

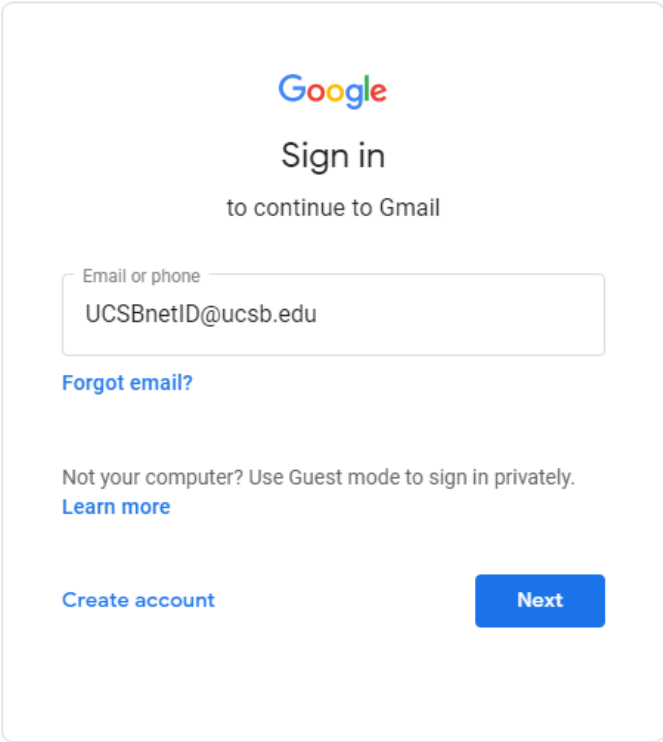
Guide for Remote Work Access

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Accessing Your Email

Follow these steps to access your email

- Launch a Chrome browser window in [incognito mode](#), or a Firefox browser window in [private browsing mode](#). This keeps your work environment separate from your personal environment.
- Go to: <https://www.gmail.com/>
- Enter your email in the form of UCSBnetID@ucsb.edu on the Sign in page, then click Next.

A screenshot of the Google Sign in page for Gmail. At the top is the Google logo, followed by the text "Sign in to continue to Gmail". Below this is a text input field labeled "Email or phone" containing the text "UCSBnetID@ucsb.edu". Under the input field is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more". At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next".

- If prompted for the type of Google Account, select "Organizational G Suite Account"
- Enter the Password associated with your UCSBnetID, then click Next.

Additional campus references: <https://www.connect.ucsb.edu/usage/google-apps/google-web>

Accessing Your Files

Follow these steps to get to your shared files

- After successfully signing into your email, click on the App Launcher  icon, at the top right.
- Click on "Drive". 
- In the left column:
 - Open "My Drive" to access your "Individual Files".
 - Open "Shared drives" to access your "Office Files".

Working with Microsoft Office files (Word, Excel, etc.)

Although you are able to view and edit Microsoft Office files with their equivalent Google counterparts (e.g. Microsoft Word > Google Docs, Microsoft Excel > Google Sheets, etc.), there may be formatting issues.

Therefore, we recommend the following steps when working with Microsoft Office files.

Working with existing files

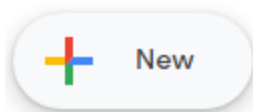
- Download it to your local machine¹.
- Work on it locally within Microsoft Office.
- Upload it back into Google Drive.

Creating new files

- Create a new file locally with Microsoft Office.
- Upload it into Google Drive.

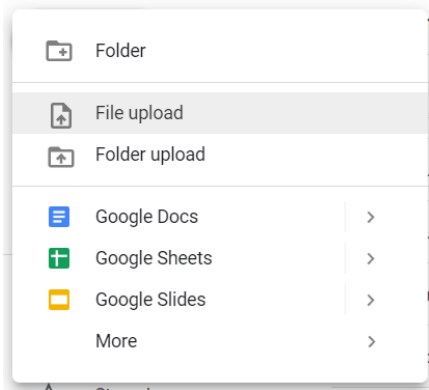
Uploading a document to Google Drive

- After opening Google Drive within a web browser, navigate to the folder where you want the file stored.
- Click the +New button.

