

# Remote Work Tools

Faculty of Engineering, McMaster University

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**BY**

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## McMaster VPN

### Overview

VPN stands for **Virtual Private Network**. The VPN Client software allows you to connect to the McMaster University network from an off-campus computer anywhere on the Internet and appear as though your computer is on campus. It also provides extra security by encrypting data to and from your computer, in effect creating a private tunnel through the Internet for your communication. Once your data reaches the McMaster campus, it is then unencrypted by the VPN server. The service is available to all Staff.

The VPN Client will need to be connected when using restricted campus systems such as Mosaic.

Reference: <https://www.mcmaster.ca/uts/network/vpn/>

Technical Support: [uts@mcmaster.ca](mailto:uts@mcmaster.ca) or 905-525-9140 x24357 (2HELP)

### Downloading & Installing

1. Visit <https://www.mcmaster.ca/uts/network/vpn/>
2. Scroll down and select the installer appropriate to your operating system or device
3. Press Download
4. Enter your MACID and Password

### Using the VPN

1. Open the Cisco AnyConnect VPN client
2. **For first-time users, type `sslvpn.mcmaster.ca` and then click Connect**
3. Enter your MACID and Password
4. To end your session, click Disconnect in the application window

### Notes

On your first connection, the VPN server will populate the connection drop down with other profiles. For future connections, choose the appropriate connection.

If you need to access:	Select:
Restricted campus systems, file shares, Mosaic, etc.	<b>Connect from Home</b>

## MacDrive

### Overview

MacDrive is a privately hosted, secure, cloud storage solution offering features similar to commercial providers while ensuring that the information and the controls are in the hands of McMaster University. Cloud storage solutions are robust and convenient. A secure in-house cloud storage solution addresses the potential security or legal concerns attributed to commercial cloud providers, and the way that McMaster University has implemented MacDrive is flexible, innovative and inclusive. MacDrive is available for all active employees of McMaster. **MacDrive is not intended for student use.**

Reference: <https://macdrivehelp.mcmaster.ca/>

Technical Support: [macdrive@mcmaster.ca](mailto:macdrive@mcmaster.ca) or 905-525-9140 x24357 (2HELP)

### Downloading & Installing

- <https://macdrivehelp.mcmaster.ca/macdrive-setup/>

### Using MacDrive

- Sharing Files → <https://macdrivehelp.mcmaster.ca/how-to-share-files/>
- Folders and Libraries → <https://macdrivehelp.mcmaster.ca/folders-and-libraries/>
- Enabling Two Factor Authentication → <https://macdrivehelp.mcmaster.ca/two-factor-authentication/>

### Notes

- Frequently Asked Questions → <https://macdrivehelp.mcmaster.ca/faq/>
- Support → <https://macdrivehelp.mcmaster.ca/support/>

## McMaster's Soft Phone Service

### Overview

For **iOS** and **Android** Devices Please refer to the [Avaya Equinox iX Workspace Client Installation and Configuration for Mobile platforms \(Section 2.0\)](#).

If you have never used the SIP softphone in the past you have to request for a password from the McMaster telecom.

- **Call 24357 press 4 for staff and 1 for telecommunication.**
- **E-mail [uts@mcmaster.ca](mailto:uts@mcmaster.ca).**
- **Or open a support ticket - <https://macservicedesk.mcmaster.ca/servicedesk/>**

### **Important - Please note:**

The password provided to you is the same password for your desk phone.

When McMaster telecom resets your password, make sure you update that information on your desk phone. To update the information, unplug and plug the Ethernet cable connected to your desk phone.

Once the desk phone reboots, enter your phone **extension and the new password** provided by McMaster Telecom. The desk phone will then reactive.

## 1.0 Avaya Equinox iX Workspace Client Installation and Configuration for Windows and Mac OS

1. The latest Avaya iX Workspace clients for both **Windows** and **Mac** can be downloaded at <https://macdrive.mcmaster.ca/d/093aede354494a579be8/?p=/Software&mode=list>
  - a. Windows installation file: **Avaya IX Workplace Setup 3.7.1.11.2.msi**
  - b. Mac app installer: **AvayaIXWorkplaceMacOS-3.7.0.102.22.dmg**
2. Install the software and restart your computer
3. For client devices connected from outside the McMaster domain or a Wi-Fi network, ensure the Avaya Utility Server (the URL below) is reachable from your network
  - a. Paste the URL on a browser to check access) URL: **<https://vce20util.uts.mcmaster.ca>**
4. Launch the Equinox application. **Click configure my account**
5. Click the gear icon located on the top right corner of the application taskbar
6. Go to Settings, select the "**Use Web Address**", and click NEXT
7. In the URL address bar, type or copy-paste the full URL below:  
[https://vce20util.uts.mcmaster.ca/46xxsettings\\_equinox.txt](https://vce20util.uts.mcmaster.ca/46xxsettings_equinox.txt)
8. Click NEXT
9. Enter your phone extension number and password (password provided by McMaster Telecom), and click NEXT

10. If you successful, you will see a **green icon** next to the user avatar
11. If you are using a **headset, external microphone** or speakers, make sure to select your preferred audio options under **Settings → User Preference → Audio/Video**

## 2.0 Avaya Equinox Works space Client Installation and Configuration for Mobile Platforms

Avaya IX Workplace™ integrates your Android device with your office Avaya Aura® communications environment and delivers mobile voice & video VoIP calling, cellular call integration, rich conferencing, instant messaging, presence, visual voicemail, corporate directory access and enterprise call logs.

1. **For iOS devices, visit - <https://apps.apple.com/ca/app/avaya-ix-workspace/id933220295>** or search the App store for “**avaya ix workspace**”
2. **For Android devices, visit - [https://play.google.com/store/apps/details?id=com.avaya.android.flare&hl=en\\_CA](https://play.google.com/store/apps/details?id=com.avaya.android.flare&hl=en_CA)** or search the Google Play Store for “**avaya ix workspace**”
3. Once the app is installed, launch the Avaya IX app
4. Follow the setup process (allow permission for microphone, calendar access, disclaimer notification etc.)
5. Click **configure my account**
6. Click the gear icon located on the top right corner of the application taskbar
7. Go to Settings, select the “**Use Web Address**”, and click NEXT
8. In the URL address bar, type or copy-paste the full URL below:  
**[https://vce20util.uts.mcmaster.ca/46xxsettings\\_equinox.txt](https://vce20util.uts.mcmaster.ca/46xxsettings_equinox.txt)**
9. Enter your **phone extension number** and **password** (password provided by McMaster Telecom), and click NEXT
10. If you successful, you will see a **green icon** next to the user avatar

To receive phone calls, make sure the Avaya IX app is running on the background. If you are using a PC or MAC, make sure the Avaya IX Workspace application is running.

## McMaster’s Voicemail Alerting Service

### Overview

The Voicemail Alerting Service is a feature that saves office voicemails as an audio file (.wav format) and sends it to an email address as an attachment. The recipient is then able to download the file from their email and play it using a media player on their mobile device or PC.

### Instructions

1. Contact your authorized phone coordinator and request the Voicemail to Email Feature
2. The phone coordinator will send a telecom work order by following these steps:
  - a. Visit <https://telecom.mcmaster.ca/>
  - b. Select Phone Works
  - c. Login with MACID and password
  - d. Select → Telephone Work Order → New Install → Activate VTE
  - e. In the comments section for each request, ensure the email and name of the person is included

Authorized Phone 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 Larke