



THE UNIVERSITY OF
TENNESSEE
HEALTH SCIENCE CENTER™

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 screenshot shows a web browser window with the URL uthsc.edu/its/. The page header features the UTHSC logo and the text "THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER". Below the header is a search bar. The main content area is titled "Information Technology Services (ITS)".

On the left, there is a yellow box titled "Phishing Emails" with the following text: "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."

To the right of this box, the text reads: "Need help adjusting to being at home? We have resources!" followed by a blue arrow pointing to a list of links:

- [Faculty and Staff Resources](#)
- [Student Resources](#)

Below this, there is a section titled "Exemplify 2.0.2 Software" with the text: "If you are on a Mac OS version earlier than Catalina, you need to [download Exemplify 2.0.2](#)."

At the bottom, there are two dark grey buttons labeled "TICKET" and "SERVICES". To the right of these buttons, a paragraph states: "Information Technology Services (ITS) is responsible for providing modern and user-friendly technology services to the campus community and visitors through our eight divisions:"

Remote Work website

uthsc.edu/its/remote-work/index.php

Students Faculty & Staff Alumni Visitors Patients Our Mission Resources Make a Gift Take a Tour Search ...

THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

Information Technology Services (ITS) > Remote Work

Cybersecurity Helpdesk Services Projects Business Productivity Standards

Faculty and Staff Resources for Working Remotely

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.

Click here first

Sign in with SSO

Sign in with SSO

Helpdesk

Phone
901.448.2222

Email
helpdesk@uthsc.edu

UTHSC Coronavirus Information and Campus Updates

See our latest WFH security tips!

[Zoom FAQs](#) / [Installing Zoom/Download the App](#) / [Zoom Overview](#) / [Zoom Tips](#) / [Zoom Security](#) / [UTHSC Zoom Background](#) / [Mapping Zoom Recordings](#)

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*

Troubleshooting

- Internet Problems +
- Computer Problems +
- Camera Problems +

Teams

Teams is a place for coworkers to chat, meet, collaborate, share notes and files, and video chat.
[Teams Tutorials](#)

Access Teams through the [0365 portal](#) or by app if you've

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.**

Remote Work website



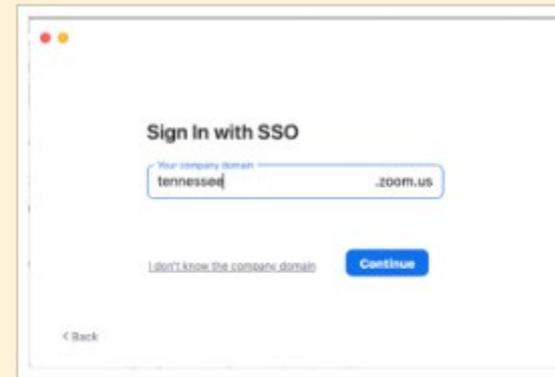
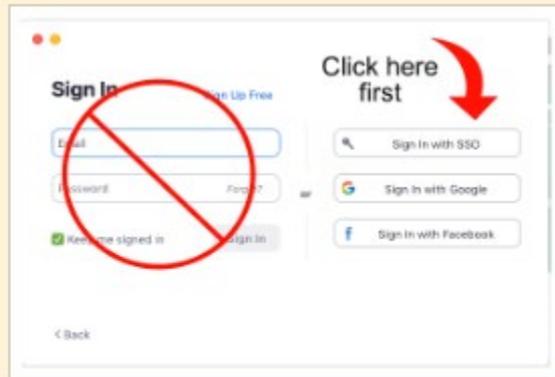
[Zoom FAQs](#) / [Installing Zoom/Download the App](#) / [Zoom Overview](#) / [Zoom Tips](#) / [Zoom Security](#) / [UTHSC Zoom Background](#) / [Mapping Zoom Recordings](#)

<p>WFH Tip of the Day</p> <p>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 <i>Tell me what you want to do</i> (just <i>Tell Me</i> for Mac users). Then just enter what you need (i.e. Grammar check).</p>	<p>Troubleshooting</p> <ul style="list-style-type: none"> Internet Problems + Computer Problems + Camera Problems + 	<p>Teams</p> <p>Teams is a place for coworkers to chat, meet, collaborate, share notes and files, and video chat.</p> <p>Teams Tutorials</p> <p>Access Teams through the O365 portal or by app if you've downloaded O365.</p>	<p>Antivirus</p> <p>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.</p> <p>Download Antivirus software</p>
<p>Featured Course</p> <p>Stay in touch with your team with Teams! Check out the Microsoft Teams Tips and Tricks course.</p> <p>You must log in to UT LinkedIn Learning for this link to work.</p> <p>More LinkedIn Learning Courses +</p>	<p>Remote Desktop</p> <p>Need to reach your computer at work? If you have remote desktop functionality enabled on your work computer, you can reach it from home.</p> <p>Instructions</p> <ul style="list-style-type: none"> PC to PC setup Mac to PC or Mac setup 	<p>VPN</p> <p>VPN is used to connect securely to the UTHSC network to reach resources restricted to on-campus access such as SAP, VoIShare, and axiUm (O365 doesn't require VPN). If something doesn't seem to be working correctly, try using VPN. Download VPN</p>	<p>Teaching Remotely</p> <p>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.</p> <p>Ask a question or request a face-to-face meeting</p>
<p>O365</p> <p>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</p>	<p>Your Office Phone</p> <p>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.</p>	<p>Fitness!</p> <p>Feeling antsy? No gym? No problem!</p> <p>Follow the Fitness Center on Instagram for exercises tips and take the 28 day challenge @uthscfitnesschallenge</p>	<p>Mental Health</p> <p>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</p>

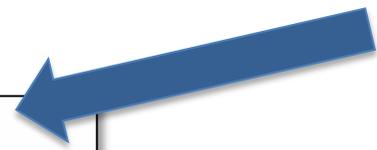
Zoom

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Remote Work website



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- Computer Problems +
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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](#)

Featured Course

Stay in touch with your team with Teams! Check out the [Microsoft Teams Tips and Tricks](#) course.

You must log in to [UT LinkedIn Learning](#) for this link to work.

[More LinkedIn Learning Courses](#) +

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](#)

VPN

VPN is used to connect securely to the UTHSC network to reach resources restricted to on-campus access such as SAP, VolShare, 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](#)

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

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 [@uthscfitnesschallenge](#)

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

Zoom Overview – Cheat Sheet

Zoom Overview

A printable, one page Zoom cheat sheet

[Printable version](#)

ZOOM OVERVIEW



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

CREATE A ZOOM ACCOUNT

- Go to <https://tennessee.zoom.us>
- Click **Create or Edit Account** button
- Login with your UTHSC NetID and password
- Click **SIGN OUT**

DOWNLOAD THE ZOOM APP – MAC

- Go to <https://tennessee.zoom.us>
- Click **Download Zoom**
- Open **zoomusinstaller.pkg** in the downloads folder
- Click **Keep for Security Reasons** if message appears
- Click **Continue** after message, "This package will run a program to determine if this software program can be installed"
- Type **Company Domain: Tennessee** and click **Continue**
- Welcome to Zoom Installer** screen will appear
- The Zoom App will appear and you can **Join a Meeting or Login**

SCHEDULE A MEETING

- Click **Schedule** to set up a future meeting
- Type in the **Topic**
- Select **Start Day, Start Time,** and **Meeting Duration**
- Select **Calendar** option
- Click **Schedule** (Note: Event will be added to selected calendar)

START A MEETING

- Click **Start Without Video** to start a meeting sharing your desktop or application
- Click **Start With Video** to start a video meeting

JOIN A MEETING

- Click **Join** to join a meeting that has already started
- Type the **Meeting ID or Meeting Room Name**
- Click **Join**

DURING MEETING:

INVITE ATTENDEES

Invite by Email:

- Click **Invite** on the Zoom menu bar at bottom of Zoom screen

Invite by a Room System (call-out):

- Click **Invite** on the Zoom menu bar at bottom of Zoom screen
- Click **Invite a Room System**
- Select **Call Out to an H.323/SIP Room System** to invite people to a meeting and enter an IP address or E.164 number
- Select H.323 or SIP and click **Call**

MANAGE PARTICIPANTS

Click **Manage Participants** to manage the participants

SHARE SCREEN

- Click **Share Screen**
- Select the window or application you want to share
- Select, if needed, one of the following options:
 - Share computer sound when screen sharing
 - Optimize for full screen video clip
- Click **Share Screen**

