

TOP 10 IT RECOMMENDATIONS FOR TELEWORK AND TELE-EDUCATION

- 1. Almost all UMB applications and systems are web-based and can be accessed directly via a web browser on your home/remote computer.** You do not need to use a virtual private network (VPN) connection unless a particular UMB application or system is not accessible via the web.
For more information on VPNs - <https://www.umaryland.edu/cits/service-catalog/vpn/>.
For more information on web browsers - <https://www.umaryland.edu/cits/clearing-your-browser-cache-and-cookies/>.
- 2. Use Office 365.** The Enterprise Training Group is providing on-line classes on how to “Use Office 365 to work from home” as well as providing specific detailed classes for Microsoft Teams, OneDrive, SharePoint, etc. It is highly recommended that people read the information that is available on the Office 365 site - <https://www.umaryland.edu/office365/> - the site has been updated with additional information, including instructions for moving files to SharePoint from network file shares.
- 3. Use Webex, Skype for Business, or Blackboard Collaborate for virtual meetings.**
For more information on Webex, including how to create a voice-only conference line - <https://www.umaryland.edu/cits/services/webex/>.
For more information on Skype for Business - <https://www.umaryland.edu/office365/skype-for-business/>.
For more information on Microsoft Teams - <https://www.umaryland.edu/office365/teams/>.
For more information on Collaborate - <https://www.umaryland.edu/blackboard/collaborate/>.
- 4. Protect your computer, your identity, and UMB systems by installing anti-virus software.**
If using Windows 10, turn on the built-in antivirus feature called: Microsoft Defender.
<https://support.microsoft.com/en-us/help/17464/windows-10-help-protect-my-device-with-windows-security>
Purchase Symantec Endpoint Protection here - https://cf.umaryland.edu/software_sales/.
Many Internet Service Providers (ISPs) offer free A/V software.
Comcast/Xfinity provides Norton Security Online - <https://www.xfinity.com/hub/internet/internet-security>
Verizon /FIOS provides Verizon Internet Security Suite - <https://www.verizon.com/support/consumer/internet/essentials/internet-security-suite-download>
AT&T provides AT&T Internet Security - <https://www.att.com/support/article/u-verse-tv/KM1046931/>
Spectrum provides Security Suite - <https://www.spectrum.net/support/internet/security-suite-windows-installation/>.
- 5. Be wary of coronavirus scams and phishing attempts.** Unscrupulous individuals are trying to take advantage of this situation. Never share personal information.
For more information on spam - <https://www.umaryland.edu/cits/services/spam/>.
For more information on phishing - <https://www.umaryland.edu/cits/it-security-and-compliance/>.
- 6. Update your computer.** Make sure your operating system, anti-virus, web browsers, and other third-party software like Microsoft Office and Adobe Acrobat are all up-to-date. Check for updates frequently.
- 7. Do not save sensitive University data on your personal computer.** Save all work to Microsoft OneDrive or SharePoint.
- 8. Do not use public WiFi for conducting sensitive University business.** When connected to campus systems remotely, do not leave your computer unattended and make sure you log out when you have finished your work.
- 9. Add additional second factors to your Duo account.** If you are not already using the Duo Mobile app on your iPhone or Android, set up Duo Push for the best experience. If your only second factor is your UMB office phone, add your home phone as another option. For more information on Duo - <https://www.umaryland.edu/cits/services/duo/existing-user/>.
- 10. Please click on the links below for information regarding the use of the Blackboard Learning Management application for teaching and learning:**
For Instructors and Course Builders - <https://www.umaryland.edu/blackboard/instructors-and-course-builders/>.
For Students - <https://www.umaryland.edu/blackboard/student-topics/>.
For School-Specific support - <https://www.umaryland.edu/blackboard/school-specific-support/>.
For Blackboard Collaborate - <https://www.umaryland.edu/blackboard/collaborate/>.
Visit the Faculty Center for Teaching and Learning - <https://www.umaryland.edu/fctl/about/center-team/>.