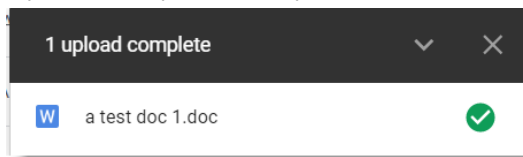


¹ When downloading files to your personal, local machine(s), be wary of storing confidential files openly and clean up downloaded files when no longer needed.

- Choose "File upload".

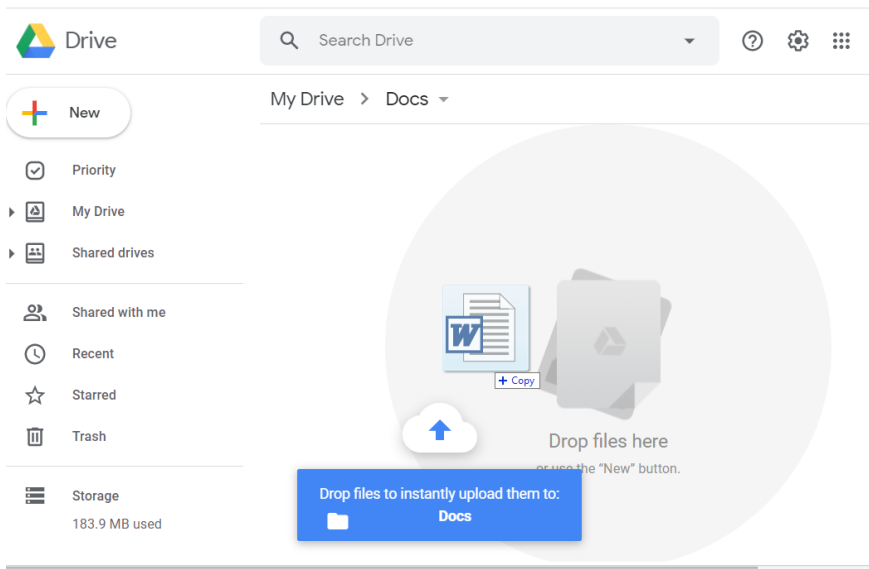


- Browse your local machine for the document you want to upload. Once you select the file and click Open, the upload will proceed automatically.



Uploading a document to Google Drive (Alternative)

- You can also upload any file into Google Drive by simply dragging and dropping it onto the Google Drive browser window.



NOTE: Please do not install Google Drive File Stream (GDFS) if you are prompted. GDFS should only be used on your office workstation. The use of your personal computing device to conduct university business is allowed as long as the data remains in the cloud.

Additional campus references: <https://www.connect.ucsb.edu/usage/connect-g-suite-drive-file-sharing>

Academic Affairs Information Technology - help@aait.ucsb.edu - (805) 893-2495

Last Updated 3/7/2024

Accessing Resources Restricted to the Campus Network

Certain websites and applications (*e.g. Espresso, Data Warehouse EZ Access, etc*) may only be accessed from an On-Campus IP address. When accessing these resources from an off-campus location, the use of a Virtual Private Network (VPN) application is required.

Download and Install iVanti Secure Access Client (VPN)

Your home machine will need to have the appropriate version of iVanti Secure Access Client installed on it:

[Get Connected to VPN](#)

For Windows

- Download the "OS: Windows" Client

OS: Windows

Supported Release/Distro: 11, 10, 8.1 (x64 and x32)

Client Version: v22.6r1.0-b26825

Instructions: [Installation/Usage](#)

Download Software: [VPN Client](#) 

Note - There are two types to choose from, x64 and x32. Most recent machines will be x64, but to find out which type of machine your home computer is, right-click the Start button and select System (shortcut key is Windows key + Print Screen, on your keyboard). "System type" will indicate your current Windows version.

For macOS

- Download the "OS: macOS" Client

OS: macOS

Supported Release/Distro: Sonoma 14.0, Vent
v22.2R1 client in "older versions" BOX folder.

