



UMES Work from Home Guide

March 13, 2020

UMES is able to support working from home for most office staff and faculty.

Helpdesk support:

Phone : 410-651-8324 or 410-651-7555

Ticket posting: [Help.umes.edu](http://help.umes.edu)

Helpdesk staff will have calls routed to their cell phones. If you need assistance, please contact the desk at 410-651-8324 or 410-651-7555. **Calls will be answered between 7:00AM and Midnight**, seven days a week through April 6, 2020. This may be extended by the president. You may also post a Helpdesk ticket at help.umes.edu . Staff will be monitoring the ticket system. Additional information can be found Helpdesk Knowledge Base, wiki.umes.edu.

Computers and internet access.

In order to work from home you will need internet access and a computer. Be sure to take a laptop home with you, if you do not have a computer at home. **IT has a limited number of laptops to loan. If you need a laptop, please come to the Helpdesk in Waters Hall. Also, please remember to leave your office computer turned on so that, if needed, you can remote connect to your computer.** Further instructions are provide below under Remote Connection to your office computer. IT cautions **against** using any public Wi-Fi for work purposes in a store, restaurant, coffee shop, hotel, library or other public location. This is a potential security risk.

Accessing computer software from home

All major systems are accessible via the web. Major systems include Quali (financials), PHR (human resources), Hawkweb (PeopleSoft), Google email, Google Calendar, Google Meet (conferencing), and Google Drive (file storage). Other special use software used by different departments may also be accessible over the web. **Please check your access to the applications immediately. These can be checked at any time from a home computer or laptop.** If you have any questions, please contact the Helpdesk (410-651-8324) or (410-651-7555) or your manager.

- Campus Portal – the Campus Portal, which provides access to major systems is available from off campus at mycampus.umes.edu. If you have been locked out or cannot remember your password, you can answer the security questions and create a new password. See the “Forgot Password?” button on the mycampus.umes.edu page. If you have not set up your security questions, contact the Helpdesk at 410-651-8324 .
- Office 365 – you can access all of the Microsoft Office tools through the Office 365 button once you log into the UMES Portal. You can also access these tools at www.office.com with your UMES logon credentials.
- ImageNow (Perceptive Content) – this product can be access through desktops.umes.edu . Log on to the VMware Horizon connection with your UMES credentials as usual. Perceptive Content link is on the right side of the page. If you do not normally have access to ImageNow, you will not be able to connect.
- Quali- the Quali financials system is accessible from office campus at kualifinancials.umd.edu/kfs . If you have the **Ciscoanyconnect** VPN client on your computer, you will be able to connect with your UMD username and password. This is not your UMES username and password. You should have setup the UMD credentials up already. You will need to dual authenticate with **DUO** as you do in the office. You can download the VPN software from terpware.umd.edu/Windows/title/1840 . You can reobtain help with Quali via email at <mailto:fp-kfs-support@umd.edu> <fp-kfs-support@umd.edu> or by phone at 301-405-2603 . If you do not have the Cisco VPN on your computer, you will not be able to access KFS.
- Payroll and Human Resources System (PHR) – can be accessed at phr.umd.edu or through the mycampus.umes.edu portal. If you just need to access your timesheet, you can do so at mycampus.umes.edu. Look just below the Login button. Dual authentication using **DUO** will be required

Accessing your needed files

- **Google Drive** – consider copying files to your Google drive. Google Drive is a part of the Google suite. And posts your files to a cloud drive that is secure and accessible from anywhere. You can get more information Drive and other Google tools can be found at <https://wiki.umes.edu/display/ITKB/Google+Apps+Training+and+Tutorials> . For security reasons, we do not recommend copying files to a Flash drive or Thumb drive.
- **Remote access to your network drives** – you can access your network drives from desktops.umes.edu . Once you have desktops loaded click on **Windows 10 Remote work**. Once the virtual desktop load, click on the file folder at the bottom.
- **Remote connection to your office computer** – **You can also remote connect to your office computer. **You must leave your office computer powered on when you leave campus**.** You can set yourself up for remoting. Find instructions at <https://wiki.umes.edu/display/ITKB/Remote+Work> if you have a problem, please submit a help ticket at help.umes.edu

Forwarding your office phone to a cell phone

You can set your office phone to send calls to your cell phone. This must be done before you leave campus. It cannot be done from anywhere but your office. ALL office calls will then route to your cell. Detailed instructions for routing calls will be added here shortly.

Checking your voicemail from home

If you do not forward your calls, you can still check your voice mail from home. The voice mail system can be reached at 410-651-7980. Follow the same process that you follow in the office. This may not work with Cisco VOIP phones. Most of these are in the EASC.

Video phone conferences

Video Conferences for office meetings or any type of meeting can be scheduled easily. You set up video or voice conference calls using the Google Calendar/Meet. Instructions can be found <https://www.umes.edu/IT/Content/IT-FAQs-and-Tips/>. You just set up a meeting with time and date and then Add Conferencing. This creates a video link for video calls and also a phone number for conference calls. Just add the attendees and **SAVE**.

IT FAQs

There is a new IT FAQ page. You can get to it at this location <https://www.umes.edu/IT/Content/IT-FAQs-and-Tips/>