

Remote Worker Guide

This document is intended for members of the Division of Student Affairs (VPSA) and includes detailed instructions on how to work from home.

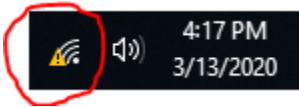
The topics covered by this document are:

- [How to connect to Wi-Fi at home using your work laptop](#)
- [Citrix – How to remotely access your desktop computer](#)
 - [Connect to Remote Desktop](#)
 - [Disconnect from Remote Desktop](#)
- [How to connect to ISU VPN](#)
 - [When should I connect to VPN?](#)
 - [Install Cisco AnyConnect VPN client on a home computer](#)
 - [Connect to VPN from a home computer or work laptop](#)
 - [While connected through VPN](#)
 - [Disconnect from VPN](#)
- [Office 365 – How to access your email and calendar through the Web](#)
 - [Login to Office 365](#)
 - [Using the Outlook app](#)
 - [Email](#)
 - [Calendar](#)
- [Zoom – Create a Zoom meeting to use right now](#)
- [Zoom – Schedule a Zoom meeting for another date/time](#)
- [Zoom – How to join a Zoom meeting](#)
- [How to use your work phone from home](#)
 - [Send your work calls to your mobile phone](#)
 - [Retrieving voicemails](#)
- [Cisco Jabber – How to use Cisco Jabber as a software phone](#)
 - [Install Cisco Jabber on a home computer](#)
 - [Use Cisco Jabber to make calls](#)
 - [Use Cisco Jabber to receive calls](#)
 - [Use Cisco Jabber to listen to voice mail messages](#)
 - [Configure Cisco Jabber to use your computer's speakers, headphones, or headset](#)
- [Microsoft Teams – How to chat](#)
- [Microsoft Teams – How to audio/video chat](#)
- [Alternative to printing when working from home](#)
- [How to get IT support when working from home](#)
- [List of commonly used links](#)

How to connect to Wi-Fi at home using your work laptop

Follow these steps to connect a work laptop to your home wireless (wi-fi) connection:

1. Click on the wireless icon located next to your clock (in the lower-right corner of your desktop).



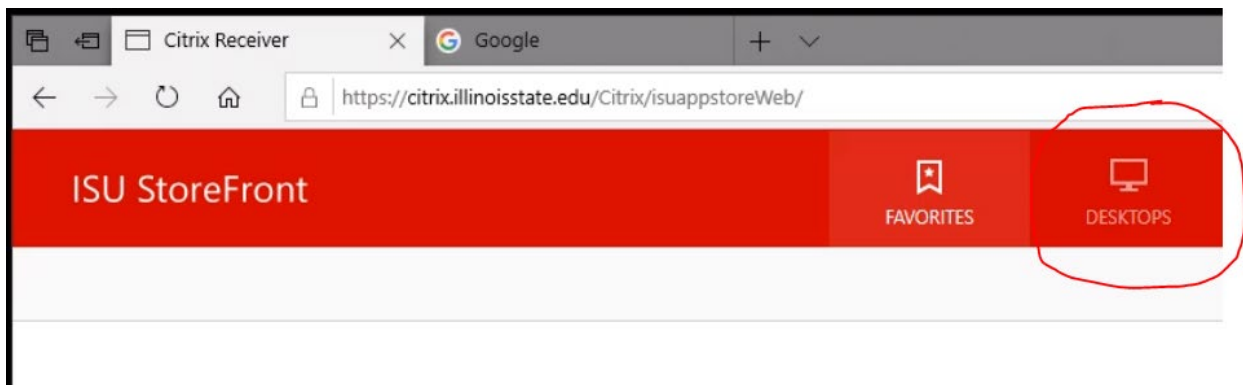
2. You will see a list of wireless networks that are available in your area. This may include wireless networks from your neighbors.
3. Click on the name of your home wireless network and click **Connect**.
 - o You may leave the **Connect Automatically** box checked if you want.
4. Enter the password or network key for your home wireless network.
 - o Note that this password or network key would have been originally set up when your home wireless network was set up. SAIT cannot assist you with recovering the password for your home wireless network if you do not know what it is.

Citrix - How to remotely access your desktop computer

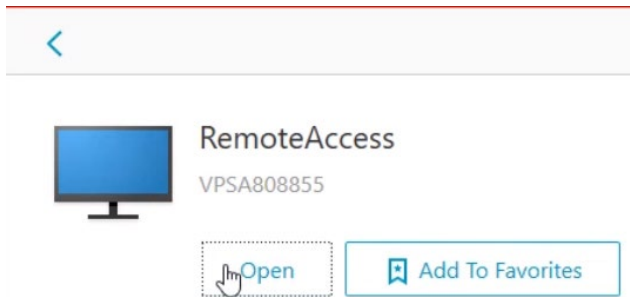
If you have a desktop computer at work, then you can remote into your work computer from your home computer. You may hear this referred to as “connecting with Citrix.”

Connect to Remote Desktop

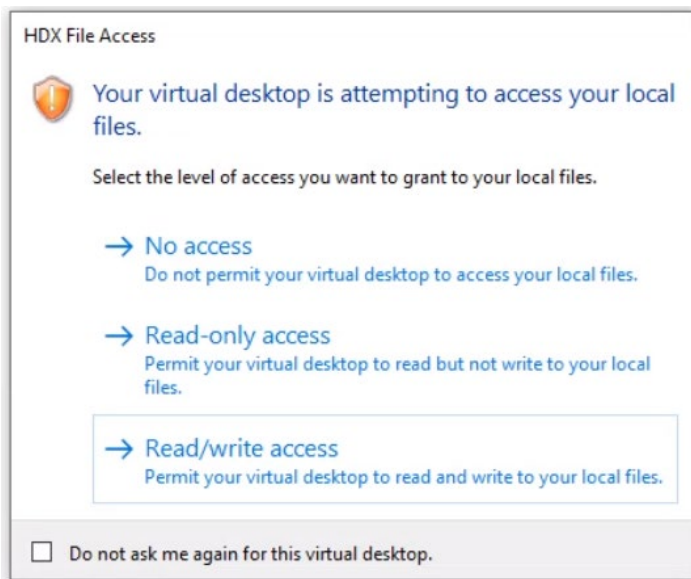
1. Go to <https://citrix.illinoisstate.edu/>
 - **NOTE:** You do NOT need to be connected to VPN to use this website to remotely access your work computer.
2. Login with your ULID and password.
3. If you are using a personal device, you may be prompted to install Citrix Receiver. This software will provide a better user experience than the light version, so we strongly suggest that you proceed with the installation.
4. Click on the **Desktops** tab at the top of the screen.



