Remote Work Resource Guide

The following guide has been compiled to assist BCCC faculty and staff as they prepare to work off-campus.

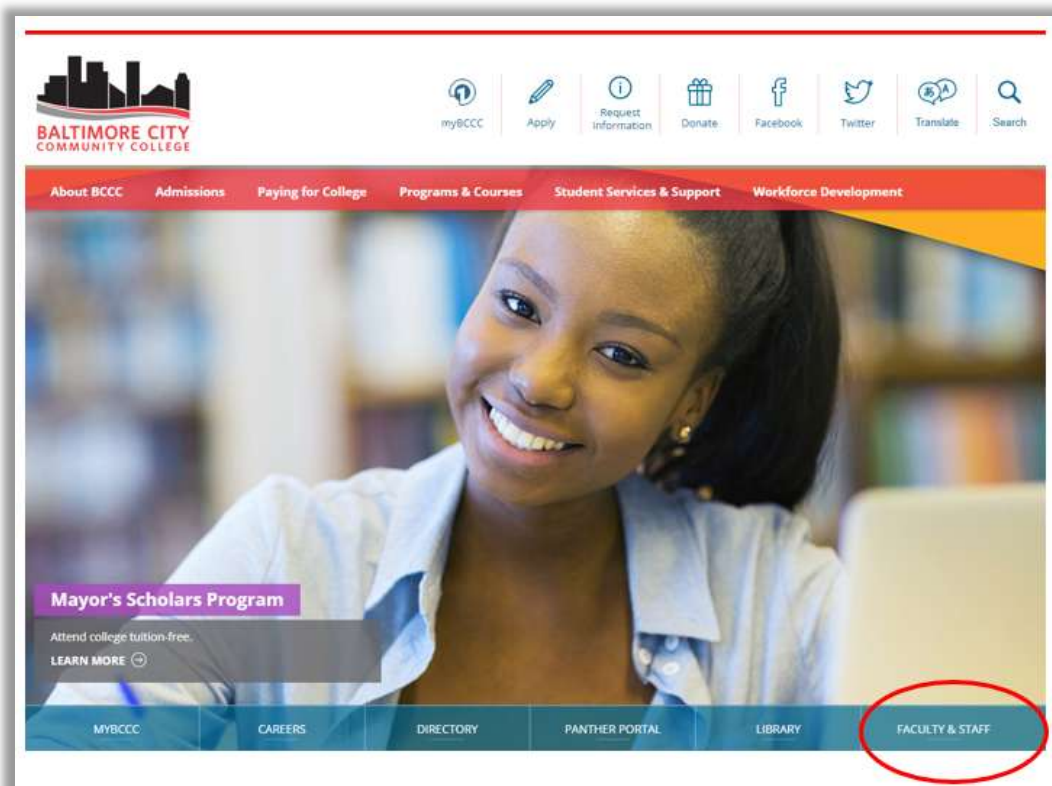## Contents

Faculty and Staff Email

To access your BCCC email:

1. Navigate to https://www.bccc.edu/
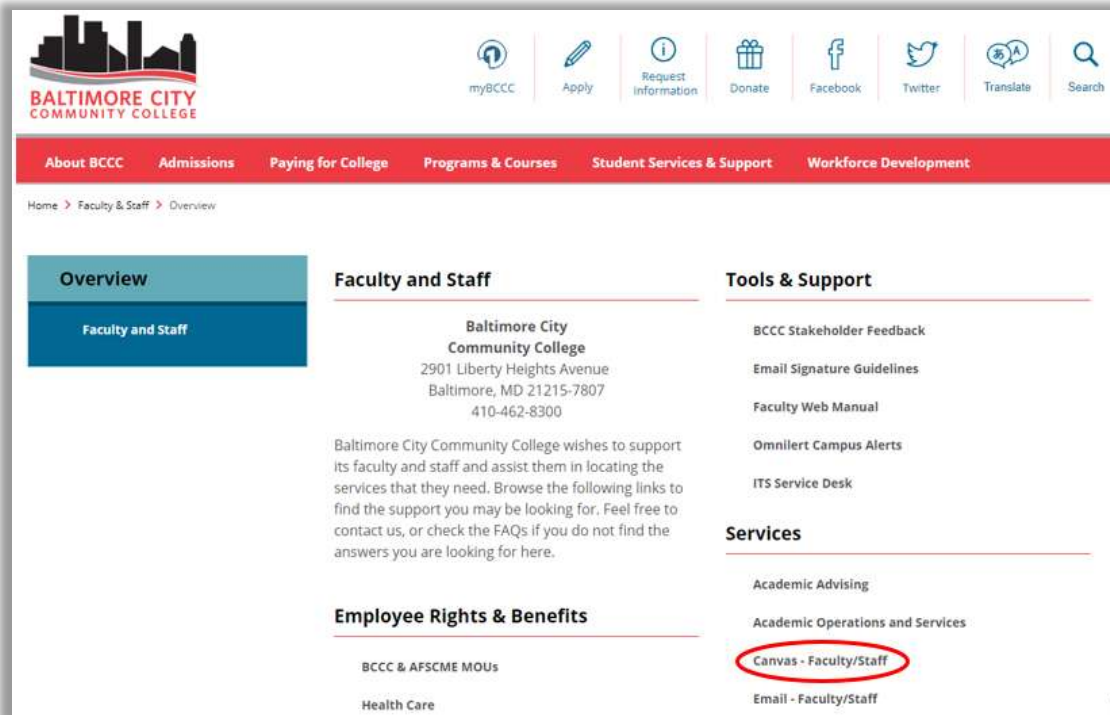
2. Click on **FACULTY & STAFF**

3. Click on the **Email – Faculty/Staff** link

4. Enter your BCCC email address and click **Next**
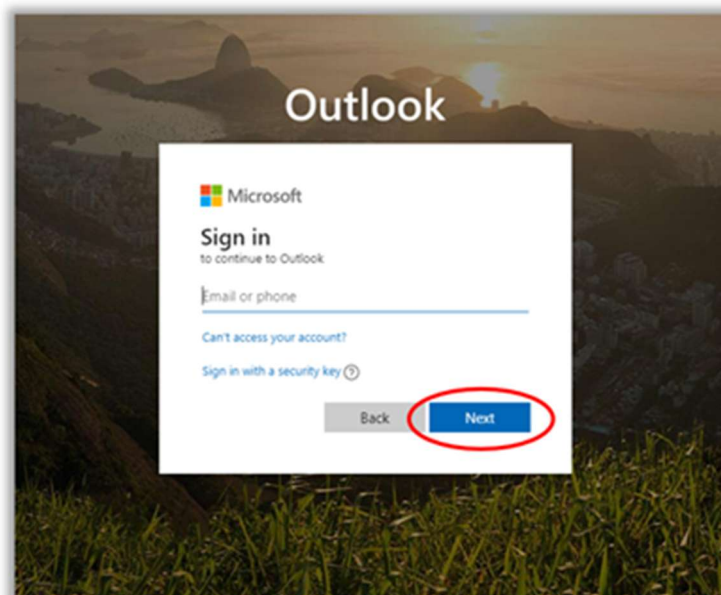
5. Enter your BCCC Network Password and click **Sign in**

Microsoft Office 365 (Microsoft Access, Excel, PowerPoint, Word)

To access your Microsoft Office 365:

1. Navigate to https://www.bccc.edu/

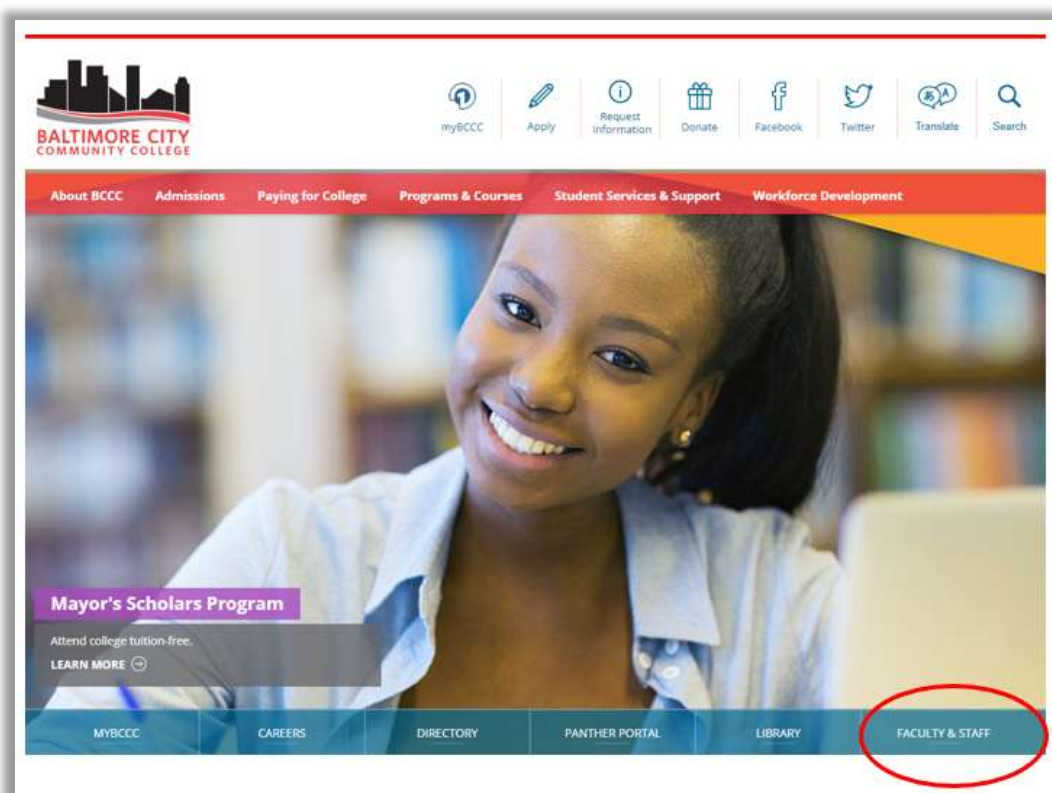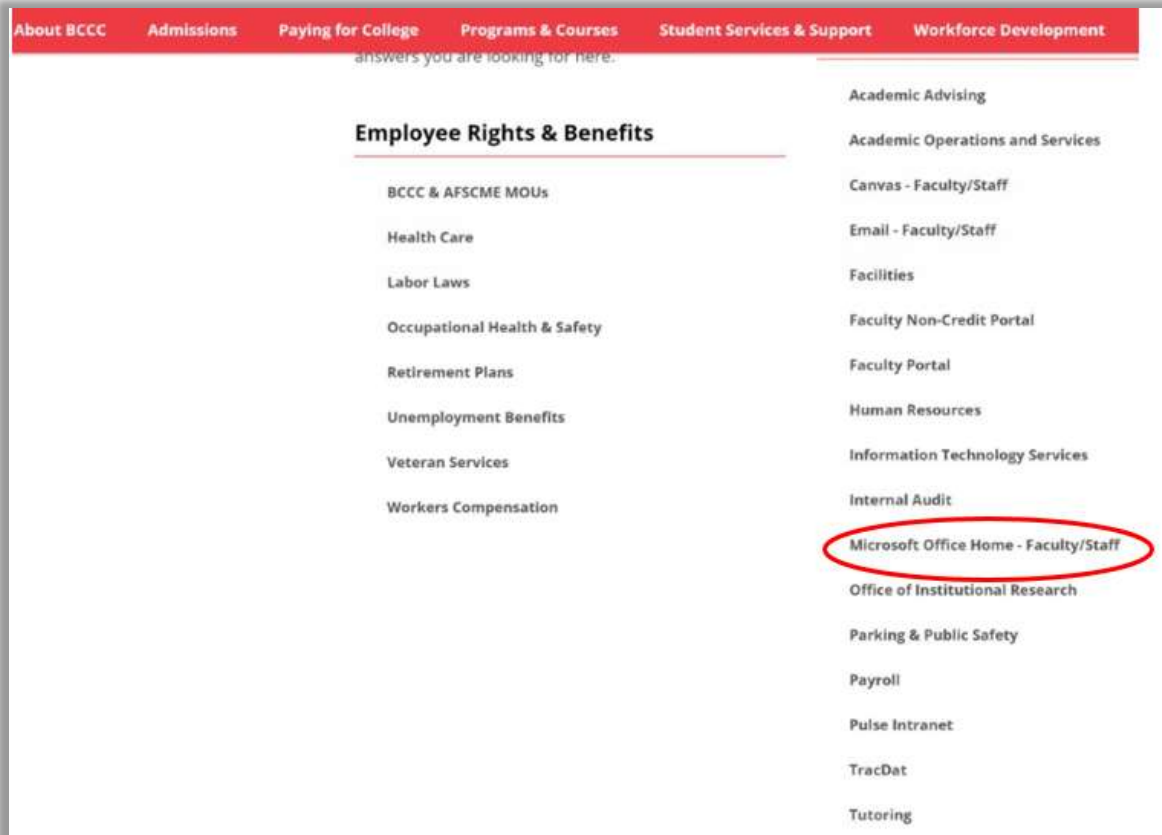2. Click on **FACULTY & STAFF**

