Working Remotely
Access, Technology, and Tools

Faculty of Engineering
Support Team

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- 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/](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


2. Access requires a password (obtainable from Telecomm). Your username is your office phone extension.

3. 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.

4. 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
- For more information please visit - https://telecom.mcmaster.ca/how-tos/faqs/#voicemail
Voicemail Alerting Service

Continued …

- Online work order system, PHONWORKS: [https://telecom.mcmaster.ca/](https://telecom.mcmaster.ca/)
- Phone coordinators within Engineering that can place the order for this service:

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<th>Coordinator</th>
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<tr>
<td>Anna Sciascetti</td>
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<td>Arlene Fajutrao Dosen</td>
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<td>Vania Loyzer</td>
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Additional Training

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