Client Version: v22.6r1.0-b26825

Instructions: [Installation/Usage](#)

Download Software: [VPN Client](#) 

Notes: macOS might prevent you from installing this program normally. If you see a message saying that "Apple cannot check it for malicious software.", please hit OK, then either right-click the installer (or use Control + click) to launch the installer.

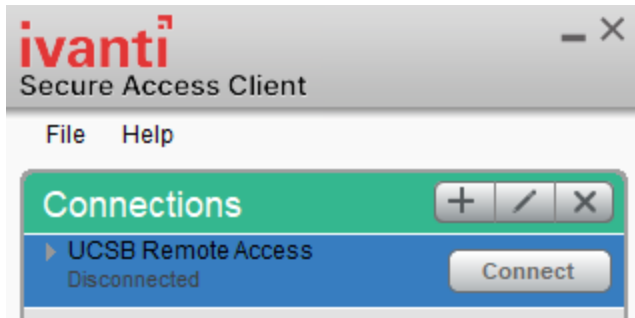
For additional detailed instructions on the install and use of the VPN connection, follow these guides

- Windows: <https://www.it.ucsb.edu/get-connected-vpn/ivanti-secure-access-vpn-client-windows>
- Mac: <https://www.it.ucsb.edu/get-connected-vpn/ivanti-secure-access-vpn-client-mac-os>

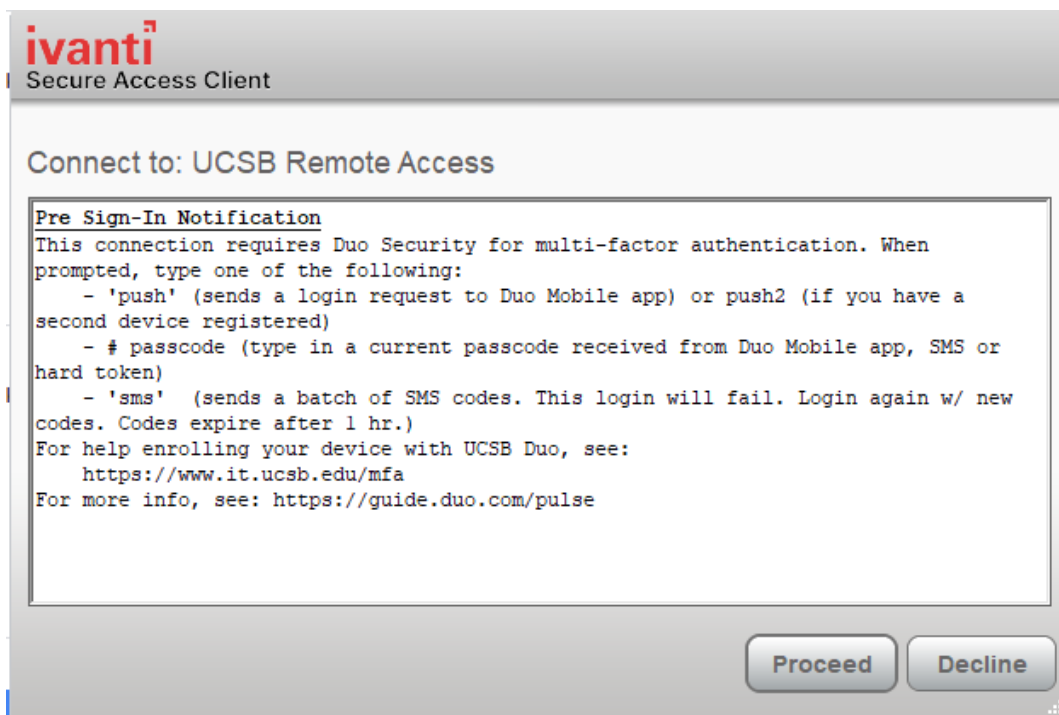
Connect to Campus VPN

Note - with the requirement of multi-factor authentication through the Duo app (or hard tokens) on August 2nd 2021, users must also have at least one device enrolled with [UCSB's MFA service](#) to complete the VPN login process.