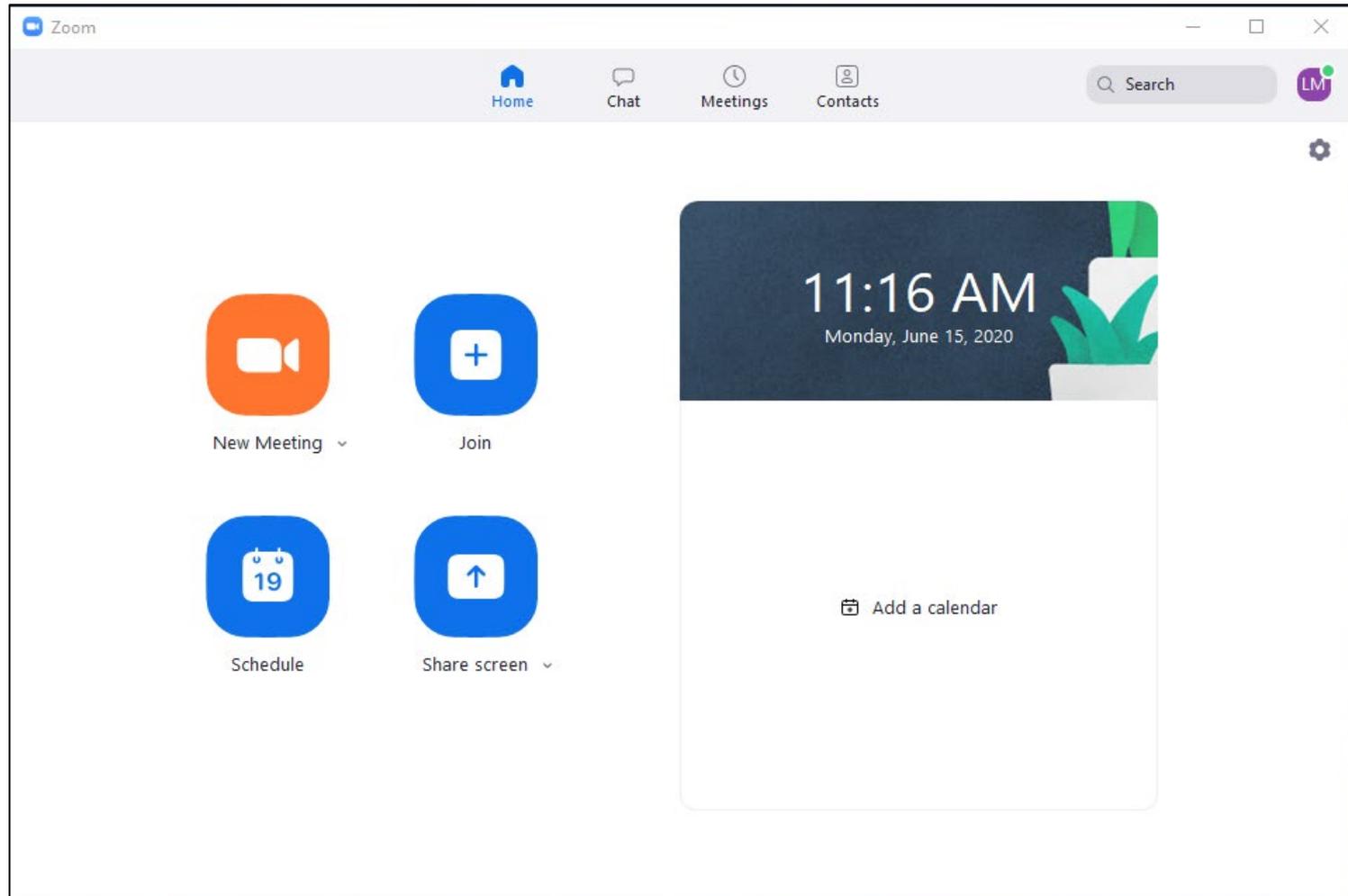
CHAT

- Click **Chat** to send a group chat to a selected group
- Select a **Group** from the left side of the screen
- Type in a message and press **Enter**

