



Remote Access and Telework Guide

Updated for Spring 2021 Semester

Purpose: The purpose of this guide is to inform and assist the TCC user community with tools, techniques, policies and procedures surrounding remote access and telework. When considering your remote access needs, think in terms of what specifically you need to access to while away from your normal “on-site” work setup.

Section 1: VPN Access

VPN is often used synonymously with remote access, and for good reason -- businesses and organizations of all sizes have been using VPN technologies for many years to provide a means to connect users physically away from their normal office or work location to information resources “inside” the firewall. But with the expansion of “Cloud Computing”, more and more of these systems can be accessed without the use of a VPN. TCC has a robust and secure VPN system in place, but it may not even be needed depending on what it is you are trying to access.

Information Resources you can access **without** a VPN connection (not an exhaustive list):

MyTCC Portal	E-mail	Jagger/SciQuest
SharePoint	OneDrive	Blackboard
Concur	Skillsoft	ProcessMaker
Starfish	DegreeWorks	PeopleAdmin
Skype for Business	Microsoft Teams	Maxient

Information Resources you **need** a VPN connection to access (not an exhaustive list):

Banner Cognos	Network Shared Drives	Remote Desktop
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If you are unsure about if you need VPN or not, please e-mail telework@tulsacc.edu, and provide them with the applications or resources that you need access to and an IT representative will contact you ASAP.

Section 2: OneDrive

OneDrive is a powerful hosted file storage solution that we have as part of our Office 365 deployment. Every TCC user has 5 terabytes of available storage capacity. Files you store in OneDrive are accessible only by you, but you have the option of sharing them to collaborate with your TCC co-workers and peers. If you typically store files in “My Documents” or elsewhere on your TCC computer, you should consider moving them to OneDrive. Once your files are located in OneDrive, they are securely available to you from any web connected device, such as a home PC, laptop or tablet (even most Smartphones).

However, there are some important guidelines that should be followed when utilizing OneDrive. OneDrive is not intended for the storage of files which might be considered to contain sensitive or confidential information. Examples:

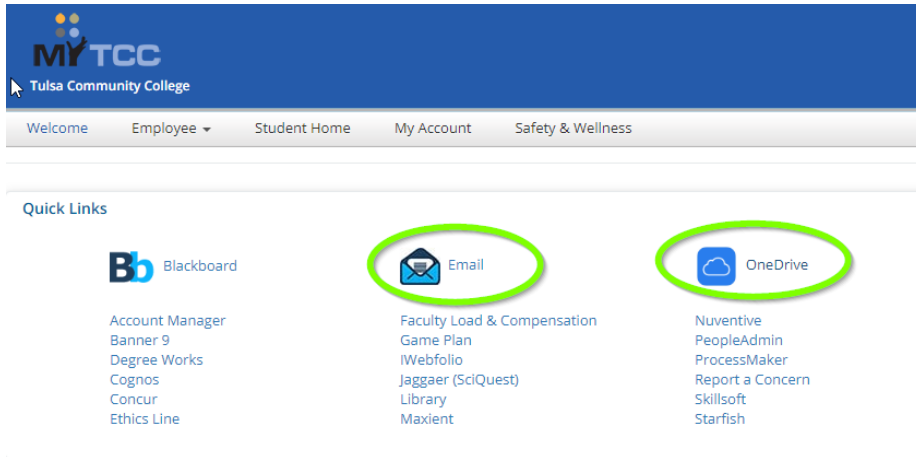
- Social Security Numbers
- Bank account or credit card information
- Data protected by the Family Educational Rights and Privacy Act (FERPA)
- Data protected by the Health Insurance Portability and Accountability Act (HIPAA)
- CWID and Login/Password information
- Student information including grade records which may also be protected under FERPA

The full Acceptable Use Policy (AUP) for TCC's OneDrive service can be found here.

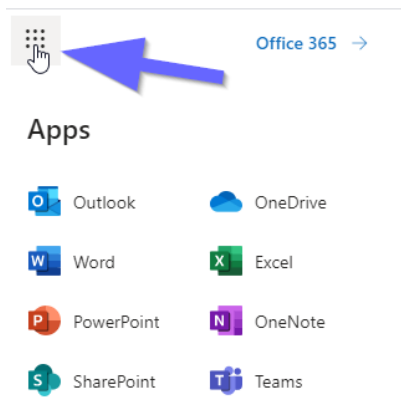
https://mycontent.tulsacc.edu/Adopted_User_Awarness_Standards/TCC_OneDrive_AUP.pdf

Section 3: Office, Outlook and E-mail

There are web versions of all Office 365 applications available from the MyTCC page. From the MyTCC landing page, you can click on the E-mail or OneDrive buttons to be taken directly to those applications.



