




Covid-19 Remote Work Readiness Recommendations

Please note that instructions below apply to our team's preparedness to work remotely. You should continue to follow Yale University's [COVID-19 page](#), which will be continually updated with the latest information, recommendations, and warnings. In addition, please monitor updates from Yale SOM.

SOM IT can be reached at 203-432-7777 or somservicedesk@yale.edu, 8:00 a.m. – 5:00 p.m.
Yale IT can be reached at 203-432-9000 or https://yale.service-now.com/it?id=get_help, 24/7.

1. Install and test Cisco VPN on your Yale laptop or on your personal computer that you intend to use in case of interruptions.
 - a. VPN: <https://confluence.som.yale.edu/display/SC/Yale+Cisco+AnyConnect+VPN+Access>
 - b. Test it from home and call IT with any issues.
2. Enroll in Yale multi-factor authentication by installing and testing Duo app on your phone: <https://confluence.som.yale.edu/pages/viewpage.action?pageId=44968778>
3. Be prepared to use Zoom and Skype for Business through Outlook for screen sharing, audio and video conferencing, and staying connected with the team.
 - a. Zoom: https://yale.service-now.com/it?id=support_article&sys_id=0a8f16cadb1a8bc82de17ecfbf961929
 - b. Skype for Business: <https://confluence.som.yale.edu/display/SC/Skype+For+Business+Meetings>
4. If not using a Yale laptop, call IT to configure your VPN connection: both your work computer and your home device have to be set up for remote connection: https://yale.service-now.com/it?id=support_article&sys_id=65d678afb0b9e800fcb076ac9966961e
5. Test your home Internet connection.
6. When using a Mac, please contact IT for instructions on how to configure it for remote connection.
7. Get in the habit of bringing your Yale laptop and power cord home at the end of each workday.
8. Leave your work computer on and lock it (as opposed to logging off) at the end of each workday.
 - a. Press Win+L key combination on the computer keyboard (Win is the windows key) 
9. Maintain confidentiality of University systems, records and documents and be responsible for ensuring compliance with the University's secure computing policies, procedures, and guidelines.
10. Have access to your department's cell phone numbers.
11. Set up phone line forwarding as appropriate. Call forwarding guidelines depend on your phone model: <https://confluence.som.yale.edu/pages/viewpage.action?pageId=31656396>.