5. You will see a **Remote Access** icon. Click on the **Details** link.
6. Then click the **Open** button.

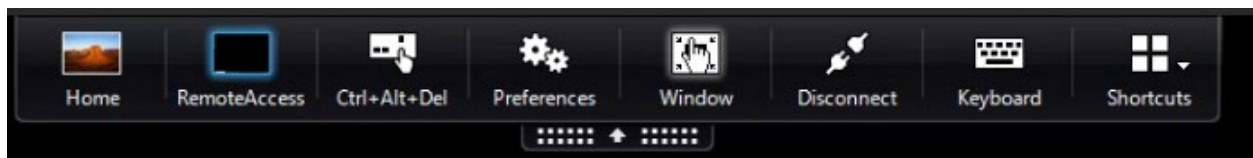


7. After a few moments, you will begin remotely connecting to your work computer. You will be automatically logged on to your work computer, and you will be presented with your computer's desktop. From there, you can use your computer just like you were at work.
8. If you try to access your files, you may receive a warning that says, *Your virtual desktop is attempting to access your local files*. If this happens, click on **Read/write access**. This will allow you to access your files through your remote desktop.

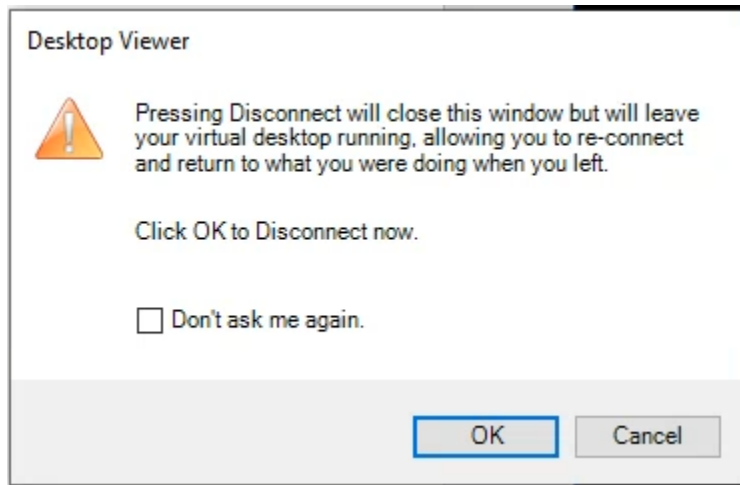


Disconnect from Remote Desktop

When you are done remotely connecting to your work computer, you should disconnect. Click on the 'up arrow' button located at the top of your desktop. This reveals a control panel with several buttons. Click the **Disconnect** button to end your remote desktop session.



You will receive a message that says, *Pressing Disconnect will close this window but will leave your virtual desktop running, allowing you to re-connect and return to what you were doing before you left.* Click **OK**.



How to connect to ISU VPN

When you're at home, whether using a personal computer or a work computer, there are certain University resources you won't be able to access unless you first establish a VPN connection.

When should I connect to VPN?

In MANY cases, it is not necessary to connect through VPN. Some resources like Office 365, Zoom, and My.IllinoisState.edu can be accessed without VPN.

Here are some examples of resources you will need VPN to access:

- Q: Drive and H: Drive from a work laptop at home
- Other network drives you normally access from on campus
- Certain software your department uses on campus
- Use RDP to remotely access a work computer from home

Here are some examples of when NOT to use VPN:

- Connecting to <https://citrix.illinoisstate.edu> to remotely access your work computer from home
- Going to <https://office365.illinoisstate.edu> or any of its components (like SharePoint, OneDrive, or Microsoft Teams)
- Using Zoom for remote meetings

Install Cisco AnyConnect VPN client on a home computer

To connect to VPN using a home computer, you must have the Cisco AnyConnect VPN client installed. If you do not already have this software installed, you may download it by visiting:

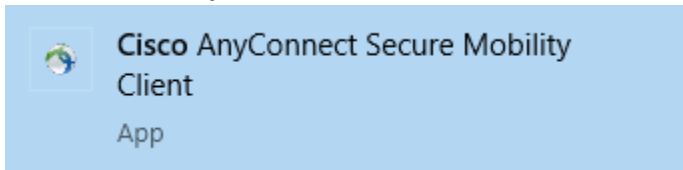
<https://ithelp.illinoisstate.edu/knowledge/6086-downloads-at-illinois-state-university/>

Once you have the Cisco AnyConnect VPN client software installed, follow the steps below.

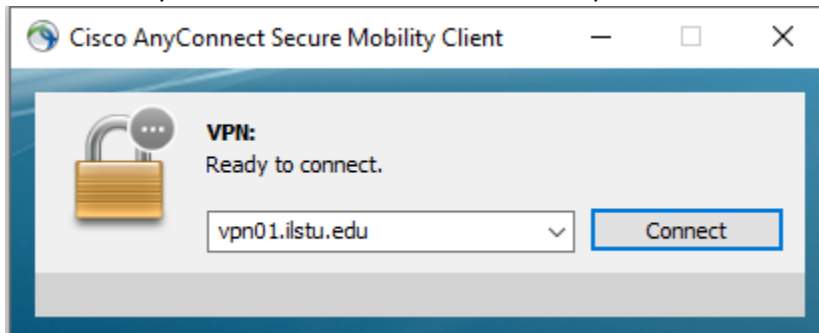
Connect to VPN from a home computer or work laptop

To connect to VPN using Cisco AnyConnect VPN, do the following:

1. Go into your Start Menu.
2. Do one of the following:
 - Type **VPN** in the Start Menu.
 - Click on **Cisco** in the Start Menu
3. Click on **Cisco AnyConnect Secure Mobile Client** to launch the VPN client.



4. The Cisco AnyConnect Secure Mobile Client will open. This is also known as the “VPN client.”



5. Click the **Connect** button.
6. Enter your ULID and password to login.
7. Once you are fully connected to VPN, you will see a message that says, **Welcome to ISU**. When you see this message, click **Accept**.

While connected through VPN

A few notes about being connected to VPN.

- You will see the icon for the VPN client next to the clock/time on your computer’s desktop.