3. Click on the **Microsoft Office Home – Faculty/Staff** link

4. Click sign in and enter your BCCC email address and BCCC Network Password click **Next**
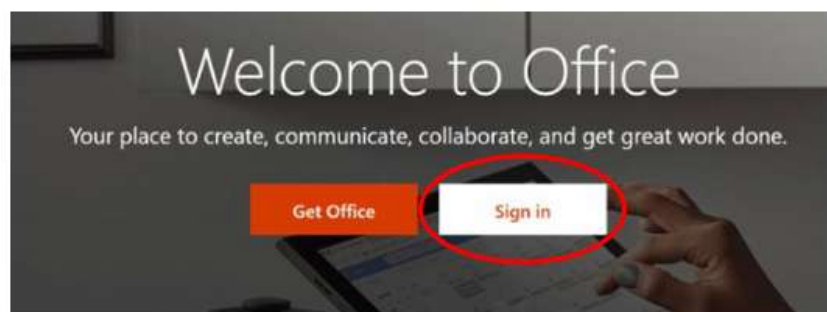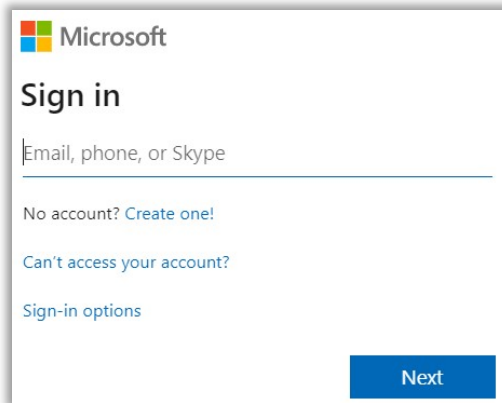
5. Select applications

Telephone Call Forwarding

A. Cisco Phones:

If you have the device pictured below, please follow these instructions.

Initiate Call Forwarding:

1. Press the **CFwdAll** button. You will hear two beeps.
2. Immediately after the two beeps, enter the number to which you want to forward your calls preceded by a "9" and a "1." Ex. 91-443-555-XXXX
3. After you enter the number, a phone icon with a flashing arrow appears in the upper-right corner of the LCD screen. The LCD screen also displays a message confirming the number or extension to which your calls are being forwarded.

(In the illustration above, the upper right of the screen shows the original extension with the right-arrow indicating forwarding is active. Bottom center, you see the number "Forwarded To")

4. Verify that the call forwarding was successful by calling your desk number or extension. The call should ring to the number that you entered.

Cancel Call Forwarding:

1. To cancel call forwarding, simply press the **CFwdAll** key again, once.

B. Skype for Business Phones or Skype for Business App

Users with a Skype for Business Phone can forward calls using their desktop phone or the Skype for Business App.

Skype Phone – 405HD/445HD:

If you have the device pictured below, please follow these instructions.

