

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

6 ft

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

[Log in](#)



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?](#)

Powered by Duo Security

DUO

1.




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

Device:

Choose an authentication method

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

2.




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

My Settings & Devices

iOS 832-364-0428	Device Options
Landline 936-261-9364 JUST ADDED	Device Options
+ Add another device	
Default Device:	<input type="text" value="iOS 832-364-0428"/>
When I log in:	<input type="text" value="Ask me to choose an authentication method"/>

3.



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

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](#)

4.



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

Enter your phone number

+1 

Example: [\(201\) 234-5678](#)

Extension:

☒ You entered [\(936\) 261-9364](#). Is this the correct number?

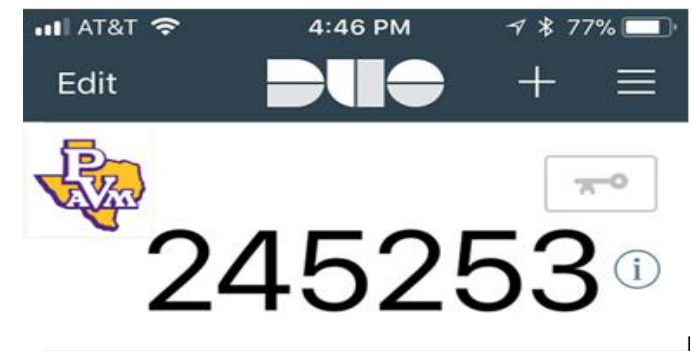
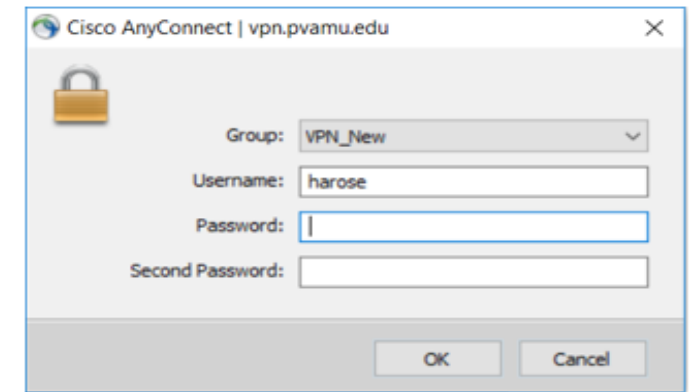
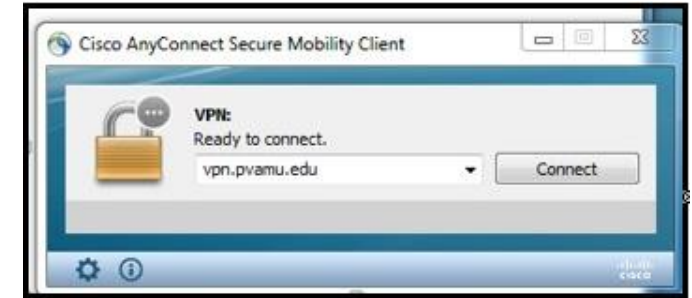
[Back](#) [Continue](#)

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

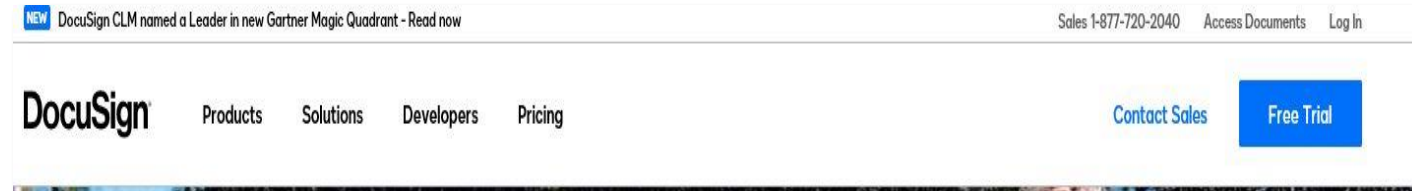
- From your Windows icon, launch the Cisco AnyConnect Client and then click on connect as shown below.
 - If you have never used the VPN, you must enter vpn.pvamu.edu before selecting connect. You will only need to enter this once as it should save going forward.
- Next Click on Connect and then enter 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



OVERVIEW Last 6 Months

Action Required	-- >
Waiting for Others	-- >
Expiring Soon	-- >
Completed	3 >

WHAT'S NEW

Comments
Ask and answer questions about documents and receive real-time comment notifications. [More Info](#)

Bulk Send for Multiple Recipients
Include multiple recipients in each envelope. Send to more recipient types and specify envelope custom field values. [More Info](#)

Template Sorting
Sort your templates by name.

