

# BSU/NTC

March 2020  
Information Technology Services

## COVID-19 Work from Home Technology Information Packet

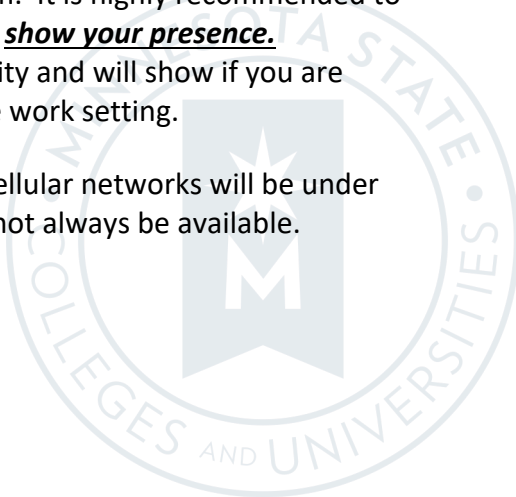
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### Summary

This packet has been created to prepare and assist BSU/NTC employees with using technology and systems to work from home during the COVID-19 pandemic. To ensure that you can remain as productive as possible, please keep the following in mind:

- You do not need a MinnState issued computer to access Office 365. On your personal device, go to [office.com](https://office.com) to have access to all your Office tools via the web.
- You may video conference using Skype, Teams, or Zoom. It is highly recommended to open and login to both Skype and Teams, as both tools ***show your presence***. Additionally, both tools look at your calendar and activity and will show if you are available or not. This is extremely valuable in a remote work setting.
- You can place “phone calls” using Skype and Teams. Cellular networks will be under tremendous strain (high usage), and connections may not always be available.



- Office 365 is rated for all levels of data storage. The recommended tools for the various data types are:
  - **Highly Restricted Data:** SharePoint, Team Sites
  - **Restricted Data:** SharePoint, Team Sites (OneDrive, if necessary)
  - **Public/Not Restricted:** One Drive

**\*If you are unclear about data types** – please see this URL:

<https://www.minnstate.edu/board/procedure/5-23p2g1.pdf>

Use the storage guide above to move data from your local and/or network drives to one of the tools listed so you can have access to it anywhere you may be.

## What you need to successfully work from home

Users with laptops assigned to them should plan to use those devices at home. Users without assigned laptops should plan to use their home computers and laptops.

Minimally:

- Reliable, high-speed Internet
- Newer computer  
*(Recommended < 5-years-old with at least 8GB of RAM, and Windows 10)*

Recommended:

- Headset with microphone  
*(It is recommended to use a headset, even at home, to help eliminate feedback and to provide better sound quality.)*
- Phone access  
*(Having a phone (landline or cellular) is not required, but highly recommended, as a backup in case you experience technical difficulties.)*

## Getting Connected

Follow the guide below on how to get connected.

	Device or Tool to use for access	
	Personal Device	Assigned Laptop
<b>Office 365:</b> <ul style="list-style-type: none"><li>- Applications (Word, Excel, PowerPoint)</li><li>- Skype, Teams</li><li>- SharePoint</li><li>- OneDrive files</li><li>- Outlook / E-mail &amp; Calendar</li></ul>	<b>X</b>	<b>X</b>
Zoom video conferencing	<b>X</b>	<b>X</b>
<b>Cherwell:</b> <ul style="list-style-type: none"><li>- <a href="#">Web Client</a></li><li>- Full Client</li></ul>	<b>X</b>	<b>X</b> <b>X</b>
Mapped drives		<b>X</b>

## Checking voice messages offsite, or from another phone

Voice messages left on your office line will automatically be sent as an email message to your Outlook email. You may also remotely check and manage voice messages as follows:

1. Call your office phone
2. Wait 4 rings, and once your message starts, press: \*
3. Follow the prompts  
(If your phone is forwarded, call 755-2111 instead)

## Forwarding your office phone

To forward your office calls to an outside phone line:

1. On your office phone, press the only BLUE button
2. Press 'Call Forwarding'
3. Enter the number to forward to. You can forward to another campus number (XXXX) or a local number preceded by a 9 (9XXXXXXX).



If you are already offsite and cannot come into the office, send an email to [helpdesk@bemidjistate.edu](mailto:helpdesk@bemidjistate.edu) that includes your office phone number and the number you wish to forward calls to. A team member will setup call forwarding for you.

## Accessing Office 365 applications

You can access Office 365 applications and your OneDrive files from anywhere you have Internet access.

1. Open a web browser
2. Type "[office.com](https://office.com)"
3. Authenticate with your StarID@minnstate.edu username and StarID password

You can elect to use the online web apps available, or you can install Office 365 on up to 5 personal devices. The installation is valid until you are no longer employed by MinnState.





To install Office 365 on a personal device:

1. Login to the [Office 365 Portal](#)
2. From the home page select "Install Office", then "Office 365 apps"
3. Click to SAVE the installation file, then follow the on-screen instructions to complete the setup

## Attending Skype, Teams, and ZOOM meetings

1. Be sure you have a headset attached to your computer. It is recommended to use a headset, even at home, to help eliminate feedback and provide better sound quality.
2. Open the calendar meeting request and click on the “Join...” meeting link located in the message.
3. If you are using a system office device, if asked, select either “Open Skype for Business”, “Open Microsoft Teams”, or “Open Zoom Meetings”.  
If using a personal device, select to join the meeting using the web application.
4. Continue with the instructions below that match the tool you are using.

