and "PVAMU Students, Faculty and Staff working remotely." The background shows a navigation menu with items like "APPLY NOW", "ABOUT PVAMU", "ACADEMICS", "ADMISSIONS", "ATHLETICS", "CAMPUS LIFE", and "DONATE".

Resources for Telecommuting and Remote Work

Information Technology resources, services, and equipment to enable the success of PVAMU Students, Faculty and Staff working remotely.



For Students



For Faculty



For Staff



Center for Information Technology Excellence (C.I.T.E.)
Prairie View A&M University