Guide for Working Remotely

The I.T. department has created the following guide to help you prepare to work remotely should the College need to close. It is setup as a short checklist you can follow at each stage and describes the technology that you will require for remote operation.

If you are missing any items mentioned below, or have any questions, please call the I.T. Department's help desk immediately. We want to ensure you have an easy and successful transition.

Our support will not end if the College is closed. Anyone can get in touch with the I.T. Department in one of three ways: emailing helpdesk@vaughn.edu, using the I.T. support request form in the portal, or calling the help desk at 718-429-6600 x 209. We will be monitoring voicemails left at this extension and return your call.

On Campus Preparations:

1. Make sure all your contact information is current in Sonis. This information will be used for important notifications.

2. Confirm that your email password is working.

3. If you are a faculty or staff member that will be using D2L, make sure to attend the trainings.

4. Test your Zoom account. If you have not received an invitation for Zoom, please contact I.T.

5. Review the procedure for checking voicemail left on your office phone, as follows:

   - Dial into the main number.
   - Enter star.
   - Enter your extension number
   - Enter star
   - Enter your password when prompted
   - Enter star

6. If you use any of our other web-based applications, Paychex, Starfish, Regroup, please test it to make sure that your access is working.

7. If you are currently using VPN access to remotely connect, please test it to make sure that your access is working. If you need any help with this, visit the I.T. Department immediately.

As you leave the College each day:

1. Please keep your desktop computer turned on so that automatic updates can be installed.

2. If you are configured for VPN access with remote desktop, it is vital that you keep your desktop computer on.

3. Make sure you have all your mobile devices, including College-owned laptops that are registered to you. This is imperative for those that will be using VPN remote desktop access.

4. If you are instructing from home, remember to bring any digital course materials with you.

At Home:

1. Establish a good work area at home. Test your connections and notify your manager of any shortcomings in facilities or systems.

2. Make sure you are following proper security procedures to ensure Vaughn data is not compromised. This includes securing devices you are working on and, as always, not sending any PII (Personally Identifiable Information) without encryption.

3. Employee office number extensions are available on the website, and all employees should be checking their voicemail on a regular basis.

4. Know who to contact in an emergency or in the event you are quarantined.

5. If you are phoning the helpdesk for support, at 718-429-6600 x 209, please leave a call back number for a quick response.

6. Monitor the Vaughn College website at: www.vaughn.edu/coronavirus for updates when you are not on Campus.

Vaughn College—Zoom Guide
Office of Distance Learning
Division of Academic Success

Before scheduling a Zoom meeting, you will need to activate your Zoom account. An email was sent to your Vaughn.edu email address. Follow the directions there to activate the account. If you did not receive an invitation, please reach out to Edgar Troudt at edgar.troudt@vaughn.edu.

Who do I call for help?

For problems with Vaughn.edu logins and on-campus technology:
   Email: helpdesk@vaughn.edu or
      Call: 718-429-6600 ext. 209.

For problems with Zoom logins or Zoom functionality:
      Web: https://support.zoom.us
             (there is a "contact support" link near the bottom of this page).

Facilitating a Zoom Meeting

1. Install Zoom on your computer by downloading through the following link:
   https://zoom.us/support/download
   You will only need to install the application once per computer.
2. Zoom will automatically launch.

