CSUN | HUMAN RESOURCES

Technical Guide to Working Remotely

Table of Contents

Technical Guide to Working Remotely

Work Phone

Checking phone messages remotely

1. Call your work number from another phone.
2. Press * as greeting is playing.
3. Enter your ID (extension).
4. Enter your voicemail PIN.
5. New messages will automatically play.
6. To review old messages, press 3.

Changing your voicemail greeting remotely

1. Call your work number from another phone.
2. Press * as greeting is playing.

Technical Guide to Working Remotely

3. Enter your ID (extension).

4. Enter your voicemail PIN.

5. Press 4 to access greetings.

6. Follow instructions for recording a new message and setting an end date and time or leaving the message on indefinitely.

Forwarding your work extension to another phone number

Setting up forwarding from your work phone

1. At your work phone, press the button directly below "CFwdALL" on the screen.

2. Enter 9 + 1 + your phone number.

3. Your phone screen will now indicate that the calls are being forwarded.

Removing forwarding

1. When you return to work, press the "CFwdALL" button again to cancel forwarding.
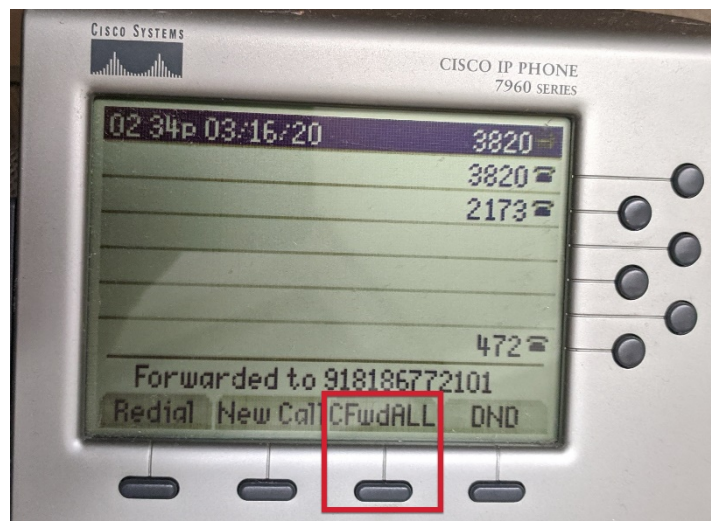
Confidential Box

Important to know

Confidential Box is CSUN's secure solution for storing Confidential Level 1 data. You may store documents containing Level 1 data in Confidential Box without encrypting them first. Only Confidential Box users will be able to access Confidential Box documents you share with them.

If you need to share something with someone who doesn't have Confidential Box access, you can encrypt the file, save the file to Box, then share the password via phone call.
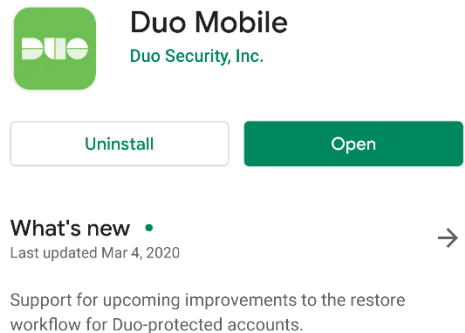
Technical Guide to Working Remotely

Links

[Confidential Box log in page](#)

[CSUN IT's Confidential Box page with additional guidelines](#)

[CSUN IT's Duo Multi-Factor Authentication page](#)

Multi-factor authentication (MFA) with Duo

When logging in to Confidential Box, you will be required to authenticate yourself with Duo. It's best to have the Duo app installed on your phone, so you can easily approve your log in. Refer to the multiple guides and videos about Duo on the IT page linked above. You do not need to be connected via VPN to access Confidential Box.

Duo Mobile
Duo Security, Inc.

| Uninstall | Open |

What's new •
Last updated Mar 4, 2020

Support for upcoming improvements to the restore workflow for Duo-protected accounts.

OnBase

Important to know

OnBase can be accessed either through installed software called "Unity Client" or through browser-based software called "Web Client." Many campus workstations and laptops have the Unity Client installed. Web Client will allow you to access the same documents and workflows, but only requires an internet browser. Mac users can only access OnBase via the Web Client.

Please note that you can only access OnBase Unity Client if you are on a CSUN device and connected to the CSUN network via VPN (see VPN section for more information.)

Installing Unity Client on your CSUN issued laptop

If your work laptop has access to the Software Center, you can install the Unity Client for easy and familiar access to archived documents and workflows.

