

Remote Work Resource Guide

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

Contents

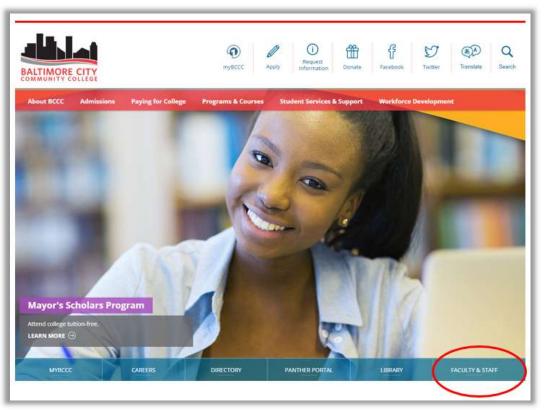
Remote Work Resource Guide	1
Faculty and Staff Email	2
Microsoft Office 365 (Microsoft Access, Excel, PowerPoint, Word)	4
Telephone Call Forwarding A. Cisco Phones:	6
B. Skype for Business Phones or Skype for Business App	7
Skype Phone – 405HD/445HD:	8
Skype for Business App	8
Skype for Business Mobile App	
Note: The following sections (Accessing VPN & Remote Desktop) apply to staff who have	ve been
preapproved for VPN and RDP access.	
Accessing VPN	
Remote Desktop (RDP)	13
Additional Resources	14
Skype For Business	14



Faculty and Staff Email

To access your BCCC email:

- 1. Navigate to <u>https://www.bccc.edu/</u>
- 2. Click on FACULTY & STAFF

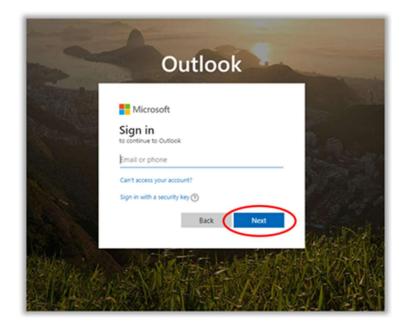




3. Click on the Email – Faculty/Staff link

BALTIMORE CITY COMMUNITY COLLEGE	myBCCC Apply Information	Donste Facebook Twitter Translate Search		
About BCCC Admissions	Paying for College Programs & Courses Student Services	s & Support Workforce Development		
Home > Faculty & Staff > Overview				
Overview	Faculty and Staff	Tools & Support		
Faculty and Staff	Baltimore City Community College 2901 Liberty Heights Avenue Baltimore, MD 21215-7807 410-462-8300	BCCC Stakeholder Feedback Email Signature Guidelines Faculty Web Manual		
	Baltimore City Community College wishes to support its faculty and staff and assist them in locating the services that they need. Browse the following links to find the support you may be looking for. Feel free to contact us, or check the FAQs if you do not find the	Omnilert Campus Alerts ITS Service Desk Services		
	answers you are looking for here. Employee Rights & Benefits	Academic Advising Academic Operations and Services		
	BCCC & AFSCME MOUS	Canvas - Faculty/Staff		
	Health Care	Email - Faculty/Staff		

4. Enter your BCCC email address and click Next



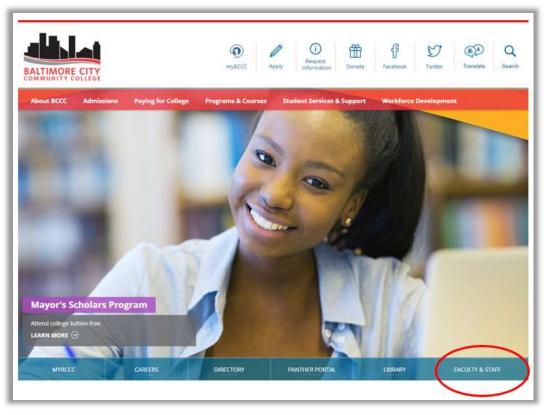
5. Enter your BCCC Network Password and click Sign in



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

To access your Microsoft Office 365:

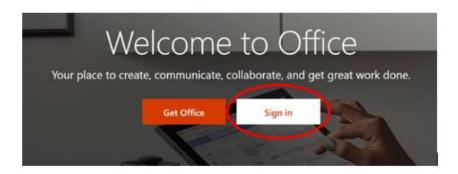
- 1. Navigate to https://www.bccc.edu/
- 2. Click on FACULTY & STAFF





About BCCC	Admissions	Paying for College	Programs & Courses	Student Services & Support	Workforce Development		
		answers yo	ou are looking for here.	Ara	demic Advising		
		Employ	ee Rights & Benefi		demic Operations and Services		
		BCCC &	BCCC & AFSCME MOUs		Canvas - Faculty/Staff		
		Health	Care	Ema	ail - Faculty/Staff		
		Labor I	aws	Fac	ilities		
		Occupa	itional Health & Safety	Fac	ulty Non-Credit Portal		
		Retirer	nent Plans	Fac	ulty Portal		
		Unemp	loyment Benefits	Hur	man Resources		
		Vetera	n Services	Info	ormation Technology Services		
		Worke	rs Compensation	Inte	ernal Audit		
				Mic	rosoft Office Home - Faculty/Staff		
				Off	ice of Institutional Research		
				Par	king & Public Safety		
				Pay	roll		
				Pul	se Intranet		
				Tra	cDat		
				Tut	oring		

4. Click sign in and enter your BCCC email address and BCCC Network Password click Next





Microsoft
Sign in
Email, phone, or Skype
No account? Create one!
Can't access your account?
Sign-in options
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.



Skype for Business	– = ×
What's happening today?	re-
Morse, Peter Available • Set Your Location •	Si
• • • • •	<u> </u>
Find someone or dial a number	٩
GROUPS STATUS RELATIONSHIPS NEW	ڈ ⁰⁺

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

Personal	Call forwarding		Learn More
Contacts List Status	Calls will ring you at work and	not be forwarded.	
My Picture Phones	Calls will be forwarded immediate	+1 (410) 462-8263 ately and not ring your work number.	×.
Alerts IM Ringtones and Sounds Audio Device	Calls will ring you at work and	+1 (410) 462-8263 also ring another phone or person.	×
Video Device Call Forwarding	Your current call forwarding settings:		
File Saving Recording Skype Meetings	Calls will be forwarded directly to +1 (4)	0) 462-8263.	
	These settings will apply: <u>All the time</u>		
	Edit my team-call group members Edit my delegate members		
	Send IMs when consulting to confirm	transfers	
	More Call Settings Show or hide my caller ID		Edit settings online

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

.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	paloalto NETWORKS®
Glo	balProtect Portal
Username	
Password	
	LOG IN

- 3. Login to the GlobalProtect Portal https://remote.bccc.edu
 - Your username is your full BCCC employee e-mail address (<u>firstinitiallastname@bccc.edu</u>)
 - 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 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.





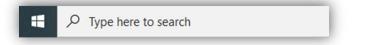


Remote Desktop (RDP)

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)

🧏 System Information Eile Edit ⊻iew Help				
System Summary Hardware Resources Components Software Environment	Item OS Name	Value Microsoft Windows 10 Pro		
	Version	10.0.18362 Build 18362		
	Other OS Description OS Manufacturer	Not Available Microsoft Corporation		
	System Name	HH208-SYSADMIN		
	System Manufacturer	Dell Inc.		
	System Model	OptiPlex 3040		
	System Type	x64-based PC		
	System SKU	06BB		
	Processor	Intel(R) Core(TM) i5-6500 CPU @ 3.20GHz, 3192 Mhz, 4 Core(s), 4 Logical Pro		
	BIOS Version/Date	Dell Inc. 1.4.10, 11/8/2016		
	SMBIOS Version	3.0		

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

퉣 Remote	Desktop Connection	_		×
	Remote Desktop Connection			
<u>C</u> omputer:	Example: computer.fabrikam.com	~		
User name:	None specified			
The compute name.	The computer name field is blank. Enter a full remote computer name.			
Show [lptions	Co <u>n</u> nect	H	elp

- 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 <u>https://vimeo.com/295272605/2354974cf1</u>
- 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
 <u>https://vimeo.com/270093459</u>
- Using Call Forwarding and Simul-Ring https://vimeo.com/270097758
- Using Hold and Transfer
 <u>https://vimeo.com/270101367</u>