MY DOCUSIGN ID Edit

William Rohrman
wwrohrman@pvamu.edu
Member since 2019

DocuSigned by:
William Rohrman
9488E4830BCA45C...

- 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

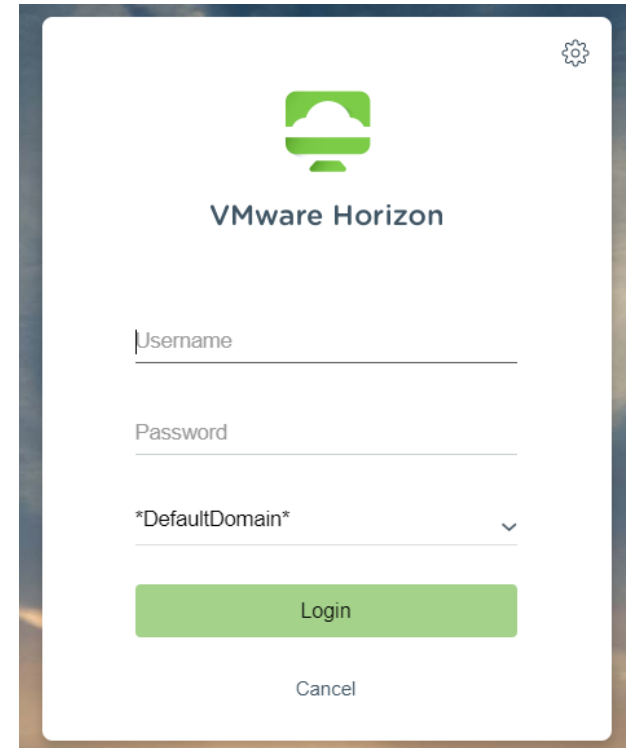
ACCESSING VDI

- 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.

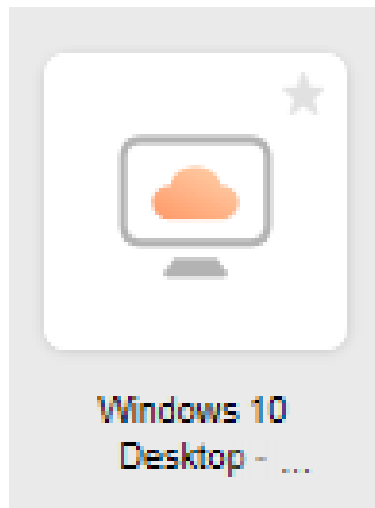


ACCESSING VDI

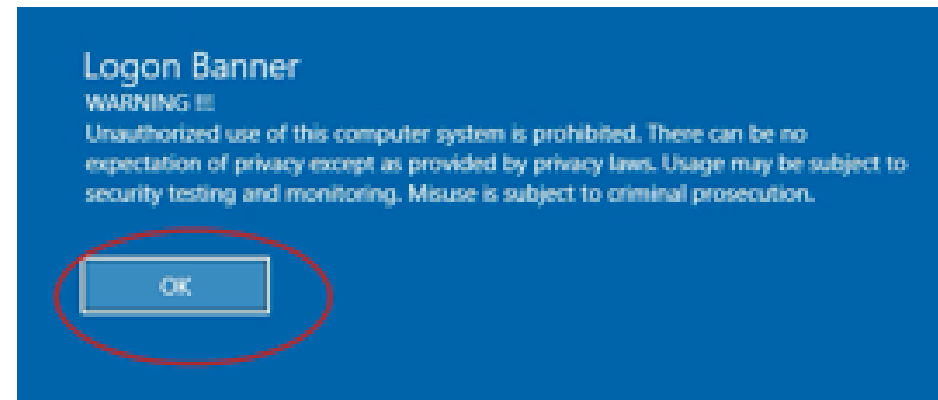
1. Enter your PVAMU AD Username and password
Click the Login button

The image shows the VMware Horizon login interface. At the top, there is a green icon of a monitor with a cloud inside, and the text "VMware Horizon" below it. In the top right corner, there is a gear icon for settings. The main area contains three input fields: "Username", "Password", and "*DefaultDomain*" with a dropdown arrow. Below these fields is a green "Login" button and a "Cancel" link.

