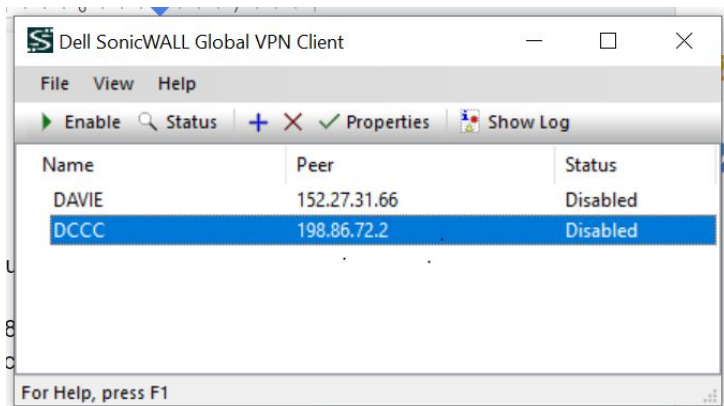


DCCC Teleworker Quick Reference Guide

IT Support Tickets: Using your DCCC Email email itsupport@davidsonccc.edu for technology support needs, including password reset, VPN, network share, and phone support. See the College intranet > [IT page](#) for more information.

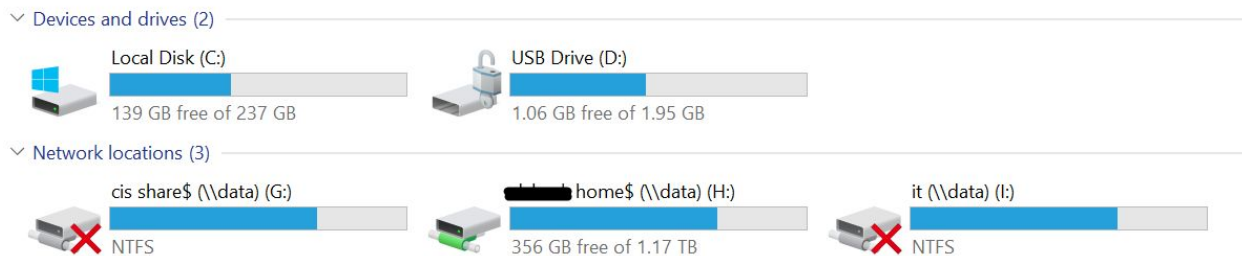
Checking Voicemail: Users may dial 336.224.4600 and follow the prompts. Enter your extension then your pass code and you will hear the menu like checking from your desk phone.

VPN: *Access is based on approval from Senior Leadership.* Open the SonicWall Global VPN client, double-click the connection with 198.86.72.2 as the peer and enter your Stormtrac username and password (do not include @davidsonccc.edu). Disconnect/disable it when not conducting College business.

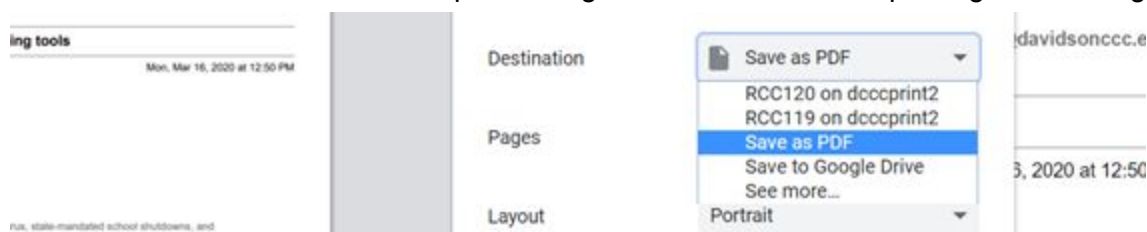


Shortcuts and Links: Links to most systems are provided on the College [intranet](#) on the left side under Colleague Links. Other links can be found on the College website under Faculty & Staff resources. Program specific applications may be found in Open LMS (Moodle) or through other College resources.

Securing Data: If you have the need to download data that includes sensitive information both FERPA or otherwise you should save this to a shared network folder while on the VPN. All users have an H: drive that should show up under your computer settings. Saving data to a laptop that could be stolen or compromised poses a risk to securing campus data. To access the downloaded data you would need to continue to stay connected to the VPN.



Printing Alternative: While connected to the VPN you can print to campus printers. However, you can also save files to the aforementioned network share folder. From email you can select to Save an email as PDF from the print dialog, and save it for future printing or attaching.



Faxing: The College does **not** have an approved digital fax solution. Users should not use “open” or “free” digital fax solutions as these solutions have not been vetted for security and to ensure they follow necessary guidelines to protect student and employee data.

Forwarding Phone Extension: *Access is based on approval from Senior Leadership.* Instructions are shown in this video and apply to most phones:

<https://www.youtube.com/watch?v=qkKQ0-eKrw4>

Please be aware there may be settings IT has to adjust on your phone for this to work.