But did you know you can access all the Office Web Apps by using this navigation box?



Did you also know that TCC Employees are entitled to download and install a full version of Office 365 on their personally owned Mac or PC? To do this, click on this link (if you aren't already logged into MyTCC, you will be prompted to login)

<https://mytcc.tulsacc.edu/web/home-community/software-downloads>

Once you are on that page, click on the Install Office link and follow the prompts. It should automatically pre-select the correct version for your computer.

Microsoft Office 365 ProPlus Download

Office

Install Office 365 ProPlus

This will install the following apps on your computer: Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype for Business, OneDrive for Business

Word Excel PowerPoint OneNote Access Publisher Outlook Skype for Business OneDrive for Business

Step 1: Install Office (Need help? Read the Installation and Support Guide)

Step 2: Activate with your Office 365 Organizational Account from your school.

Includes Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype for Business, OneDrive for Business.

Note: This download allows for five (5) downloads and is active as long as you are an enrolled student.

Apps & devices

Office

Language English (United States) Version 64-bit Install Office

DEVICES

Skype for Business

Language English (United States) Version 64-bit Edition Skype for Business Basic Install Skype

Get Office on your phone or tablet
iOS | Android | Windows

Section 4: Shared Drive/Folder Access

If you and your teammates use a shared drive (often mapped to a drive letter), you won't be able to access it without a VPN connection. If it is imperative to access to the shared drive while away from your TCC office, there are two ways TCC IT can accommodate this, depending on the scenario:

1. If you have a TCC-issued laptop, we can install the VPN client on it and you can access shared drives/folders similar to the way you do at work.
2. If you don't have a TCC-issued laptop to use remotely, but do have a personally owned computer, we can work with you to get VPN installed and show you how to use a remote desktop connection to remote control your TCC desktop as if you were in the office.

Section 5: Telephones and Voicemail

TCC is beginning a migration to an entirely new VoIP-based telephone system beginning in the Spring 2021 Semester. This will offer much more flexibility to use your TCC phone number from anywhere.

On the current TCC telephone system, if you find you need to forward your TCC phone to an alternate number (within the 918 area code), here is how to do that (this must be done directly from your TCC Multi-Line or VoIP desk phone).

1. Press the Forward button
2. Enter number to Forward to be sure to include the 9 as first number (9918xxx-xxxx)
3. Press forward again arrow will stay lit on the Forward key and the display will read CFWD
4. To cancel Call Forward press Forward button (on some VoIP phones, you may be presented with an OK and Cancel prompt, choose Cancel)
5. Phone will return to normal status and Date and time will show on screen without CFWD showing.

To check your office voicemail from off campus, dial 918-595-7350 and follow the usual prompts to enter your extension and passcode. If you need some kind of special telephone accommodation, please send an e-mail to the telework mailbox.

Section 6: Collaboration Tools

Skype for Business and Microsoft Teams can both work without a VPN connection as can web-based tools like Zoom and WebEx and similar tools for online collaboration. If you do not yet have a Zoom Pro account, you can request one by sending your name and T# to telework@tulsacc.edu.

Section 7: General "Dos and Don'ts"

Dos:

- Be familiar with and follow TCC IT Policies regarding computer and network usage, these are in the [Employee Handbook](#) as well as in the IT Services section of the [Policies and Procedures page on myTCC](#)
- Always be vigilant and "cyber-smart" in everything you do online.

Don'ts:

- Put TCC related files of any kind on unapproved file-sharing services like DropBox etc

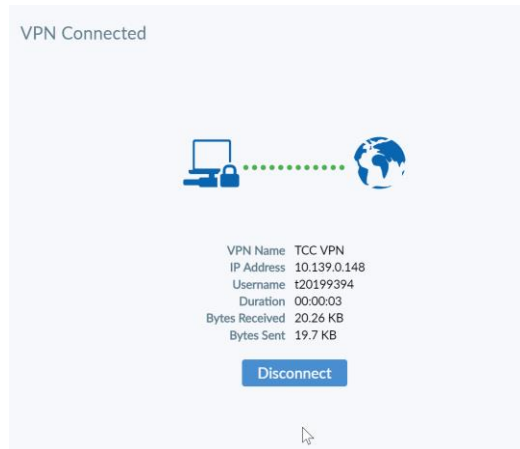
Section 8: Changing your domain password on a TCC laptop while working remotely.

Background: With the continuation of the remote/work-from-home scenario for a large portion of the TCC workforce, some users may encounter the need to change their password. For those using TCC issued laptops remotely, special care needs to be taken in how the password is changed, otherwise complications may arise that result in having to use two passwords to operate. It is advised that those working remotely with TCC laptops do not change their passwords via the self-service tool on the MyTCC login portal, but use the procedure detailed in this guide. This guide will demonstrate a process whereby they can change their password so it is recognized both by the Active Directory domain, and their remote laptop, thereby avoiding a “dueling password” scenario.