Initiate Call Forwarding:

1. Press the button corresponding with the "Forward" label (3rd button).
2. Use the up/down arrow keys to highlight **Forward to: None** and press **Select**
3. Press **Config**, **New**, and enter the number you would like your calls forwarded to.
4. Click **OK**. Click **Save.**
5. Click **Back.**
6. Verify that the call forwarding was successful by calling your desk number or extension. The call should ring to the number that you entered.
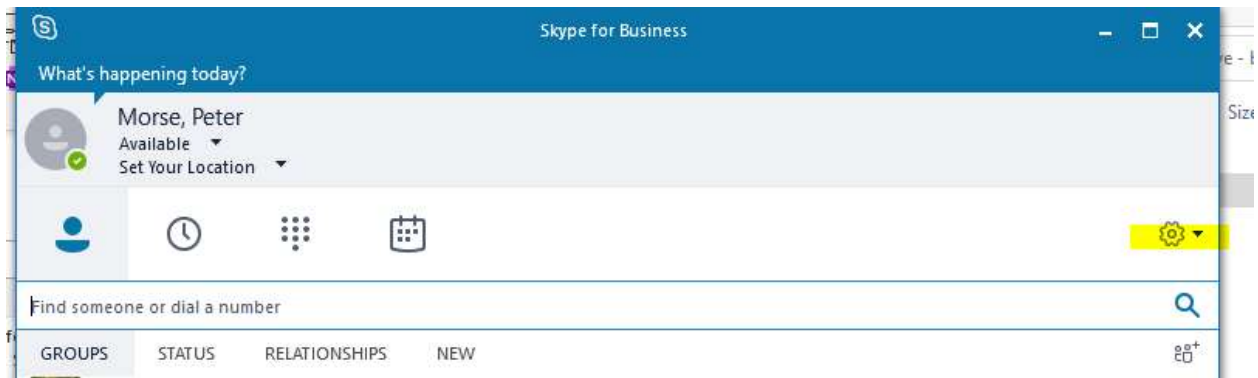
Cancel Call Forwarding:

1. To cancel call forwarding, press **Forward**, Use the up/down arrows to highlight "**Do not Forward Calls**", **Select**, and **Save.**
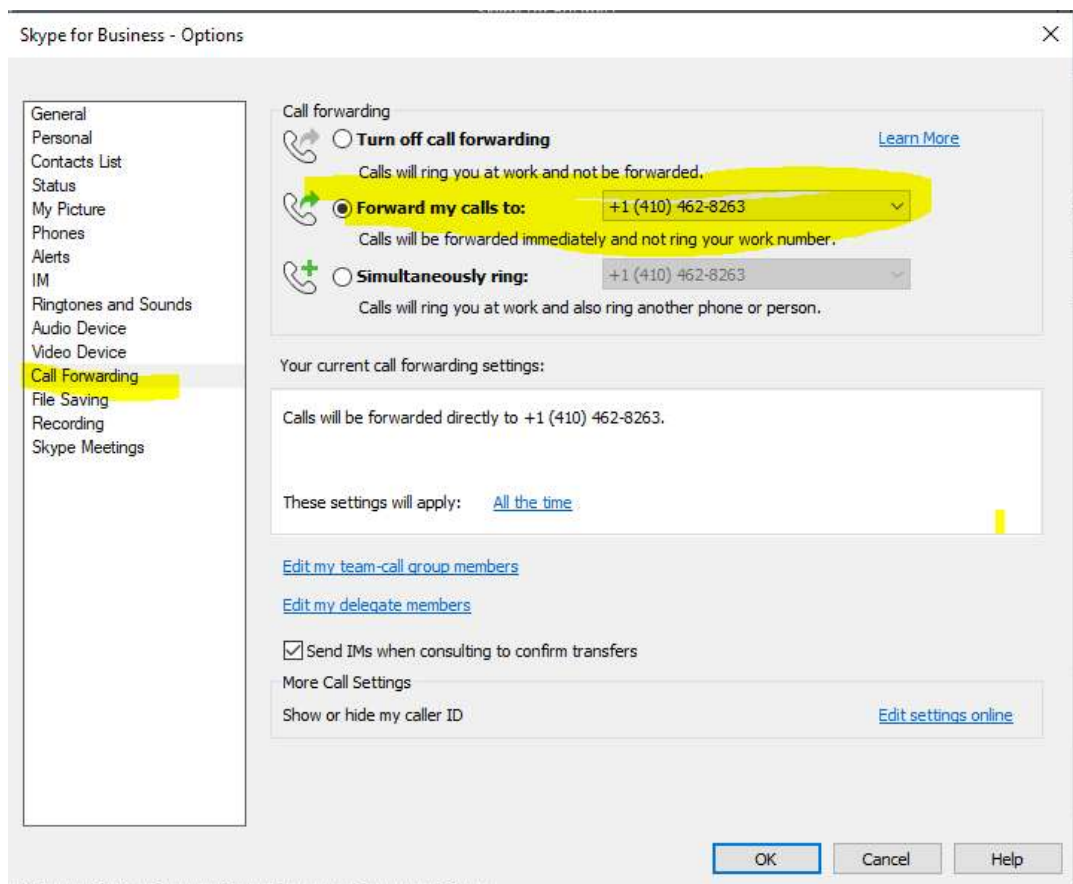
Skype for Business App

