



Telecommuting 101 Renewable BioProducts Institute

03-16-2020

(Special thanks to College of Science for sharing initial version of this document.)

Existing Policies, Procedures, and Guidance

- Georgia Tech:

- <http://www.policylibrary.gatech.edu/flexwork> -arrangements
- <https://hr.gatech.edu/teleworking> -COVID

Office Phone – Options

- Call Forwarding: When remote, your office phone can be forwarded to your location.
- Forward analog office phone from your office:
 1. Pick up the handset or press the speaker button to get dial tone
 2. Dial *74, enter the phone number to forward your calls
 3. Dial *74 + 9 + area code + number
 - Note: When you phone is forwarded, you will hear one ring at your desk before the caller is transferred to the forwarded destination.
- Deactivate call forwarding from your office:
 - Pick up the handset or press the speaker button to get dial tone
 - Dial #74

Office Phone – Options Cont'd

- Adjust forwarding from the web:
 1. Join the VPN, log into <https://cucmpub01.ucc.gatech.edu:8443/ucmuser/>
 2. Select the CALL FORWARDING menu link on the left
 3. If you do not see your phone listed, reach out to your unit's telecom contact, this is normally your facilities coordinator.
 4. Check the box FORWARD ALL CALLS TO Select Dropdown to add a new number
 5. Click SAVE

- Check your voicemail or setup voicemail to email:
 1. Join the VPN, log into <https://ucucuty01.ucc.gatech.edu/inbox/>

Security Tips - General

- Use Georgia Tech VPN when needed, but ideally not when video conferencing <http://rbi.vpn.gatech.edu> or <http://anyc.vpn.gatech.edu>
- Keep an eye out for Phishing & other scams
 - Emergencies are a prime time for malicious impersonations
 - Watch out for calls, email, TXTs claiming to be from GT, College, or Unit leadership
 - If in doubt:
 - Call them with a phone number you already have (don't trust what was in the message)
 - Forward or Compose a new email (don't reply to what you received) asking for verification
 - Reach out to your local IT group helpdesk@rbi.gatech.edu.
- Protect your Georgia Tech account and securely handling data
 - Do not give anyone else your GT password or two-factor authentication (2FA) device
 - Be sure to store and collaborate on a [Georgia Tech Approved Cloud Storage Offering](#) or the IAC file server




Security Tips - Personal Equipment

- Latest updated guidance for personal equipment: [KB0023551](#).
- Patch your system
 - Patching your computer is one of the most important ways to protect yourself online.
 - Windows: Turn on [Windows Update](#) and set it to install patches automatically.
 - Mac: Use [Mac Updates](#).
- Patch your applications.
 - It is important to keep your applications updated, especially web browsers (Firefox / Chrome...)
- Install anti-virus software
 - Several free [anti-virus solutions](#) are available for use on personal machines including built-in anti-virus (e.g. Windows Defender for Windows 10)
- Set up unique logins/accounts for each person who uses the computer, ensure yours has a strong password.

VPN or Not - A partial list

- [How to connect to the VPN](#)
 - When finished with your work which requires VPN, please disconnect from VPN.
- Latest updated list of what requires VPN: [KB0023604](#)
- No VPN required:
 - BlueJeans, Webex <- Better **without** VPN
 - Office 365 (e-mail, Teams, One Drive, Sharepoint)
 - Canvas, Kaltura, Gradescope, Piazza
 - Workday (direct via [magic link](#) rather than first going to Techworks)
 - Dropbox, Box
- VPN required:
 - Techworks, TimeOut (<http://rbi.vpn.gatech.edu> or <http://anyc.vpn.gatech.edu>)

Your online availability visibility - Virtual Office Door

- Free/Busy status represents what would otherwise be communicated by the state of your office door (open, slightly ajar, closed).
 - Available:  Busy  Do Not Disturb  (images from Teams, looks similar elsewhere)
- Visible free/busy is important for remote team effectiveness.
- It is automatically updated based on your calendar, but it only conveys if there is something scheduled on your calendar. (who, what, and where are private)
- GT's default permissions: Open to GT. We strongly recommend it remains that way.

Microsoft Teams – Teams and Channels

- Real time text and file collaboration (and voice/video) similar to Slack
- If you're not familiar with Teams, these intro videos may help, especially "Intro To Microsoft Teams"
<https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>
- You can access Teams from the "waffle" in Office 365 webmail – upper left corner
- There are also native applications for Teams for each platform. In your profile menu (upper right corner), see "Download the desktop app", for example
- Groups of individuals are broken down into individual Teams. You can be part of more than one Team.
- Please let IAC IT know if you need a Team created or need help getting started. Other videos in site above explain all features.



BlueJeans

- GT standard voice/video meeting solution. Supports:
 - Conference rooms
 - Individual computers (via app or web browser)
 - Phones (via Android/iOS app or traditional phone dial in number)
- Schedule a meeting: <https://gatech.bluejeans.com>
- Recommendation: Proactively add a BlueJeans meeting location to the calendar invite of any upcoming meeting where someone may be telecommuting.

Video Conferencing Basics

- Use a headset
 - Ideally one with a microphone and headphones(speakers)
 - Most cellphone headsets will work in most laptops
 - Even headphones without a microphone substantially help reduce echo
- Mute your microphone when not speaking.
 - In BlueJeans, hold the keyboard "space bar" down to temporarily unmute
- Avoid
 - busy backgrounds (e.g. moving ceiling fan)
 - loud environments
 - backlighting
- Keeping your video enabled helps others see body language. This reduces misunderstandings and greatly aids interjecting in active conversations and conversation velocity (agree/disagree by head nod or hand gesture).

Additional tips and tricks

- Stand up and walk around occasionally, set a timer if needed. Teleworking often results in staying seated in your home office chair far longer than when in the office. A couple of minutes walking around every hour helps the mind (and body).
- Creating a dedicated space to work helps retain work/life balance and keep you in a work mindset when at the "office".
- If you have other individuals in the house, particularly kids, consider creating a traffic light indicator (green, yellow, red) by paper or light to help them understand when interruptions are OK. Even young kids pick up on this quickly and often like the "game".