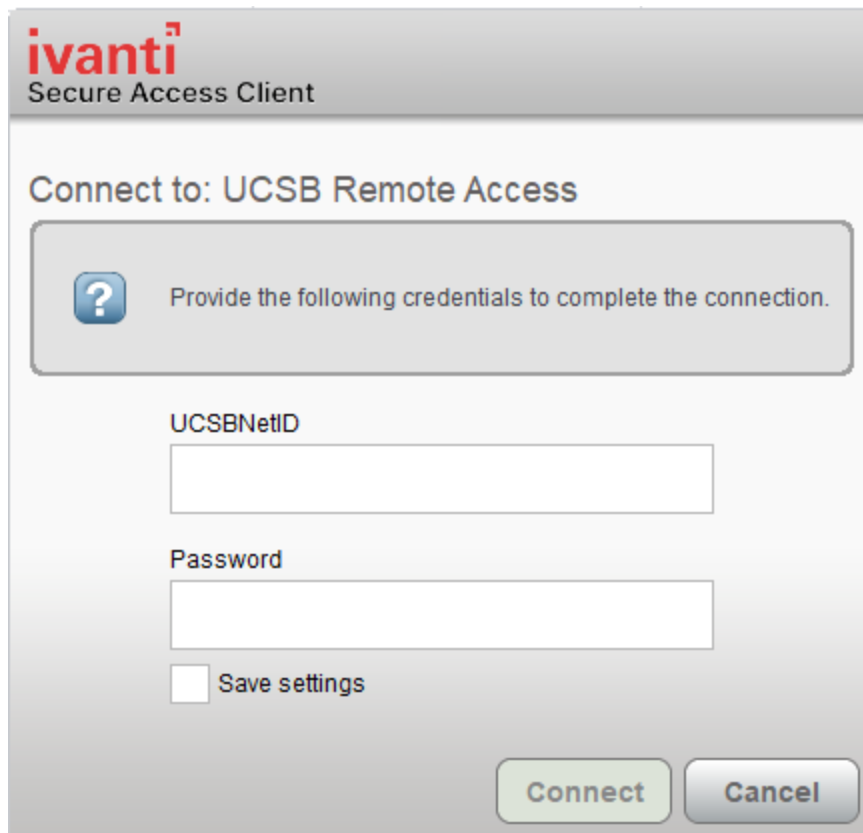
- Launch iVanti Secure Access Client (some users may still have Pulse Secure installed and can use that instead), click the Connect button.



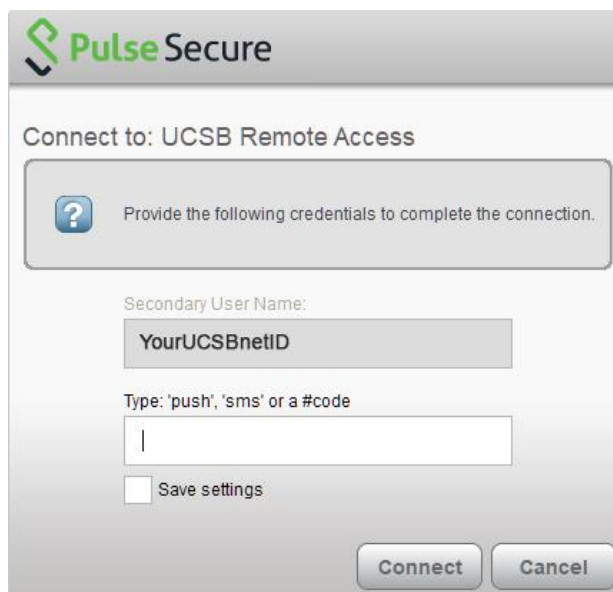
- Click the Proceed button.