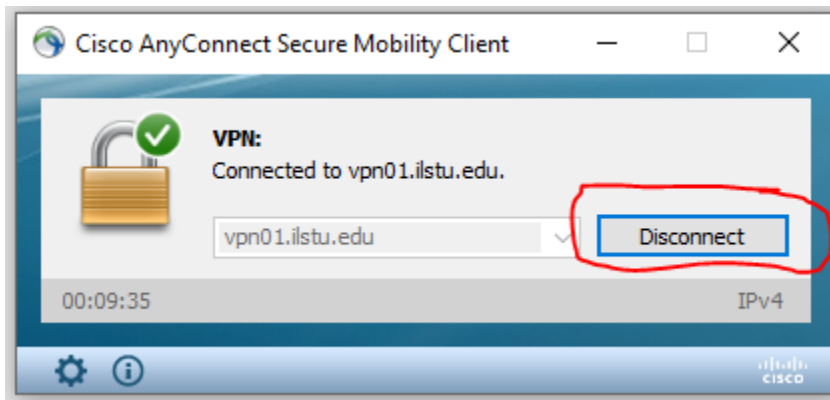
- While you are connected to VPN, you can access restricted network resources. For example, you can access the Q: drive and H: drive while connected to VPN.

Disconnect from VPN

When you are done using VPN, you should disconnect from it. Many students, faculty, and staff will need to be using VPN at the same time you are, so if you no longer need it, please disconnect to free up connections for others.

To disconnect from VPN, do the following:

1. Locate the VPN client icon next to your clock (as shown above). If you don't see it, click on the 'up' arrow next to your clock. This should display a pop-up that contains icons. Look through the icons to find the VPN client icon.
2. Double-click on the VPN client icon. This causes the VPN client window to open.
3. Click the **Disconnect** button.



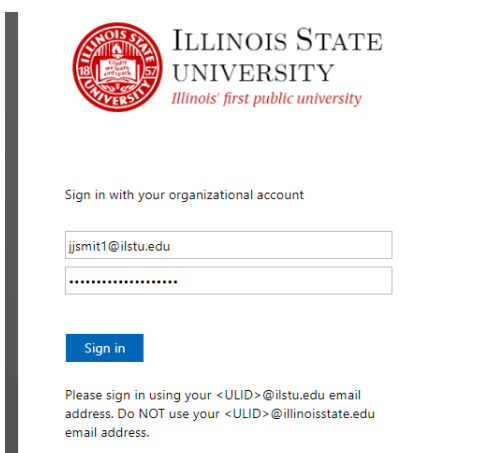
Office 365 - How to access your email and calendar through the Web

When you're at home, you can access your Outlook email and calendar even if you don't have Outlook installed. Your email and calendar are available through Office 365 on the Web.

Login to Office 365

To access your email and calendar, login to Office 365:

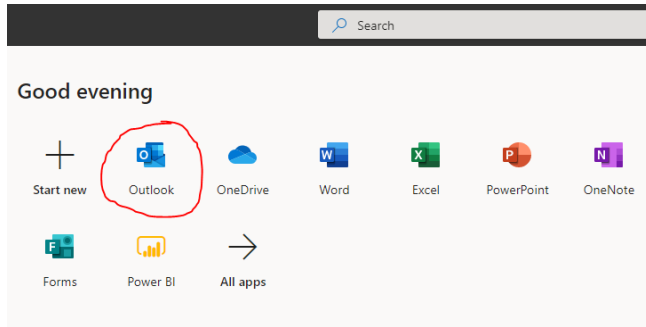
1. Go to <https://office365.illinoisstate.edu>.
2. To sign in, use your ulid@ilstu.edu email address (NOT @illinoisstate.edu) and your ULID password.

A screenshot of the Office 365 login page for Illinois State University. The page features the Illinois State University logo and name, with the tagline "Illinois' first public university". Below the logo, there is a sign-in form with the text "Sign in with your organizational account". The form has two input fields: one for the email address, which contains "jjsmit1@ilstu.edu", and one for the password, which is masked with dots. Below the password field is a blue "Sign in" button. At the bottom of the form, there is a note: "Please sign in using your <ULID>@ilstu.edu email address. Do NOT use your <ULID>@illinoisstate.edu email address."

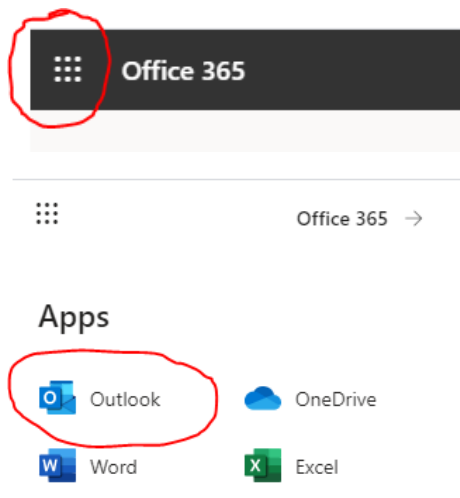
Using the Outlook app

You can use the Outlook app in Office 365 to access your email and calendar.

Find the Outlook icon and click on it. (Your icons may appear in a different order than the ones shown below.)

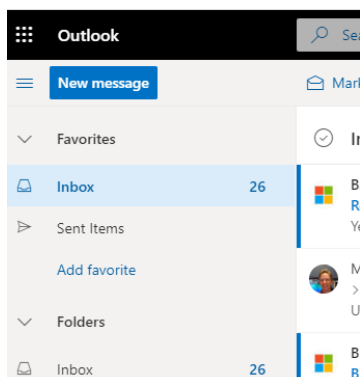


If you don't see the Outlook icon, click on the 'square' in the upper-left corner of the Office 365 screen and look for Outlook in the list of Apps.



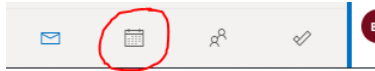
Email

The Outlook app works in much the same way as the Outlook desktop client. The Outlook app is constantly checking for new email and will automatically refresh your Inbox to show you new messages as they arrive. You can send email by clicking the **New message** button.

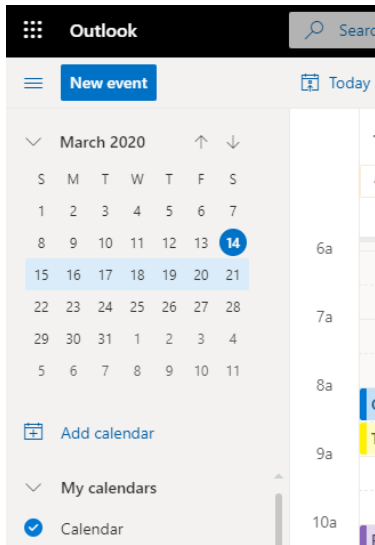


Calendar

To get to your calendar, click on the calendar icon located at the bottom-left of the Outlook screen.



The Outlook app works much like the calendar in the Outlook desktop client. You can create new appointments and meetings by clicking **New Event**. You can also add other calendars to your screen by clicking the **Add calendar** button.

