

# REMOTE WORK – IT HELPFUL HINTS

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## GENERAL SUMMARY

The goal for USAHS IT, as we navigate our current challenge, is to provide the resources and support that you need to continue working and teaching remotely and to ensure continuity of operations in service to our students.

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## EMAIL ACCESS

Using your work laptop, you can access email via any internet connection then open Outlook. If you don't have your work laptop, you can also access email on your personal computer by navigating to

- <https://outlook.com/usa.edu>
- Enter your username@usa.edu and password.

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## BLACKBOARD ACCESS

You can access Blackboard from both your personal computer and your work laptop by:

- Navigating to [my.usa.edu](http://my.usa.edu) and selecting the Blackboard tab.
- Enter your username and password as usual.

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## UTILIZING OFFICE APPLICATIONS

You can access your Microsoft applications from any device:

- On your work laptop, open the start menu and select the application you'd like to open.
- On your personal computer, navigate to <https://www.office.com/?auth=2> to access any of your applications. If you do not like the web version, you can install Office onto any computer by following the instructions [here](#).

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## RING CENTRAL PHONE SYSTEM

You can access RingCentral for phone calls and meetings on any computer:

- On your work laptop, open the start menu and select RingCentral Meetings.
- On your personal computer, navigate to <https://www.ringcentral.com/apps/rc-meetings> to download for any platform.
- You may also install RingCentral Meetings on your mobile device. This will allow you to make and take calls without using your personal number and to have calls made to your work number routed to your mobile device. Download for iOS at <https://itunes.apple.com/us/app/ringcentral-meetings/id688920955> or Android at

<https://play.google.com/store/apps/details?id=com.ringcentral.meetings>. To authenticate on either version, select the single sign-on option and use your username@usa.edu and password.

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#### JENZEBAR AND DEPARTMENTAL DRIVES

Access to Jenzabar or departmental drives requires VPN. All other systems above DO NOT require VPN.

- On your work laptop, open the start menu, then the Cisco folder and select “Cisco AnyConnect Secure Mobility Client”. A box will pop-up with an option to “Connect”. Select “Connect” and if prompted, enter your username@usa.edu and password. You will connect to the USA network and will be able to access Jenzabar and network drives.
- If you have any questions regarding your password or Wi-Fi connectivity or need technical assistance while working remotely, please don’t hesitate to utilize any of our support channels for assistance.
- If necessary, the IT team can also access your laptop remotely to ensure resolution of your issue.

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#### IT SUPPORT IS AVAILABLE 24/7

- By phone: Please contact the USAHS Service Desk at 1-888-80-USAHS (87247) (or dial extension 7000 from campus phone)
- By chat: Please access at [https://my.usa.edu/ICS/Tech\\_Support/By](https://my.usa.edu/ICS/Tech_Support/By)
- By email: Please continue to email your location, time of problem and brief description of your issue to [support@usa.edu](mailto:support@usa.edu) Via the MyUSA Tech Support webpage: [https://my.usa.edu/ICS/Tech\\_Support/](https://my.usa.edu/ICS/Tech_Support/)