Process:

1. On the remote laptop, initiate or confirm that you have an active VPN connection with the FortiClient VPN software (this cannot be done via the Web-based VPN).

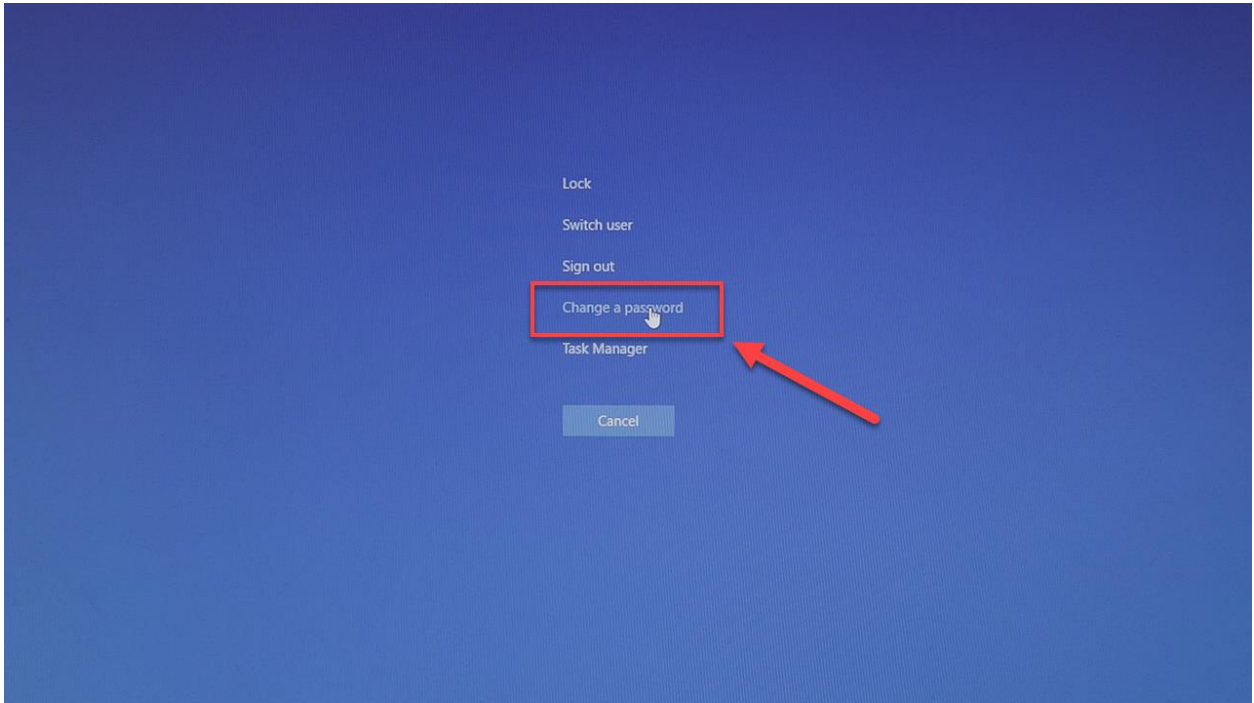
In the FortiClient GUI:



