

PVAMU Remote Work Toolkit



Essentials To Use While Working Remotely

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10 Cyber Hygiene Tips for Remote Workers

1. Keep your workspace clean.
 - Keeping your workspace clean and organized will help you to be more productive.
2. Keep devices locked when unattended.
 - Make sure to practice good security measures by locking your computer whenever you step away.
3. When participating in phone conversations or virtual meetings, make sure confidential conversations cannot be heard.
 - This also applies to documents or files open on your computer, keep your surroundings in mind.
4. Keep your work and personal business separate.
 - Do NOT use your personal email for University business. Become familiar with PVAMU's [acceptable use policy](#)
5. Do not download sensitive or confidential work documents to your home computer.
6. To avoid automatic WiFi connections, turn off automatic WiFi connections until you're ready to connect to a secure connection.
7. In a security event, disconnect from WiFi immediately and contact 936-261-2525.
8. Beware of an increased rate of phishing attempt.
 - Report phishing attempts to Henry Rose.
9. Use Multi-Factor Authentication – DUO
 - See the next section about all the ways to use DUO
10. Do not spray disinfection sprays on the laptops
 - [Here is a video about how to safely clean your laptop](#)

Zoom

Zoom's web-based conferencing uses high-quality video and audio and is accessible on MacOS, Windows, iOS and Android mobile devices. Additionally, Zoom can be used with conventional phone lines for audio conferencing. Finally, this online platform can also connect to existing Smart Labs that contain Polycom, Tandberg, LifeSize, and similar devices.

Log in:

- Open any web browser (i.e. Internet Explorer, Firefox, Google Chrome)
- Go to <http://pvpanther.zoom.us>
- Click the login link in the upper right corner
- Login using your PVAMU email address and password in the Sign In area (shown below)

Sign In

[Forgot password?](#)

How to:

- [Schedule a Meeting in Zoom](#)
- [Scheduling a Webinar with Registration](#)
- [Start & Join Zoom Meetings](#)
- [Join Zoom Meeting](#)
- [Manage Audio & Video Settings](#)
- [Records a Meeting](#)
- [Meeting Controls in Zoom](#)
- [Sharing your Screen](#)
- [More trainings available at Zoom](#)
- [Additional PVAMU specific trainings and how-tos – including how to add meetings to eCourses](#)

WebEx

A Webex meeting is an online meeting that allows you to virtually meet with other people, without leaving your home or office. Webex meetings require a computer/tablet/mobile phone with Internet access to host and participate in the virtual meeting.

How to Access PVAMU WebEx?

- Visit <https://pvamu.webex.com>
- Enter your username and password
- **First-time Users:** Click on “Sign in” > Click on “Sign Up”
 - Complete the request form and submit. Note: Please select WebEx Meeting for Web Services option.
 - CITE Team will approve your account within 24 hours. Once your account is approved, you can use WebEx.

WebEx Basic Training

How to:

- [Schedule a Meeting in WebEx](#)
- [Start & Join WebEx Meetings](#)
- [Join WebEx Meeting](#)
- [Manage Audio & Video Settings](#)
- [Records a Meeting](#)
- [Share Content with Participants](#)
- [More trainings available at WebEx Meetings Training](#)

DUO

DUO is an easy to use, two factor authentication solution to protect you and University Data!

- [What is DUO?](#)

How to:

- [How to add a new device and number?](#)
 - [Managing you settings and devices](#)
 - [Authenticating – Using DUO Prompt](#)
 - For assistance call 936-261-2525 or open a ticket online at www.pvamu.edu/helpdesk
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Synplicity

[Synplicity](#) is an application that allows you to sync and share files securely from any device. The features include the ability to:

- share files with faculty, staff and students
- share files with those outside PVAMU
- allow access for editing and collaboration
- synchronize your files for your personal use on various mobile devices

[Synplicity Basic Training](#)

How to Access PVAMU Synplicity?

- [Detailed instructions and installation](#)

How to:

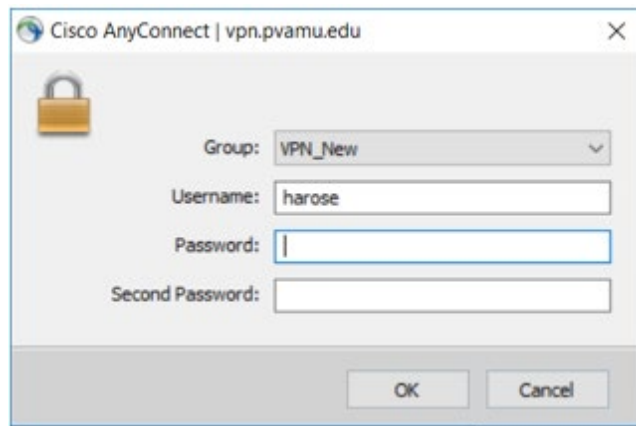
- [Synplicity App Tab video guide](#)
- [Sync & Access Files Anywhere](#)
- [Share Folders From Anywhere](#)
- [Send Large Files With Ease](#)
- [Synplicity fundamentals](#)
- [Sharing Files \(Shared Links\)](#)
- [Sharing Folders](#)

