

Working Remotely

Access, Technology, and Tools

Fireball Academy



Support Team

- Michael Curwin
- Sinisa Crkvenjas
- Andrew Aran
- Fazmin Nizam

- Contact us: EngIT@McMaster.Ca

- Your Local Support Team can also provide assistance with the tools being discuss today

Documentation

- All documentation + today's presentation will be available:
 - On MacDrive – via this URL: <https://tinyurl.com/qn24m3e>
 - Sent to you via email
 - Available on the McMaster Engineering web site (shortly)

Overview of Today's Session

- Focus on day-to-day business (emulating an office-like experience while at home or working elsewhere) – business continuity and the tools available to assist with that
- Emphasis on try/connect now (before you “need” it)
- Make arrangements for a work from home day in advance – to test all of your connectivity before it becomes essential
- Huge variety of tools available (aside from those discussed today) – these are the tools we know, we use ourselves, and we support
- McMaster VPN
- MacDrive
- Video Conferencing
- McMaster's Soft Phone Service
- Voicemail alerting service
- Additional Training and Resources

Awareness of the Tools Available - VPN

- VPN provides a secure “tunnel” to the campus – and it “fools” your computer into thinking that it is actually sitting on campus.
- This “trusted” connection allows you to access resources that have limited or restricted access
- VPN is not needed to access all campus resources (e.g. email, and basic Mosaic access do not require a VPN connections)
- McMaster had a very limited number of allowable concurrent VPN connections (currently being increased)
- VPN is needed for remote access to critical on-campus (restricted) systems (e.g. Mosaic financial services, HR, etc.)
- Directions are located here (and in our documentation): <https://www.mcmaster.ca/uts/network/vpn/>
- Download and install the software client (“Cisco AnyConnect”)
- On first connection, “point” the software client to: **sslvpn.mcmaster.ca**
- Enter your MAC ID username and password
- Leave the VPN software running in the background for the duration of your “secure session” (as long as you need access to restricted resources)
- Software (VPN client) is available for all desktop/laptop operating systems and mobile devices

MacDrive

File Sharing

- MacDrive is McMaster's secure file sharing service (used for sharing large files, and for sharing large groups of files/folders – likely related to a specific project)
- Use the following URL as your landing page: <https://macdrivehelp.mcmaster.ca/>
- Click on the link to “Login to MacDrive”
- Enter your MAC ID username and password
- Share folder/files with colleagues as desired by send invitations and/or web links to your specific file(s)
- A desktop client is also available – to act as a local desktop “folder” for ease of access, and file synchronization (with the online and desktop versions) is available if desired

Video Conferencing

“Vidyo”

- Video Conferencing system (Vidyo) – within Engineering
- Leveraging our current video conferencing licensing and infrastructure used in our meeting rooms
- It is our aim to provide accounts for all staff and faculty within in Engineering to facilitate video calls

Vidyo – Virtual Rooms vs Real

- Each account holder has a Virtual Room (with their own URL) – you become the host by installing the software on your laptop or mobile device
- Each Virtual Room can have 200 inbound video callers – or “attendees” (no licenses required for inbound attendees)
- Ad hoc classes
- Ease of access (remote participants paste the room URL into their web browser – that’s it). Note that Chrome is the preferred browser.
- Remote attendees can also download the software client if desired for additional functionality and for regular/routine video calls.
- Recording capabilities available as needed
- Support for all desktop operating systems and all mobile devices
- Teleconferencing is also baked in (group phone calls)

Vidyo – How To

Installation - Creating your own virtual room

- A Vidyo account has been pre-created for you
- Your username is your MAC ID
- Your password will be provided at the training session
- On first login to the system please change your password
- As a host you will be required to download and install the software – instructions are provided in our documentation
- Andrew will provide a connectivity demonstration

Avaya Soft Phone Client

UTS Telecomm Office Supported

- McMaster's Soft Phone Service
- Allows McMaster staff/faculty to use their laptop and/or mobile device as a traditional office phone
- Make and receive calls as if you were in your office
- 5 Digit dialing to on campus numbers from anywhere
- Manage your voicemail from within the soft phone application. View missed calls, etc.
- You must have a VOIP (voice over IP) phone in your office (very few on campus do not have this)

Avaya Soft Phone Client

VPN Access is Required from off campus

1. Download and install the soft phone client/software (to your laptop and/or mobile device) – note that the UTS Telecom downloads (for laptops/desktops) do not work – you must use the software available on our MacDrive location. Mobile device clients are available from the App/Play stores.
2. Likewise, the current documentation (on the Telecomm web site and the Avaya web site) is very out of date (and the instructions do not work). Please use the updated documentation we have created.
3. Access requires a password (obtainable from Telecomm). Your username is your office phone extension.
4. First connection to the soft phone service requires a restart of your office phone (plan ahead...). If your office phone does not restart automatically, simply unplug it, wait 10 seconds, then re-connect the cable.
5. Prior to launching the soft phone application, you must first launch a VPN connection – then connect the soft phone application

Voicemail Alerting Service

- Voicemail to email (WAV files are received as an attachment to an email)
- Allows users to know when a voicemail has been received at their office – and retrieve that message from a computer or mobile device
- Add-on service to an existing McMaster phone
- Must have your authorized phone coordinator for your department log on to the Telecomm Phone-works system
- They simply request a change to your service: Menu path = “New Install” then “VTE”
- They must provide a name and an email address (to which the voicemail messages will be redirected)
- Note: no impact to your voicemail service elsewhere (e.g. office phone, soft phone, etc.)

Voicemail Alerting Service

Continued ...

- Online work order system, PHONEWORKS: <https://telecom.mcmaster.ca/>
- Phone coordinators within Engineering that can place the order for this service:

Coordinator
Anna Sciascetti
Arlene Fajutrao Dosen
Carm Vespi
Cheryl O'Shea
Diana Maltese
Dulcie Amaral
Elisa Bozzelli
Jane Mah
Jessica Anderson
Linda Coughlin
Lindsay Bolan
Michele Mantock
Vania Loyzer
Victoria Lake

Additional Training

- Pre-set training sessions + Additional Training as needed
- Resource listings as available
- Questions?
- Contact us: EngIT@McMaster.Ca