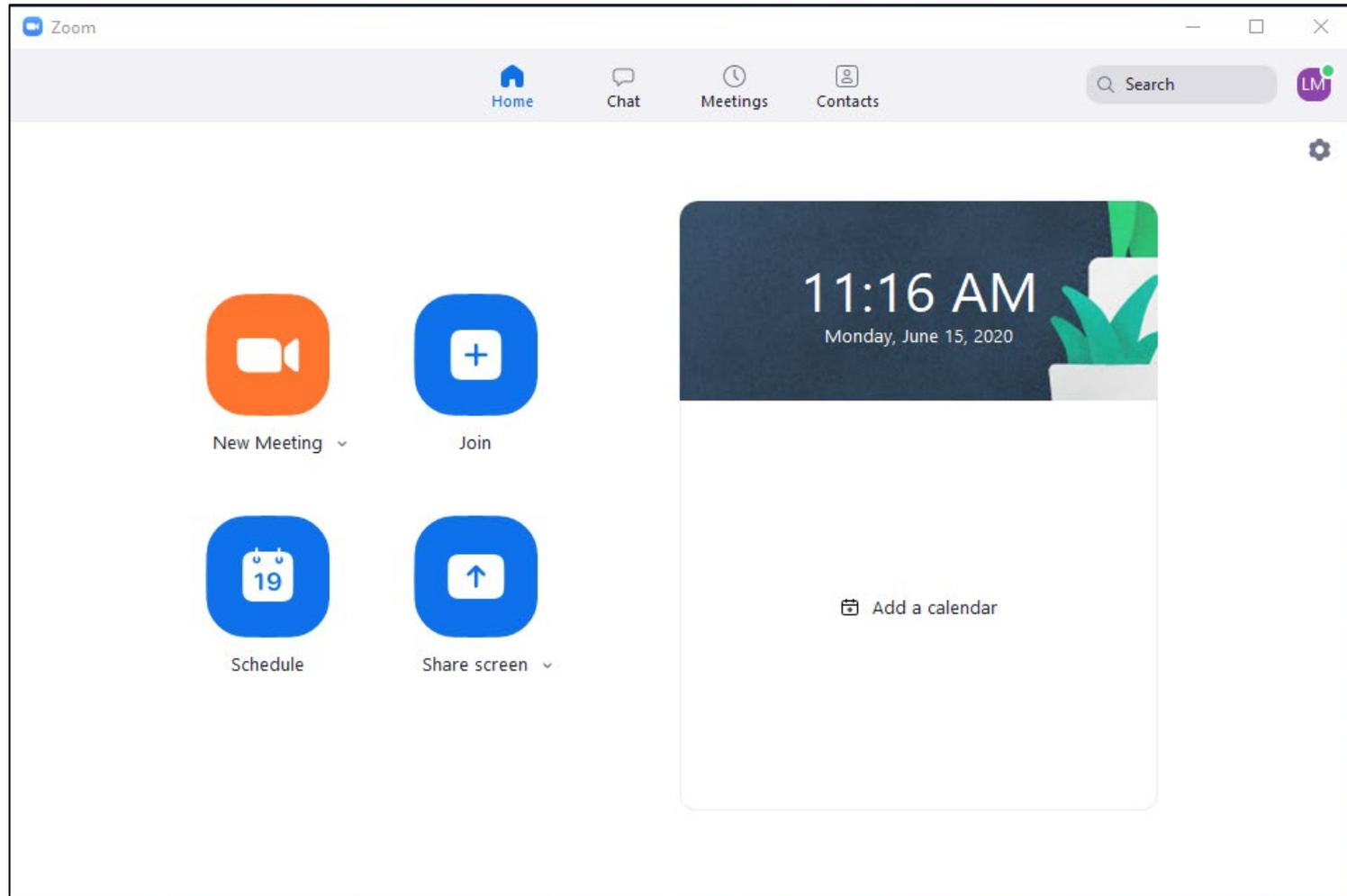
Zoom – Open Zoom



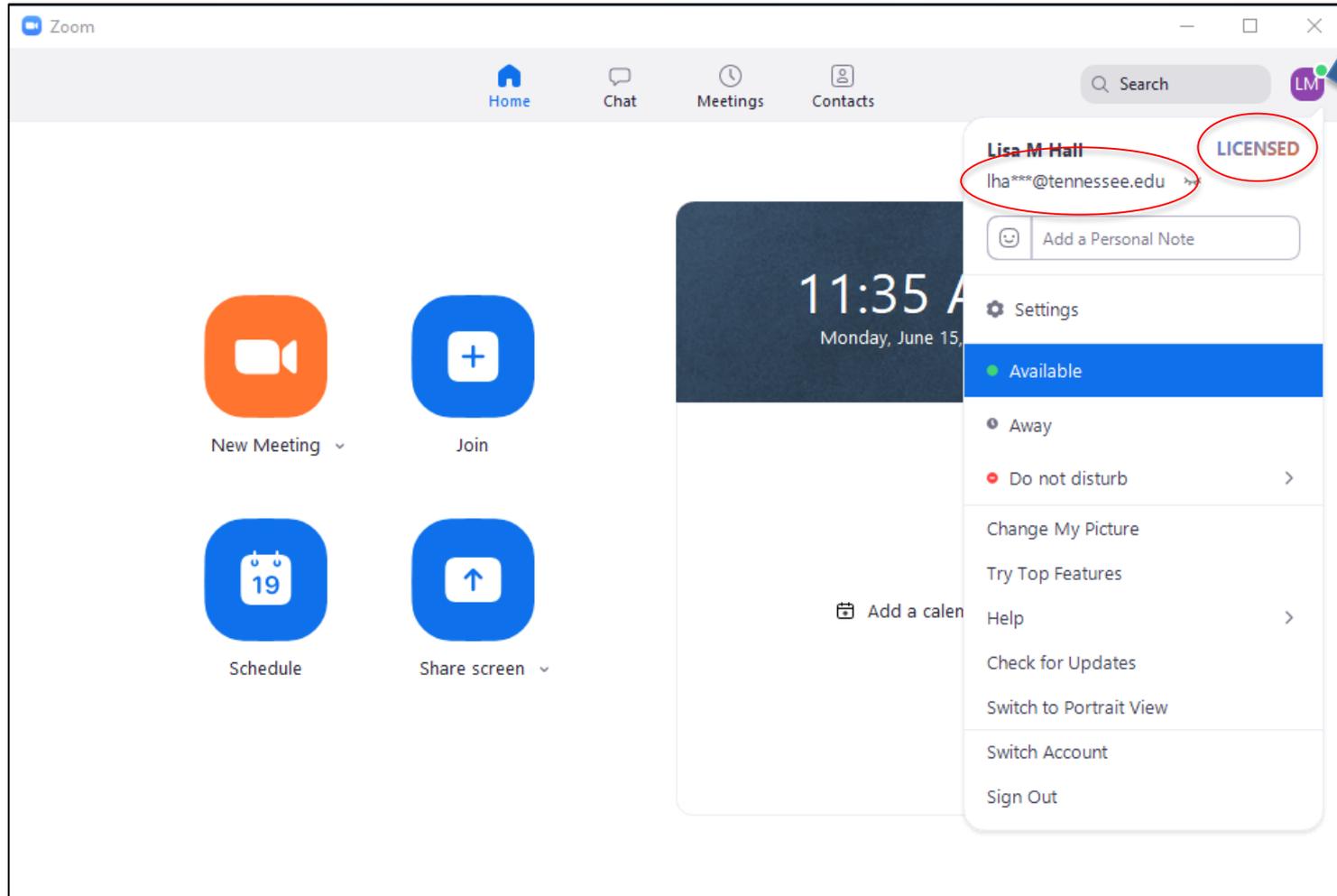
Zoom Home Page



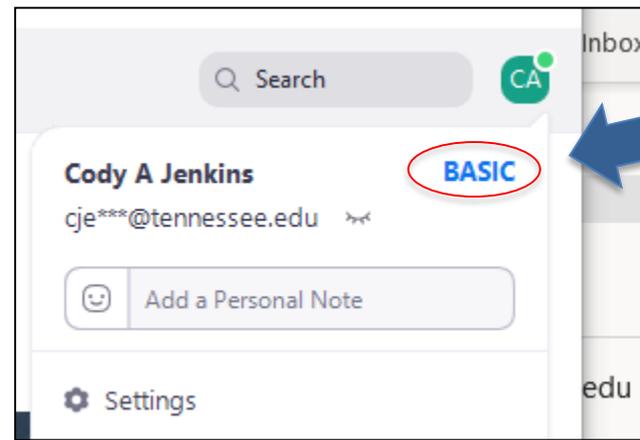
Zoom – Profile & Settings



Zoom – Profile

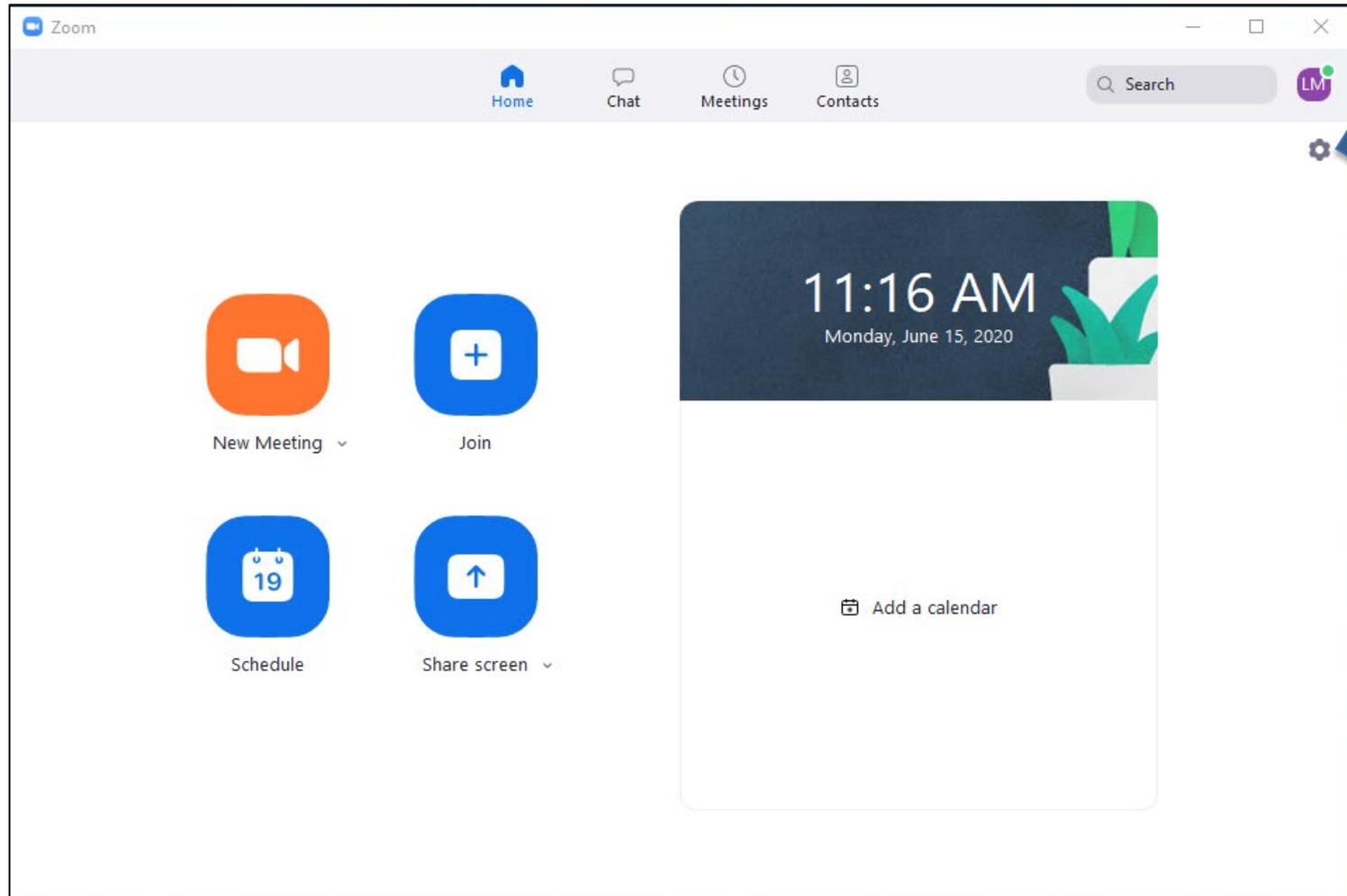


Zoom – Profile

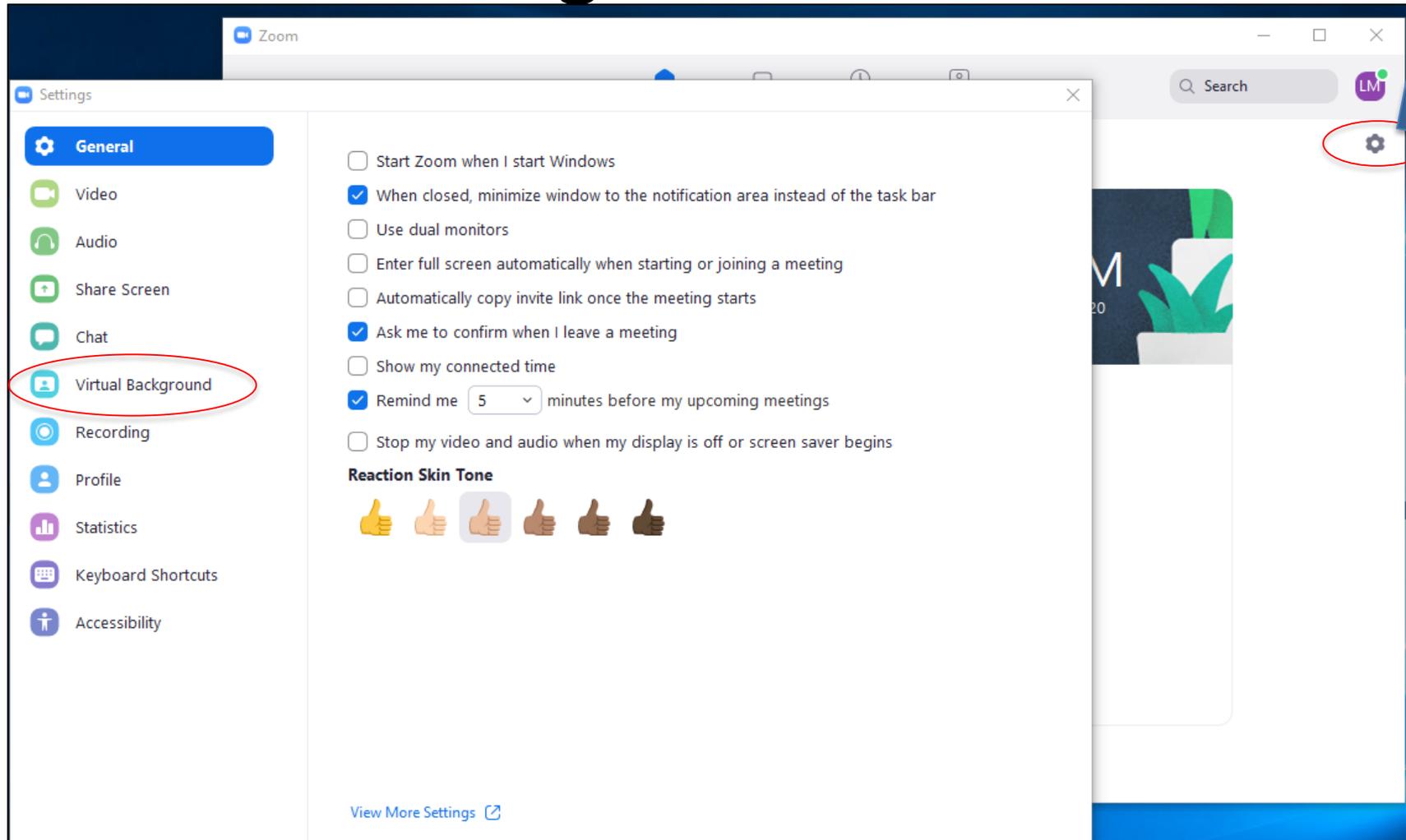


Need more time? Have more than 20 people? Need to setup a Co-Host?
Request a Zoom Licensed account by submitting the [Zoom Licensed Request Form](#).