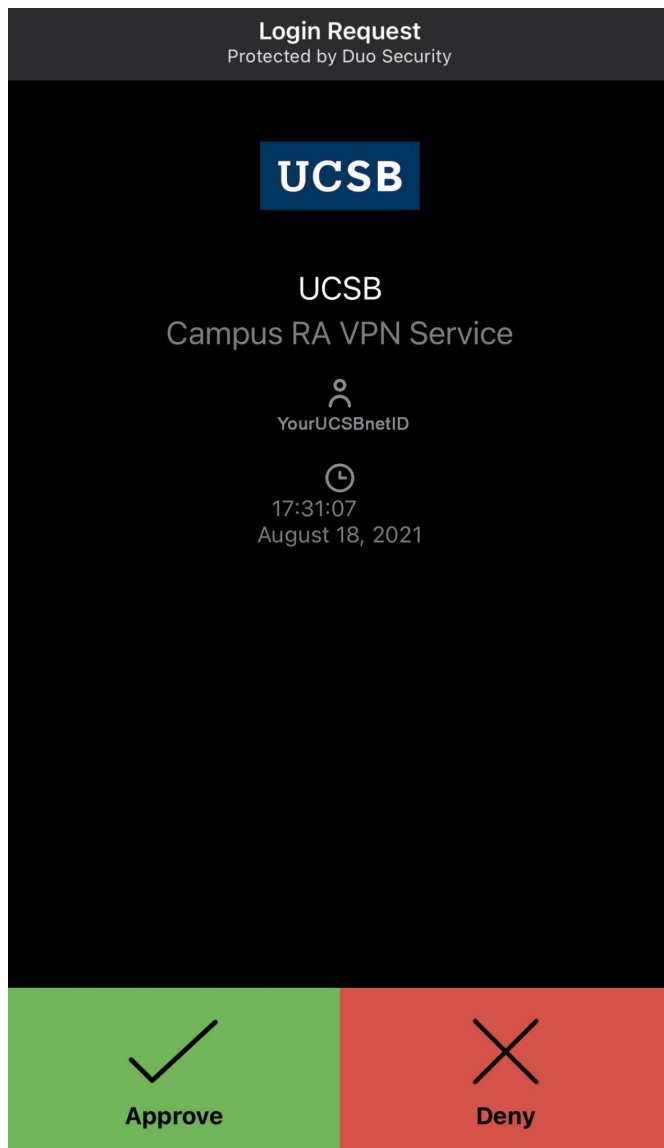
- Log in with your UCSBnetID (just the netID, do not include "@ucsb.edu") and Password.



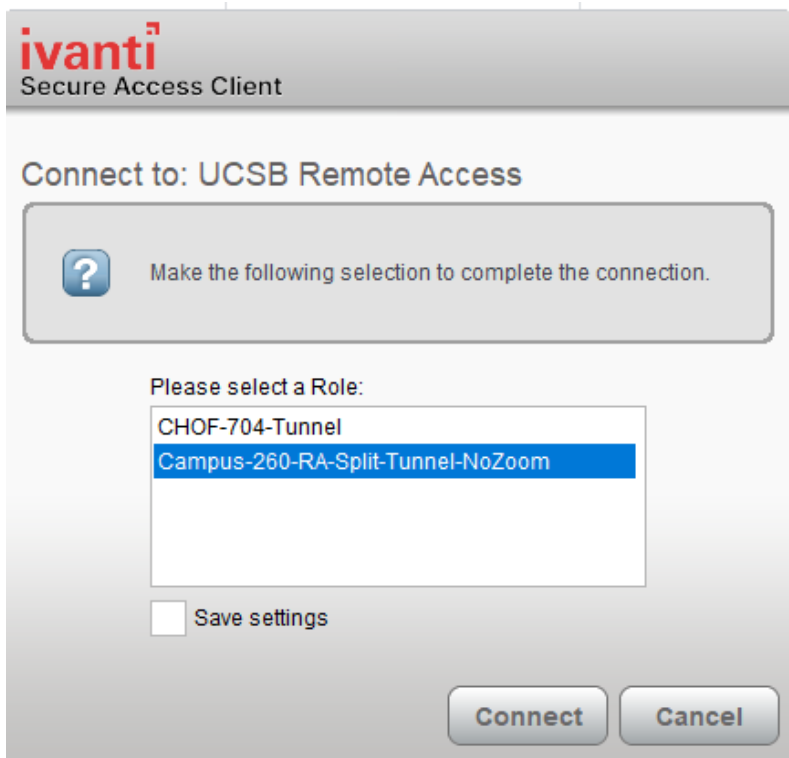
- If prompted, type "push" (without the quotation marks), click the Save settings checkbox, and click the Connect button.



