

# MAILMAN IT: GUIDE TO REMOTE ACCESS

March 5, 2020

# Essential Guidelines

- We are allowing staff to use their personal computers for work during this time providing the following guidelines are met:
  - **Do not copy/download files to your personal device(s).** Instead, keep all files w/in CUIMC's Microsoft Office Online (which is HIPAA Certified) found here: <http://login.microsoftonline.com>. Login with your CUIMC email credentials to access CUIMC Office software.
  - If, for some reason, you must download a file, please only download it to an **encrypted USB** or into **OneDrive via Office 365 Online**.
- **NOTE: It is against policy to store CU data on an unencrypted device. So, if your personal device is not encrypted and you download a file, you are breaking policy.**
- You **MUST** have anti-virus installed on your personal device.
  - Windows 10 has built in anti-virus.
  - CUIT has made its Student package for Malwarebytes available for home use:
    - [malwarebytes](#)
- OneDrive or Teams? Based on usability we recommend **OneDrive for working with your personal files** and **Teams for collaboration**.

# Optimize Your Home Internet

- Internet service varies widely. Here are some things you can do to make the most of your service:
  - If the Internet connection is poor or slow:
    - **Avoid Wifi.** Use a direct connection to your router via an ethernet cable instead. If you don't know how to do this:  
[How to](#)
    - Ask other members of your household to stay off the Wifi while you work.
    - Close any extraneous browsers, software, streaming content (like CNN that streams ads constantly using up your bandwidth).
    - Restart your router, restart your computer— that often helps.
- Upgrade your Service Plan. Depending on provider and plan, you might be able to enhance your Internet speeds by upgrading your plan without new hardware.

# Tips for Finding What You Need

1. Not sure what software/systems are available or where to access? Visit [CUIMC's application page](#) for a list of common options.
2. Training is your best friend. Columbia HR gives you access to LinkedIn Learning (formally Lynda.com). Access it here and login with your uni for training and tips on all the software we use at CUIMC. [CU LinkedIn Learning](#)
3. You'll need to enroll in DUO Authentication to access most CU systems. Enroll here: <https://cuit.columbia.edu/mfa> Select "All Web Applications" when setting up.
4. Copy critical files onto your [OneDrive](#), which you can access from anywhere. VPN may be overtaxed and unavailable when you need it. If you have any issues with copying files, maybe this will help: [Upload a folder or Files How to](#)

*Reminder: Login to [Human Resources LinkedIn Learning](#) with your Uni credentials to access many of the training links in this document.*

# Tips for Finding What You Need, con't.

5. **Confirm with your Supervisor:** To submit a Tber, timesheet or other paperwork with your signature without a scanner, sign the document, take a picture with your phone, and simply email it in for approval.
6. Replace your in-person meetings with [Zoom videoconferencing](#) or if Zoom is not working well and or/you prefer a simple conference call, [FreeConferenceCall.com](#) also works well.
7. Replace sharing files via P Drive with [Office 365 Online Teams](#)

# Online Training Tools & Help

TIP: Use **MS Edge** or **IE browser** when accessing Office 365 Online! You will have a much better experience: <https://www.microsoft.com/en-us/edge>

Getting Started Tutorials for ALL Office 365 Online Software:

- LinkedIn Learning: [Office 365](#)
- Targeted Training Links
  - [Teams](#)
    - CUIMC has prepared [this training resource for Teams](#) (PDF)
  - [OneDrive](#)
  - [ZOOM Video Conferencing](#)
  - Installing Duo (Video)
    - [Iphone](#)
    - [Android](#)
- Anti-virus
  - Avast.com

*Reminder: Login to [Human Resources LinkedIn Learning](#) with your Uni credentials first to access many of the training links in this document.*

# Shortcuts: Daily Resources

- Email and other Office Products: Login using your **CUIMC email** credentials: <https://login.microsoftonline.com/>
- CUIMC File Storage
  - [MS Teams](#), available at the link above (No VPN required)
  - CUIMC Shared Drives (You'll need VPN and DUO Authentication. Instructions follow)
- Videoconferencing for Online Meetings
  - The CUIMC solution is [Zoom](#) (instructions follow). If that is not working, try [FreeConferenceCall.com](#)

*Login to [Human Resources LinkedIn Learning](#) with your Uni credentials to access many of the training links in this document.*

# CUIMC IT Shared Storage

- Many of us keep files on CUIMC's Shared Drives, aka O drive, P Drive, S Drive, etc. **Given that VPN traffic will be heavy**, please consider moving critical files from P drive to a [TeamSite](#).
  - CUIMC has also prepared [this training resource for Teams](#) (PDF)
- If you **MUST** access CUIMC Shared Drives:
  - You will need to use two applications; instructions follow:
    - Step 1: DUO Authentication
    - Step 2: VPN

# Step 1: Enrolling in DUO Authentication

- If you are not yet using DUO, please visit:

<https://cuit.columbia.edu/mfa>

This site provides all you need to know about using DUO, links to setup, and which applications require it.

