Remote Tools, Tech & Security

Employment Engagement Series 2020

June 16, 2020
Presented by:
Lisa Hall, Executive Director of Business Productivity Solutions
Dennis Leber, Chief Information Security Officer
Agenda

• Remote Tools & Tech – Lisa Hall
  – Zoom
  – SharePoint
  – Teams
  – OnBase

• Security – Dennis Leber
Remote Work website

THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

Information Technology Services (ITS)

Phishing Emails
Concerned about Phishing Emails? This notification from Dennis Leber, CISO tells what to look for in emails to spot the phish and how to report these emails to the right people. Forward suspicious emails to abuse@uthsc.edu.

Examplify 2.0.2 Software
If you are on a Mac OS version earlier than Catalina, you need to download Examplify 2.0.2.

Need help adjusting to being at home? We have resources!
- Faculty and Staff Resources
- Student Resources

TICKET SERVICES
Information Technology Services (ITS) is responsible for providing modern and user-friendly technology services to the campus community and visitors through our eight divisions:

https://uthsc.edu/its/
Remote Work website

https://uthsc.edu/its/remote-work/index.php
Remote Work website

WFH Tip of the Day
Tell Me in Word. Ever wish you could just tell Word what you wanted to do? You can! From the Home tab, just look to the top, far right of the toolbar for Tell me what you want to do (just Tell Me for Mac users). Then just enter what you need (i.e. Grammar check).

Remote Desktop
Need to reach your computer at work? If you have remote desktop functionality enabled on your work computer, you can reach it from home.
Instructions
- PC to PC setup
- Mac to PC or Mac setup

Teams
Teams is a place for coworkers to chat, meet, collaborate, share notes and files, and video chat.
Teams Tutorials
Access Teams through the O365 portal or by app if you've downloaded O365.

Audio/Video
Listen and speak clearly with others.

Antivirus
If you are using a personal device for work, it must have up-to-date antivirus/anti-malware software on it. NOTE: Antivirus is already installed on UTHSC-owned devices.
Download Antivirus software

Remote Tools & Tech

O365
Office 365 allows you to create and edit files; store files in OneDrive, SharePoint, and other apps; collaborate and communicate with colleagues; and access a variety of other services.

VPN
VPN is used to connect securely to the UTHSC network to reach resources restricted to on-campus access such as SAP, VoShare, and axiUm (O365 doesn't require VPN). If something doesn't seem to be working correctly, try using VPN. Download VPN

Teaching Remotely
TLC has some great resources for teaching remotely. This includes preparing to move your course online, course development tools, and lecture, communication and assessment tools.
Ask a question or request a face-to-face meeting

Your Office Phone
Your office phone can still be an important way for others to stay in touch with you. You can check voicemail messages remotely or forward your office phone to the desired location.

Fitness!
Feeling antsy? No gym? No problem!
Follow the Fitness Center on Instagram for exercises tips and take the 28 day challenge at https://uthsc.edu/its/remote-work/index.php

Mental Health
Even during the most challenging times, your health remains a top priority. From virtual visits for medical concerns, to help dealing with stress and anxiety, you can get help at https://uthsc.edu/its/remote-work/index.php

https://uthsc.edu/its/remote-work/index.php
Zoom

Problems with Zoom?
You must sign in to Zoom using the SSO option to have it work properly. Not sure if you used SSO? Sign out of the app (click the icon in the top right corner and choose Sign Out) then click the Sign in with SSO button. Enter tennessee (all lowercase) as the domain, then enter your NetID/password in CAS. Unless you sign out again, you only have to do this once.
Remote Work website

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Troubleshooting
- Internet Problems
- Computer Problems
- Camera Problems

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Zoom Overview – Cheat Sheet

ZOOM OVERVIEW

INITIAL SET-UP FOR NEW USERS
(to be completed only once):

CREATE A ZOOM ACCOUNT
1. Go to https://tennessee.zoom.us
2. Click Create or Edit Account button
3. Login with your UTHSC NetID and password
4. Click SIGN OUT

DOWNLOAD THE ZOOM APP – MAC
1. Go to https://tennessee.zoom.us
2. Click Download Zoom
3. Open zoomuninstaller.pkg in the downloads folder
4. Click Keep for Security Reasons if message appears
5. Click Continue after message, “This package will run a program to determine if this software program can be installed”
6. Type Company Domain: Tennessee and click Continue
7. Welcome to Zoom Installer screen will appear
8. The Zoom App will appear and you can Join a Meeting or Login

SCHEDULE A MEETING
1. Click Schedule to set up a future meeting
2. Type in the Topic
3. Select Start Day, Start Time, and Meeting Duration
4. Select Calendar option
5. Click Schedule (Note: Event will be added to selected calendar)

START A MEETING
1. Click Start Without Video to start a meeting sharing your desktop or application
2. Click Start With Video to start a video meeting