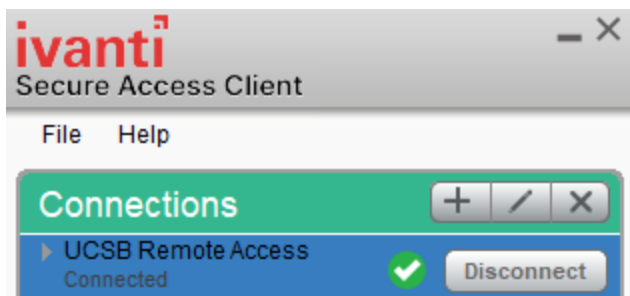
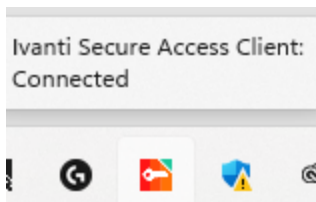
- Check your registered MFA device (cell phone, hard token, etc.) and approve/allow the connection.



- If prompted to select a Role, most users will want to select the entry with “-NoZoom” at the end.



- Once connected, the iVanti key icon will display with a green top right corner to indicate a successful connection. The app, if left open, should also display a green check mark with a Disconnect button next to it when connected:



Test your VPN Connection

Verify your VPN connection is working

- Visit <https://next.noc.ucsb.edu/ip>. The web page will display the network address your computer is using:
 - If the VPN is properly connected, it should say "On-campus address (VPN)."

- If you are connected with iVanti Secure Access Client, but this page returns an “Off-campus” address, please restart your computer, reconnect to iVanti Secure Access Client, and try visiting the webpage again.
- If you still do not get an “On-campus” address, contact AAIT.
- If you have an “On-campus” address, and still cannot access campus resources, contact AAIT.

Accessing Your Desktop (Remote Desktop)

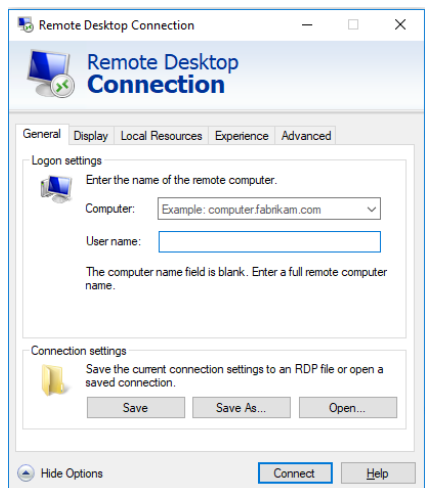
In certain limited cases (e.g. specialized software that cannot be installed on your personal device), access to your workstation directly may be necessary through the use of the Remote Desktop application. Note: Your supervisor must first approve your use of Remote Desktop.

- Your office workstation must remain on to be remotely accessible. *Do not shut down your machine.*
- You must be connected to Pulse Secure successfully. [Troubleshoot by Testing your VPN Connection](#)
- You must have the Remote Desktop app installed.

Install and Configure Remote Desktop App

For Windows

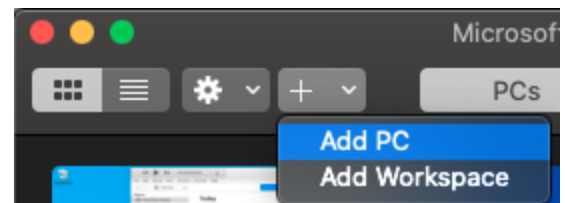
- The Remote Desktop Connection app is typically already installed. Launch the Remote Desktop Connection app.



- Enter your office computer’s IP address in the Computer field. Enter your full User name in the User name field.
- Click Connect to connect to your office machine.

For macOS

- You will need the latest version of the Microsoft Remote Desktop app installed, [available for free in the App Store](#).
- Launch the Microsoft Remote Desktop app.
- Use the + sign to Add PC.