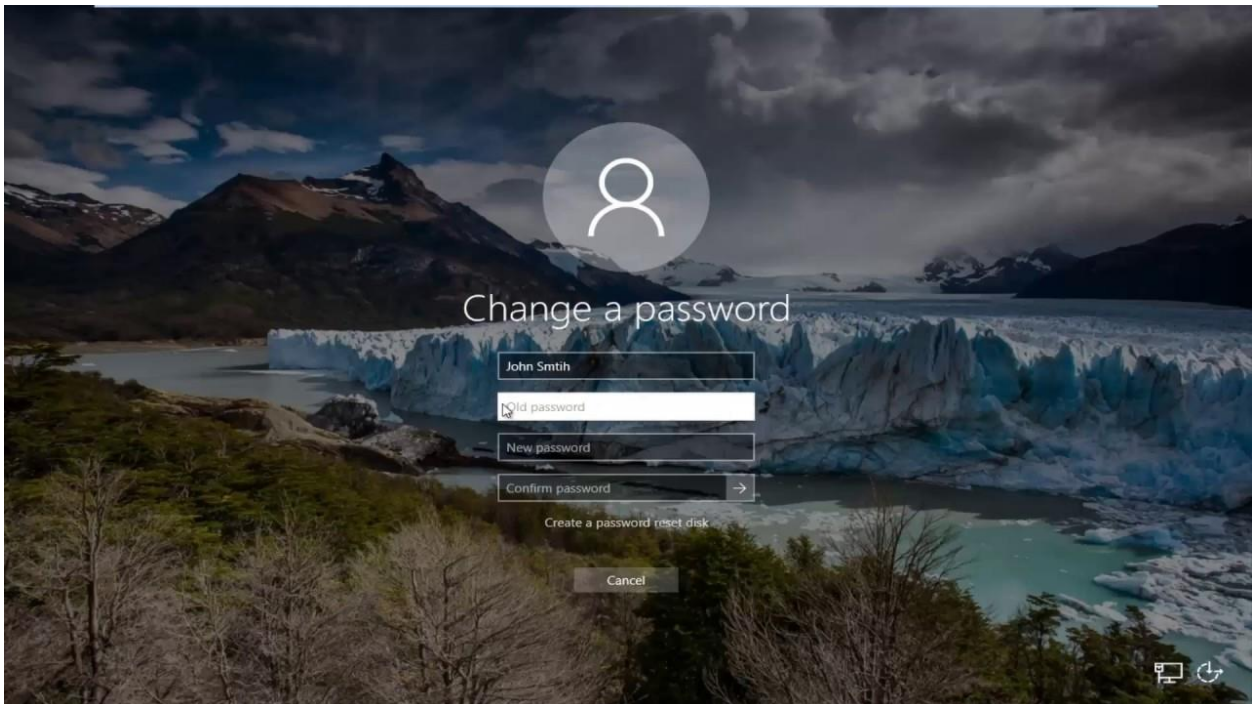
Or look at status icon in the System Tray: it should have a padlock symbol when it is connected



- From Windows Explorer, press CTRL-ALT-DEL to bring up the following command screen:



- Click on Change Password, which will bring up a change password screen similar to this, where the top box displays "TCCNET\Txxxxxxx" and fields to enter your current password, and then fields to enter and confirm your new password:



- Enter your current password in the "Old Password" Box, then TAB or click into the New Password box and enter your new password, and TAB or click in the Confirm Password box and enter that new

password a second time. At that point, press ENTER or click the Confirm arrow on the right side of the Confirm Password field to commit the password change.

5. You should receive a "Password change successful" message if it is accepted, at which point that is your new password going forward for that laptop, your office desktop, MyTCC and any other devices you may access e-mail from, such as a tablet or smartphone. **We recommend that you update your password on these devices ASAP to avoid your account getting locked.** If your new password is mismatched with the confirmation, you will get an error indicating that, please re-enter and confirm your new password. If you still have problems changing your password, please contact Call2000 or send an e-mail to telework@tulsacc.edu for further assistance.

Section 9: IT Support Procedures

There are two primary options to contact TCC IT for support:

1. Call2000: Call ext 2000 from on campus, or 918-595-200 from off campus, and an agent will create and assign an IT Support Ticket. Alternatively, you can send an e-mail to: call2000@tulsacc.edu. Be sure to include a detailed description of the issue or problem, and the best method to contact you.
2. Telework mailbox (telework@tulsacc.edu): IT Support will continue to staff the telework mailbox during the Spring 2021 Semester. The TCC Telework mailbox will be staffed from 8AM-5PM M-F (closed during holidays and other TCC-wide holidays/closures). If you e-mail the telework team, please include as much information as you can about the nature of your request or problem, and always include best way to reach you.

Section 10: Loaner equipment

In March/April 2020, TCC completely locked down campuses. During that time, TCC IT had to rapidly enable faculty and staff to work remotely, so loaner laptops were provided as were a large number of mobile Wi-Fi hot spots for those that lacked Internet access at home. Fast-forward to 2021 and while operations are still great modified, campuses are widely accessible.

- Loaner laptops: IT maintains a very small number of loaner laptops for emergency use, but we must qualify each request to ensure there is a true need. In many cases, a personally owned PC or Mac can be used to access needed TCC systems without VPN, and VPN can be used to access an employee's TCC desktop and systems that require it.
- WiFi Hotspots: We are winding down the hotspot program because it is extremely expensive and campuses are accessible again. WiFi hotspots currently loaned out will start to be collected and deactivated by end of Q1 2021, and we are not issuing new ones except in very rare emergency circumstances
- USB Webcams: We do have a reserve of USB webcams and can issue them to TCC faculty or staff that need one to use with a home computer (or a desktop on campus).
- Adjunct Faculty: We are not in a position to provide laptops for all adjuncts, but can provide USB webcams should they have a home PC that needs one. There are options available should they lack any kind of PC at home, and they should have their dean or academic dept chair e-mail the telework mailbox with the specifics.