- If you are already enrolled, there is no need to re-enroll. If you want to switch your enrollment to “All Web Applications” (recommended) go to [MFA self service](#) (login required)

## Step 2: Accessing CUIMC's VPN

- Visit CUIMC's Software site to learn about VPN and get the latest version of Cisco's AnyConnect Software:  
[Setup AnyConnect VPN](#)
- If you already have VPN software installed, you'll find it in a Cisco folder within Applications and named: Cisco AnyConnect Secure Mobility Client

*Please Note:* VPN only works when you are **OFF CAMPUS**.

# Accessing CUIMC's VPN, cont'd.

- Once you are enrolled in **DUO** and you have **VPN on your device**, you are ready to access your data.
  1. Open the Cisco's AnyConnect Software.
  2. Two windows will pop-up and you will be prompted to enter your credentials in the bottom window:
    - Username: <Your uni>
    - Password: <Your CU login password (NOT your email password)>
    - Second Password: <The CUIMC DUO Code>
      - Go to your DUO enabled device (likely your cell phone) and click on the DUO icon.
      - You'll see 3 Buttons – CU, CUMC, and Third Party. Select CUMC to reveal the code.
      - Enter that code as the Second Password.
      - Note: If you get a “Timed-Out” message, click DUO's code refresh icon to generate a new CUMC code and use that as your second password. Submit.
  3. Accept.

# Navigating to Your Files

- Once you are connected to the VPN, you can navigate to your shared drive(s) and access your data.
- Your shared drive icon on your desktop will work to connect you to your data (if that is your routine).
- If you do need to map to your drive, please visit CUIMC IT's instruction pages:
  - [For Windows](#)
  - [For Macs](#)

# Using OneDrive Effectively

- We recommend that you use MS OneDrive to work on your personal files, instead of CUIMC's shared drives as the VPN will be extremely busy. So, take time to copy over your critical files.
- [OneDrive Basics training](#) is available via [Human Resources LinkedIn Learning](#).  
**You'll need to login via the HR site first to access the training!**
- How to Avoid OneDrive File Syncing Issues:
  - Close and restart OneDrive to force it to sync. (Make sure you have an active Internet connection when you do this.)
    1. To close OneDrive: Left click on the OneDrive icon in the taskbar. (It's the cloud icon.)
    2. Click "More"
    3. Click "Close"

# Using OneDrive Effectively, con't.

- To restart OneDrive:
  1. Open your start menu.
  2. Scroll through the list of applications until you find OneDrive.
  3. Click OneDrive to start the application. The syncing process will begin automatically. This process may take a while to complete if you have a lot of files to sync.

# Using Zoom for Meetings & Classes

- **FACULTY:** If you want to use Zoom videoconferencing for your class, please see your Academic Coordinator. An account has been setup for you, and they have student tip sheets as well. If Zoom has an outage, the recommendation is **Big Blue Button**.
- 
- All others: You have two options for leveraging Zoom video-conferencing for your meetings:
  1. You can setup a free Zoom account directly with Zoom. Please note: Your meetings cannot exceed 40 minutes with this version:  
<https://zoom.us/>
  2. You can request a Zoom Pro account via CUIT for \$25. This version is full-featured with no restrictions on meeting times.  
<https://cuit.columbia.edu/video-conferencing>
- Zoom also has an excellent **Help Section**

# How to Get Remote Support

- Standard protocol applies: Open a ticket with: [msph-tickets@cumc.columbia.edu](mailto:msph-tickets@cumc.columbia.edu)
- A tech will reach out to you to setup a phone call or a remote troubleshooting session using “GoToAssist” software. In-person service calls may be impacted if COVID19 safety measures are in place.
- Issues that require hands-on hardware work will be addressed on a case-by-case basis; some may require shipment to our Dell or Apple Service Center(s).