

## Guidelines on how to use OnBase while working from home

### 1. Do I need a UTHSC laptop?

Yes. All UTHSC laptops are encrypted, configured for security, and have antivirus software installed. For these reasons, a UTHSC laptop should be used rather than a personal one.

We have a remote work page here: <https://uthsc.edu/its/remote-work/> for more guidelines on working from home.

### 2. My laptop does not have the Unity client. How do I get it?

If you have a windows pc, you can call or email the UTHSC Helpdesk and put in a ticket for installation. You will need to give them the pc name: you can find directions for locating the device name at the OnBase website <https://www.uthsc.edu/its/business-productivity-solutions/product-management/pc-name.php>

You will also need the VPN client installed in order to log into OnBase from home. If the laptop does not have this installed, then you can download it here: <https://uthsc.edu/vpn/>

If you have a mac, then you will not be able to get the Unity client. You will need to use the web client (link to question 4).

### 3. Can I remote into my desktop from home and use OnBase?

You can remote into your work machine and use OnBase. To do this, you will need a laptop with our VPN client and you will also need to enable remote desktop connection on your office desktop. You can reach out to the Helpdesk at 448-2222 or email [helpdesk@uthsc.edu](mailto:helpdesk@uthsc.edu) for help enabling remote desktop connection if it has not been set up.

We also have a remote work website that you can visit here: <https://uthsc.edu/its/remote-work/index.php>

### 4. I use the web client. Can I access it from home?

You can access the web client (<https://onbase.uthsc.edu/AppNet>) from home, but you will need the vpn client in order to log in. You can download the vpn from <https://uthsc.edu/vpn/>

### 5. How do I scan documents into OnBase from home?

For regular scanning (not batch scanning), we recommend following the same procedures you would physically at the office while you are at home. You should always take precautions to upload documents into OnBase and not have them physically stored on your computer. If you have to scan documents to the pc directly, then we recommend setting up your Microsoft OneDrive as the default storage space for your scanned documents. That will ensure that the documents do not get stored locally on the machine and also provide protection. This should be especially true for any documents with PII (personally identifiable information).

If your department utilizes batch scanning, then there is a separate licensing process that has to occur before you can begin. Please reach out to the Helpdesk at 448-2222 or email [helpdesk@uthsc.edu](mailto:helpdesk@uthsc.edu) to set up a ticket.

### 6. Can I print/download documents while home?

Just as with scanning, your permissions will be the same when you log into the client from your home or off-site. However, you should still adhere to all of the security requirements set forth

to protect PII. We do not recommend printing or downloading at home unless your job duties require it. We also recommend not storing documents locally on the laptop. If you need to store documents, use Microsoft OneDrive. If you have to print documents, those documents require all of the security settings that would apply as if they were at work.

You should always check with your department if there are special circumstances or if you will have difficulty doing your job duties while not at the office.

**7. My question was not addressed.**

These are our guidelines for using OnBase in a home or off-site environment. Your department may have different needs or duties that were not addressed here. As always, talk with your supervisor if you have specific job duties that you are worried you would not be able to do from home. If you have any further questions, please feel free to get in touch with me at [scheon@uthsc.edu](mailto:scheon@uthsc.edu). I will be happy to work with you to ensure that you can work and also keep our security guidelines in place.