Technical Guide to Working Remotely

1. Select the search bar on your Windows ribbon and type "Software Center."
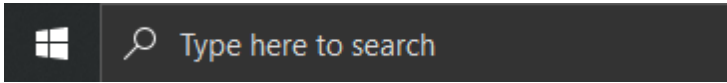
2. Locate "Install OnBase Unity Client 18 and Config File for TEST and PRD" and select "Install."

Install OnBase
Unity Client 18 a...
Hyland Software On...
18

Web Client Links

Web Client Log In page

Web Client Quick Reference Guide

Supported Browsers

Only the browsers listed below are supported for OnBase Web Client.

Browser	Version
Apple Safari	10.1.x, 11.0.x, 11.1.x
Google Chrome	64 and newer
Microsoft Edge (Fully Supported)	EdgeHTML 16 and newer
Microsoft Edge (Limited Support)	EdgeHTML 14 and 15
Microsoft Internet Explorer	11
Mozilla Firefox	59 and newer
Mozilla Firefox ESR	52, 60

Quick Tips for Navigating Web Client

After logging in, you will be automatically taken to the Document Retrieval screen. To perform any other OnBase functions, select the three lines next to "Document Retrieval" and select another function. Some functions may open in another window.
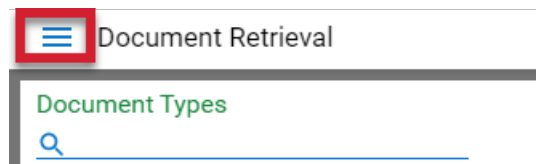
To access a specific workflow from within the Workflow screen, remember that you will need to select the arrow to the left to see the queues inside the workflow to which you have access.
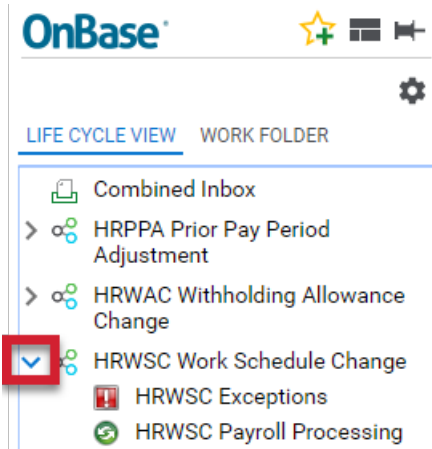
Adobe Sign

Important to know

All CSUN employees have basic Adobe Sign viewing and signing rights. However, in order to be able to access, prepare and send a form in Adobe Sign, a user must be an Adobe Sign "Sender."

Contact your Adobe Sign Business Owner (see the list below) to request access. **Be sure to provide** your name, employee ID, email address, extension, effective date and department name to your Business Owner.

For business owners, view the instructions to initiate the Adobe Access Request form to learn how to initiate the request form.

Please note that level 1 data should not be included on anything sent via Adobe Sign.

Department	Business Owner
Academic Affairs	Diane Stephens
Academic Affairs	Stephanie Nguyen
Financial Services	Megan Zullo
Associated Students	Steven De Luca
Athletics	Maxine Nicole Menanno
Athletics	Shareef Amer
Athletics	Valerie Richardson
Human Resources	Brian Cummins
Human Resources	Nikki Valadez
Information Technology	Ranjit Philip
International Students	Marta Lopez

Library	Justin Kovalcik
Police Services	Michael Yu
PPM	Travis Thomas
Student Affairs	Paul Schantz
Student Health Center	Victor Diamante
Student Housing	Carye Vogt
The University Corporation	Danior Martin
The University Corporation	Grace Slavik
The University Corporation	Stacey Lord
Tseng College	Pankaj Bedekar
Tseng College	Rayjann Patao
The Universal Design Center	Crystal Monroy
University Advancement	Danny Reader
University Student Union	Alexander Gonzales

Zoom meetings

Important to know

Zoom, CSUN's video and web conferencing tool, is available to all students, faculty, and staff. Zoom allows for video, audio, and screen sharing between up to 200 participants. It can be used from any computer, laptop, tablet, or phone, and it works on PC, Mac, Android and iOS devices. Any CSUN user can initiate a video or audio meeting, allowing Zoom to be used for any online meeting, whether between two or many people. Guides, videos, and other resources are available on CSUN IT's Zoom page, linked below.

The Zoom app makes for a very easy user experience. You can install it on your phone or tablet, which is helpful if your laptop/home computer doesn't have a camera.