This instruction is for staff with a Skype (Audiocodes) phone on their desk but want to use the Skype desktop client to enable forwarding.

1. Click the gear icon.

2. In Skype for Business Options, click **Call Forwarding**, and click the radio button for **Forward my calls to** and enter your remote number.

3. Click **OK** to finish.

Cancel Call Forwarding:

2. You can reverse this by simply returning to this menu and clicking the radio button for Turn off call forwarding.

Skype for Business Mobile App

This instruction is for staff with an Audiocodes phone on their desk but want to use the Skype MOBILE APP to receive their calls.

1. Download and install the Skype for Business app from the Apple or Android app store.
2. Log on using your Office 365 credentials (your email address and standard BCCC password). As long as the app is logged in and active, your Skype number will ring on the phone, and you can use the app to make outgoing calls from you BCCC number.

Note: The following sections (Accessing VPN & Remote Desktop) apply to staff who have been preapproved for VPN and RDP access.

Accessing VPN

(Note: your machine must be connected to a home/private network)

1. Open a web browser (Microsoft Edge, Firefox, Chrome, etc.)
2. Enter the following site into the browser's address bar: **https://remote.bccc.edu**

3. Login to the GlobalProtect Portal **https://remote.bccc.edu**
   - Your username is your full BCCC employee e-mail address (*firstinitiallastname@bccc.edu*)
   - Same password you use for your desktop computer, web email, etc.

4. Download the appropriate GlobalProtect agent for your version of Mac or Windows
   - College laptops are predominantly Windows 10 64-bit
   - Mac OS's are covered with a single agent download

5. Need help discovering which Windows OS version to download?

   - Use the start button [icon] key on your keyboard, open a Run prompt, and type **msinfo32** and press ENTER
   - On the default **System Summary** page, locate the **System Type,** about 5 lines down in the **item** column.
   - If the System Type's value is x64-based PC, select the **Windows 64-bit** agent download
   - If the System Type's value is x86-based PC, select the **Windows 32-bit** agent download

6. Install the downloaded agent file. Progress through the installation wizard, accepting defaults and clicking Next. After successful installation of the GlobalProtect agent, the **Welcome to GlobalProtect** window launches.
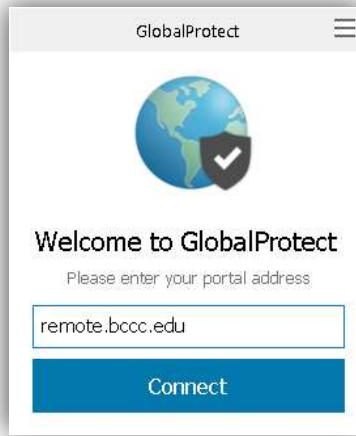
7. Enter **remote.bccc.edu** into the portal address field and click Connect

8. When prompted for access credentials, use your full BCCC e-mail address and password again to log-in. You should now be logged into the BCCC VPN network!

9. To verify the connection, hover the mouse cursor over the new globe icon and click it

The Connected notification window should appear. You should now be able to access BCCC internal network resources. See separate instructions.