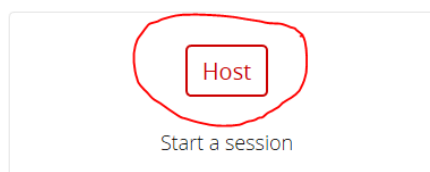
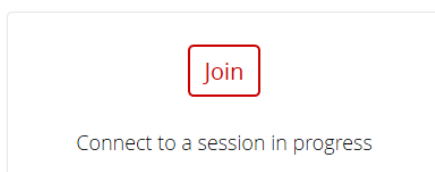


Zoom – Create a Zoom meeting to use right now

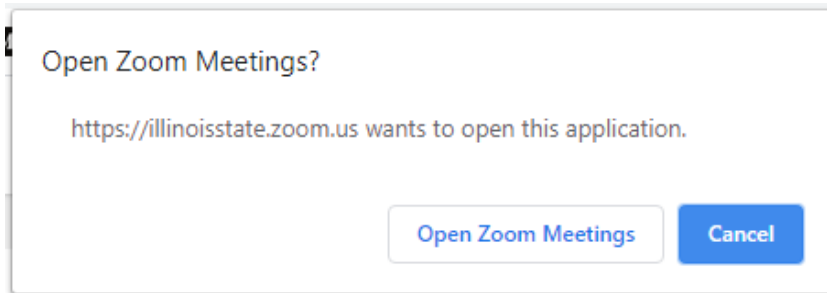
These instructions explain how to create a meeting in Zoom that can be used right now. This will allow you to send an email to the people you want to invite. You can also give someone a phone number to join the meeting by phone (for example, if the person does not have access to a computer). If you want to schedule a Zoom meeting for the future, go to the next section in this document.

To create a Zoom meeting and invite people right now, do the following:

1. Go to <https://illinoisstate.zoom.us>
2. Click the **Host** button (above **Start a session**).



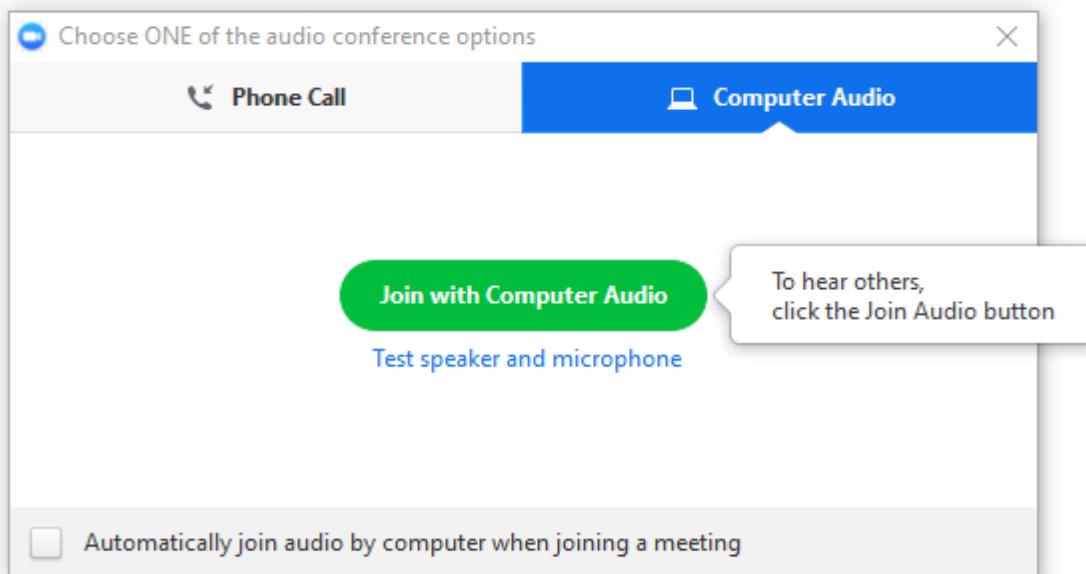
3. Login with your ULID and password.
4. Click the **Open Zoom Meetings** button.



5. Zoom will now ask you to choose between **Computer Audio** and **Phone Call**.

Computer Audio

If you choose **Computer Audio**, you will hear other people in the meeting through your computer's speakers (or headphones if you have those plugged in).

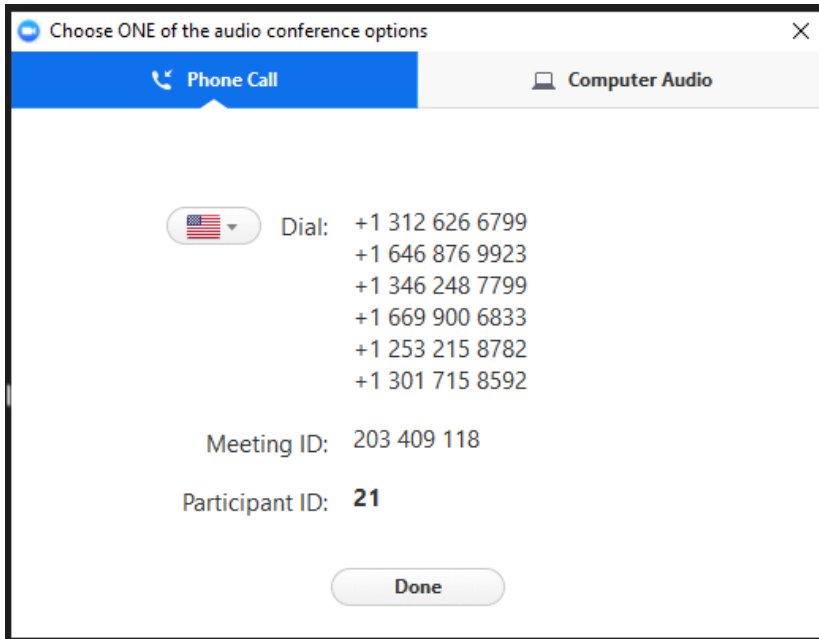


This option requires you to have a microphone connected to your computer, or others won't be able to hear you. If you have a laptop, it has a microphone built in.

You should test your speaker and microphone before starting the meeting. Click **Test speaker and microphone** to verify that both your speakers and microphone work as expected.

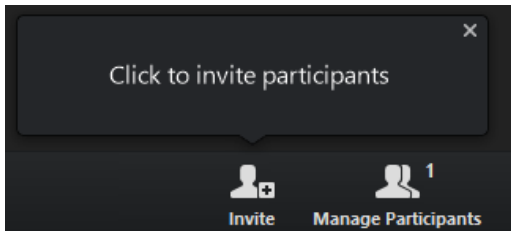
Phone Call

If you choose **Phone Call**, then you will be given a list of phone numbers you can use to dial in to the meeting. (It doesn't matter which phone number people use. They all go to the same meeting.)