2. Click the available Panther Virtual Desktop

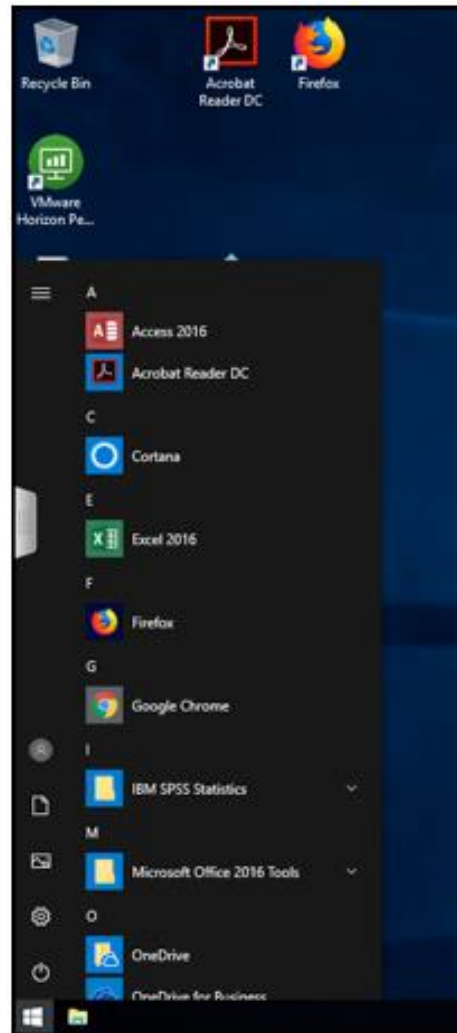


3. Click OK and launch the Windows 10 desktop for your college



ACCESSING VDI

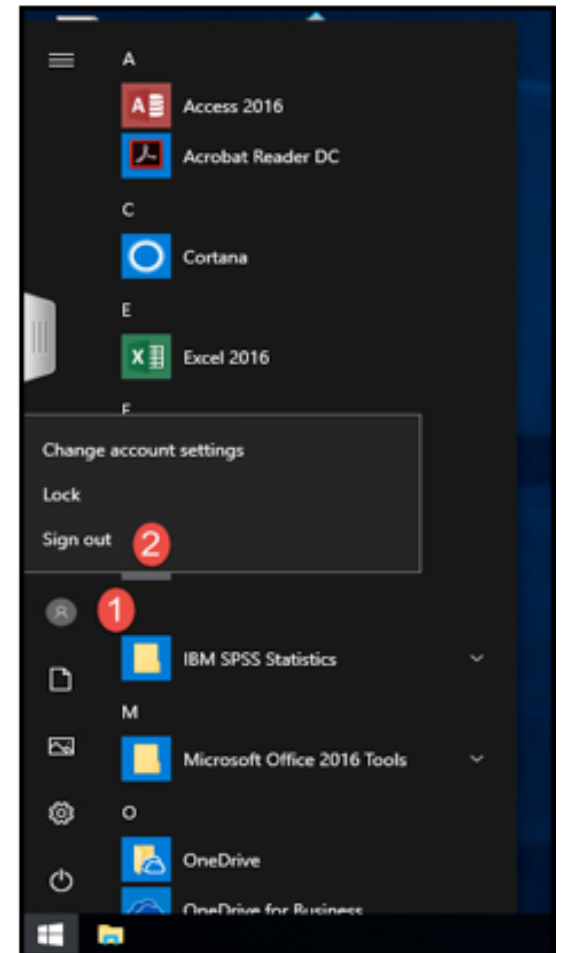
Click on the Start Menu button (Windows Icon) to see more options and available applications.



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.