- Enter your office computer’s IP address in PC Name field.
- When complete, click Add to save the remote connection.
- Double click the connection to connect to your office machine.

For ChromeOS (Chromebooks)

- You will need the latest version of the Microsoft Remote Desktop app installed, available for free in the [Google Play Store](#) (this is separate from the Chrome Web Store).
- Launch the Microsoft Remote Desktop app.
- Use the + sign and select "Desktop."
- Enter your office computer's IP address in the PC Name field.
- For the User name field, choose "Add user account", enter your full User name.
- Enter your password (optional). Then click on Save (upper right).
- With your connection added, click on the "tile" for your machine to launch the connection.

Contact AAIT for your Computer and User Name information

Computer: 128.111.###.### (*this is the IP address of your office computer*)

User name: DOMAIN\UCSBnetID

Using Zoom (Video/Conference Calls)

Zoom can be installed on multiple devices and platforms to facilitate one-on-one or group meetings. The minimum hardware requirement is a microphone and speaker. (For video conferencing, a webcam is optional)

It is recommended (by Zoom) to join with "*Computer Audio*" or "*Internet*", instead of "Dial-in Phone Call" for higher call quality and reliability. However, you can still dial-in if you don't have a microphone/speaker.

Best Practices

- Zoom *should not* be run through Remote Desktop. In order to have access to your camera and microphone, Zoom needs to be installed on the device you are physically using for the meeting.
- When sending a meeting invitation, we recommend just including the following information:
 - Topic (Meeting Name)
 - Date and Time
 - Meeting URL (e.g. [https://ucsb.zoom.us/j/0000000000?pwd=!@#\\$\\$%](https://ucsb.zoom.us/j/0000000000?pwd=!@#$$%))
 - Meeting ID (e.g. Meeting ID: 000 000 000)
 - Meeting Password (If being used)
 - Dial-in Number (e.g. +1 669 900 6833 US)
- To maintain confidentiality, it is recommended to schedule individual meetings with unique Meeting IDs (instead of using your static Personal Meeting ID).
- Enable "Mute participants on entry".
- Test your audio (and video) before the start of your meeting

Quick Reference Guide for Zoom

<https://www.it.ucsb.edu/sites/default/files/images/ZoomInstructions.pdf>

Increasing Your Zoom Security

<https://www.it.ucsb.edu/increasing-your-zoom-security>

Download and Install Zoom

- Go to: <https://ucsb.zoom.us/download>
- Click on the Download button under "Zoom Client for Meetings"

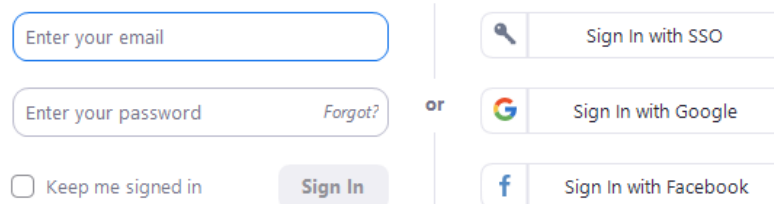
Step-by-Step Guide for Zoom

Log into the Zoom App

After launching the Zoom app on your device, if you are prompted to login, please follow these steps:

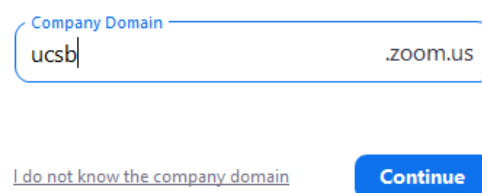
- Click on the “Sign In with SSO” button.

Sign In

The image shows the Zoom Sign In interface. On the left, there are two input fields: "Enter your email" and "Enter your password" with a "Forgot?" link. Below the password field is a checkbox for "Keep me signed in" and a "Sign In" button. On the right, separated by a vertical line and the word "or", are three buttons: "Sign In with SSO" (with a key icon), "Sign In with Google" (with the Google logo), and "Sign In with Facebook" (with the Facebook logo).

- Enter “ucsb” in the company domain field, and click “Continue”.

