# Working From Home: Technology FAQ

These are some technology-specific questions-and-answers for working from home.

- Teaching, Learning and Working Remotely Resource Pages

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- Connectivity Challenges
- Access to Files and Programs When Not Joined to the Drew Network
- For Faculty: Remote Instruction Resources Moodle course
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| Teaching, Learning and Working Remotely Resource Pages |
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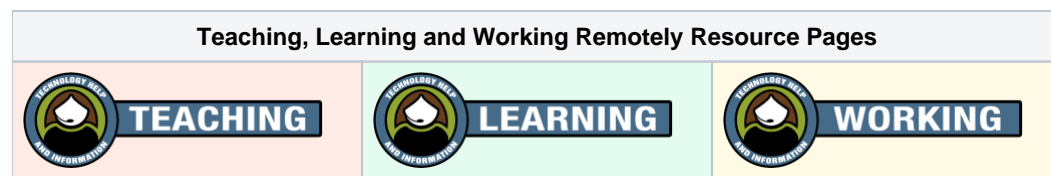


## What do I need to work remotely?

1. A computer
2. Internet access
    a. If you have a laptop, it will work with your wireless connection. Depending on the laptop and your router, you may also be able to plug directly into the router (for a more stable connection).
    b. If you have a desktop computer, you will need to determine whether you can use a network (AKA ethernet) cable or will require a wireless adapter.
3. Power
    a. Please be sure to safeguard your home and your Drew equipment with a surge protector.
4. Your Drew login credentials (username and password)
    a. If you have separate credentials for additional services (ex, PyraMED), be sure you know these as well.
    b. Everyone enrolled in Duo also needs their Duo approval method (For most people, this is their personal cell phone.)
5. If you will be asked to participate in video calls, you will need a video camera (webcam) and/or microphone that work with your computer (or a level of comfort using your cell phone with the chosen platform). Laptops usually have this equipment built in.

This list focuses on the technology needs. OWL Labs included a monitor, headset, keyboard, mouse, desk, chair, lighting and a surge protector in their equipment list. Many articles have been published with recommendations for setting up an office space at home - away from your bedroom is one common suggestion - so that you can work efficiently and comfortably. Here is one home office setup list from OWL Labs.

## Quick Links

- TreeHouse: treehouse.drew.edu
- Email: mail.drew.edu
- Drive: drive.drew.edu
- Calendar: calendar.drew.edu
- CloudPC: cloudpc.drew.edu
- Network Drives: myfiles.drew.edu
- Moodle: moodle.drew.edu

# Google: Gmail, Drive, Calendar

Access to your Drew Google services is the same from off-campus as it is when you are on-campus: Use the TreeHouse links, or navigate directly to the appropriate link above.

If you have a personal Google account, you may need to pay closer attention to which account you are logged in to (see Google's Sign in to multiple accounts at once page for more information).

Google Calendar gives you an option to add video conference (Meet is the default) to a calendar event. If doing this, remember that you will need to be set up with a video camera and microphone - your mobile phone may work. At Drew, most people are more comfortable with Zoom for video conferences.

## Network drives (MyFiles)

- Link: myfiles.drew.edu
- Instructions: MyFiles

Use this service to reach your personal F: drive or any department drives you have access to (usually listed in either O: or G:)

Note, if there is any sensitive information contained in the files, please use CloudPC instead.

**Tip**: Working within CloudPC allows you to access and edit network drive files without the need to download and upload through MyFiles. See Working With Network Drive Files in CloudPC for more information.

**Tip**: If you download files to work on at home, remember to periodically upload those files back to the network drive you got it from, so the network drive has a current copy.

## CloudPC

- Link: cloudpc.drew.edu
- Using CloudPC
- Working With Network Drive Files in CloudPC

There are many software services available in CloudPC, including the Office suite.

## Moodle

- Link: moodle.drew.edu

Moodle is a central location for important information about many classes at Drew.

Information about using Moodle can be found at Moodle Resources at Drew.

Faculty can also check out the Remote Instruction Resources Moodle course.

