

Resource Guide for Working from Home

Below are guidelines to help set up temporary remote work arrangements during this the rapidly changing COVID-19 situation.

Overview

Supervisors should coordinate with their employees on telework arrangements. While working remotely, employees should be available via telephone or email within reason during agreed work hours. Employees working remotely must notify their supervisor if they choose to submit leave instead of telework. Additionally, supervisors should articulate clear procedures regarding check-in times and availability. Supervisors must remain open to changes based on State guidance, college decisions, and the employee's unique situation.

Telecommuting Job Functions

- Checking/responding to email communications
- Attending daily virtual meetings
- Completing online training
- Document processing
- Execution of other project-based work or relevant tasks

The following are communication tools that will assist employees during our time of remote campus instruction and operations:

Accessing Voicemail Remotely

Department heads should confirm that employees know how to set up call forwarding and how to access their voicemail remotely. Employees should do the following as appropriate:

- Dial your direct number.
- Press "***" once your voicemail picks up.
- Press "#" to access voicemail.
- Enter in your phone number including area code
- When prompted for password, enter your 7-digit voicemail password followed by the "#" key.

Call Forwarding

- Dial "*108".
- At the tone, enter the destination number to which you would to forward your calls, followed by the "#" key.
- To disable, dial "#108".

Setting up Email on your Phone:

<https://workfromhome.citadel.edu/Email%20Mobile%20Device%20Setup%20365.pdf>

Virtual Staff Meetings or Course Instruction:

Determine which platforms you will use to communicate as a team or class.

- Each Vice President has a conference call system available.
- For course instruction, information on CitLearn/Zoom, tips for teaching online, and other faculty frequently asked questions, please visit: <https://www.citadel.edu/root/ceitl-faculty-teaching>

Payroll and Time Reporting

- Paychecks will continue to be distributed to the registered direct deposit account.
- If applicable, employees should also be able to utilize Kronos to clock while off campus during this time; however, timekeepers will not be able to make adjustments. Any errors will have to be adjusted by payroll.

Sharing Documents

- **Dropbox** is a file storage drive that lets you save documents, photos, videos, and other files all in one place in the cloud. It automatically backs up your documents and syncs to your computer.
- **OneDrive** is available through Microsoft Office and provides file sharing and other capabilities for your team.
- **Microsoft Teams** is available through Microsoft Outlook for you and your teams to share information and chat virtually.

VPN and Computer Protection

- If you are working from home and need access to Citadel IT systems that are only available on campus or include sensitive data, you may use The Citadel's VPN service. Instructions for downloading the VPN client and a second factor of authentication can be found at: <https://workfromhome.citadel.edu/>
- Please be aware that cyber criminals are actively using this pandemic as a way to get users to click on links or download software that can compromise our systems. Look CAREFULLY at the sender's email address (not just the name) to make sure that it is from a known source. Emails from outside of The Citadel will be noted with an **[External]** in the subject line
- DO NOT download software from unknown or untrusted sites, especially those that simulate the COVID 19 spread. If you are ever in question or think you may have been compromised, please contact the ITS helpdesk at 843-953-4357 or email ITSecurity@citadel.edu.

IT Help Resources

- If you have general IT questions, you can call the IT helpdesk at 953-HELP or email helpdesk@citadel.edu and someone will contact you.