**How to Prepare for Telecommuting**

**UCOP COVID 19 Task Force**

Rev. March 11, 2020

In order to prepare for effective telecommuting, all staff should review the following guidelines:

**If you have a UCOP-owned laptop:**

1. Take your laptop **and your power cord** home with you
2. We strongly recommended that you **save all essential work in Box folders** so that you have access it in the event you temporarily do not have access to your UCOP-owned laptop
3. **Know how to use the following tools:**
    a. **Jabber** –
        i. To place and receive calls on your computer from your UCOP office phone number
        ii. For UCOP emergency management team staff (MRT, RST, etc.), the UCOP Telecom team will modify Jabber accounts to add the ability to forward UCOP desk phones to alternative numbers such as a cell phone number.
    b. **Zoom** –
        i. To conduct conference and video-calls, know how to set up a Zoom call, video conference, and use screen sharing as needed.  Zoom also has a chat function available to all Zoom users.
        ii. If you don't have a Zoom account yet, go to https://ucop.zoom.us/ and click "Create Account"
4. **UCOP-owned peripherals –** if it is _absolutely imperative_ to your job function for you to take UCOP-owned peripherals home to fulfill your job duties:
    a. You _must_ have approval from your department manager before taking peripherals home
    b. The department manager must log each peripheral in the department Employee Worksheets
    c. If you feel you may have any personal physical limitations in transporting peripherals, please notify your manager who will work with the UCOP COVID 19 Task Force and the UCOP Leaves Manager to determine if an accommodation can be met.
    d. Peripherals that may be used at home if it is imperative include:
        i. Monitor
        ii. Keyboard
        iii. Docking station
        iv. Mouse
        v. Headset
        vi. Webcam (non-integrated)
    e. The same guidance applies if it is _imperative_ for your job function to take home a UCOP-owned desktop computer

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**If you do not have a UCOP-owned laptop**

1. **Option 1:** If you don't have a personal computer that you can use for UCOP-related work, your manager will work with the UCOP COVID Task Force and UCOP IT Client Services to issue you a laptop *if possible*. Note that our inventory of laptops is very limited and laptops will be issued by criticality of job function.
2. **Option 2:** If you have a personal computer and you are willing to use it for work, you may do so. Please notify your manager so they can update the Employee Lists with this information. *If you choose to use your personal computer, you are required to follow these guidelines:*
   a. **Do not store any work files** on your personal computers. All files should be stored on Box
   b. **Do not access or store any Personal Identifiable Information** on your home computer or print this information at home
   c. **Use VPN** to access UCOP applications where required (*guidance on how to install VPN on your personal computer is forthcoming*)
   d. Personal computers can be used to access all your UCOP work through the following tools:
      i. Use VPN to access UCOP systems
      ii. Outlook Web Access – for email, calendar
      iii. Zoom – conference and video conference calls. Also use Zoom to make all calls as Jabber is not available on personal computers.
      iv. Zoom chat function – This function can be used to Instant Message other UCOP employees assuming they have Zoom open to avoid text message data charges if that is a concern.
      v. Box – to access your Box folders

**Other IT Services:**

1. **Printing at home**
   - If you need to print at home and don't have your home printer set up on your UCOP laptop, you need to request admin rights to add your printer.  Call or email the IT Service Desk at 510-987-0457 or servicedesk@ucop.edu
   - Printing at home should be limited to only the most important documents that require printing.
   - UCOP will not be able to reimburse for toner cartridges for home printers
2. **Accessing Voicemail from outside the office** (without Jabber)
   - Call 510-987-0100
   - Enter your PIN to access your voicemail
   - If you don't remember your pin, call or email the IT Service Desk at 510-987-0457 or servicedesk@ucop.edu

**Quick Reference Materials Available:**

**Zoom:**

UCOP Zoom home page: https://ucop.zoom.us/

Zoom Quick Start Guide: https://www.ucop.edu/_common/documents/zoom-instruct-first-time-setup_basics_ucop_102516%20v3.pdf

**Jabber**

Jabber guide Windows:  Jabber Windows

Jabber guide Mac: Jabber Mac

*Please note that the Zoom service provider may be overloaded during peak times as many businesses move to remote work.  The UCOP ITCS team will closely monitor performance and attempt to proactively notify staff of performance issues or outages.*

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**Validate and update your contact information in UCPath by:**

- Login to UCPath here: UCPath
- Select Employee actions,
- Select Personal Information
- Select Personal Information (again)
- Click on Phone Numbers to view and change numbers

**Sign up or UCOPAlert**

- Main page: https://www.ucop.edu/safety-and-loss-prevention/ucop-safety-risk/ucop-staff-emergency-procedures/ucop-alert.html
- Click Register