Virtual Private Network (VPN)

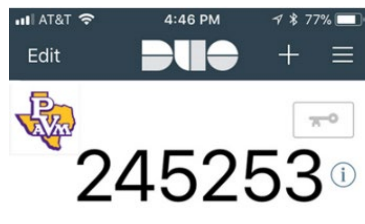
VPN allows you to connect to PVAMU resources securely from home or any other remote connection. PVAMU is utilizing the Cisco AnyConnect VPN client to connect to PVAMU resources.

How to Access VPN?

- Visit <https://downloads.pvamu.edu>
 - Enter your PVAMU credentials
 - Click on PVAMU VPN > Use MAC – VPN Software for MACs and Windows – VPN Software for Windows. Instructions are available on this page.
 - Once the Cisco AnyConnect client is installed, initiate the client by clicking on the Windows icon, select “Cisco” and “Cisco AnyConnect”.
 - Enter “vpn.pvamu.edu” on the next prompt (VPN: Ready to Connect)
 - Enter your username, password – Use your PVAMU DUO access code for second password



- *Second Password:*
 - Initiate your DUO application > Click on Prairie View A&M University icon – it will provide 6 digit code. Use this code as the second password.



DocuSign

DocuSign allows documents to be created, routed and signed with an electronic signature. DocuSign meets the industry's rigorous security certification standards which will make all documents that are signed court-admissible, digitally signed and a tamper-evident Certificate of Completion.

How to Access DocuSign?

- www.docusign.com
- Click on Login > enter your PVAMU email > On next screen, enter your PVAMU username and password
- On your first login, you will be required to select a signature.

[DocuSign Basic Training](#)

How to:

- [DocuSign: How it Works](#)
- [DocuSign: Sending a Document](#)
- [DocuSign: Signing a Document](#)
- [DocuSign: Mobile](#)

Panther Virtual Desktop (VDI)

PVAMU VDI enable virtualized remote desktops and applications access for students, faculty, & staff.

How to Access PVAMU VDI?

- Visit: <https://mydesktop.pvamu.edu>
 - Choose VMWare Horizon HTML Access OR Install/Use VMWare Horizon Client

Difference between the two versions:

Compare Options	HTML Web Access	Full-Feature Client
Basic Software Access	Yes	Yes
Print to a local/personal printer	No	Yes
Print to a campus/network lab printer	Yes	Yes
Access to home drive (H:drive)	Yes	Yes
Access to personal storage devices (external hard drive, USB/Flash drive, etc.)	No	Yes

Additional information available on www.pvamu.edu/vdi.

Resources for Telecommuting and Remote Work

- <https://www.pvamu.edu/telecommuting/>
 - [Essentials for Working Remote PowerPoint](#)
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Accessing Files – Storage Options

- You can access your home drive (H Drive) at <https://myfiles.pvamu.edu>
 - Use your PVAMU credentials to login and access your files, you must be logged onto the VPN
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Continued Teaching Contingency Plan

The Prairie View A&M University's [Continued Teaching Contingency Plan](#) will help faculty connect with their students during a regular semester term, when they are away on university business and if students are unable to attend classes for an extended period of time. This guide provides resources to assist faculty with quickly shifting from face-to-face style instruction to an online environment. The ultimate goal is to insure students are able to continue learning despite the inability to physically get to a classroom.

Other Online Resources:

LinkedIn Learning has unlocked several courses to help teams and managers work virtually. The only requirement is that the person taking the course must have (or create) a LinkedIn profile.

- [LinkedIn Learning courses](#)
 - [Working Remotely](#)
 - [Managing Virtual Teams](#)
 - [Time Management: Working from Home](#)

Don't have internet? Here is information from national providers:

- [FCC agreement](#) stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots.
- [Comcast COVID-19 response](#): offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time
- [Charter Free Internet offer for 2 months](#)
- [AT&T COVID-19 response](#): offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families
- [Verizon COVID-19 response](#): no special offers, but following the FCC agreement.
- [Sprint COVID-19 response](#): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).
- [T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge

Remote IT Support

- Open a ticket by calling 936-261-2525 (24x7)
- Open a ticket online at www.pvamu.edu/helpdesk

CITE Team will contact you on the contact information provided to remote into your workstation for troubleshooting.

NOTE: VPN is required for CITE team to work on your workstation remotely.