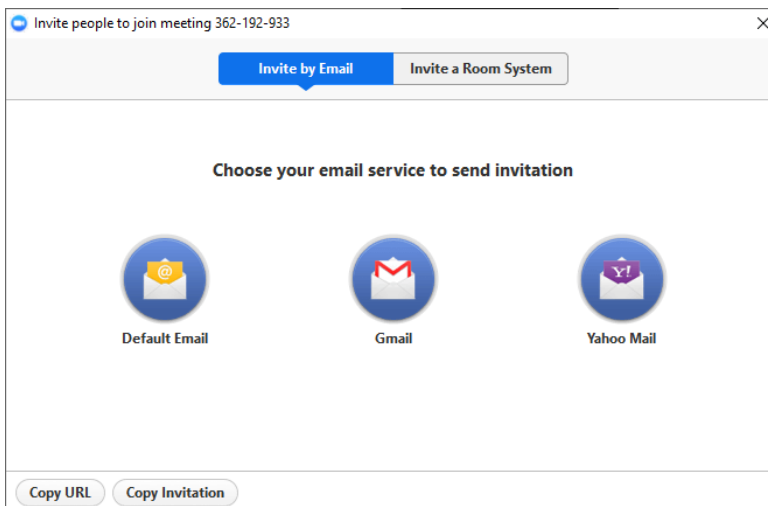


You are also given a **Meeting ID** and a **Participant ID**. You will be prompted to enter these numbers when you dial in to the meeting. After you've dialed in, click **Done**.

6. Click on the popup that says, **Click to invite participants**.



7. You will see a screen that looks like this:

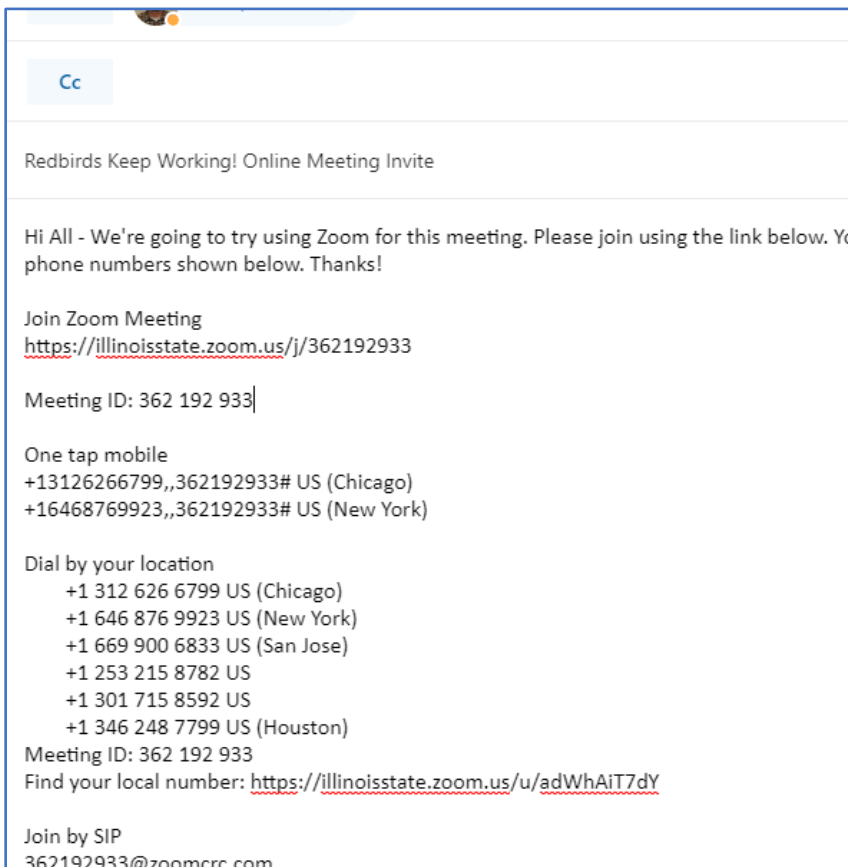


Work Laptop - If you are using your work laptop, click the **Default Email** button. Zoom will launch Outlook so you can send an email invite to the participants of the meeting.

Home Computer - If you are using your home computer, click the **Copy Invitation** button. Now, login to Office 365 and open the Outlook app. Create a new email message and paste the meeting invitation into the body of the new email message.

Sample Zoom Meeting Invite

An example of a Zoom meeting invite is shown below.



Before you send your Zoom meeting invitation email:

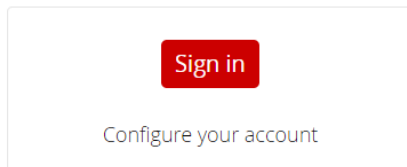
- You can write a message above the Zoom meeting text if you would like.
- You need to give the email a subject.
- Enter the names or email addresses of the people you want to invite to the Zoom meeting. They will join your meeting using the link in your email or by calling in to one of the phone numbers in your email.

Zoom - Schedule a Zoom meeting for another date/time

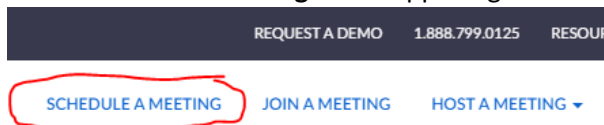
These instructions explain how to use Zoom to schedule a meeting for a future date and time. This will allow you to send an email to the people you want to invite. They will be able to join through video and audio, or audio only. You can also give someone a phone number to join the meeting by phone (for example, if the person does not have access to a computer).

To use Zoom to schedule a meeting for a future date and time, do the following:

1. Go to <https://illinoisstate.zoom.us>
2. Click the **Sign in** button (above **Configure your account**).



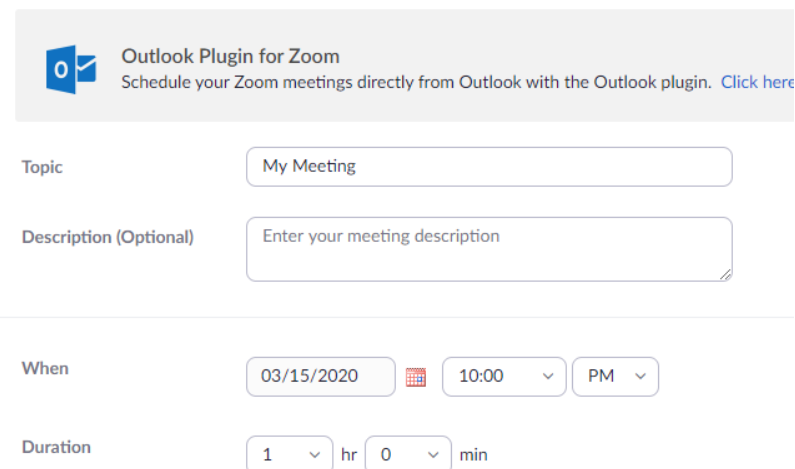
3. Login with your ULID and password.
4. Click **Schedule a Meeting** in the upper-right corner of the screen.