SYNCPLOCITY

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

The screenshot shows the Syncplicity web interface. At the top, the user is logged in as 'william rohrman (Prairie View A&M University)' with links for 'Logout' and 'Support'. Below this is a navigation bar with 'Activity Feed', 'Files' (highlighted), 'Shared Links', 'Install', and 'Account'. The main section is titled 'Files' and shows 'All Files'. There are icons for cloud sync, folder creation, file upload, and file deletion. A table lists the files:

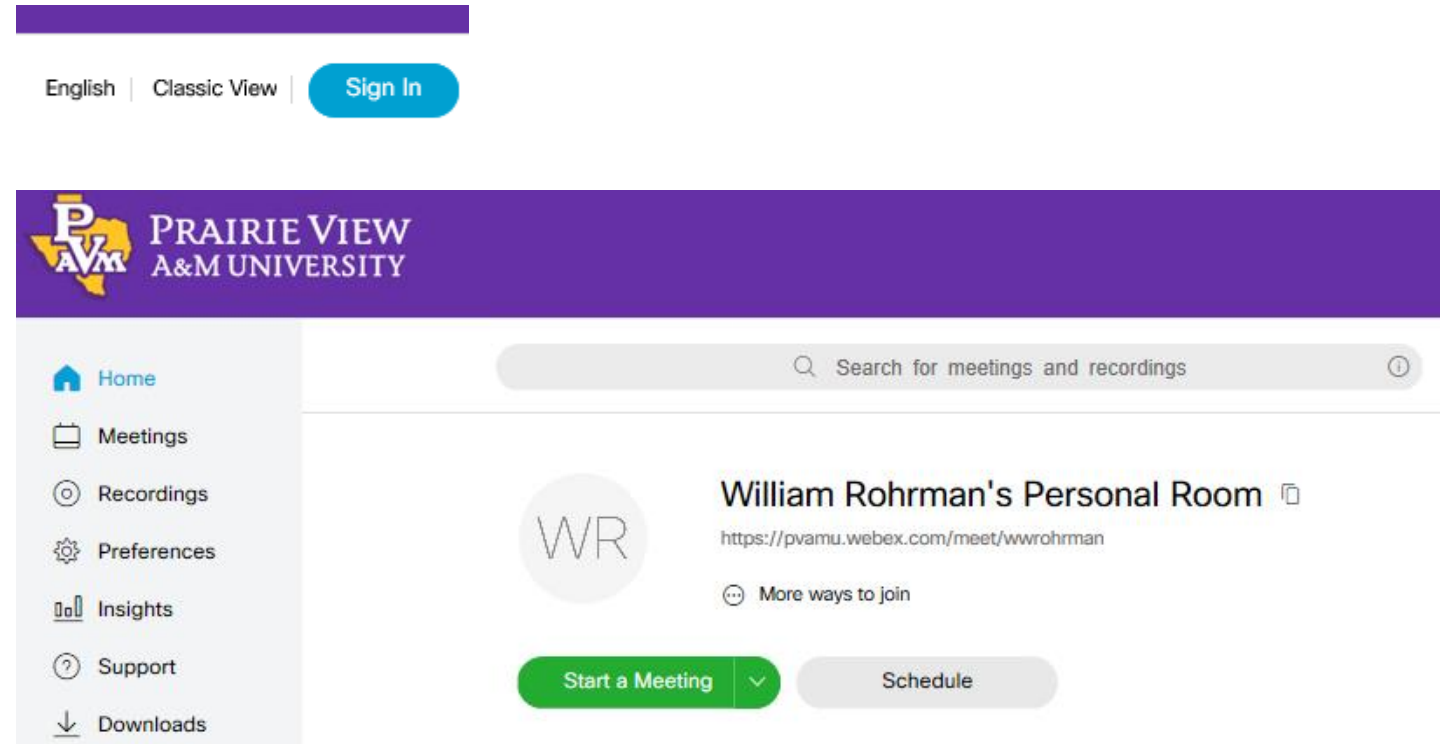
Name ▲	Date modified	Type	Size
 Desktop	--	Owner	501 MB
 Documents	--	Owner	41 KB
 forms-hr	--	Editor	167 MB

- 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

- PVAMU Credentials



- 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 Unity Connection Web Inbox

jbdoe Sign Out

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

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 your voice mail messages by phone. You can also use it to set up message delivery options -- or to set up your voicemail.

Web Inbox

The Web Inbox lets you manage your voice mail messages.

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)

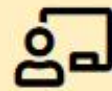


Resources for Telecommuting and Remote Work

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