

MIDAMERICA

NAZARENE UNIVERSITY

INFORMATION TECHNOLOGY

DEPARTMENT

March 2020

REMOTE OFFICE
TECHNICAL SETUP
& INSTRUCTIONS

helpdesk@mnu.edu | 913.971.3333

Dobson Hall

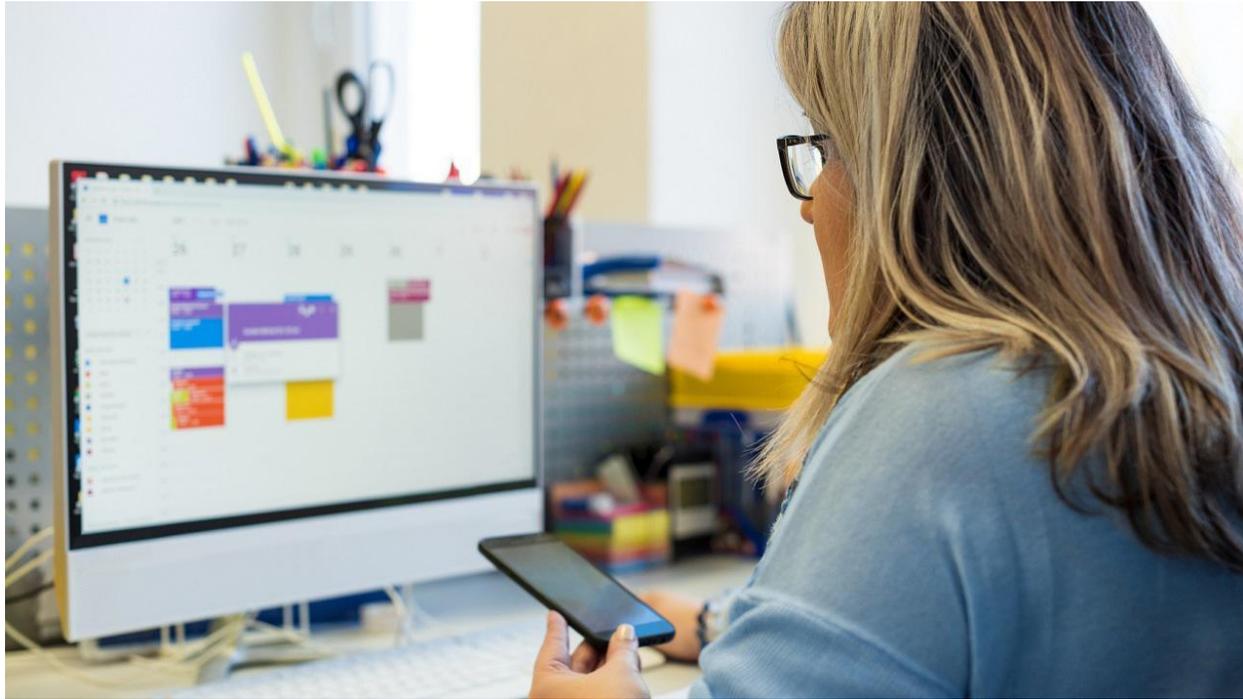


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Purpose

To streamline MNU's transition to online classes and staff working remotely we have created this guide to assist you. We will describe how to access the tool and information you need remotely.

WORKING FROM HOME CHECKLIST

- ✓ Internet connection of at least 50 megabits per second is recommended
- ✓ An office space in which to work, preferably quiet if you are going to be in any video conferences
- ✓ MNU-issued laptop or desktop
- ✓ Charger for your laptop
- ✓ Personal Cell Phone

Optional:

- ✓ Printer
- ✓ Headset or microphone

OVERVIEW OF APPLICATIONS AND SERVICES NEEDED

<p><u>Communication:</u> Software used for communicating with faculty, staff, and students.</p>	<p>Microsoft Teams – Quick and easy instant messaging, group chats, and video conferencing, file sharing.</p>
	<p>Skype for Business – Instant messaging and video calling client. Note: Skype can only be used with MNU credentials. If you are connecting with someone outside MNU’s organization then you should use Zoom.</p>
	<p>Zoom – Video communications platform, 1-1 meetings or larger group conferences, and remote support sessions.</p>
	<p>Panopto – Video lecture recording/streaming, used in conjunction with Moodle. Panopto videos can be stored on Moodle.</p>
<p><u>Remote Connection:</u> Software used to access tools and resources on MNU’s internal network.</p>	<p>RD Gate – Web-based remote access tool that uses Microsoft’s RDP and RemoteApp protocols.</p>
	<p>Citrix Receiver – Desktop virtualization software that allows access to applications as well as the shared network drives.</p>
	<p>VPN – Allows for a direct connection to MNU’s internal network. It acts like a virtual Ethernet cable plugged into MNU’s internal network that you connect to your computer at home.</p>
<p><u>Microsoft Office 365:</u> Office application suite.</p>	<p>Outlook – Email client</p>
	<p>Word – Word processing application</p>
	<p>Excel – Spreadsheet application</p>
	<p>PowerPoint – Presentation application</p>
	<p>OneDrive for Business – File sharing and backup</p>
	<p>SharePoint – Online collaboration platform and content management system. Used to host the MNU Portal and team documents.</p>
<p><u>MNU Services:</u> Core resources used by students and staff.</p>	<p>Banner – Used for recording student data, grades, and financial information.</p>
	<p>MNU Portal – Central hub for students and staff to access MNU information.</p>

CONNECTING TO MNU APPLICATIONS

Many MNU applications, including the MNU Portal, Moodle, Zoom, email, OneDrive, SharePoint, and Microsoft Teams can be accessed directly via the web, using the same methods whether you are on campus or at home.

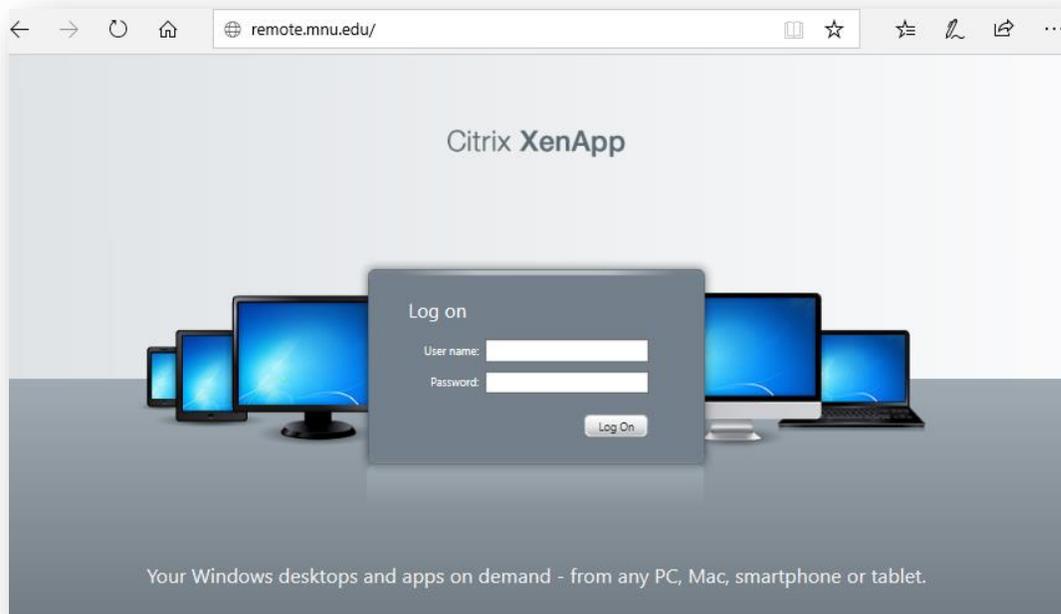
Other applications, such as Banner, DegreeWorks, AccessIt!, or Argos, require you to be connected to the MNU network.

There are three ways to access the MNU network while you are away from campus. If you're not sure which is right for you, please ask your supervisor or IT and they can help you decide. The three are described below.