JOIN A MEETING
1. Click Join to join a meeting that has already started
2. Type the Meeting ID or Meeting Room Name
3. Click Join

DURING MEETING:

INVITE ATTENDEES
Invite by Email:
1. Click Invite on the Zoom menu bar at bottom of Zoom screen

Invite by a Room System (call-out):
1. Click Invite on the Zoom menu bar at bottom of Zoom screen
2. Click Invite a Room System
3. Select Call Out to an H.323/SIP Room System to invite people to a meeting and enter an IP address or H.323 number
4. Select H.323 or SIP and click Call

MANAGE PARTICIPANTS
Click Manage Participants to manage the participants

SHARE SCREEN
1. Click Share Screen
2. Select the window or application you want to share
3. Select, if needed, one of the following options:
   • Share computer sound when screen sharing
   • Optimize for full screen video clip
4. Click Share Screen

CHAT
1. Click Chat to send a group chat to a selected group
2. Select a Group from the left side of the screen
3. Type in a message and press Enter

https://uthsc.edu/its/business-productivity-solutions/training/zoom/index.php#cheat-sheet
Zoom – Open Zoom
Zoom Home Page

Remote Tools & Tech
Zoom – Profile & Settings
Zoom – Profile
Zoom – Profile

Need more time? Have more than 20 people? Need to setup a Co-Host? Request a Zoom Licensed account by submitting the [Zoom Licensed Request Form](#).
Zoom – Settings
Zoom – Settings

- General:
  - Start Zoom when I start Windows
  - When closed, minimize window to the notification area instead of the task bar
  - Use dual monitors
  - Enter full screen automatically when starting or joining a meeting
  - Automatically copy invite link once the meeting starts
  - Ask me to confirm when I leave a meeting
  - Show my connected time
  - Remind me

- Virtual Background:
  - Reaction Skin Tone:
    - 😊😊😊😊😊😊😊

View More Settings
Zoom – Recordings

Settings

- General
- Video
- Audio
- Share Screen
- Chat
- Virtual Background
- Recording
- Profile
- Statistics
- Keyboard Shortcuts
- Accessibility

Local Recording
- Location: C:\Users\John\OneDrive - Uri
- Open
- Change
- 325 GB remaining

- Choose a location for recorded files when the meeting ends
- Record a separate audio file for each participant who speaks
- Optimize for 3rd party video editor
- Add a timestamp to the recording
- Record video during screen sharing
- Keep temporary recording files

Cloud Recording
- Manage my cloud recording
Zoom – Scheduling a meeting #1
Zoom – Scheduling a meeting
Zoom – Scheduling a meeting

- Enable Waiting Room
- Enable join before host
- Mute participants upon entry
- Only authenticated users can join
- Automatically record meeting

Alternative hosts: tlbrown@tennessee.edu

Schedule button
Zoom – Scheduling a meeting #2

1. Within the Outlook App, click the red *Store Add-ins* (or Get Add-ins on Macs) in the ribbon.
2. Search for Zoom for Outlook.
3. Click *Add* at the bottom of Zoom for Outlook.
4. When creating a new meeting in Outlook, select the *Add a Zoom Meeting* button on the ribbon.
5. You may be asked to log into Zoom. **You must click SSO and enter tennessee in all lowercase in the Domain field, then sign in with your NetID/password.**
6. Your meeting info (link, call in numbers, password (if set), etc.) is added to the meeting invite. Add users, date, and time.

For Outlook on the Web, click on the Zoom icon. The Zoom invite will be added to the invitation.
Hi there,

Lisa M Hall is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: https://tennessee.zoom.us/j/97119829518

Or iPhone one-tap (US Toll): +13017158592,97119829518# or +13126266799,97119829518#

Or Telephone:
Dial:
+1 301 715 8592 (US Toll)
+1 312 626 6799 (US Toll)
+1 646 876 9923 (US Toll)
+1 253 215 8782 (US Toll)
+1 346 248 7799 (US Toll)
Remote Tools & Tech

Zoom – Scheduling a meeting #2

Advanced Options

- Recurring meeting
- Enable join before host
- Mute participants upon entry
- Enable Waiting Room
- Only authenticated users can join
- Automatically record meeting
- Insert Zoom meeting invitation above existing text

Select a language for meeting invitation:

- English

Alternative Hosts

- tlbrown@tennessee.edu;
- mpelham@tennessee.edu
Zoom – Why use a Co-Host?