5. Enter the name of your meeting in the **Topic** box. Optionally, enter an agenda or more information in the **Description** box.
6. Select a date and time for the meeting, as well as a duration. If you want to create a meeting that will last less than an hour, change the hour field to 0. Then select the number of minutes, such as 30 minutes.

[My Meetings](#) > [Schedule a Meeting](#)

Schedule a Meeting

A screenshot of the Zoom "Schedule a Meeting" form. At the top, there is a grey banner for the "Outlook Plugin for Zoom" with a blue checkmark icon and the text "Schedule your Zoom meetings directly from Outlook with the Outlook plugin. [Click here](#)". Below the banner, the form has several fields: "Topic" with a text box containing "My Meeting"; "Description (Optional)" with a larger text box containing "Enter your meeting description"; "When" with a date picker set to "03/15/2020", a calendar icon, a time picker set to "10:00", and a PM/AM selector set to "PM"; and "Duration" with a dropdown set to "1" hour and "0" minutes.

7. Leave all other settings the way they are. Scroll to the bottom of the page and click **Save**.
8. Your meeting is created by Zoom, and the page refreshes to show you the meeting details.
9. Click on **Copy the invitation**.

[My Meetings](#) > [Manage "My Meeting"](#)

[Start this Meeting](#)

Topic	My Meeting	
Time	Mar 18, 2020 10:00 PM Central Time (US and Canada)	
Add to	31 Google Calendar	Outlook Calendar (.ics) Yahoo Calendar
Meeting ID	797-395-604	
Meeting Password	x Require meeting password	
Invite Attendees	Join URL: https://illinoisstate.zoom.us/j/797395604	Copy the invitation

10. Now log in to Office 365 and open the Outlook app.
 - Create a new meeting and invite attendees just as you normally would.
 - In the **Location** field, enter "Zoom Meeting" or something similar.
 - In the body of the meeting invite, paste the contents of the Zoom invitation.

Zoom – How to join a Zoom meeting

When you receive an email or calendar invite to a Zoom meeting, it contains a link to the Zoom meeting, as well as a series of phone numbers, and a Meeting ID.

Topic: My Meeting
 Time: Mar 18, 2020 10:00 PM Central Time (US and Canada)

Join Zoom Meeting
<https://illinoisstate.zoom.us/j/797395604>

Meeting ID: 797 395 604

One tap mobile
 +13126266799,,797395604# US (Chicago)
 +16468769923,,797395604# US (New York)

Dial by your location
 +1 312 626 6799 US (Chicago)
 +1 646 876 9923 US (New York)
 +1 253 215 8782 US

Join Zoom Meeting – Click the link in the email or calendar invite to join using your browser. This option will allow you to both hear and see the other participants (if they are using video).

Dial by your location – You can dial in to the Zoom meeting using your mobile phone or using Cisco Jabber (described later in this document). It doesn't matter which phone number you call; they all go to the same meeting. When you dial in, you will be prompted to enter the Meeting ID you received.

How to use your work phone from home

While working at home, there are a few things you can do to use your work phone.

- Send your work calls to your mobile phone
- Check voice mail from home using your mobile phone
- Set up voice mails so they are sent to your email

Send your work calls to your mobile phone

You can forward your work calls to your mobile phone using the Cisco Unified Communications Self Care Portal website. If a call comes in to your 438 number, it will automatically be forwarded to your mobile phone.

Important: If you are at home, you must **connect to VPN** (regardless of whether you're using your home computer or work computer). See the instructions above for connecting to VPN.

1. Connect to VPN.
2. Go to <https://voip.ilstu.edu/ucmuser>

If you get a message like that the site can't be reached, it means you're probably not connected to VPN. Connect to VPN and try again.

3. Login using your ULID and password.
4. Click on **Call Forwarding** on the left side of the screen.



- Put a check mark next to **Forward calls to** and enter your mobile phone number in the box.

Call Forwarding

▼ 87375

Forward all calls to: This value is required.

▶ [Advanced calling rules](#)

- Click **Save**.

Your work phone is now forwarded to your mobile phone.

Important: You should now test this to ensure it is working as expected. Call your work phone number and verify that the call is forwarded to your mobile phone.

Retrieving voicemails

To access voicemail for a campus phone number, do the following:

- Dial 309-438-3000
- Press *
- Enter the phone number of the voicemail box you want to check.
- Enter the PIN for the voicemail box.
- You can now listen to new voicemails, access saved voicemails, etc.

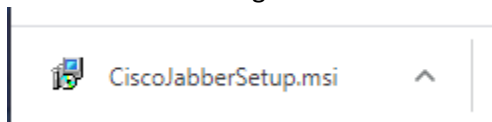
Cisco Jabber – How to use Cisco Jabber as a software phone

Cisco Jabber is software that allows you to make and receive phone calls using your computer. Cisco Jabber is installed on your work laptop. To use Cisco Jabber at home, you need to install it.

Install Cisco Jabber on a home computer

To install Cisco Jabber on your home computer, do the following:

- Go to <https://ithelp.illinoisstate.edu/knowledge/6086-downloads-at-illinois-state-university/>
- Locate **Cisco Jabber** (about half-way down the page) and click on the Windows or Mac link depending on your home computer.
- Your browser will begin download the Cisco Jabber install file.



- Click on the file to begin installation. Follow the on-screen instructions.

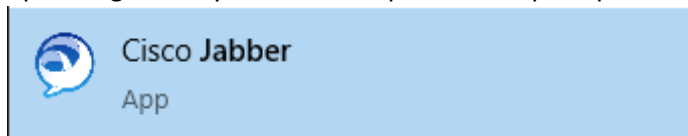
5. Click **Yes** if you get a message that says, **Do you want to allow this app to make changes to your computer?**
6. The Cisco Jabber app will automatically open after it finishes installing.
7. Enter your @ilstu.edu email address (not @illinoisstate.edu) in the box and click **Continue**.
8. After a few moments, you will be prompted to enter your password. (Note: the username box will now contain only your ULID, not your entire email address). Do so and click **Sign In**.
9. After signing in, you will be presented with the Cisco Jabber app.

Using Cisco Jabber to make calls

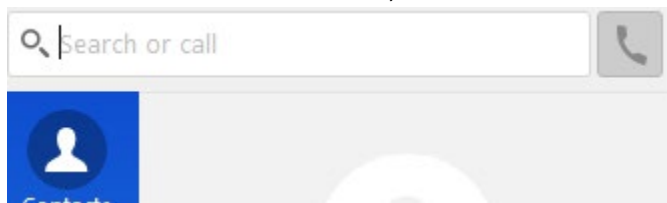
You can use Cisco Jabber to make calls as if you were using your work phone.