Zoom – Settings



Zoom – Settings

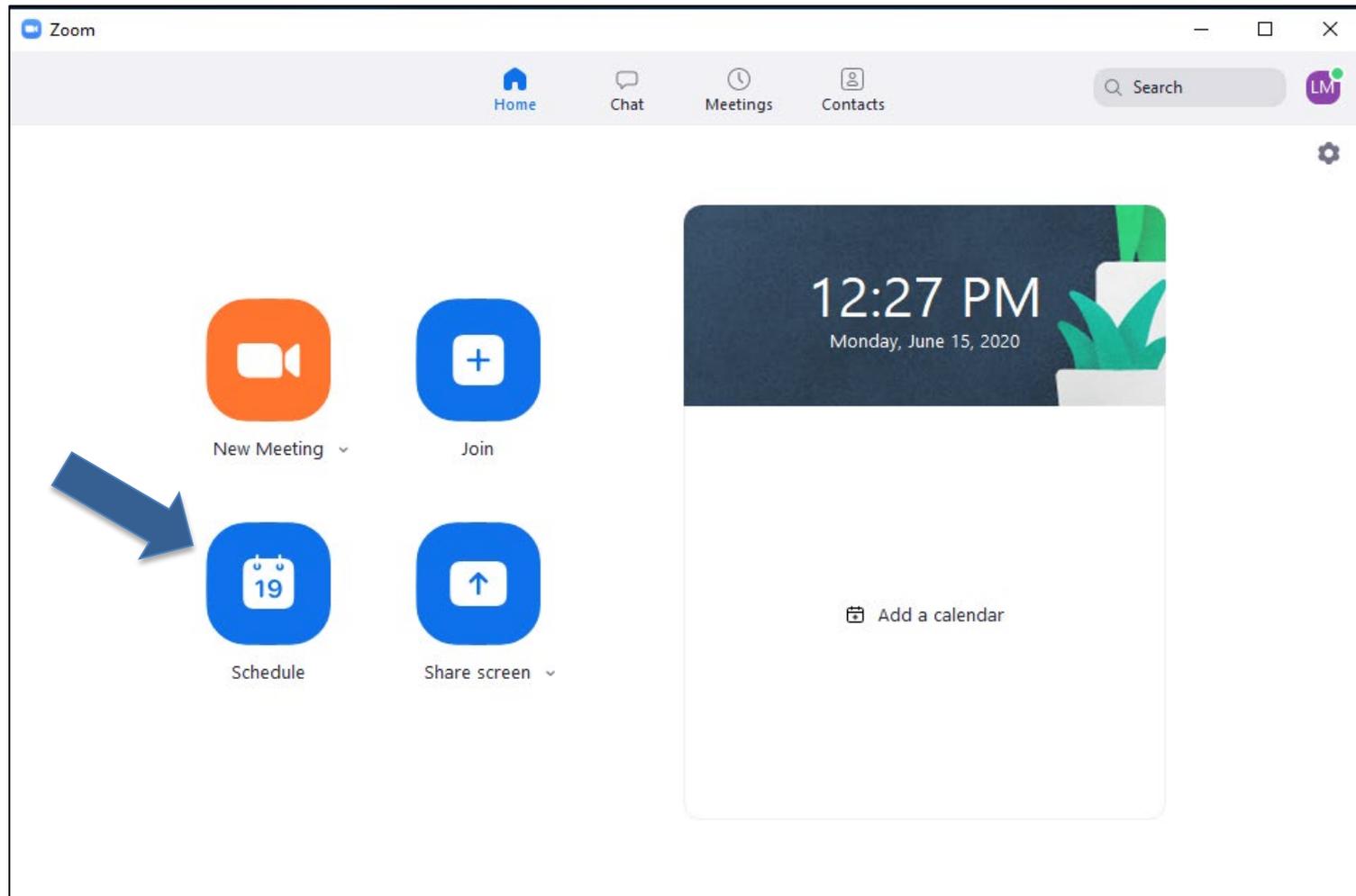


Zoom – Recordings



The screenshot shows the Zoom Settings window with the 'Recording' tab selected. The left sidebar contains various settings categories: General, Video, Audio, Share Screen, Chat, Virtual Background, Recording (highlighted with a red circle), Profile, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is divided into 'Local Recording' and 'Cloud Recording' sections. In the 'Local Recording' section, the 'Location' field is circled in green and contains the path 'C:\Users\lhall37\OneDrive - Univ' with 'Open' and 'Change' buttons. Below it, a list of checkboxes includes 'Choose a location for recorded files when the meeting ends' (checked), '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', and 'Keep temporary recording files'. In the 'Cloud Recording' section, the 'Manage my cloud recording' button is circled in red and has a red diagonal line through it.

Zoom – Scheduling a meeting #1



Zoom – Scheduling a meeting

Schedule Meeting

Topic
Lisa M Hall's Zoom Meeting

Start: Mon June 15, 2020 01:00 PM

Duration: 1 hour 0 minute

Recurring meeting Time Zone: Central Time (US and Canada)

Meeting ID
 Generate Automatically Personal Meeting ID 448 602 6026

Password
 Require meeting password 271106

Video
Host: On Off Participants: On Off

Audio
 Telephone Computer Audio Telephone and Computer Audio
Dial in from United States [Edit](#)

Calendar
 Outlook Google Calendar Other Calendars

Advanced Options ▾

Schedule **Cancel**

Zoom – Scheduling a meeting

Calendar

Outlook Google Calendar Other Calendars

Advanced Options ^

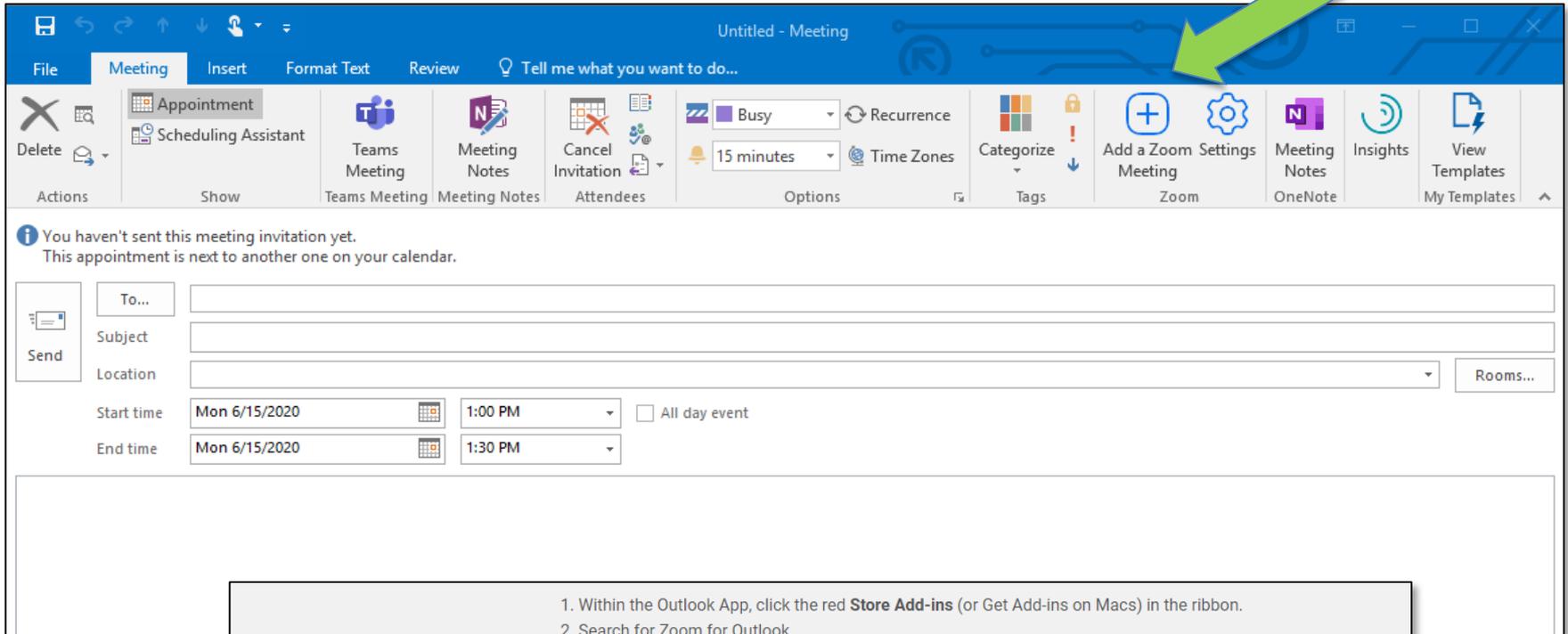
- Enable Waiting Room
- Enable join before host
- Mute participants upon entry
- Only authenticated users can join
- Automatically record meeting

Alternative hosts:

tlbrown@tennessee.edu ×

Schedule Cancel

Zoom – Scheduling a meeting #2



The screenshot shows the Outlook 'Meeting' ribbon. The 'Add a Zoom Meeting' button, represented by a blue plus sign in a circle, is highlighted with a green arrow. Other buttons on the ribbon include 'Delete', 'Appointment', 'Scheduling Assistant', 'Teams Meeting', 'Meeting Notes', 'Cancel Invitation', 'Attendees', 'Options', 'Recurrence', 'Time Zones', 'Categorize', 'Settings', 'Meeting Notes', 'Insights', and 'View Templates'.

