Remote Access

COVID-19 / Coronavirus Info

The options below may be good ways of working from home while COVID-19/coronavirus is still a threat. Be sure to work with your supervisor, department, and HR before implementing any alternative work arrangements or telework options for yourself or others. Please stay up-to-date on the current status of the situation using these resources:

- VCU COVID-19/coronavirus Information
- VCU Health COVID-19 Information
- Teleworking @ VCU
- Other resource links provided by VCU

About

This page describes the various options for accessing SOM, VCU, and VCU Health resources when off campus.

Office 365 (Outlook & OneDrive)

COVID-19 / Coronavirus Update

In preparation for potentially working from home for an extended period, it may be a good idea to copy files from the SOM Network File Shares to OneDrive. You can share folders with individuals or have a copy just for yourself. Please note that you will now have multiple copies of the same data in different locations and reconciling that later on should be done with caution to prevent accidentally deleting important data or updates.

Accessible Resources

- VCU Health Email
- OneDrive Cloud Storage
- Microsoft Teams Group Communication Tool
- Microsoft Teams Quick Start (from Microsoft)

Prereqs

- VCU Health email account
- Internet access
- Any Windows or Mac computer (personal or otherwise)

Link: https://go.vcu.edu/SOMDrive

From any computer or mobile device with internet access, you can access your email or OneDrive by logging into https://outlook.com/vcuhealth.org with your VCU Health email address and password.

**OneDrive is the preferred and secured solution for storing data in the cloud.** SOMTech has created some basic documentation here. Microsoft’s OneDrive documentation can be found here. Microsoft Teams is a group collaboration and communication tool very similar to Slack. It can be used for text, voice, and video communication. Microsoft documentation for Teams is available here.

Google Drive
Google Drive

Accessible Resources

- Google Drive Cloud Storage

Prereqs

- VCU Google Drive account
- Internet access
- Any Windows or Mac computer (personal or otherwise)
- VCU eID

Link: https://go.vcu.edu/SOMDrive

Google G Suite is a suite of web apps available through VCU. While SOM are not provided VCU Gmail accounts, we do have access to a secure instance of Google Drive. In general, OneDrive (see above) should be the preferred cloud storage solution, but there are situations where using Google Drive make sense. Please be aware that, in most situations, you can store category 2 and category 1 data on Google Drive, but it is your responsibility to share it appropriately. See information from the VCU Information Security Office about using Google Drive securely. If you are unable to log into Google Drive, your access may have been disabled due to non-use. Please submit a ticket to get it re-enabled. More information about Google Drive is available here.

Zoom Video Conferencing

Accessible Resources

- VCU Zoom Video Conferencing
- VCU Health Zoom Video Conferencing
Prereqs

VCU Zoom Attendee Access
- Internet access
- Any Windows or Mac computer (personal or otherwise)

VCU Zoom Presenter
- VCU Zoom Licensed or Basic Account (Needs to be requested)
- VCU faculty and staff
- VCU eID
- Internet access
- Any Windows or Mac computer (personal or otherwise)

VCU Health Zoom Attendee Access
- Internet access
- Any Windows or Mac computer (personal or otherwise)

VCU Health Zoom Presenter Access
- vcuhealth.org Email Account
- Internet access
- Any Windows or Mac computer (personal or otherwise)

Links:
- https://vcuhealth.zoom.us
- https://vcu.zoom.us
- Tips from Zoom

Zoom is offered by VCU and VCU Health as a way of hosting virtual meetings online.

If you are supporting faculty or staff that primarily uses a vcuhealth.org zoom account, you should consider also using your vcuhealth.org account to streamline your experience.

Otherwise, SOM employees should use the VCU Zoom accounts and login with their VCU eID / Google accounts for automatic access. Please be sure to log in at vcu.zoom.us for access to the unlimited "Licensed" status.

For any users who need to teleconference with patients, please refer to the VCUHealth Telehealth program and not Zoom: https://www.vcuhealth.org/services/telehealth/about-telehealth-at-vcu-health/vcu-health-anywhere

As of 3/18/2020, all VCU Zoom accounts are being issued as "Licensed". It is no longer necessary for users to fill out a request ticket. They simply log in at vcu.zoom.us with their VCU eID and password, and their account will be provisioned. Users still working with a "Basic" account should log out and back in again to get their new "Licensed" credentials.

You may be prompted to give permission to upgrade your account, this is fine and expected. Please allow your account to be "upgraded".

If anyone is running the Zoom Mobile app on a phone or other handheld device, the app usually retains their login and runs in the background. They will need to log out of the app, and log back in (using the "SSO" option) and should see their upgrade to "Licensed" indicated in the app. The same applies to anyone using the desktop client. They should check to see if they are listed as "Licensed" and if not, log out and back in again using the SSO option.

If users normally access Zoom via the company website at www.zoom.us, they should now log in at vcu.zoom.us at least once to perform the license upgrade. After that, they should have access to "Licensed" status regardless of which URL they use to login.

Zoom Cloud Recording is enabled for all non-HIPAA accounts. (HIPAA accounts are restricted from Cloud recording to ensure compliance with HIPAA regulations.) Instructions for cloud recording are in the askIT knowledgebase.

