ISSUE	RESOLUTION	COMMENTS
Information Technology:		
How do I forward my phone and get to my voice mail?	https://www.ohio.edu/oit/services/phones/telephone/help/remote-phone-services	May need to adjust phone options or change greeting if you are answering a department phone so it is not confusing to those calling in and being transferred. Phone doesn't show it as a forwarded call; makes difficult to ignore calls that could be robocalls.
How to answer multiline phones from home?		Contact OIT re: Jabber or alternative program
How do I set up multifactor authentication?	https://www.ohio.edu/oit/services/accounts/multi-factor/help	
How do I get on the VPN?	https://www.ohio.edu/oit/services/internet/vpn	Need to know operating system (Windows or MAC)
How can I access shared drives?	https://catmailohio.sharepoint.com/:w:/r/sites/OIT-BusinessContinuityPlanning-OIT/Shared%20Documents/Business%20Continuity%20Planning%20-%20OIT/Accessing%20shared%20drives%20from%20Secure%20Desktop%20and%20Other%20Issues.docx?d=w8e159b78b9e440508d3b68f697345d78&csf=1&e=O1IpVV	
How can I get Acrobat pro set up?	This requires a ticket. Please call the OIT help desk.	
How do I set-up shared email boxes?	This requires a ticket. Please call the OIT help desk.	
How do I use a shared mailbox?	https://www.ohio.edu/oit/services/email-calendar/shared-mailboxes-calendars/help-and-resources	

Things to Know Prior to Working From Home

Understand and abide by Ohio University policies for working from home
Understand FERPA, HIPAA and other applicable laws related to personal data
Abide by all directives provided by Ohio University administration
Keep abreast of what is happening in the country and world related to the event
Keep home/office laptop computer applications and virus protections up to date
Practice ability to connect to needed applications, programs and data
If using an Ohio University laptop, make sure you have administrative rights in the event you need to download an application for home use

Home Work Station/Office Preparation

Identify an area where you will work. The location you select should be conducive to an office setting (safe, comfortable, adequate lighting, relatively quiet and free of distractions)
Make sure you have a computer that you can use. If you do not have a university laptop to use, and need to use your personal computer, be sure to follow our "Securing Remote Work Guidelines" URL>>>>>>>>>
If you will need an extra monitor, webcam, headset, office chair or other university owned device, talk with your supervisor.
Make sure you have remote access to all the applications and files that you will need.
Develop list of daily priorities
Clarify with supervisors how often you need to"check in" and how

Home Work Station/Office - what worked

Staff less distracted without walkins
Helped reduce carbon footprint (no driving to work)
More personal time (no need to get ready for work/ travel to work, etc.)
Encouraged staff to try new things
Pushed departments to go online sooner than anticipated with programming.
Received needed professional development hours
Was able to tackle "hit list" (clean up email, organize OneDrive)

Home Work Station/Office - what needs attention

VIDEO CONFERENCING/INTERNET USAGE

When using Teams or video feature, turn off audio and video when not needed to save broadband space.
Demands on ONE broadband connection (children/parents all need internet services).
Privacy (HIPAA/FERPA) when family members are present during video or conference calls
Flexibility in work schedule to deal with children's home schooling, aging parents, and office meetings.
Printing was a problem especially large documents or need to use larger sized paper.

Things to Consider

How will you manage office deliveries?	
How will you manage staff who do not have home internet access?	Is it possible to purchase a "myfi" for staff? Can staff rotate coming to the office to work?
Does your main office telephone line need added options or better messaging?	
Do you need to consider any licensing issues if online classes/programs are utilized?	
Remember office plans and "animals" (fish)	
How will you print? Large documents and the need to use larger sized paper can be a problem.	It is possible to print remotely via the VPN and then go to the office and pick up the documents. Perhaps an "in office staff member" can manage and sort?
Visual and audio social cues can cause misintrepretation of remarks. Be cognizent of this issue.	

Check List for Instruction

How will students receive their community based hours?

Check List for Research

Each lab should create a "bare minimum" continuity plan so that research can continue.

Other

Mental health aspect (burnout) dealing with kids homework, no daycare, aging parents, dogs, laundry, home distractions	Consider increasing EAP employee session limit and/or offer online psychiatric, mediation, wellness programs

Utilize archived webinars for additional training needs.