CITRIX

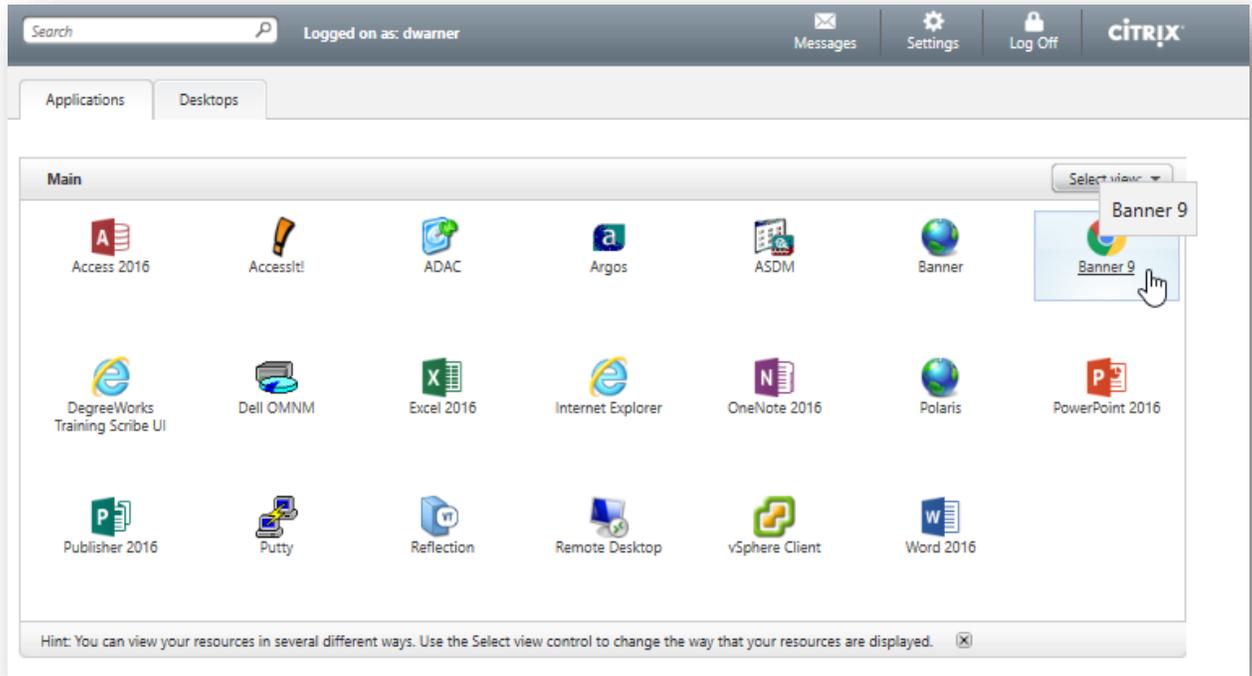
Citrix is the most common way of accessing MNU resources remotely. To access Citrix, perform the following steps:

- 1) Open a web browser (Chrome, Edge, Internet Explorer, etc) and navigate to <https://remote.mnu.edu>.

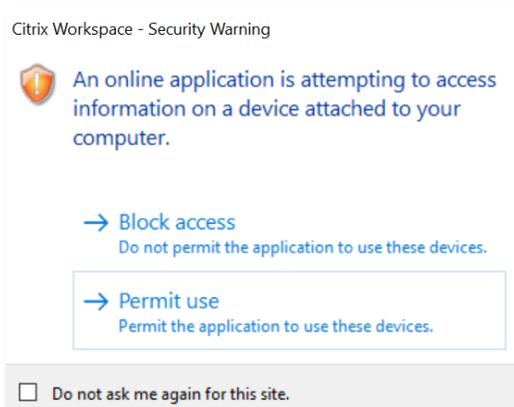


- 2) Sign in with your usual MNU network login and password.

- 3) It may warn you that you need to download the Citrix Receiver. This is already installed on your computer (Mac and PC), so you can safely skip it and proceed to the next screen.