Important: To make and receive calls from a home desktop computer, you must have a microphone plugged into your computer. Otherwise, your callers won't be able to hear you, even if you can hear them. If you have a laptop, a microphone is built in.

1. Go to your Start Menu and type **Jabber**. Then click on **Cisco Jabber**. The Cisco Jabber app will open. Login with your ULID and password if prompted to do so.



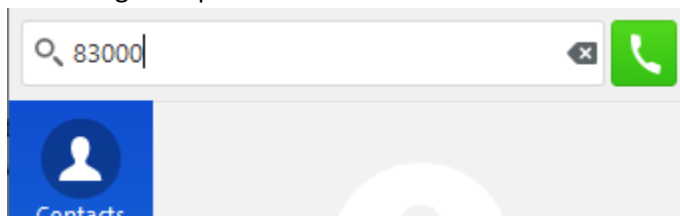
2. To make a call with Cisco Jabber, click on the **Search or call** box with your cursor.



3. Type the phone number you want to dial in this box.

Important: Cisco Jabber treats all calls just as if you were using the desk phone in your office. In other words, you can use Jabber to dial 8-3000 (rather than 309-438-3000) when you are off campus. Likewise, you must dial '7' in Jabber before entering an off-campus phone number.

4. Click the green 'phone' icon to dial the call.

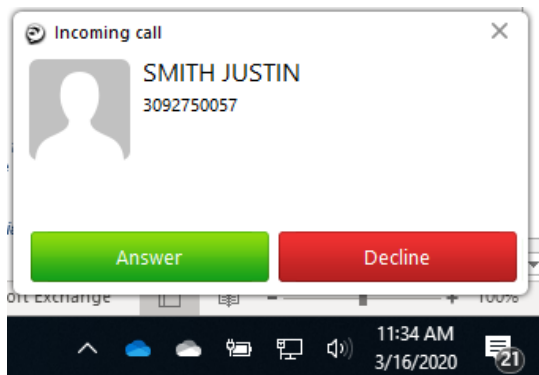


You should immediately hear the phone begin to ring. If you don't hear any sound, then check to make sure Cisco Jabber is configured to use your computer's speakers, headphones or headset. This is described in the section below.

Use Cisco Jabber to receive calls

You can use Cisco Jabber to receive calls placed to your work phone. You must have Cisco Jabber running and be logged in for this to work.

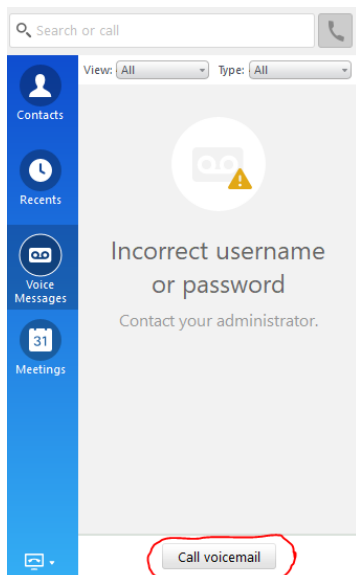
When a call is placed to your work phone number, Cisco Jabber will pop-up a notification to alert you to the incoming call. Click **Accept** to answer the call.



Use Cisco Jabber to listen to voicemail messages

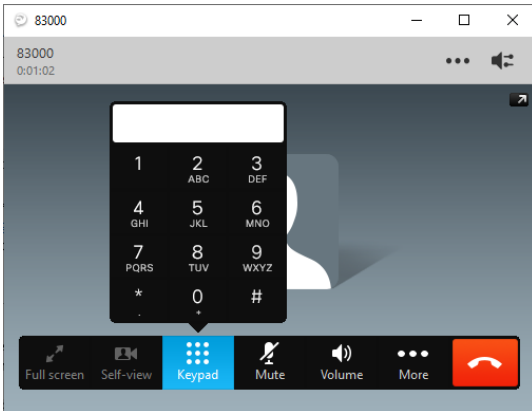
You can use Cisco Jabber to listen to voicemail messages received by your work voicemail.

1. Within Cisco Jabber, click the **Voice Messages** icon on the left.
2. Then click **Call Voicemail**.



NOTE: Cisco Jabber may display the message, *Incorrect username or password. Contact your administrator.* This is not something you need to contact IT support about. This error is expected because we are not using the 'visual voicemail' capabilities of Cisco Jabber.

- When you hear the prompt to enter your PIN, click the **Keypad** button.
- Click the numbers to enter your PIN.

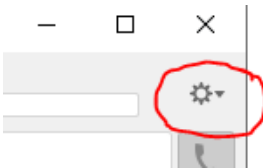


- Use the keypad to continue interacting with the voicemail system.
- When you are done, hang up by clicking the red phone icon.

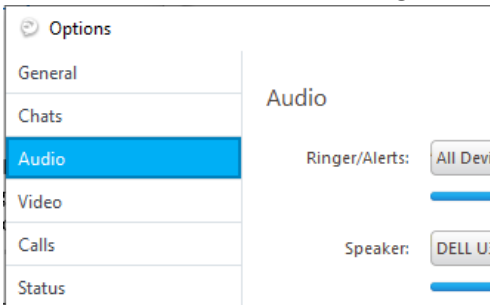
Configure Cisco Jabber to use your computer's speakers, headphones, or headset

You can configure Cisco Jabber to use your computer's speakers, a pair of headphones, or a headset. If you can't hear your callers when you make or receive calls with Cisco Jabber, follow these steps.

- Within Cisco Jabber, click on the gear icon in the upper-right corner of the Jabber screen.



- Click **File > Options...** from the pop-up menu.
- Click **Audio** from the list of settings on the left.

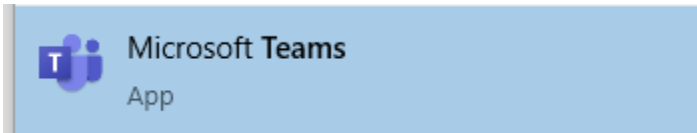


- Click the **Speaker** drop-down menu and select the desired option. For example, choose Headphones if you want the audio to come out of your headphones. The actual names of the options in this list will vary from computer to computer. If you're not sure which one to try, you can try each of the options one and a time until you find the one you want.

