

How should I communicate by telephone while working from home?

Users may have the option to forward their office phone to their cell phone. Make sure that your voicemail message is professional.

What type of internet connection will I need at home?

A high-speed internet connection is preferred. Remember, applications are slower to respond when working remotely via internet links versus being in the office. Access databases and file and print servers do not perform well across slower internet connections. Larger neighborhoods with shared infrastructure tend to have slower connections during peak hours. Streaming internet and TV can drastically slow a connection, so you might need to reduce other household use of your internet bandwidth while you are working remotely.

What user access do I need?

Users only needing Open LMS (Moodle), Google/Google Drive, Starfish and Stormtrac/Student Planning will not need to utilize VPN (virtual private network) access. Users accessing Colleague UI directly or network share drives will need VPN. Users are encouraged to disconnect VPN connections when not needed.

NOTE: when using a college laptop and especially when connect to VPN, you should follow the same guidelines as if using a computer on campus. Personal browsing should be limited to personal devices and use of the device is for your job duties, software that is not part of your job duties should not be installed, and when working with student and employee information be mindful of your surroundings so that information is not available to anyone that would not have access otherwise.

Is VPN access required for the full workday?

This will depend upon your work assignments and projects, but if it isn't, consider disconnecting the VPN until access is needed again.

What tools are available for remote work collaboration?

The Google or G-suite is available, including Google Meet (Hangouts), and Blackboard Collaborate can be used for remote conferencing.

Can I use a personal device to telework?

Per the DCCC IT Policy, VPN access is only available on College owned devices. If users do not need access to VPN and use a personal device be sure it is patched to the latest version of software including antivirus.