3. You will have two choices, to either join an existing meeting, or to sign in if you have an account. Students will join an existing meeting using their instructor's meeting ID code. Faculty will sign in using their Zoom credentials to host a meeting.
4. Upon signing in, you will see a screen that looks like this:
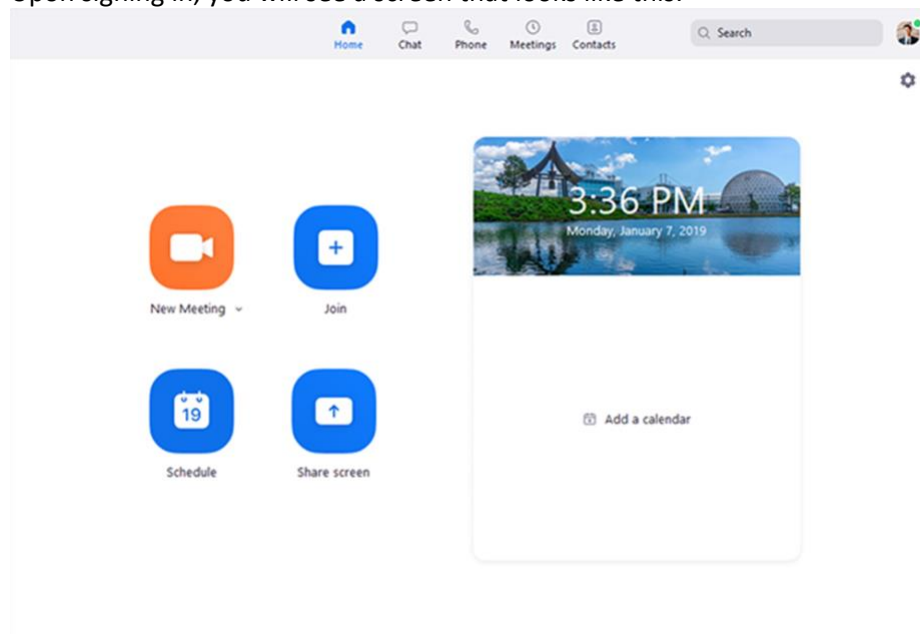
5. If you click **Join**, you will be prompted for an existing meeting ID, and ushered into the meeting automatically.
6. Clicking **New Meeting** instantly creates a live meeting.
7. Clicking **Schedule** allows you to set a meeting date and time and to invite participants. Automatic email invitations will be extended through your default email account. Depending on your choices, the meeting will automatically be included on your Calendar. Any scheduled meetings will also show up on the Home tab in the box to the right under the picture (where it says "Add a Calendar").
8. The last option, **Share Screen**, is available inside a meeting, but selecting it here and entering a zoom meeting ID begins screen sharing as well.
9. Choose how your Audio will be controlled – you can choose join with Computer Audio or join with a Phone Call. If you choose the phone call, you will be given a participant ID that you will be able to enter when you call in. An option to change this when you are in the meeting room exists as icon in the middle of the screen.
10. Once you are in the meeting, you will have several options:
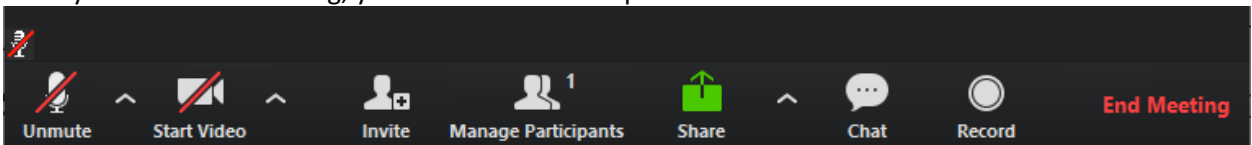
   a. **Unmute/Mute** – This controls whether your audio is relayed to participants.
   b. **Start Video** – This controls whether your web camera, if available,
   c. **Share Screen** – There are two ways to share. The first is by choosing the share icon in the middle of the screen. The other is to click on the icon of a green screen, which is centered on the bottom of the meeting in full screen mode. (Make sure you are using the full screen in zoom -the option to maximize your screen is on the top of the window to the right.) If you don't see the green icon automatically, just move your mouse to hover over the bottom of your screen. The arrow pointing up located at the bottom of your screen between "share" and "chat" allows a host to manage screen sharing options for participants.
   d. **Manage Participants** – Choose "Manage Participants" at the bottom of the screen when the meeting. Allows you to see who has joined the meeting, there is a separate floating box that opens up entitled "Participants". If you want to keep it on your screen, you can easily drag this where you would like or choose to minimize it if you don't want to see it at all.
   e. **Invite** – Use this to invite other to the meeting. As above, there are also a couple ways to do this. You can either click on the icon in the middle of the screen or click on the text "Invite +" at the bottom of the screen.
   f. **Manage Participants** – This allows you to see who is part of the meeting currently and mute or unmute their microphone.
   g. **Chat** – Allows you to communicate with everyone in the room or one person in particular. This option is located on the bottom of your Zoom meeting when you are in full screen mode.
11. To end the meeting, simply click the "X" in the upper right corner and you will be prompted to either leave, or if you are host, to choose to end the meeting for everyone.