All departments in these MBUs are covered under HIPAA and no recording is available:
- Medicine
- Nursing
- Pharmacy
- VP Research
- VP Health Sciences
- Massey Cancer Center
- College of Health Professions

Plus these individual departments:
- Psychology
- Partnership for People with Disabilities

Both instances allow for secure transmission of category 2 and category 1 data. See the VCU Information Security documentation regarding VCU's Zoom instance. In order to host meetings on the VCU Zoom instance, an account must be requested. If you have a vcuhealth.org email account, you can use VCU Health's Zoom instance without needing to request an account. To learn more about using Zoom, please visit these pages: https://go.vcu.edu/Zoom, https://support.zoom.us
### SOMTech Managed Laptop

**Accessible Resources**

- SOM Shares
- Applications
- Internal Web Apps
- VCU Health Resources and Shares (VCU Health VPN or Connect needed)

**Prereqs**

- RamsVPN
- VCU Duo
- Windows or Mac laptop purchased by department and setup by SOMTech
- VCU Health VPN (for VCU Health resources)

If you have a laptop managed by SOMTech, you can connect to RamsVPN to access the SOM Shares through the normal mapped drives. Once connected to RamsVPN, you can access internal VCU resources. If you need access to VCU Health resources, you should connect to the VCU Health VPN or Connect.

### Remote Access to SOM Computers

**COVID-19 / Coronavirus Update**

As part of the COVID-19 response, SOMTech has enabled remote access to all SOMTech-managed computers. To see if you have already been setup with access to a computer, please visit this site and enter your eID.

**Accessible Resources**

- SOM Shares
- Applications
- Internal VCU Web Apps
- Internal VCU Health Web Apps and Shares (dependent on network)
- Any Windows or Mac computer (Microsoft Remote Desktop needed on Macs)

**Prereqs**

- RamsVPN or VCU Health VPN (dependent on network)
- VCU Duo or VCU Health Duo (dependent on network)
- Approval by Supervisor
- Implementation by SOMTech
- Windows office computer

SOMTech can setup your office Windows computer to allow you to remotely connect into it. This would effectively be the same as your sitting in front of your computer, so you would have access to the SOM shares and applications on your computer. Visit this page for information on how to request access and setup the connection.

### Avaya IX Workplace

**Accessible Resources**

- VCU Phone Services including making calls, receiving calls, and accessing voicemail

**Prereqs**

- Implementation from VCU Telecom

https://go.vcu.edu/AvayaIX

If you would like to use your VCU phone while at home, you can use the Avaya IX Workplace app on Windows, Mac, iOS, and Android. Please visit https://go.vcu.edu/AvayaIX for instructions on requesting access on setting up the app. Alternatively, you can access your voicemail through the web or mobile app.
VCU Health Connect

Accessible Resources

- Internal VCU Health Web Apps
- Internal VCU Web Apps
- SOM Shares (requires additional steps)
- VCU Health Shares

Prereqs

- VCU Health Duo
- VCU Health Windows account (comes with VCU Health email account)
- Knowledge of VCU Health Windows account username
- Any Windows or Mac computer (personal or otherwise)

Link: https://connect.vcuhealth.org

VCU Health manages a Citrix Virtual Desktop Infrastructure (VDI) that is accessible to anyone with a VCU Health Windows account. If you have a vcuhealth.org email account, you have a VCU Health Windows account. You may already know this if you log into VCU Health resources. It is not necessarily the same username as your eID. In order to setup the VCU Health Duo, you need to be on a VCU Health network and go to https://duo.vcuhealth.org or contact the VCU Health Service Desk. The VCU Health Service Desk can also lookup your username if you don't know it. For more details and instructions on setting up Duo, please visit VCU Health's Duo documentation (login with VCU Health email address and password). For instructions for accessing the SOM Shares through Connect, please visit our SOM Shares documentation.

App2Go Citrix Server

Accessible Resources

- Limited Licenses to some Research Software
  - SAS
  - SPSS
  - Other software listed here

Prereqs

- VCU Faculty or Staff
- Internet access
- VCU eID

Link: https://go.vcu.edu/App2Go

VCU Technology Services manages an App2Go Citrix Server which provides access to research and statistical software. There are a limited number of licenses and this is not intended to be used with category 1 or category 2 data. Please see https://go.vcu.edu/App2Go for more details.

VCU RamsVPN

Accessible Resources

- Internal VCU Web Apps
- SOM Shares (only on SOMTech managed computers)

Prereqs

- VCU eID
- Cisco AnyConnect Software
- VCU Duo and Duo Mobile
- Any Windows or Mac computer (personal or otherwise)

Link: https://go.vcu.edu/RamsVPN

RamsVPN is a VPN tunnel that treats the computer you are using as if it were plugged into a wired VCU network (with some restrictions based on affiliation). On a personal device, this should only be used to access internal VCU websites and apps. On a SOMTech-managed device, you can then connect to the SOM Shares. Visit https://go.vcu.edu/RamsVPN for the software and instructions to connect. As described on that site, VCU Duo must be setup in order to connect.
VCU Health VPN

Accessible Resources

- Internal VCU Health Web Apps
- Internal VCU Web Apps
- SOM Shares (only on SOMTech managed computers)
- VCU Health Shares (e.g. H: \ and S:\ drives)

Prereqs

- VCU Health VPN access requested and granted
- VCU Health Windows account username and password
- Cisco AnyConnect Software (can use same software used for RamsVPN)
- VCU Health Duo and Duo Mobile
- Any Windows or Mac computer (personal or otherwise)

VCU Health VPN is a VPN tunnel that treats the computer you are using as if it were plugged into a wired VCU Health network (with some restrictions based on affiliation). A special request must be made to get this access. This can be initiated by submitting a ticket to SOMTech. On a personal device, this should only be used to access internal VCU Health and VCU websites and apps. On a SOMTech-managed or VCU Health-managed device, you can then connect to the VCU Health shares and SOM Shares. VCU Health Duo must be setup in order to connect.