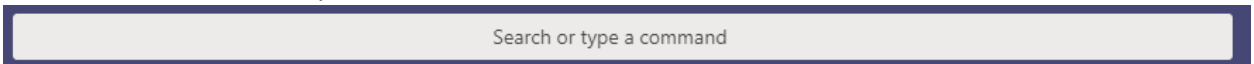
Microsoft Teams – How to chat

You can use Microsoft Teams to chat with other people who are also using Teams. Microsoft Teams is installed on your work laptop already.

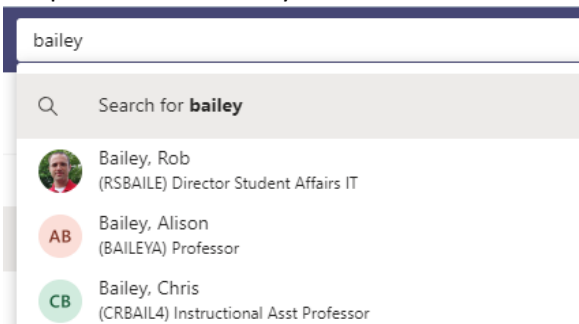
1. Go into your Start Menu.
2. Type **Teams**.
3. Click on **Microsoft Teams** to launch the app.



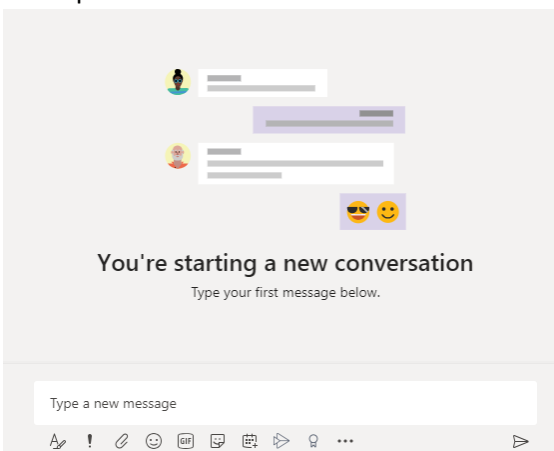
4. To start a chat with someone, click in the box at the top of the window labeled, **Search or type a command**, and enter that person's name.



5. Names that match what you have typed will appear in a drop-down menu. Click on the name of the person with whom you want to chat.

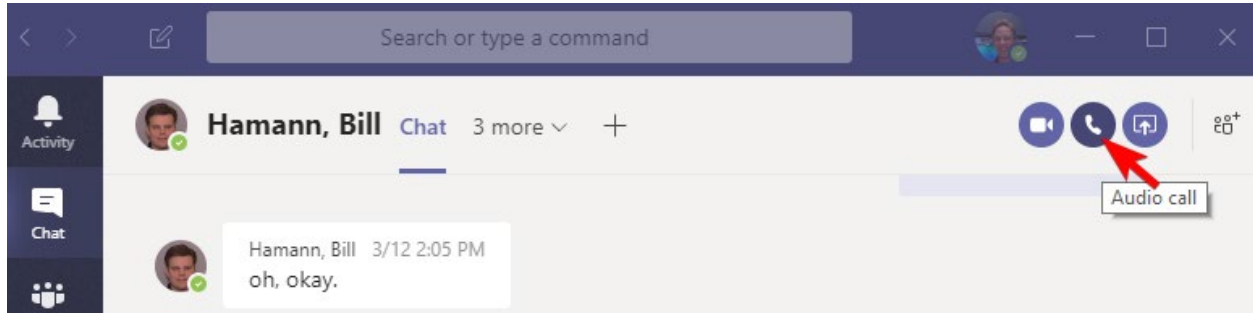


6. Type a short message in the box at the bottom of the window and press Enter. Your message is sent and displayed to the other person immediately. You can now chat back and forth with the other person in real time.



Microsoft Teams – How to video/audio chat

Start a chat session or within a chat with one or more participants, click the telephone handset button in the upper right of the Teams window to start an audio call. The video call option is the camera button in the same area.



Like a telephone call, there will be a period of waiting while the recipient is notified of the call until they accept or decline it.

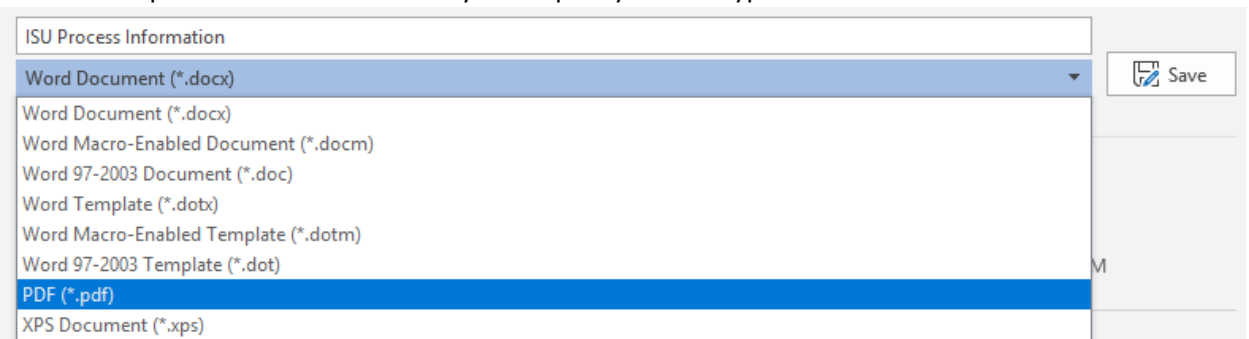
Alternative to printing when working from home

When you are working from home, you won't have access to a printer. As an alternative, you can use the "Save as" functionality to save the file as a PDF document. You must have Adobe Acrobat Reader installed to view PDF files.

This method allows you to save a document in a non-editable format (i.e. PDF) so you can share it. Because PDF files are not editable with most software, others won't be able to make changes to the document's contents (similar to how a recipient cannot edit a printout).

The specific steps for saving a document as a PDF vary from application to application, but the overall process is the same:

1. Within the application you're using, click **File > Save as...**
2. Click the drop-down menu that allows you to specify the file type and choose **PDF**.



After you've saved the document to your computer, you can share it with others as needed.

How to get IT support when working from home

You can use the same methods to get IT support when working from as you normally would when working on campus.

- Email StudentAffairsIT@ilstu.edu
- Go to <https://ITHelp.illinoisstate.edu>, click **Get Help**, and complete the online form.
- You can also call 438-1111 to reach the SAIT Help Desk

List of commonly used links (VPSA Specific)

Office 365 – Outlook, etc.

<https://office365.illinoisstate.edu>

Remote Desktop from Home Computer

<https://citrix.illinoisstate.edu>

Submit a Help Ticket

<https://ithelp.illinoisstate.edu>

Zoom Remote Meetings

<https://illinoisstate.zoom.us>