Any additional questions can be answered at the Zoom Help Center, found here: https://support.zoom.us/hc/en-us

Staff Guide: More Ways to Use Zoom

As we move to an online service environment, Zoom can help students to stay engaged while providing needed service to our students. Below are instructions for the two types of Zoom rooms.

You might think about providing career services, a financial aid workshop, or a library session on using our online databases where students will come and go at their discretion—follow the instructions for "Open to Groups."

If you need to work one-on-one with a student who is having difficulty with financial aid packaging, or anything that would divulge student-specific information, use the "Restricted to One-on-One Counseling" approach.

Our goal is to stay as connected as possible to our students and to give them as much support as we can in this new, isolating environment.

- **OPEN TO GROUPS:** for TUTORING the rooms are wide open and any number of students can join the room simultaneously. This is exactly how our tutoring services operate. Any number of students can come to or leave a table whenever they feel like it.
- **RESTRICTED TO ONE-ON-ONE COUNSELING**: for ADVISEMENT the rooms are restricted to one participant at a time. Other participants who join go in a queue and get moved to the main room manually when the adviser is finished talking to the current student. This preserves confidentiality and first-come-first serve order.

Below are STAFF facing instructions, not what you send to students. Feel free to adapt this to the needs of your department or division:

OPEN TO GROUPS
The instant meeting feature of Zoom allows you to set up a room that is open to participants. This room has a static ID that does not change when you log out and log back in to it.

1. First, have Zoom installed on your computer, if you have not already.
2. Click on the START button on your computer (if a PC) – find the Zoom application from your program list. (Usually typing "zoom" looks up this program.)
3. Start the Zoom program by clicking on it.
4. You will have 4 options including an orange "New Meeting" button. If you click the DOWN ARROW underneath this, you will see an option for using your Personal Meeting ID (PMI). (You should take note of that number – this is what you give out to students and other constituents.) Choose this option.
5. Then press the ORANGE NEW MEETING BUTTON.
6. You will have a Zoom window that is launched. That window should confirm that your personal meeting ID is active. (That same number you found on step 4 is noted in on the upper left-hand side of the window.)

RESTRICTED TO ONE-ON-ONE COUNSELING
To set up your Zoom room for one-on-one meetings, you will need to update your Personal Meeting Room have the waiting room feature enabled. This feature holds students in a queue until you manually bring them into the active room.
1. Visit Zoom.us.
2. Click Sign In in the upper right-hand corner.
3. Login with your Zoom login (your full Vaughn email address) and your password (different than you Vaughn email password).
4. On the left side, select "Meetings" to update your meeting configuration.
5. From the middle top, select "Personal Meeting Room".
6. Scroll down to the bottom and choose "Edit this Meeting".
7. Select "Enable waiting room". This allows other students to join, but they will be put into a waiting queue until you are finished with advising the current student.
8. "Save" this new meeting configuration.
9. Click "Start this Meeting".

You will now be inside your room. Students can join your room with the meeting ID code displayed at the top of the room. Please ensure that this matches the code that we've published in our announcement to students (otherwise they will not be able to contact you).
1. A bell sound will indicate that someone has joined and are in your waiting room.
2. A pop-up will be shown at the bottom of the screen with the name of the person waiting. If you would like to accept them to the room immediately, click the blue "Admit" button.
3. Alternatively, you can choose the "Manage Participants" link from the bottom of the page. This will show you all of the participants in the queue. To admit a participant from this list, move your mouse over their name and choose the blue "Admit" button.
4. When the participant is finished, encourage them to end the meeting to leave. If you need to manually remove a student from the room, move your mouse over their name and select the blue "More >" button. You will see the option to "Put in Waiting Room" or to "Remove", ending their meeting.