ZOOM Cloud Meetings
zoom.us

2.0★
109K reviews

10M+
Downloads

E
Everyone ⓘ

Install

About this app →

Zoom is a free HD meeting app with video and screen sharing for up to 100 people

Links
CSUN's Zoom Log In page

CSUN IT's Zoom Page

Technical Guide to Working Remotely

Quick Tips for Setting Up Zoom Meetings

Setting up a meeting to start immediately

1. Navigate to CSUN's Zoom Log In page, linked above.
2. Select "Host a Meeting" and choose "With Video Off" or "With Video On."
3. Log in using your myNorthridge Portal user name and password.
4. You will be prompted to download/open the Zoom Meetings application.
5. Once the meeting is created, you will be asked how you plan to connect for audio. If you have a microphone on your workstation, you can join by computer. If not, you can join by phone.
   a. Join by Phone requires that you dial one of the numbers listed, enter the Meeting ID, and enter the Participant ID.
6. Meeting controls are found at the bottom of the meeting window.

Inviting Participants

7. Select "Invite" to invite meeting participants. You can choose to email the meeting invitation or "Copy Invitation" and paste it into an Outlook Calendar invite.

Screen Sharing

8. Select "Share Screen," then select the window or application you want to share with the meeting attendees.
9. Meeting controls are found at the top of the screen. At any time to stop sharing, select "Stop Share."
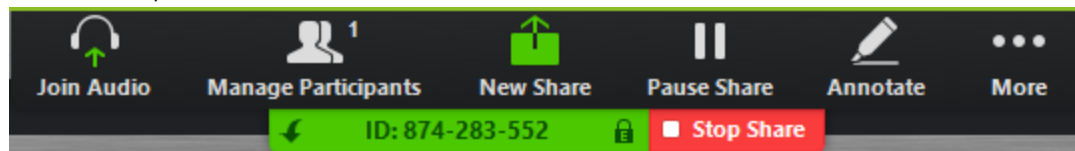
Scheduling a future meeting

1. Navigate to CSUN's Zoom Log In page, linked above.
2. Select "Host a Meeting" and choose "Schedule a Meeting."
3. Log in using your myNorthridge Portal user name and password.
4. Enter your meeting details.
5. Default settings are sufficient for most meetings.
6. Check the last box in "Meeting Options" if you would like the meeting to be recorded.
7. "Alternative hosts" allows you to indicate other users who can start/control the meeting.

Managing your meetings

1. Navigate to CSUN's Zoom Log In page, linked above.
2. Select "Sign In."
3. Log in using your myNorthridge Portal user name and password.
4. You will be brought to your Zoom profile page.
5. Select "Meetings" to view "Upcoming Meetings" and "Previous Meetings."
6. Select "Recordings" to view previous meeting recordings.

Downloading/accessing software on another workstation

If you are able to VPN to your workstation, you will be able to access all of the software installed on there without any special setup.

Skype for Business/Lync

Important to know
Skype for Business allows for IM, calling, video calling, and sharing and collaboration between colleagues, and is available to all faculty and staff.

Links
Discover Skype for Business

Skype for Business - Training Tutorials

Windows Users
If you are using a university-owned PC, Lync 2013 or Skype for Business should be installed on your computer. If it is not, contact your Technical Support Contact. Launch the program and sign in with your primary CSUN email address and password.

Mac Users
If you have Lync 2013 installed on your university-owned computer, you can log in using your primary CSUN email address and password.

If you do not have the Lync 2013 chat program installed on your campus computer, contact your Technical Support Contact.

Mobile Devices
1. In your app store, download the Skype for Business or Lync 2013 app.
2. Log in with your CSUN email address and password.

## *Available via Office 365*

To access Skype for Business without installing additional programs:

1. Log in to Webmail with your user ID and password.
2. Select your profile photo in the upper-right corner of the screen and make sure you are signed in to IM and that your status is set to Available.
3. From Office 365, select the Office 365 Apps icon from the upper, left-hand corner.
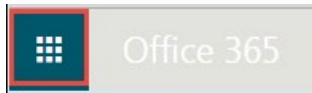
4. Select the "People" icon.
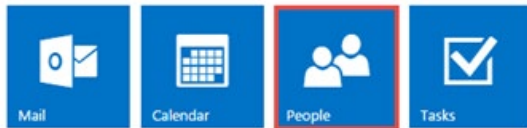
5. Search for the person you want to Skype with and select their profile.
6. In the IM section of their profile, select the hyperlink for their contact info. In this example, we are using John Doe.

Change

■ Available

▨ Busy

■ Do not disturb

■ Be right back

■ Appear away

Sign out of IM

John Doe

Contact   Notes   Organization   Groups

Calendar
Schedule a meeting

Send email
Email: @csun.edu

Phone
Business: 818/677-

IM
Send IM sip   @csun.edu

Profile
https://mycsunemail-my.sharepoint.com/pe...

