Overview
This guide has been developed to provide TCCS staff with instructions to set up your remote workspace. This document is an overview and links in this document will take you to other locations for further detail and job aids which will assist in the set up. We recognize that there may be some hiccups as we transition to remote work. Your patience is appreciated as we work through issues.

IT Support
Separate detailed documentation is available at https://services.claremont.edu/it/get-help/documentation/ for most items in this guide. TCCS IT has installed a remote desktop support tool called ConnectWise on all TCCS laptops. This will allow IT staff to provide support for TCCS staff while they are working remotely.

TCCS IT may not follow its standard Thursday evening updates schedule. You will still see occasional automatic updates applied as we work to ensure everyone’s remote environments stay up-to-date and secure.

While TCCS IT will maintain a small onsite presence at ACC, most IT support will be provided remotely, even for those staff still physical onsite. When submitting “Help Desk” tickets, please include as much detail as possible including screenshots so we can more quickly assist with troubleshooting your issue. Please include a contact number to reach you directly by phone. Use the regular contact mechanisms for assistance:

ITHelp.Desk@claremont.edu
(909) 621-8196

Setting Up Your Equipment
If you need assistance setting up your equipment at home, please contact TCCS IT.
- ITHelp.Desk@claremont.edu
- (909) 621-8196

Getting Connected
Getting Online

If you need additional assistance getting your equipment online, please contact TCCS IT.
- ITHelp.Desk@claremont.edu
- (909) 621-8196

Confirm you can access the VPN (if needed)
Virtual Private Networking (VPN) provides a secure connection to on-campus resources. It is required by some services such as our local file share system (I Drive) and some department-specific software. From off campus you will need to use Cisco’s AnyConnect software to connect to such services and IT is ensuring this software is installed on all staff laptops.
• **Please do not connect VPN if not required to access the services you need to do your work.** We have a limited amount of VPN capacity that is shared by TCCS and multiple colleges. We need to make sure VPN capacity is available for those that must use it.

• **Open Cisco AnyConnect on your computer and be sure you can connect to The Claremont Colleges network.** See [https://services.claremont.edu/it/services/vpn/](https://services.claremont.edu/it/services/vpn/) for additional guidance.

Sign up for multiple Duo 2-factor authentication methods
To ensure you are able to access TCCS services that are protected by Duo, consider having multiple methods for completing the two-factor authentication through Duo.

• **Check your current methods and consider adding additional methods.** See [https://services.claremont.edu/it/services/duo/](https://services.claremont.edu/it/services/duo/) for additional guidance.

Access Your Files

If your files are stored in Box

- Verify you can access Box via the web at [https://cucclaremont.account.box.com/](https://cucclaremont.account.box.com/).
- Make sure you can access your files via Box Drive.
- See [https://services.claremont.edu/it/services/box/](https://services.claremont.edu/it/services/box/) for additional guidance.

If your files are stored on iDrive

- Ensure you can access the VPN as described above.
- Verify you can access the iDrive. See [https://services.claremont.edu/it/services/idrive/](https://services.claremont.edu/it/services/idrive/) for additional guidance.

If you are unsure where your files are stored

- Contact IT for assistance at ITHelp.Desk@claremont.edu or (909) 612-8196.

Communicating with Customers and Colleagues

Prepare your office phone number

Ensure you can receive voicemails over email or

- Call your office phone number and leave yourself message. If you do not receive a copy of the message via email as an audio attachment, contact IT to have this feature enabled.

Forward your office phone number to another phone (e.g. your cell phone) or

- See [https://services.claremont.edu/it/services/telephone-and-conferencing/call-forwarding/](https://services.claremont.edu/it/services/telephone-and-conferencing/call-forwarding/) for guidance on forwarding your office phone number to an off campus number.

Use a program on your computer to make and receive calls from your office phone number

- **This option is not yet available but is being worked on by IT. Information will be provided at [https://services.claremont.edu/it/services/telephone-and-conferencing/remote-phone-connectivity/](https://services.claremont.edu/it/services/telephone-and-conferencing/remote-phone-connectivity/) once this option is available.**
Document your office phone number

- Make sure your office phone number is up-to-date in Workday. This will ensure it is also up-to-date in the TCC Phone Directory at http://phone2.cuc.claremont.edu/PhoneDirectory/Contacts/Index. For additional guidance, see the “Update Contact Information” link on the Intranet home page.

Ensure you have a Zoom account

Zoom is an audio and video conferencing tool you can use to hold remote meetings. Staff with Basic accounts can attend meetings, host meetings with 2 participants with no time limits, and host meetings with 3 or more participants for up to 40 minutes. Staff with Licensed accounts can attend meetings and host meetings with up to 100 participants with no time limits.

- Login to Zoom at https://tcc-services.zoom.us/ to ensure you have an account.
- Determine the type of account you have by going to https://tcc-services.zoom.us/profile and looking for “User Type” on the page.
- Consult with your supervisor if you have a Basic account and believe you need Licensed. All supervisors are authorized to request Licensed accounts for their staff.
- See https://services.claremont.edu/it/services/zoom-web-video-conferencing/ for guidance on utilizing Zoom.

Consider using Microsoft Teams

Microsoft Teams is a unified communications tool that TCCS has not yet begun to utilize but is available to all TCCS staff. It provides a chat function that Zoom does not. It is also an alternative to Zoom for conferencing.

- Alternatively, the Teams application should already be installed on your laptop.
- See https://services.claremont.edu/it/services/microsoft-teams/ for guidance on using Teams.

Accessing Your Software

Standard installed software

The following software has been pre-installed on all TCCS laptops:

- See https://services.claremont.edu/it/services/remote-work-laptops-software/ for a list of all software that was pre-installed on TCCS laptops deployed to facilitate remote work.

Web based software

A list with links to commonly used software and applications on the web is available at:

- https://services.claremont.edu/it/services/remote-work-laptops-software/

Additional software needs

Please contact IT for assistance if you need software that you cannot find on your laptop or on the web.

- ITHelp.Desk@claremont.edu
- (909) 621-8196