### Skype:

- At the prompt, select “Use Skype for Business (full audio and video experience)”
- In most cases, your microphone will be muted by default. It is best practice to keep it muted when not speaking. You can unmute by clicking on the microphone icon 
- Toggle your camera video on or off by clicking the video icon 
- You can add attachments or send messages using the Chat window 
- Share your computer display by clicking on the share icon 
- When done, hang up by clicking on the **red** phone icon

### Teams:

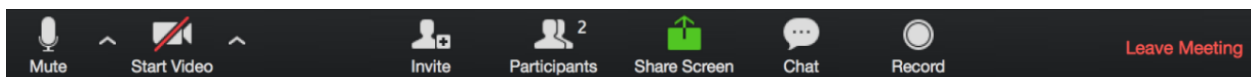
- In the Teams window click JOIN NOW
- Click the Video button to toggle the camera off and on
- Click the Microphone button to toggle muting your microphone (it is best practice to keep your microphone muted when not speaking)
- Click the Up Arrow button to share your computer desktop
- Click the Chat icon to add attachments or send chat messages
- When done, hang up by clicking on the **red** phone icon



### Zoom:


**FIRST TIME USERS:** follow the instructions under “[First Time ZOOM Users](#)” before proceeding.

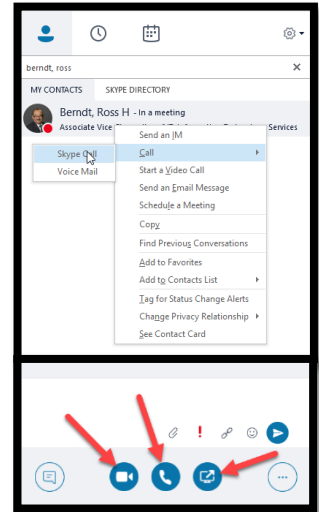
- Click to “Join with Computer Audio” – you may elect to test your speaker and microphone prior to joining
- Use the icons at the bottom of the window to control muting your microphone, toggling video, sharing your computer desktop, and chatting with participants
- Click the **red** “Leave Meeting” at the end of the row to leave the meeting



## Using Skype for instant messaging (chat) and calls

You may find occasions where calls from your cell phone cannot connect. We recommend using Skype or Teams to place internal calls (to others inside our Shared Tenant).

1. Open SKYPE FOR BUSINESS (under the Start menu) 
2. Use the search bar to find a contact
3. Click on their name to open a chat, or right-click for a pop-up menu and select a different option
4. To make a Skype Call:
  - a. Connect your headset to your computer
  - b. Follow the above steps
  - c. Select CALL, then SKYPE CALL



Use the buttons at the bottom of the chat window to toggle video, place Skype call, and share your desktop.

## First Time ZOOM Users

FIRST TIME USERS: follow these steps to prepare ZOOM (you only need to do this once):

1. Open a browser and go to [minnstate.zoom.us](http://minnstate.zoom.us)
2. Click the "Sign In" button
3. Enter your StarID credentials and Sign On
4. In the top right click corner, click to select your Profile
5. Edit your "Personal Meeting ID" to be your office telephone number
6. Customize your "Personal Link" to be your first and last name
7. Save your changes
8. Open Outlook
9. In the Home tab, select "Get Add-ins"
10. Search for and select "Zoom for Outlook" (by clicking the ADD button)  
(if prompted, you may need to contact the helpdesk for installation assistance)
11. Once added, close the Add-Ins window

Now make a ZOOM meeting:

1. Create a meeting request as you normally would
2. Under the MEETING tab, select the "Add a Zoom Meeting" button in the Home tab
3. At the pop-up, select the "SSO" hyperlink at the bottom of the window
4. Enter "minnstate" for the Domain then click CONTINUE
5. Enter your StarID credentials and Sign On

## Getting help and support

IT support will be provided for:

- Assistance accessing enterprise systems and services such as the Office 365 portal, D2L Brightspace, Skype for Business, Microsoft Teams, and more.
- Technical support for all MinnState system office hardware, software, and applications via remote techniques and tools (we will not provide on-site/in-home assistance).

The following services are not provided:

- Internet or network support for services or devices not supplied or owned by MinnState for the purposes of employee telecommuting. Call your ISP provider if you are experiencing Internet connectivity issues.
- Support for any computing hardware, software, or applications not owned or supplied by the MinnState.
- On-site support.

To request support or assistance, submit a ticket by sending an email to [helpdesk@bemidjistate.edu](mailto:helpdesk@bemidjistate.edu). Currently, this is the best method to get assistance.

If for some reason you are unable to submit a ticket, the following options are available:

- Call and leave a detailed phone message, including your full name, a call back number, and a complete description of your request (218-755-3777)  
*(due to high call volumes, we cannot guarantee availability of connecting with a live person)*

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