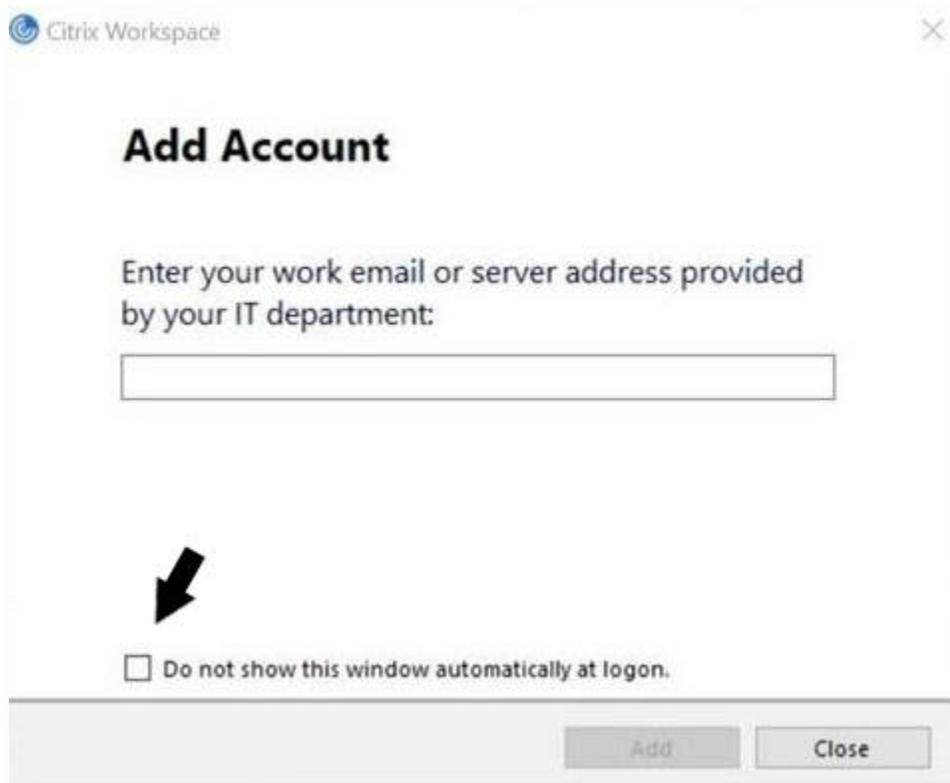


- 4) Click on the app that you would like to run.
- 5) It will download a file called launch.ica. Depending on your browser, click "Open", "Run", or just click on the launch.ica icon in order to run it.
- 6) It may prompt you with a security warning, you'll want to click the button to **Permit Use**.



7) You will then be automatically connected to your application.

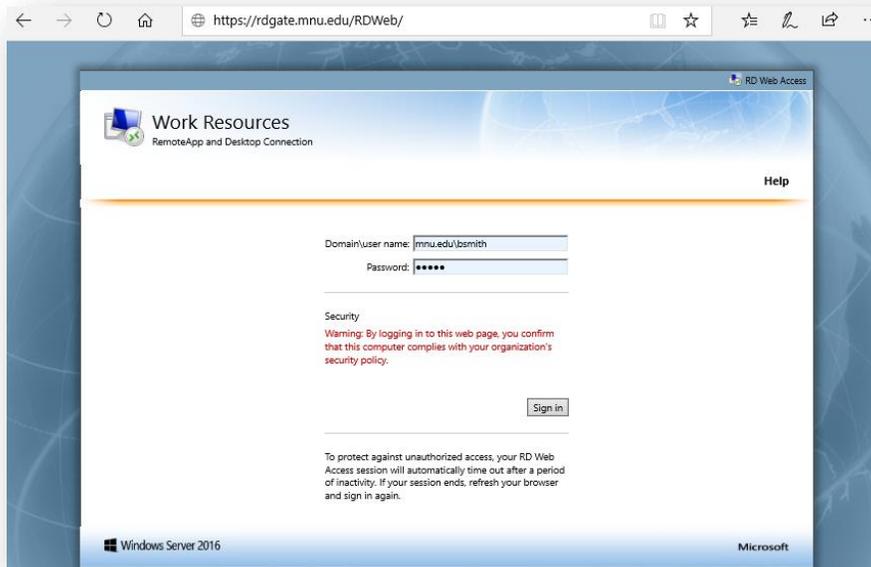
Note: if you get a pop up saying to add an account, you can safely close the window. Check the “Do not show...” box, then click close.



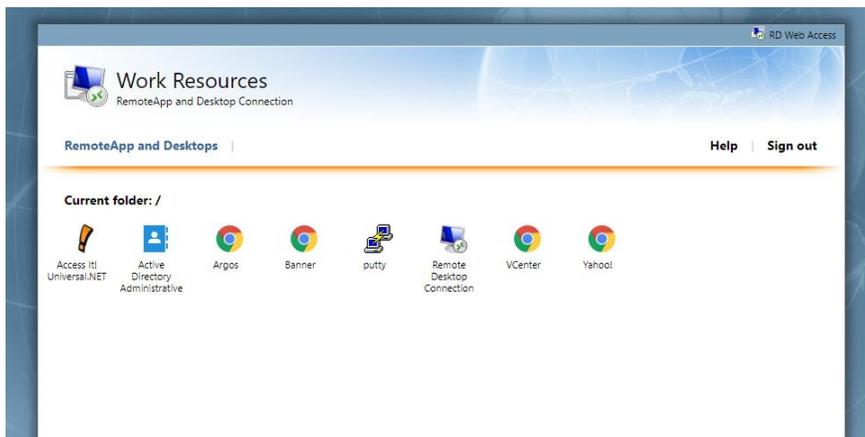
RDGATE

Like Citrix, Microsoft Remote Desktop Services provides a remote access to campus software. To use it, do the following:

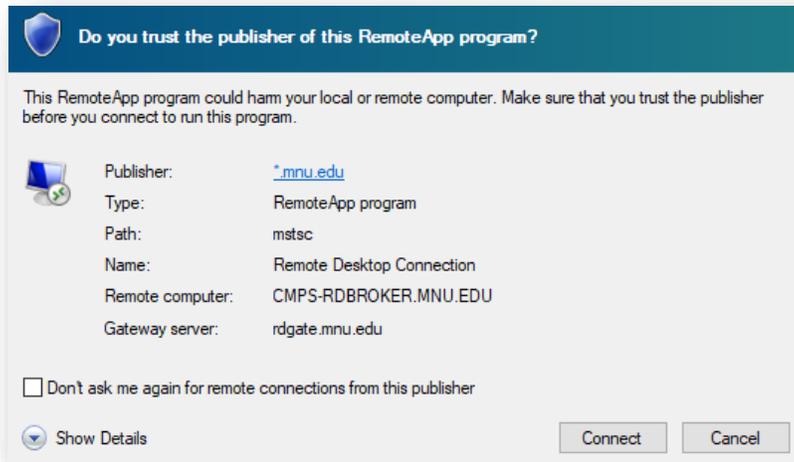
- 1) Open a web browser to <https://rdgate.mnu.edu/rdweb>
- 2) Sign in with **mnu.edu\username** and your network password



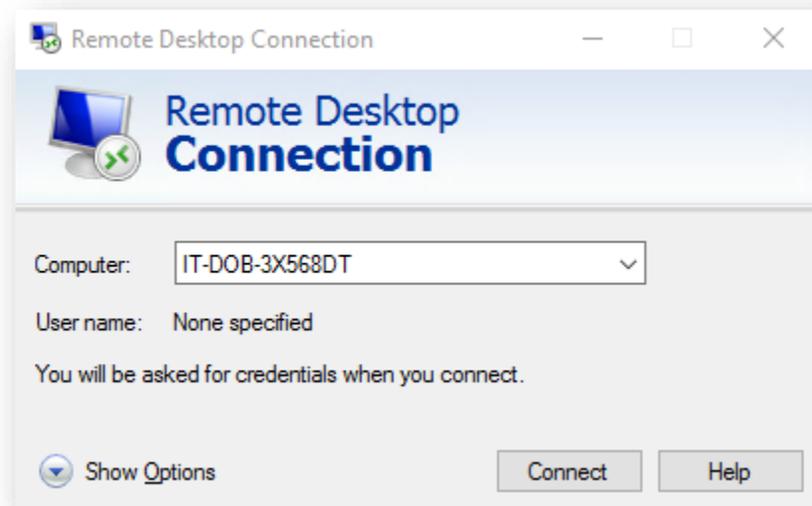
- 3) Choose the app you would like to access or choose Remote Desktop Connection to reach your normal MNU desktop.



- 4) It will download a small program. Run that program. It will ask if you trust the program. Click **Connect**.



- 5) It will then ask for your network credentials again, before connecting you to your program.
6) If accessing your normal MNU workstation, enter the name of your PC in the Computer field and click connect.

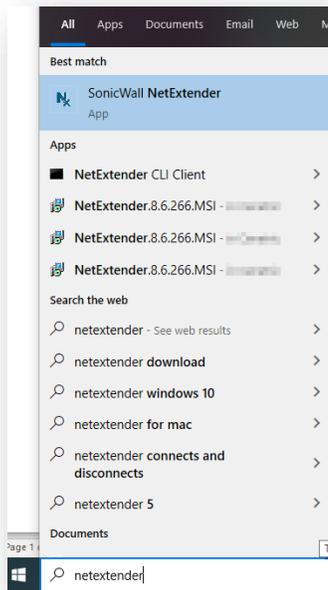


- 7) You may get a message that it could not verify the identity of the computer you are connecting to. This is normal, and you can safely tell it to connect anyway.