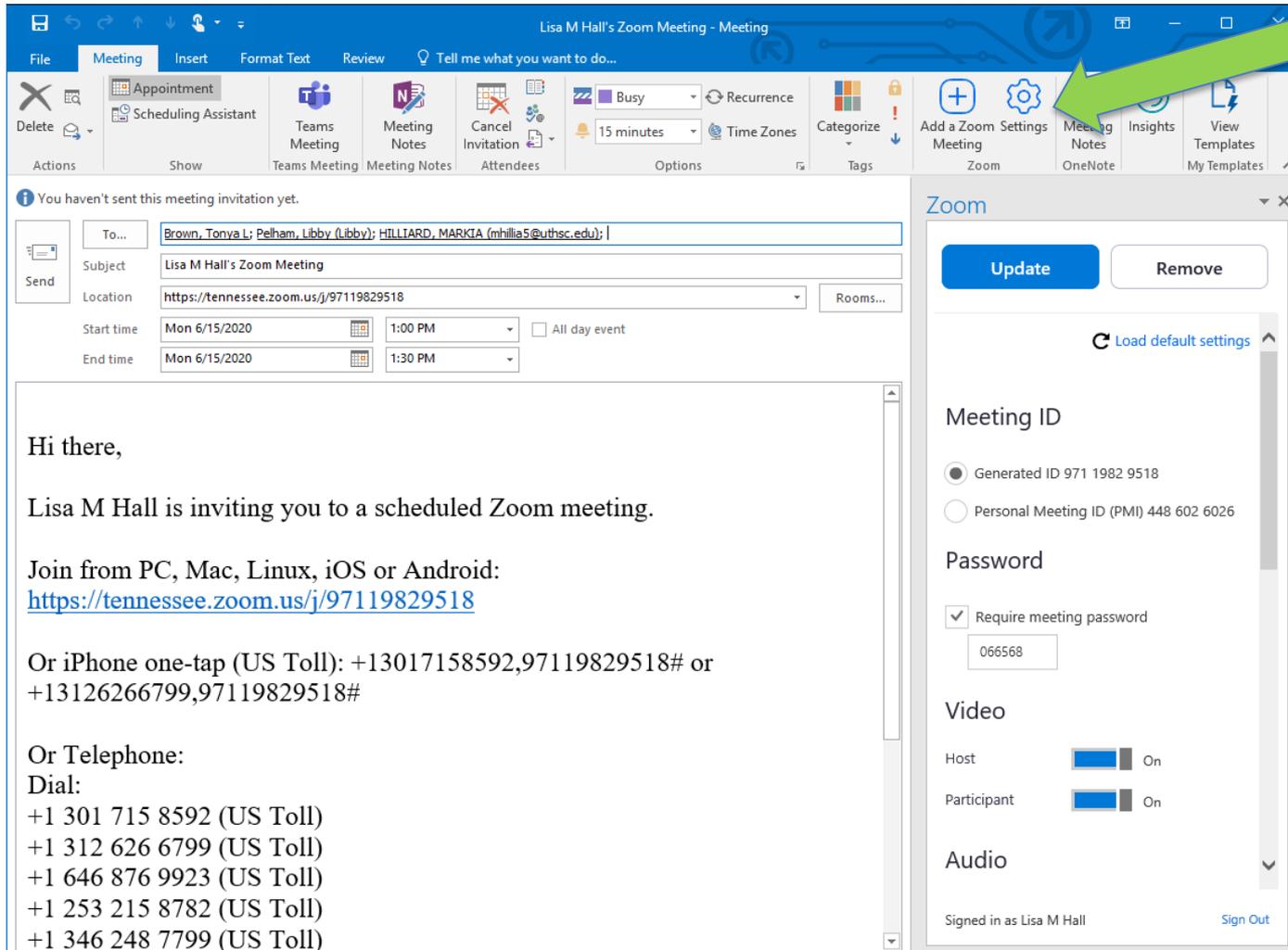
Below the ribbon, a message states: "You haven't sent this meeting invitation yet. This appointment is next to another one on your calendar." The meeting details form is visible, including fields for 'To...', 'Subject', 'Location', 'Start time' (Mon 6/15/2020, 1:00 PM), and 'End time' (Mon 6/15/2020, 1:30 PM). There is also an 'All day event' checkbox.

Schedule a Meeting through Zoom for Outlook Add-in

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.

Zoom – Scheduling a meeting #2



The screenshot shows the Outlook interface for scheduling a Zoom meeting. The ribbon includes 'Meeting', 'Insert', 'Format Text', 'Review', and 'Tell me what you want to do...'. The 'Add a Zoom Meeting' button is highlighted with a green arrow. The meeting details are as follows:

- To:** Brown, Tonva L.; Pelham, Libby (Libby); HILLIARD, MARKIA (mhillia5@uthsc.edu);
- Subject:** Lisa M Hall's Zoom Meeting
- Location:** <https://tennessee.zoom.us/j/97119829518>
- Start time:** Mon 6/15/2020, 1:00 PM
- End time:** Mon 6/15/2020, 1:30 PM

The meeting invitation text reads:

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#

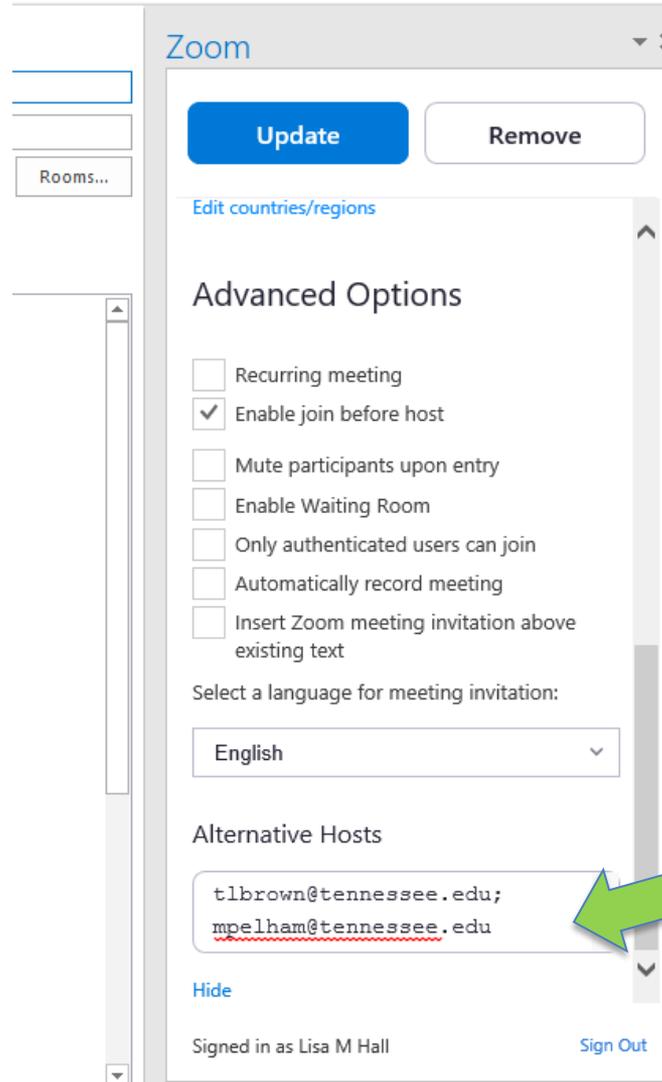
Or Telephone:
 Dial:
 +1 301 715 8592 (US Toll)
 +1 312 626 6799 (US Toll)
 +1 646 876 9923 (US Toll)
 +1 253 215 8782 (US Toll)
 +1 346 248 7799 (US Toll)

The Zoom settings panel on the right shows the following configuration:

- Meeting ID:** Generated ID 971 1982 9518
- Password:** 066568
- Require meeting password:**
- Video:** Host On, Participant On
- Audio:** (Expanded)

Signed in as Lisa M Hall. [Sign Out](#)

