

### **I.T.S. process for remote access**

This document is to help clarify the process of obtaining remote access should you be approved to work from home over the coming weeks.

**Once you have been given approval to, work from home you or your supervisor will need to submit a ticket to [pctech@tiffin.edu](mailto:pctech@tiffin.edu) this email should include the following:**

- The device you will be using i.e. your own personal device, temporary school issued laptop, or a temporary school issued desktop.
- The date you will be going off campus.
- A way to contact you besides your email.

Then a ticket will be automatically be created for you by our ticketing system. Once we have the ticket you will be contacted by a staff member as soon as possible. The process is a little different depending on which device you will be using. See below for the steps we will take.

#### **If you are using a temporary school issued laptop:**

- We will add your name to the allowed users group.
- We will reply to the ticket and set up a delivery time with you.
- When you come to get your laptop, we will walk you through the RDP process.

#### **If you are planning to use your own personal device, the following steps will happen:**

- We will reach out to you to set up a time for a ConnectWise session.
- We will check to see if your device is running Windows 10 for PC if Mac we will check which version you are on both of these are to ensure you are not running a device with security issues.
- We will apply all OS updates needed and turn on automatic updates that will run daily.
- We will check for security software and if needed install a free six month trial of TrendMicro provided to us by our partners.
- After all conditions have been met, we will add you to the RDP terminal server group and configure/walk you through how to connect.

Finally, if you have been following the news lately there has been a sharp increase in bad actors trying to exploited the sudden rise in remote workers. We ask that you take a second and think about your home Wi-Fi network. Is your password strong? Strong would be a password over 10 characters that is not containing easy to find personal data such as names, birthdate, anniversaries, no password, or the default password that came with the unit. If you have a home network like this, we ask you to change

the password to protect yourself and the Institution. We can assist you with this if needed please submit a ticket by emailing [pctech@tiffin.edu](mailto:pctech@tiffin.edu) or mention it to us when we are screen connected to you.