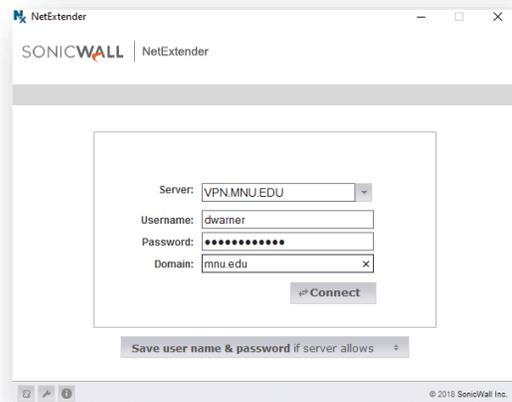
VPN

VPN access functions very differently from Citrix or RDGate. When you connect to the VPN, your computer is treated as though you were currently at the campus and on the main network, with all the normal access you would have from the office. To access the VPN, follow these steps:

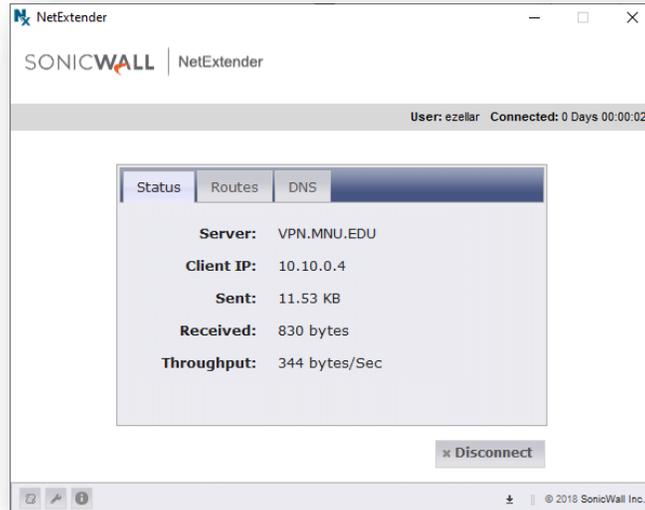
- 1) Open the SonicWall NetExtender application by clicking on the Windows Search bar at the bottom of your screen and typing **NetExtender**



- 2) If it is not already filled in, enter the server, username, password, and domain information.
 - a. Server is vpn.mnu.edu
 - b. Username is your MNU username
 - c. Password is your network password
 - d. Domain is mnu.edu



- 3) You may receive a warning about the site's security certificate. If so, click Accept or Always Trust.
- 4) Once connected, you will see a screen like this:

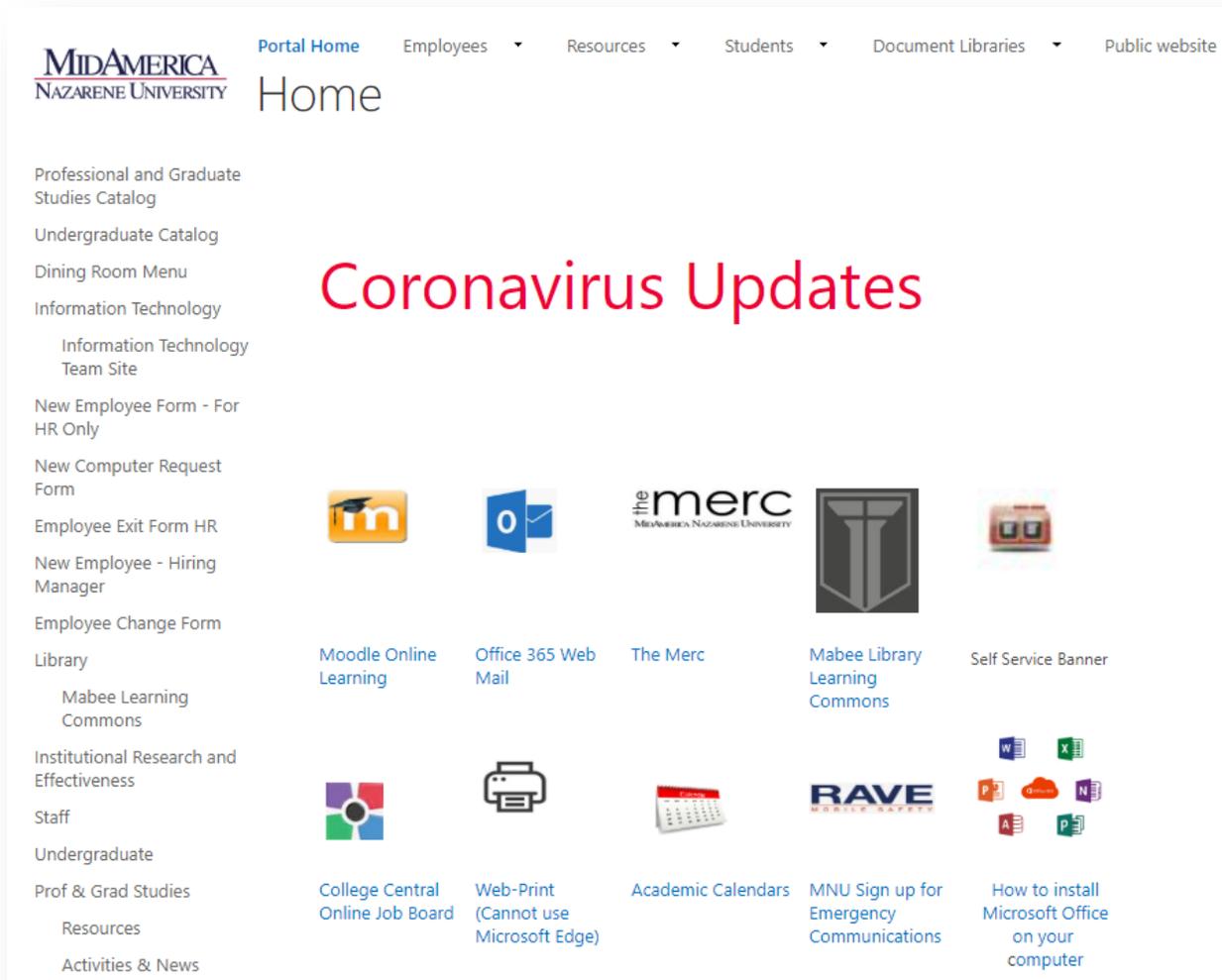


- 5) At this point, you can now access any network resources exactly as if you were on campus.

When finished using the VPN, make sure to click Disconnect.

MNU PORTAL

- 1) To access the MNU Portal, open a web browser and navigate to: portal.mnu.edu



ZOOM AND MICROSOFT TEAMS

ZOOM

Zoom is a video- and audio-conferencing solution, allowing you to easily schedule and attend virtual meetings. The program itself is already installed on your computer, and it is very easy to host or join a Zoom meeting.

For a full range of training videos on Zoom, please visit their website at <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>.

MICROSOFT TEAMS

Microsoft Teams will be an essential tool to remain in communication with your department. As a joint bulletin board, instant messenger, file repository, and voice/video conferencing tool, it provides a wealth of ways to stay in touch with your team. Like Zoom, it is already installed on your PC, and is tied directly to your Office 365 account.

Microsoft makes a number of training videos available on their website here:

<https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>.

DEPARTMENTAL APPLICATIONS

Each department at MNU has many applications that are unique to that department. Most of these applications are available via the web and require no steps to access from outside of the MNU network. If you have any questions about accessing departmental applications, please contact your manager or MNU IT for assistance.

PHONES

For those users that need to be able to receive phone calls while away from their office MNU IT is able to twin your desk phone to your cell, allowing you to receive calls on your cell exactly as you would at your desk. If you need your phone twinned, please contact IT.

Employees may also forward their office phone to a home phone or cell. As calls come through your office line to your personal phone, no personal contact information will be viewable by the caller.

Note: If you do have forwarding turned on and a call is missed it will go to your office voicemail (which is emailed to your MNU email), not your personal voicemail.

Please use this short video tutorial to walk you through this phone transfer process: <https://vimeo.com/398850428/8a8ee065a5>

HELPFUL PHONE NUMBERS

Moodle and Panopto:

Phone: 844-862-2297 (available 24/7/365)

Chat link: in the Help block in Moodle (extended hours support)

Email: lmshelp@mnu.edu

Online help request: helpdesk.mnu.edu, and select Learning Management System as the problem type

IT Support, including Zoom:

Phone: 913-971-3333 (available Monday – Friday 7 am – 7 pm)

Email: helpdesk@mnu.edu

Online Help Request: helpdesk.mnu.edu

REMOTE AND CYBER SECURITY ARTICLES

Good Cyber Security practices from The National Law Review:

<https://www.natlawreview.com/article/coronavirus-covid-19-managing-cyber-security-risks-remote-work>