GlobalProtect

Connected
Your connection has been secured
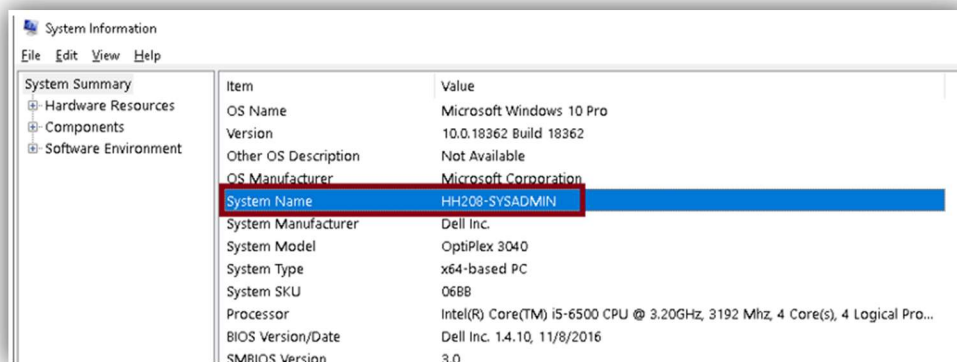
Remote Desktop (RDP)

IMPORTANT: Prior to leaving campus users must ensure that their desktop computers remain on and that they locate and record their system name. See where to locate below.

From BCCC Workstation:

1. At your workstation Click on Windows/start icon
2. Type the following text in the search box: **msinfo32** and press Enter
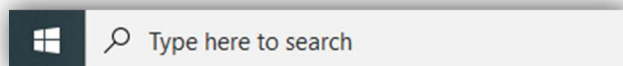
3. Select and notate the System Name (PC's hostname)

4. Write down your System Name and store in a safe place (This will be needed when you access your workstation from home)

From Home

5. Establish a VPN connection utilizing the separate set of remote access instructions
6. Open a Remote Desktop session either via desktop shortcut or by launching the program (open the Windows/start menu, type **Remote Desktop Connection**, select the application)
7. Enter your campus workstation's hostname (located above) into the Computer field and click Connect
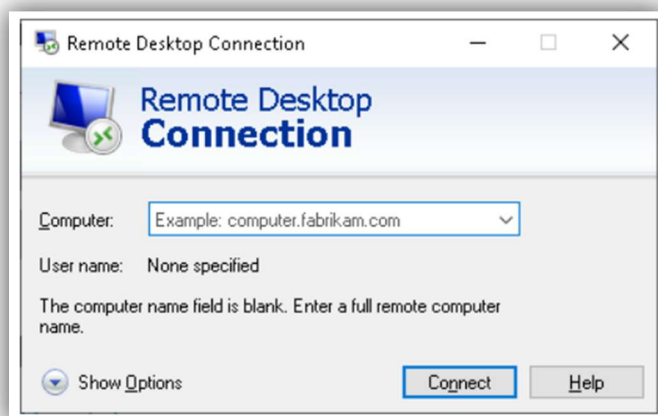
8. Upon connecting, a credential prompt should appear. Enter your BCCC username and password (e-mail address and password used to sign-in to BCCC computers)
9. The RDP session should open to the regular user profile on the campus workstation

Additional Resources

Please note that you will need internet access to view the below resources.

Skype For Business
- **Making Calls**
  https://vimeo.com/270080747
- **Recorded Webinar:**
  Skype for Business Enterprise Voice
  https://vimeo.com/295272605/2354974cf1
- **Video Calling**
  https://vimeo.com/269910215
- **Using Contacts**
  https://vimeo.com/269927392
- **Sharing Content**
  https://vimeo.com/269938053

- **Creating and Joining Meetings**
  https://vimeo.com/269951111
- **Changing Settings in Meetings**
  https://vimeo.com/269954677
- **Making Calls**
  https://vimeo.com/270080747
- **Using Call Delegates**
  https://vimeo.com/270093459
- **Using Call Forwarding and Simul-Ring**
  https://vimeo.com/270097758
- **Using Hold and Transfer**
  https://vimeo.com/270101367