Telecommuting 101
ISyE
202003-14
Special thanks to College of Science for sharing their document.
Existing Policies, Procedures, and Guidance

• Georgia Tech:
  • http://www.policylibrary.gatech.edu/flexwork-arrangements
  • https://hr.gatech.edu/teleworking-COVID
Office Phone - Forwarding

• When remote, your office phone should be forwarded to your location.

• Forward analog office phone from your office:
  1. Pick up the handset or press the speaker button to get dial tone
  2. Dial *74, enter the phone number to forward your calls
  3. Dial *74 + 9 + area code + number
   • Note: When you phone is forwarded, you will hear one ring at your desk before the caller is transferred to the forwarded destination.

• Deactivate call forwarding from your office:
  • Pick up the handset or press the speaker button to get dial tone
  • Dial #74
Office Phone – From the Web

• Adjust forwarding:
  1. Join the VPN, log into https://cucmpub01.ucc.gatech.edu:8443/ucmuser/
  2. Select the CALL FORWARDING menu link on the left
  3. If you do not see your phone listed, reach out to your unit’s telecom contact, this is normally your facilities coordinator.
  4. Check the box FORWARD ALL CALLS TO, select Dropdown to add a new number
  5. Click SAVE

• Check your voicemail or setup voicemail to email:
  1. Join the VPN, log into https://ucucuty01.ucc.gatech.edu/inbox/
Security Tips - General

• Use Georgia Tech VPN when needed, ideally not when video conferencing.

• Keep an eye out for Phishing & other scams
  • Emergencies are a prime time for malicious impersonations
  • Watch out for calls, email, TXTs claiming to be from GT, College, or Unit leadership
  • If in doubt:
    • Call them with a phone number you already have (don't trust what was in the message)
    • Forward or Compose a new email (don't reply to what you received) asking for verification
    • Reach out to your local IT group helpdesk@isye.gatech.edu

• Protect your Georgia Tech account and securely handling data
  • Do not give anyone else your GT password or two-factor authentication (2FA) device
  • Be sure to store and collaborate on a Georgia Tech Approved Cloud Storage Offering
Security Tips - Personal Equipment

- Latest updated guidance: KB0023551.

- Patch your system
  - Patching your computer is one of the most important ways to protect yourself online.
  - Windows: Turn on Windows Update and set it to install patches automatically.
  - Mac: Use Mac Updates.

- Patch your applications.
  - It is important to keep your applications protected, especially web browsers (Firefox / Chrome...)

- Install anti-virus software
  - Several free anti-virus solutions are available for use on personal machines including built-in anti-virus (e.g. Windows Defender for Windows 10)

- Set up unique logins/accounts for each person who uses the computer, ensure yours has a strong password.
VPN or Not - A partial list

- **How to connect to the VPN**
  - When finished with your work which requires VPN, please disconnect from VPN.

- **Latest updated list of what requires VPN:** [KB0023604](#)

- **No VPN required:**
  - BlueJeans, Webex <- Better **without** VPN
  - Office 365 (e-mail, Teams, One Drive, Sharepoint)
  - Canvas, Kaltura, Gradescope, Piazza
  - [Workday](#)
  - Dropbox, Box

- **VPN required:**
  - Techworks, TimeOut
  - Departmental File Shares
Free/Busy status represents what would otherwise be communicated by the state of your office door (open, slightly ajar, closed).

- Available: Busy: Do Not Disturb: (images from Teams, looks similar elsewhere)

Visible free/busy is imperative to remote team effectiveness.

It is automatically updated based on your calendar, but it only conveys if there is something scheduled on your calendar. (who, what, and where are private)

GT's default permissions: Open to GT. We strongly recommend it remains that way.
Microsoft Teams – Watching Channels

• Alerts are off by default for each Channel, you probably want some
• For each Channel you would like notifications
  1. Place your mouse near it and then click on the ellipses (...) which appears.

  2. Select "Channel notifications"
  3. Choose your desired options. For highly topical channels, enable banner and feed with all replies. Example: Jess would probably set the following for the "Communications" channel
Inside a channel:

- Conversation threads group individual messages together to enable multiple simultaneous discussions inside a channel.

- Keeping a conversation inside a thread is important to helping those participating follow the flow.
Microsoft Teams – Files

• Shared files are available in the file tab of each channel.

• Files can be attached to channel messages or uploaded directly.

• Word, Excel, and PowerPoint files, like this one, can be simultaneously edited by multiple individuals via Teams or a web browser. This greatly increases collaboration and reduces confusion over multiple versions emailed back and forth.

• Teams files are an approved place to store, share, and collaborate on protected student data (unlike email as of April).
Microsoft Teams – @mention

• Mention someone or a channel name to get an individual or group's attention on a specific message or conversation thread in a channel.
• Start typing an @ followed by the person or channel, select the result.
Microsoft Teams – Chat

• In addition to Channel based conversations inside individual Teams, 1:1 chat is supported.

• In the left-hand column, select "Chat" or "Team".

• Use an appropriately scoped Teams Channel instead of 1:1 chat whenever possible.

• Microsoft Teams is available as an App for Android and iOS (Apple)

Cell phone TXT messages may not be used for any protected GT data. TXT messages are less private than a postcard sent via USPS.
Microsoft Teams – Voice and Video

• BlueJeans is the standard for remote meetings. It is the most compatible and flexible, and supports meetings up to 150 participants. If you are scheduling a meeting, use BlueJeans.

• Teams voice/video can be convenient for ad-hoc migrations of a text conversation to voice/video discussion when everyone is already actively conversing in channel. Primarily when <= 10 people.

• Inside a Teams Channel there is a "meet now" button in the bottom bar

• Inside a Teams Chat there is a "Video" and "Call" button that starts real time voice/video conversation.
BlueJeans

• GT standard voice/video meeting solution. Supports:
  • Conference rooms
  • Individual computers (via app or web browser)
  • Phones (via Android/iOS app or traditional phone dial in number)

• Schedule a meeting: https://gatech.bluejeans.com

• Recommendation: Proactively add a BlueJeans meeting location to the calendar invite of any upcoming meeting where someone may be telecommuting.
Video Conferencing Basics

• Use a headset
  • Ideally one with a microphone and headphones(speakers)
  • Most cellphone headsets will work in most laptops
  • Even headphones without a microphone substantially help reduce echo

• Mute your microphone when not speaking.
  • In BlueJeans, hold the keyboard "space bar" down to temporarily unmute

• Avoid
  • busy backgrounds (e.g. moving ceiling fan)
  • loud environments
  • backlighting

• Keeping your video enabled helps others see body language. This reduces misunderstandings and greatly aids interjecting in active conversations and conversation velocity (agree/disagree by head nod or hand gesture).
Additional tips and tricks

• Stand up and walk around occasionally, set a timer if needed. Teleworking often results in staying seated in your home office chair far longer than when in the office. A couple of minutes walking around every hour helps the mind (and body).

• Creating a dedicate space to work helps retain work/life balance and keep you in a work mindset when at the "office".

• If you have other individuals in the house, particularly kids, consider creating a traffic light indicator (green, yellow, red) by paper or light to help them understand when interruptions are OK. Even young kids pick up on this quickly and often like the "game".