

Good afternoon,

For University employees who may be looking to start remote work on Monday, March 23, 2020, we've listed some important frequently asked questions and answers (see below). For the latest updates as we expand IT services and offerings, please make sure to bookmark our IT Knowledge Base: kb.appstate.edu

How Can I Get Technical Assistance with Remote Work Needs?

- Please be aware that our call volume has increased greatly, and that the best way to request assistance right now is via our Service Desk software at tech.appstate.edu. Our entire support team is monitoring these tickets as they come in and can generally respond to requests very quickly.

What Resources Are Available to Help Those Working From Home?

- We have specific [Knowledge Base Articles for working from home](#) that covers many needs.
- We also continue to update all of our [Knowledge Base articles](#), so many of the questions that you may have can be answered by searching this website.

How Do I Stay Secure When Working From Home?

- Remain skeptical and aware of fraud email and social media posts especially during this time period. Report suspicious emails by forwarding them to phish@appstate.edu.
- While working from home, do not store confidential University data to any personal devices (e.g. files that may contain Social Security #s, banking info, health records). If you do not have a University device that can be used for work, then the [UDesk \(virtual desktop platform\)](#) can be used for work involving confidential data.
- Please make sure that University computing devices are only accessed by you and not family members or guests.
- All University managed devices will continue to receive security updates and protection while off-campus.

Are There Additional Resources Available for Faculty?

- The Center For Academic Excellence has created a dedicated resource page for Teaching Continuity that includes many important resources and best practices for faculty needs: <https://cae.appstate.edu/learning-technologies/keep-teaching>