Zoom – Scheduling a meeting #2

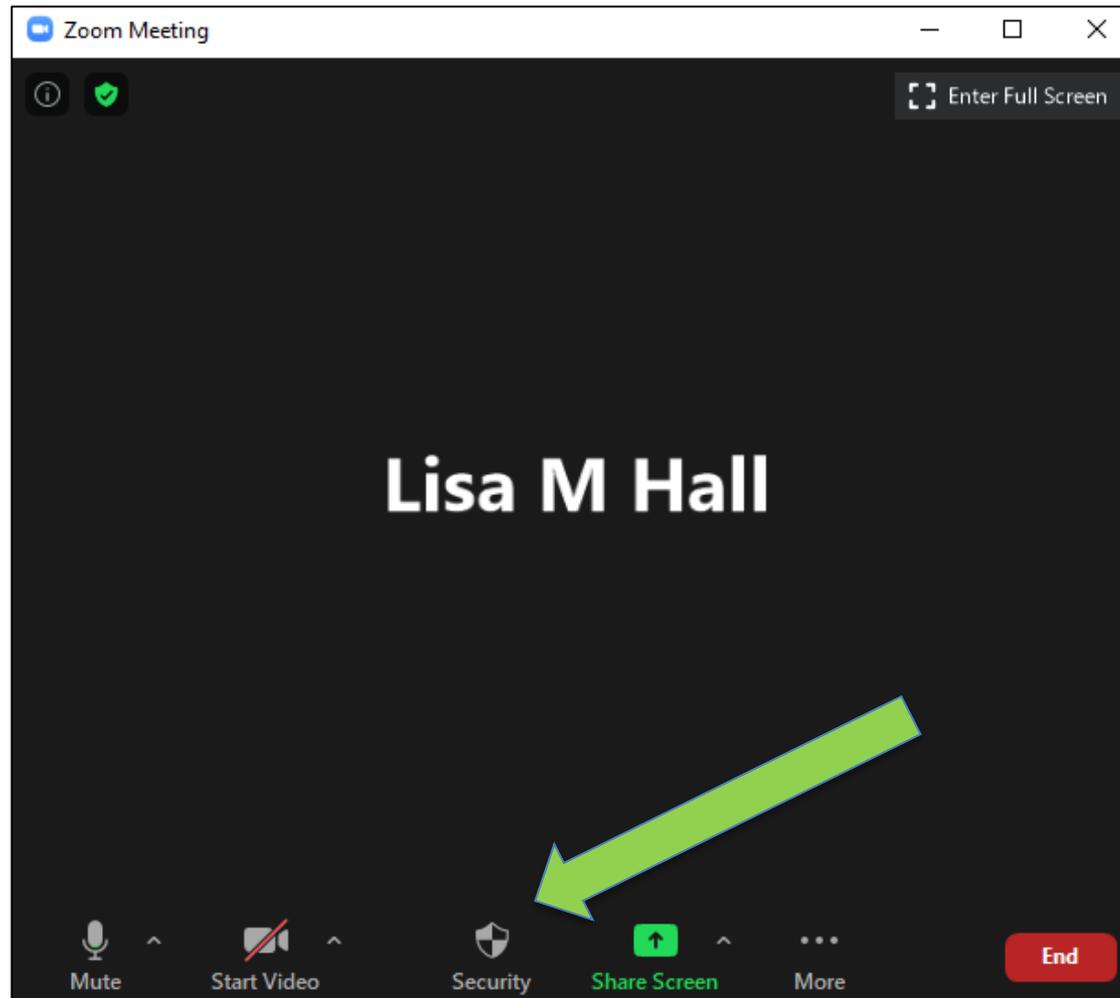


Zoom – Why use a Co-Host?

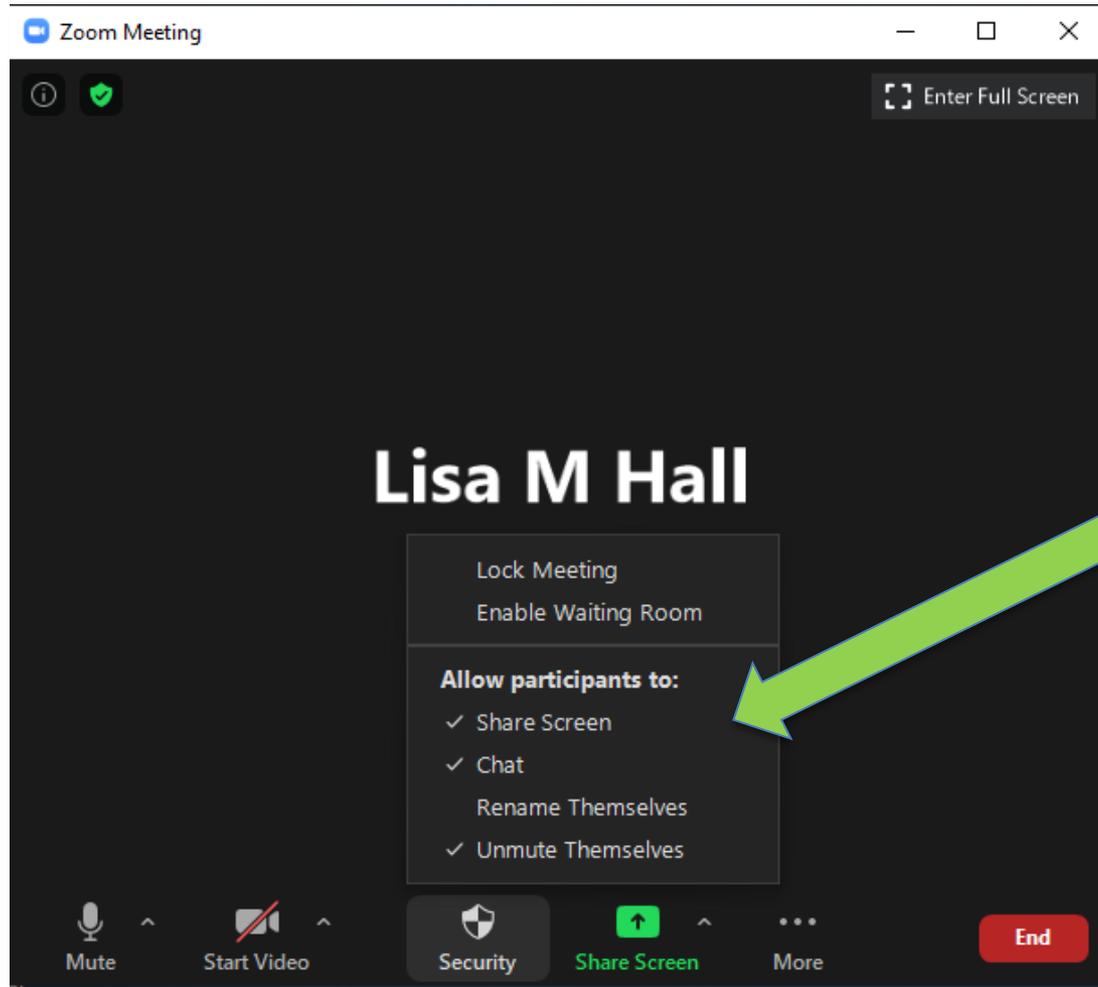
- If you are scheduling a meeting, but will not be attending. (e.g. Interviews)
- Especially if the co-host will need to share their screens with participants. (e.g. Admin scheduling meeting for VC)
- Co-host becomes the host, in the absence of the host.
 - E.g. Network issues

