Information Technology Services
# TELECOMMUTING GUIDE

/// **washburn.edu/its**

Technical innovations make information and work increasingly mobile.

Information Technology Services is here to enable the effective integration of advanced information technology in support of **teaching, learning and the strategic goals of the University**.

Use this guide as a reference to make sure you have everything you need when it comes to **successful telecommuting**.

EQUIPMENT

Typically, you will need access to a computer, microphone, speakers or a headset at a minimum. If you don't have these tools allocated to you or need a replacement, please contact ITS Support at **(785) 670-3000** or email us at **support@washburn.edu.**
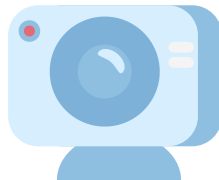
INTERNET ACCESS

Access to a fast and reliable Internet connection will be required to telecommute. Information Technology Services (ITS) recommends a minimum connection speed of **25 Mbps**.

If you're unsure on how fast your Internet connection speed is, use **www.speedtest.net** to review your speed.

VPN

VPN is an acronym for **Virtual Private Network** and is used to provide a means for faculty and staff to connect their computers to the campus network from a remote location. This allows you to access the same network drives without being on campus. You will need to install our VPN client called **Global Protect** onto your computer. For more instructions on how to accomplish this task, visit **www.washburn.edu/its/internet-wifi-access/vpn.html**.

Setup completed!

You're ready to log in with Duo.

Need help?   Secured by Duo

DUO TWO-FACTOR IDENTIFICATION

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password. ITS uses **Duo MFA** for our two-factor authentication. To use Duo, you will need to enroll before you can use it.
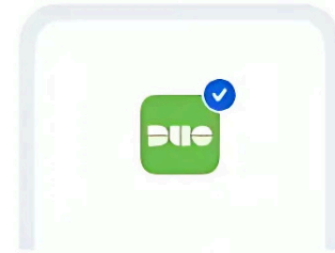
To learn more, visit: www.washburn.edu/its/accounts-access-mgmt/duo/enroll-in-duo.html.

PHONES - MICROSOFT TEAMS

While telecommuting you will need access to your work phone. With **Microsoft Teams**, everything you could do on the phone you can now do on any computer or mobile device anywhere in the world with access to the internet. To give your computer all these capabilities, install the Microsoft Teams client on your device. Once the client is installed, you will now have access to your phone, messaging and voicemail remotely. Learn how to do this at www.microsoft.com/en-us/microsoft-teams/download-app.

VIRTUAL DESKTOP (VDI)

VDI, Virtual Desktop Infrastructure, creates a secure connection between your remote computer and a virtual Windows machine that has much of same software that is loaded on campus computers. You can load the **VMWare Horizon** client or use the Chrome web browser, which runs VDI, onto Windows and Macintosh computers as well as mobile devices.

To learn how to access VDI, visit www.washburn.edu/its/software-training/_files/VDI-quick-start-guide.pdf and select "**Remote Access**".

GET SUPPORT

(785) 670-3000

Give our Helpdesk a call to speak directly with a technician to get help immediately.

Email ITS Support:
support@washburn.edu

Support Window
Bennett Computer Center
Room 104

M-TH	8:00 AM - 9:00 PM
FRI	8:00 AM - 5:00 PM
SAT	*CLOSED*
SUN	1:00 PM - 9:00 PM

SUMMER	**CLOSED**
MON - FRI 8 AM TO 5 PM	HOLIDAYS & INCLEMENT WEATHER
WASHBURN TECH	**BLDG. A EAST 115**