Work
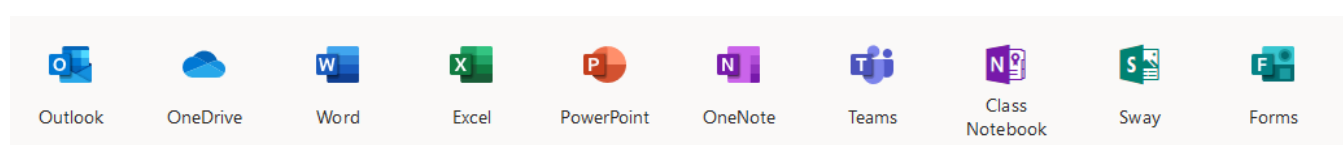Job title: IT Training Lead
Directory

Technical Guide to Working Remotely

7. If the contact is available for instant messaging, they will appear with a green square by their name.
8. To sign out of instant messaging, select your profile photo in the upper, right-hand corner of the screen and select Sign out of IM.

Microsoft Office

Available via Office 365

1. Log in to Webmail with your CSUN user name and password.
2. Select the software you want to use from the ribbon or select "All apps" for more options.

| Outlook | OneDrive | Word | Excel | PowerPoint | OneNote | Teams | Class Notebook | Sway | Forms |

Installing Microsoft Office on your personal device

All CSUN faculty and staff can now install the Microsoft Office Suite on up to five personal devices for free.

Navigate to the Microsoft Office Download page and follow the installation instructions.

GlobalProtect Virtual Private Network (VPN)

Can be downloaded from CSUN Software Downloads.

Other software

Can be downloaded from CSUN Software Downloads.

Can be accessed virtually through Citrix Receiver.

Virtual Private Network (VPN)

Important to know

VPN allows you a secure way of accessing your applications and files as though your computer or mobile device was on campus. You will also have access to the shared drive if connected via VPN. If you are unable to VPN for any reason, a good alternative is to store all documents in Box and/or Confidential Box and use Office 365 to access Outlook.

Please note that some workstations with sensitive data access cannot be accessed remotely – ask your supervisor if that is still the case.

Technical Guide to Working Remotely

Before leaving campus – leave your workstation on and note your workstation name. You can find the name on a label affixed to your computer tower.

If you turn off your desktop computer at work, you will be unable to connect remotely. Likewise, if you shut down your computer while still logged in to VPN, you may be shutting down your desktop computer at work. If you make that mistake, you will be unable to connect via VPN until someone presses your computer tower's power button. For those that are new to VPN, it might be wise to change your desktop background on both your desktop workstation and your laptop to make it clear when it's safe to shut down.

Links

CSUN IT's VPN page

CSUN Software Downloads – choose GlobalProtect

Windows Installation Quick Guide

Mac Installation Quick Guide

Setup

1. If you have never used VPN to access your workstation before, you will need to speak with IT to be added to the VPN group.
    a. Contact IT at 818-677-1400 or
    b. Submit a ticket through myNorthridge Portal > Staff tab > Technology pagelet > Request Technical Support
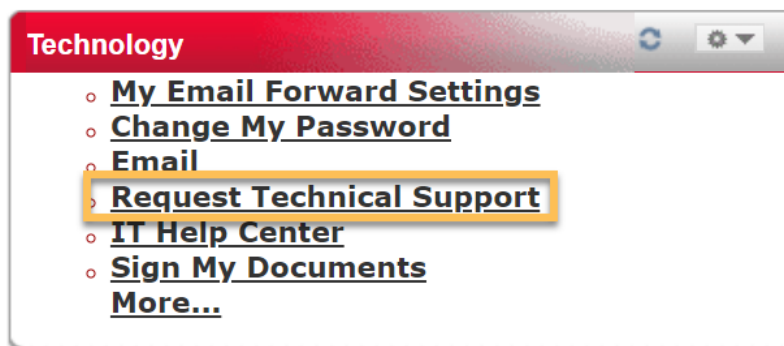
2. IT will stop your workstation from going to sleep mode.
3. Once at home, connect to your WiFi.
4. If GlobalProtect isn't installed on your laptop, it can be downloaded from CSUN Software Downloads.
5. Connect to GlobalProtect. If you use multi-factor authentication (Duo) to log in to the myNorthridge Portal, you will also need to authenticate while connecting to GlobalProtect.

Technical Guide to Working Remotely

6. Open Remote Desktop and enter your workstation name.
7. If you have trouble connecting once at home, contact IT again.