Alternative Host is a great feature for meeting flow

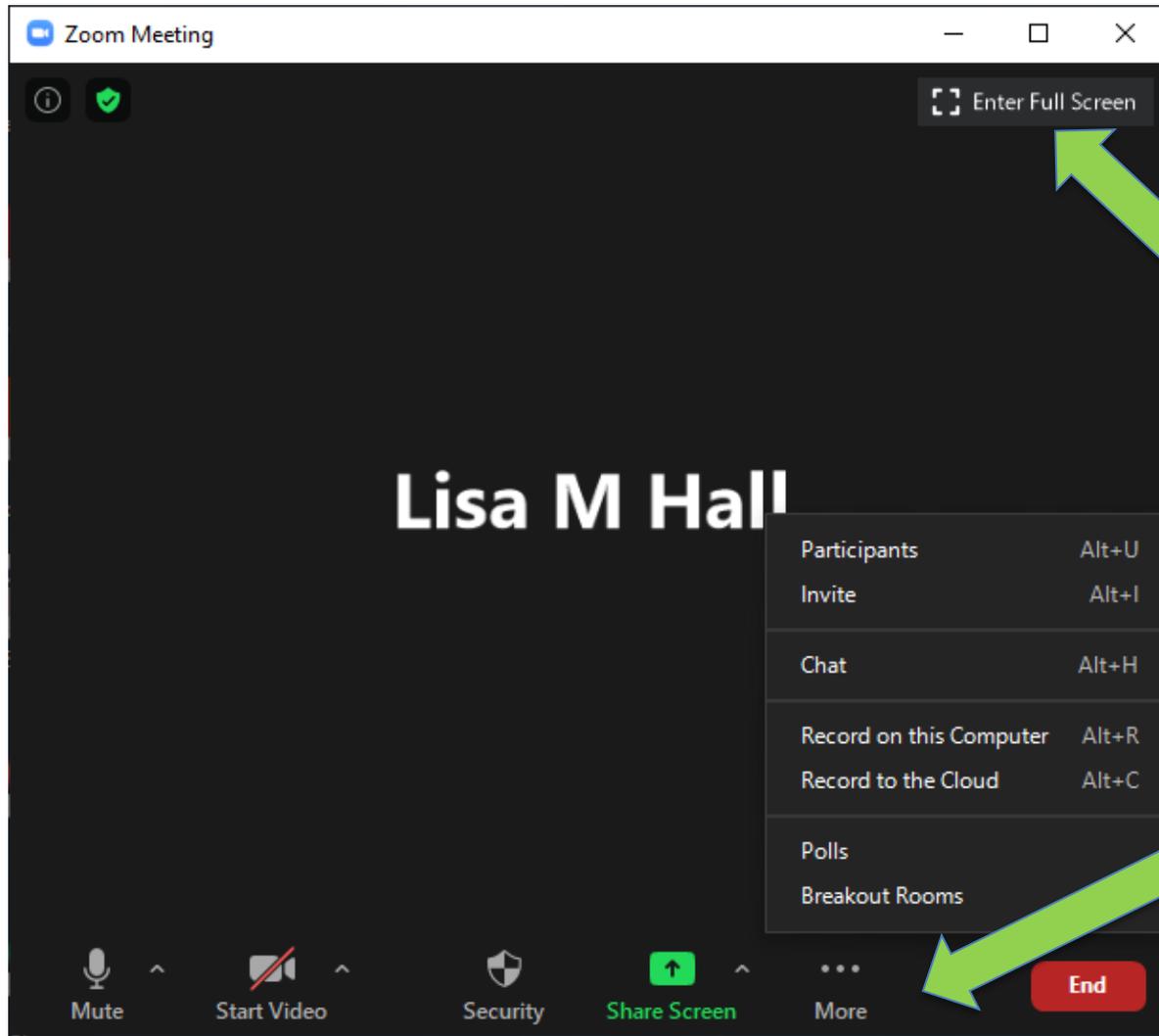
Zoom – Managing the Session



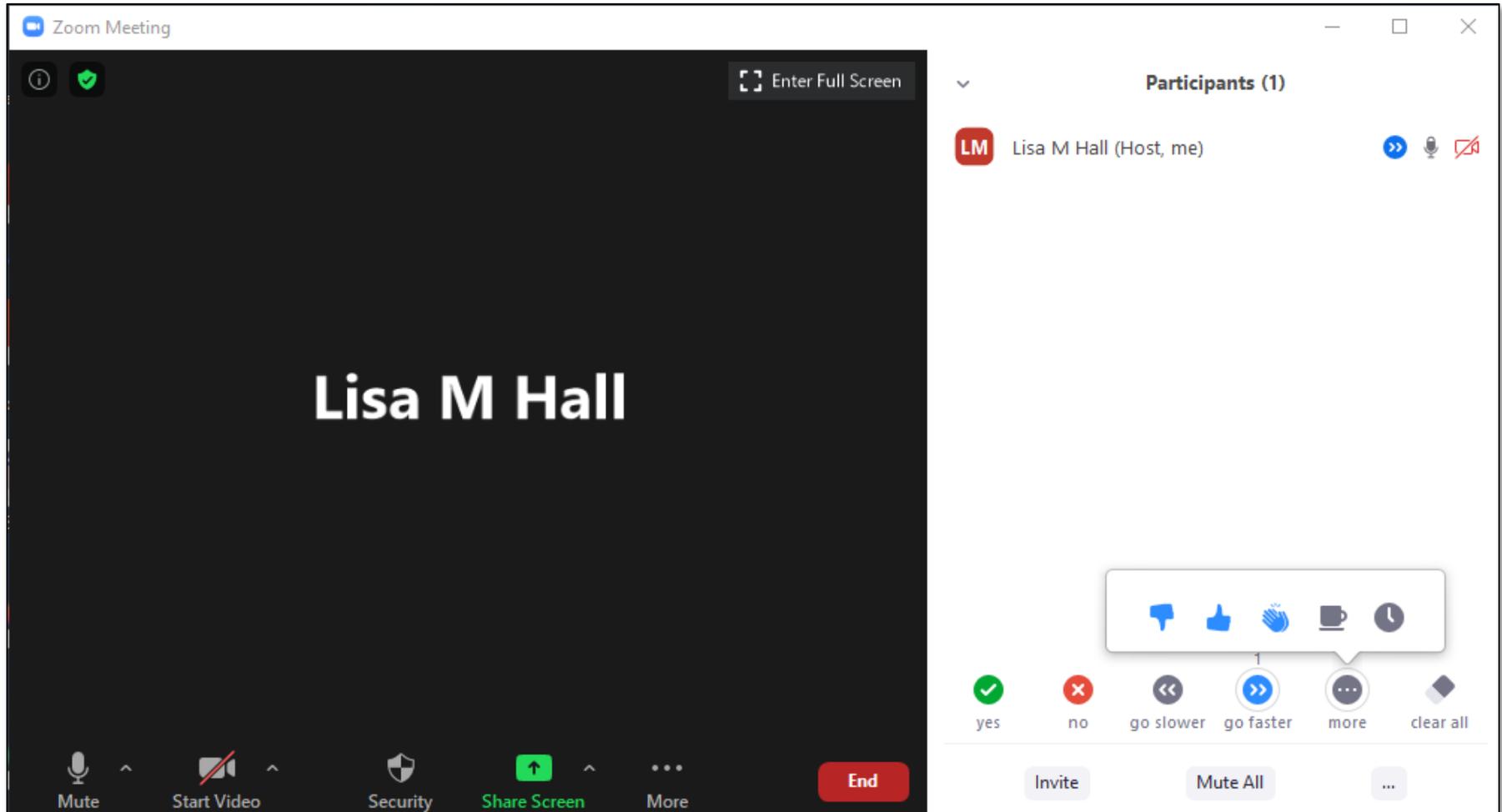
Zoom – Managing the Session



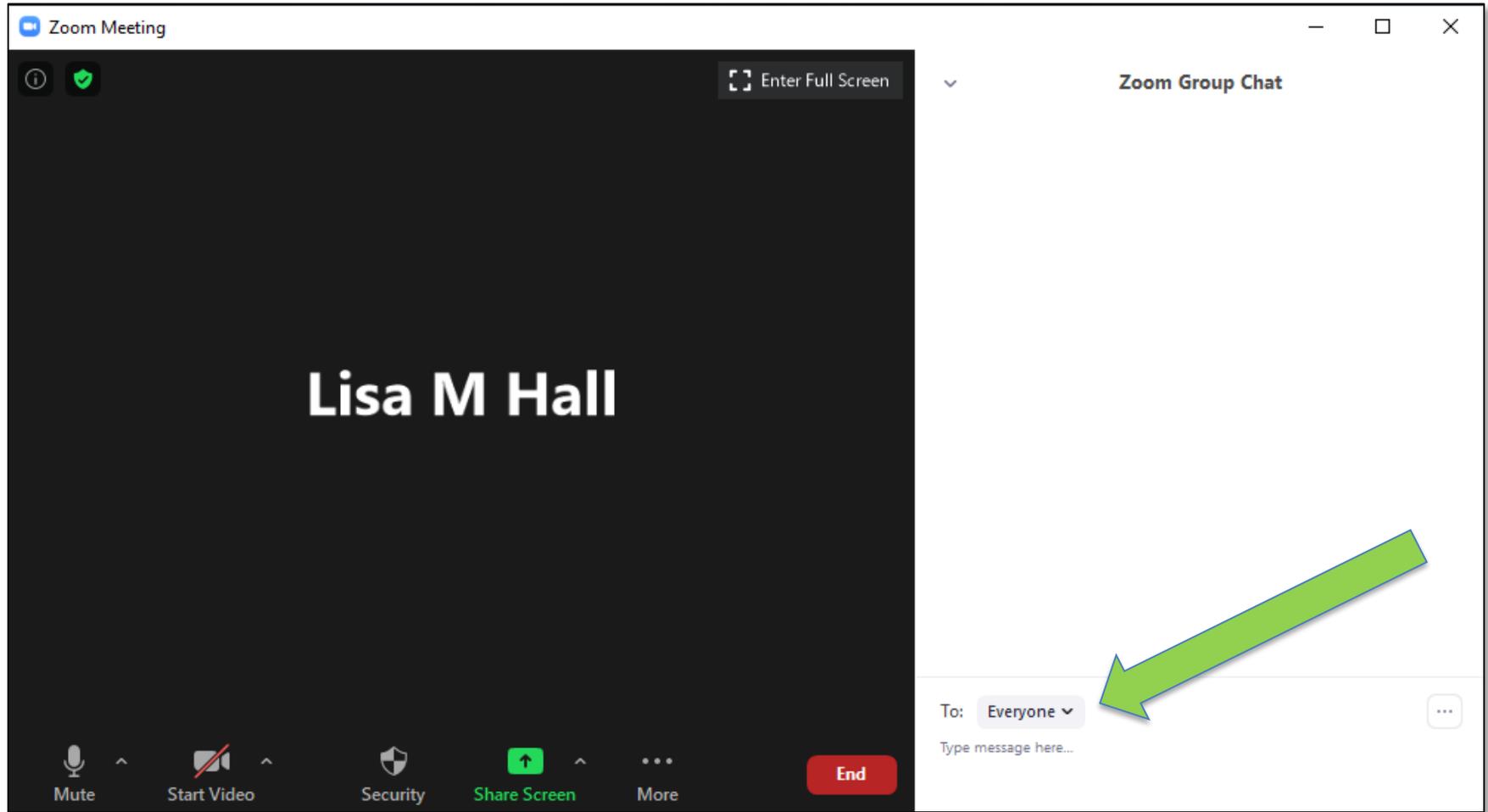
Zoom – Managing the Session



Zoom – Managing the Session



Zoom – Chat





Zoom – Polls

Add a Poll ×

Working Remotely poll

Anonymous? ⓘ

1.

What do you like most about working from home?

Single Choice Multiple Choice

I can get so much done when I am focused

No commute

I get to sleep later

I'm saving money by not eating out

I can walk my dogs at lunch time 223

Answer 6 (Optional)

Answer 7 (Optional)

Answer 8 (Optional)

Answer 9 (Optional)

Answer 10 (Optional)

Delete

+ Add a Question

Save Cancel

Zoom – Polls

The screenshot shows a web browser window with the URL `zoom.us/meeting/97119829518`. The page title is "Edit Meeting Polls" and it states "You have created 1 poll for this meeting." There is an "Add" button in the top right. Below is a table with columns for "Title", "Total Questions", and "Anonymous". One poll is listed: "Poll 1: Working Remotely Poll" with 1 question and anonymous responses. "Edit" and "Delete" buttons are next to the poll entry.

Title	Total Questions	Anonymous
▼ Poll 1: Working Remotely Poll	1 question	Yes

Zoom – Polls

The screenshot shows the Zoom Polls editor interface. At the top, it says "Polling 1: Working Remotely Poll" with an "Edit" button. The main question is "1. What do you like most about working from home? (Multiple choice)". There are five options, each with an unchecked radio button:

- I can get so much work done, when I am focused!
- No commute!
- I get to sleep later!
- I'm saving money by not eating out!
- I can walk my dogs at lunch time!

At the bottom, there is a blue button labeled "Launch Polling".

The screenshot shows the Zoom Polls results interface. At the top, it says "Working Remotely Poll in Progress" with a timer of "5:19". Below that, it says "Attendees are now viewing questions" and "3 of 3 (100%) voted". The main question is "1. What do you like most about working from home? (Multiple choice)". The results are shown as horizontal bar charts for each option:

Option	Count	Percentage
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%

At the bottom, there is a blue button labeled "End Polling".