• If you are scheduling a meeting, but will not be attending. (e.g. Interviews)
• Especially if the co-host will need to share their screens with participants. (e.g. Admin scheduling meeting for VC)
• Co-host becomes the host, in the absence of the host.
  • E.g. Network issues

**Alternative Host is a great feature for meeting flow**
Zoom – Managing the Session

Lisa M Hall
Zoom – Managing the Session

Lisa M Hall

Allow participants to:
- Share Screen
- Chat
- Rename Themselves
- Unmute Themselves

Lock Meeting
Enable Waiting Room
Zoom – Managing the Session

Lisa M Hall

Participants  Alt+U
Invite  Alt+I
Chat  Alt+H
Record on this Computer  Alt+R
Record to the Cloud  Alt+C
Polls
Breakout Rooms
End

More

Security
Share Screen
Start Video
Mute
Zoom – Managing the Session
Zoom – Chat

Lisa M Hall
Zoom – Polls

Add a Poll

What do you like most about working from home?

- Single Choice
- Multiple Choice

1. I can get so much done when I am focused
2. No commute
3. I get to sleep later
4. I’m saving money by not eating out
5. I can walk my dogs at lunch time

Answer 6 (Optional)
Answer 7 (Optional)
Answer 8 (Optional)
Answer 9 (Optional)
Answer 10 (Optional)

Delete

Add a Question

Save  Cancel
Zoom – Polls

Edit Meeting Polls
You have created 1 poll for this meeting.

<table>
<thead>
<tr>
<th>Title</th>
<th>Total Questions</th>
<th>Anonymous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll 1: Working Remotely</td>
<td>1 question</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Add
Zoom – Polls

Polling 1: Working Remotely Poll

1. What do you like most about working from home? (Multiple choice)
   - I can get so much work done, when I am focused! (3/3) 100%
   - No commute! (3/3) 100%
   - I get to sleep later! (3/3) 100%
   - I’m saving money by not eating out! (2/3) 67%
   - I can walk my dogs at lunch time! (2/3) 67%

Attendees are now viewing questions 3 of 3 (100%) voted

Launch Polling

End Polling
Zoom – Polls

Polling 1: Working Remotely Poll

Polling is closed 2 voted

1. What do you like most about working from home? (Multiple choice)

   I can get so much work done, when I am focused! (3/2) 150%

   No commute! (3/2) 150%

   I get to sleep later! (3/2) 150%

   I'm saving money by not eating out! (2/2) 100%

   I can walk my dogs at lunch time! (2/2) 100%

Sharing Poll Results

Attendees are now viewing the poll results

1. What do you like most about working from home? (Multiple choice)

   I can get so much work done, when I am focused! (3/2) 150%

   No commute! (3/2) 150%

   I get to sleep later! (3/2) 150%

   I'm saving money by not eating out! (2/2) 100%

   I can walk my dogs at lunch time! (2/2) 100%
Upcoming Project

Zoom HIPAA

- Working with Zoom & UTK to strengthen Zoom security even more.
- Roll out to campus scheduled for July 21st.
- Watch for instructions and complete as soon as possible.
Other Tools

Microsoft O365

- OneDrive – use for your work documents
- SharePoint – use for your departmental documents
- Teams – use for project documents – then move final documents to SharePoint

Watch Daily Digest for O365 tips & tricks
Other Tools

OnBase

- Replaced Nolij
- Great tool for securely storing documents that must be retained, e.g. Payroll documents, archived documents, Student documents
- Ready to go paperless? OnBase helps departments transition from paper to electronic documents.
- Digital Transformation
- Provides remote access to your departmental documents
- [OnBase Website](#)

*Learn more about the Digital Transformation*
Microsoft Teams

• Collaborative tool for keeping in touch when out of touch
• Instant messaging
• Calls
• Project repository
• And, so much more!
• Microsoft has a strong security posture which makes Teams a recommended tool.

Stay in touch with Teams
Teams – Log On

- Logon to [O365.uthsc.edu](http://O365.uthsc.edu)
- Click on the waffle at the top left of your screen.
- You should see Teams
- You may need to click on All apps
- As with most of O365, you can run on your browser, but you have more functionality if you run the app. Helpdesk can assist.
Teams – Toolbar
Teams – Toolbar
Teams – Toolbar
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Desktop & Web Apps

Our Application Support Team promotes the integration of technology to improve business productivity across the campus through the use of a wide variety of software tools and applications.

We offer:
- training
- individual consultations
- self-paced learning modules
- written documentation

LinkedIn Learning

Wish you could learn a new skill? Now may be the perfect time!
First, sign in to LinkedIn Learning then you have access to a variety of free courses on Office 365 (Word, Excel, Outlook, and Teams), professional development (leadership and productivity), customer service (foundations and best practices) and much, much more!
Contact appsupport@uthsc.edu for individual or group trainings.

UTHSC Supported Desktop & Web Apps

QuestionPro benefits:
- **FREE** for faculty, staff, and students
- **SUPPORTED:** Training available
- **SECURE:** HIPAA – and FERPA – compliant
- **POWERFUL:** Powerful filtering and reporting; accessible 24/7 from anywhere, collect responses using mobile apps, Facebook & Twitter integration, and much more! training & support available

- FileMaker Pro
- LinkedIn Learning
- OnBase