## Phone Calls

### Your Drew Phone

a. Set an away message
b. Checking voicemail

   i. Any voicemails received to your personal extension should also generate an email to your Drew address with a wav file recording of the message

      1. If you have not been receiving these emails, please email helpdesk@drew.edu from your Drew address - identify your extension
   ii. To call and check your voicemail, dial 973-408-4933
c. Placing calls
   i. Calling others from your home or cell phone may result in your number not being recognized and allowed to go to voicemail. Consider using email for most communications, or see below.
   ii. If there is concern about protecting your personal phone number when making a business call, consider dialing *67 followed by the number. This will hide caller ID for the phone call (but must be repeated every time you wish to hide your number).
   iii. If you wish to explore the possibilities with Mitel's "soft phone" features, please check out the information at Using your Drew phone from home and reach out to helpdesk@drew.edu to enable this option.

### Alternatives

In a situation where email is simply not adequate, consider the following alternatives.

- Zoom video call (you can disable the camera if desired)
- Google Meet video call

You may have heard of Google Voice, another Google service that allows you to both place and receive audio calls. Unfortunately, this service is not available on the Drew domain (nor is it free!).

## Offering Virtual Appointment Slots

Google has an option to add "appointment slots" to your calendar, with a link you can share for those interested in scheduling time with you. Check out Google's instructions at https://support.google.com/calendar/answer/190998?hl=en, and reach out to helpdesk@drew.edu if you have any questions.

## Remote meeting options

### Video

> ⊘ **Zoom Security**
>
> Zoom is always putting out updates to address various security concerns and enhance usability. Please be sure to install the most recent update when prompted!

- a. Zoom
    - i. A free Zoom account allows you to host group meetings up to 40 minutes in duration.
    - ii. You have access to a "Licensed User" account with your Drew login
        1. If you would like to request a Zoom Licensed User account, please log in at drew.zoom.us, then fill out this form.
    - 3. Information about using Zoom can be found at Drew University Zoom Video and Web Conferencing.
- b. Google Meet
    - i. NOTE: Drew recommends and supports Zoom for video meetings. This information is provided as a courtesy.
    - ii. This service is available through your Drew Google account.
    - iii. System requirements are listed at this Google support page.

New to video meetings? Take a look at these etiquette tips from OWL Labs, or these recommendations for screen-sharing prep or general video conferencing tips from How-To Geek.

Review Geek also published an article with suggestions for audio and video quality on these calls.

### Chat

We recommend **Google Chat**, a Google service available in your Drew Google account, for speaking with your colleagues while working remotely.

You can learn about Chat at our Google Chat Tech Help page, or at Google's Chat Help page.

A chat room could be invaluable to an office team accustomed to talking to each other through the walls! They can also be used to share files and images.

## Duo or Password troubles when working from home

### Prepare Now!

Follow these steps to avoid being locked out of your account.

1. Make sure you have a second way to approve Duo logins.
    - a. You can add another phone number or internet-connected device (iPad, for instance) if you have access to one
        - i. Steps to add an additional phone number/device can be found at New Phone and Duo
2. Make sure Drew has a current personal email address (not your @drew.edu account!) on file for you.
    - a. Visit the Students or Employees tab on TreeHouse and choose the "Update E-mail Addresses" link in the Personal Information box
        - i. OR if you are already logged in to TreeHouse, follow this link to View Email Addresses
    - b. To add a new email address, change the drop down to "Personal" and click Submit.

    **Type of E-mail to Insert:** Personal ▼

    Submit

    - i.
    - ii. OR click the link for an existing account to make changes (for instance, if you need to remove an account you no longer use)
    - c. Enter the new email address, a comment if desired, and click **Submit**.
    - d. Questions about adding or updating your personal email address can be directed to Human Resources (humres@drew.edu) or, for students, the Registrar's Office (regist@drew.edu)

**I Can't Log In!**

Please email helpdesk@drew.edu from an email account that is currently on file with Drew explaining the situation and requesting assistance. Be sure to provide as much detail as possible to reduce the need for back and forth questioning.

## Cleaning Your Cell Phone and Computer

The most important things to remember when you clean any electronic device are to (1) TURN IT OFF and (2) use any liquids sparingly.

Along the same lines, do not spray anything directly on to electronic equipment.

These articles offer additional tips:

- https://www.popularmechanics.com/technology/gadgets/a15895297/how-to-clean-laptop-phone-gadgets/
- https://www.komando.com/smartphones-gadgets/the-right-way-to-physically-clean-your-laptop-phone-tablet/576075/
- https://www.nytimes.com/2020/03/12/smarter-living/clean-your-phone.html
- https://www.howtogeek.com/663058/how-to-clean-and-disinfect-all-your-gadgets/ (this one has a section for game controllers, too)

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