Zoom – Polls

Polling 1: Working Remotely Poll Edit

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%

Share Results Re-launch Polling

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%

Stop Share Results Re-launch Polling

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

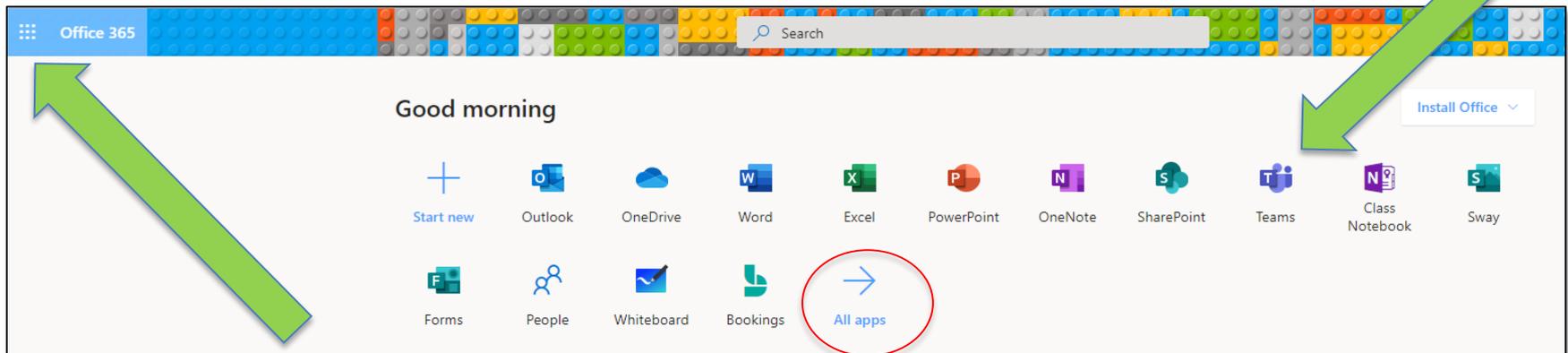
Microsoft Teams

- 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.

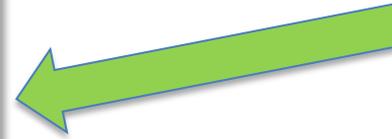
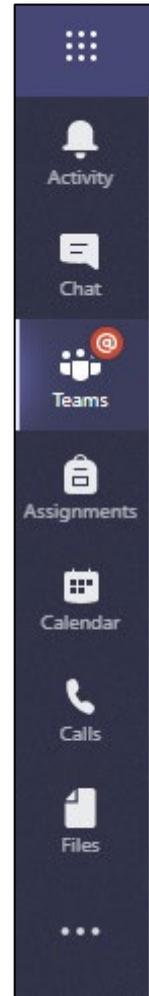
Stay in touch with Teams

Teams – Log On

- Logon to O365.uthsc.edu
- 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.



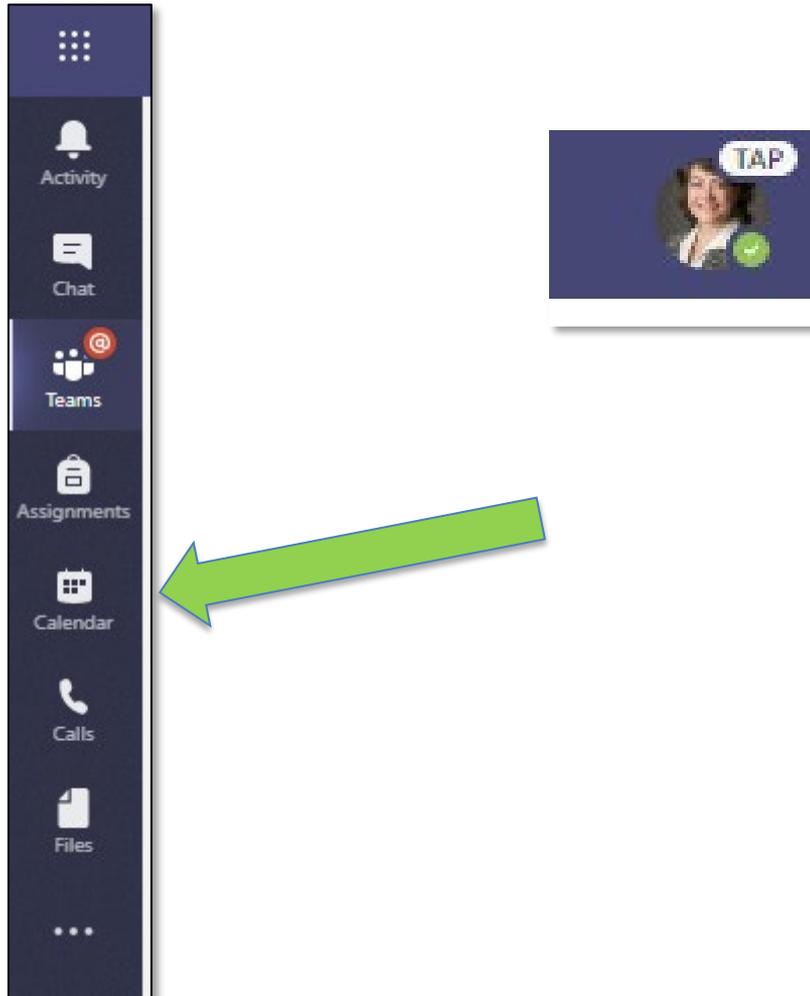
Teams – Toolbar



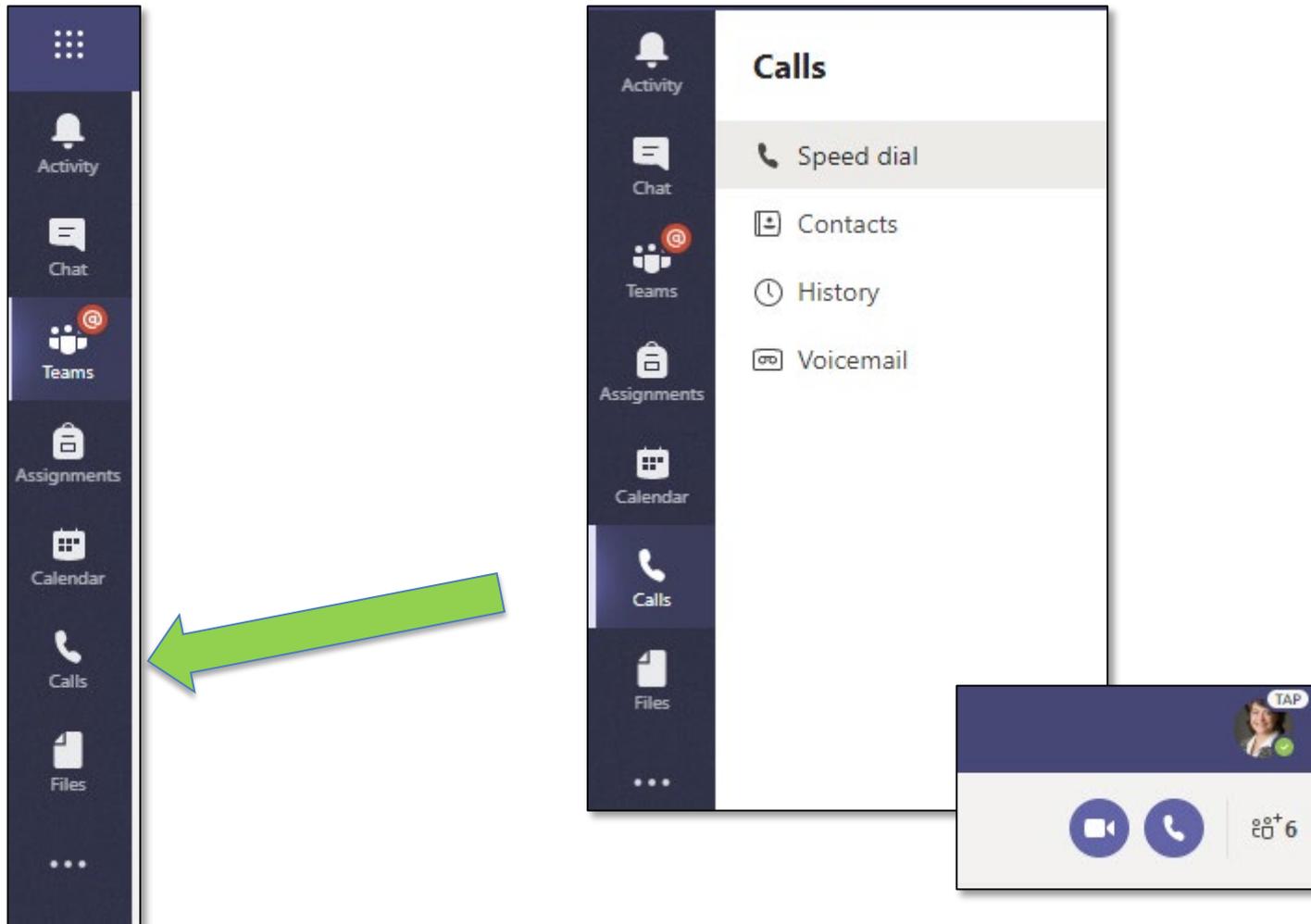
Teams – Toolbar



Teams – Toolbar



Teams – Toolbar



Teams – Toolbar

uthsc.edu/its/business-productivity-solutions/training/index.php

Students Faculty & Staff Alumni Visitors Patients Our Mission Resources Make a Gift Take a Tour Search ...

THE UNIVERSITY OF TENNESSEE
HEALTH SCIENCE CENTER

Information Technology Services (ITS) > Business Productivity Solutions > Training and Support

Lean UTHSC Desktop & Web Apps Product Management Staff

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	+

Questions?