Sign In with SSO

The image shows the Zoom Sign In with SSO screen. It features a "Company Domain" input field with "ucsb" entered and ".zoom.us" as a placeholder. Below the input field is a link that says "I do not know the company domain". To the right of the input field is a blue "Continue" button.

- Your default web browser should then open and direct you to log in with UCSBnetID and Password. Enter those credentials and click the “LOG IN” button.
- The browser should then launch the Zoom app for you, and provide a button to manually launch Zoom if it does not start automatically.
 - *Your web browser may ask you for permission to run the Zoom app. Allow this in order to complete the sign in process.*

Sign In with SSO

Zoom should launch in a few seconds. If not, please click button below.

Launch Zoom

Join a Zoom Meeting

From a Browser

- Go to <https://ucsb.zoom.us/>
- Click on "Join A Zoom Meeting" at the right.
- Enter the Meeting ID your host provided and click the "Join" button.

Join a Meeting

Join

- If prompted, enter your name.
- If your browser asks for permission to launch the Zoom app, click to allow (in the following example, "Open Zoom Meetings" is the button to click).

Open Zoom Meetings

Using the App

- Launch the Zoom app and sign in. Click the "Join" button:



- Enter the Meeting ID your host provided and your Name. Click the "Join" button and the meeting should open in a window.

Zoom

×

Join Meeting

☐ Do not connect to audio

☒ Turn off my video

Join

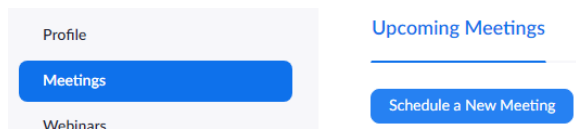
Cancel

Schedule a Zoom Meeting

From a Browser

- Select "Sign-In" at the right, on the <https://ucsb.zoom.us/> homepage.
- If you are not already logged in, you should be prompted to log in with UCSBnetID and Password. Enter those credentials and click the "LOG IN" button.

- Click "Meetings" at the left, then the "Schedule a New Meeting" button.



- Configure your meeting parameters and options, then click "Save" at the bottom.
- You should then see a breakdown of the meeting's details and have an opportunity to copy the invitation specifics via the "Copy the invitation" link.

Using the App

- Launch the Zoom app and sign in. Click the "Schedule" button.



- In the window that pops up, configure your meeting options, then click the "Schedule" button at the bottom.

A screenshot of the 'Schedule Meeting' dialog box in the Zoom app. The dialog has a title bar 'Schedule meeting' with a close button. The main content area is titled 'Schedule Meeting' and contains several sections: 'Topic' with a text field containing 'Zoom Meeting'; 'Start' with a date/time picker set to 'Tue March 10, 2020' at '05:00 PM'; 'Duration' with dropdowns for '1 hour' and '0 minute'; a checkbox for 'Recurring meeting' and a 'Time Zone' dropdown set to 'Pacific Time (US and Canada)'; 'Meeting ID' with radio buttons for 'Generate Automatically' (selected) and 'Personal Meeting ID'; 'Password' with a checkbox for 'Require meeting password'; 'Video' with 'Host' and 'Participants' options, both set to 'Off'; 'Audio' with radio buttons for 'Telephone', 'Computer Audio', and 'Telephone and Computer Audio' (selected); a 'Dial in from United States' link; 'Calendar' with radio buttons for 'Outlook', 'Google Calendar', and 'Other Calendars' (selected); and an 'Advanced Options' section. At the bottom right, there are 'Schedule' and 'Cancel' buttons.

- You should then see a breakdown of the meeting's details and have an opportunity to copy the invitation specifics via the "Copy to Clipboard" button.

Zoom Invitation Best Practices

The default Zoom email contains a lot of information that the recipient may not need, and may cause confusion. We recommend trimming this down to contain only the information we listed in the [Best Practices](#) section. Here's an example of the information we would trim away, leaving the highlighted areas:

~~Joe Gauchó is inviting you to a scheduled Zoom meeting:~~

Topic: Joe Gauchó's Zoom Meeting

Time: mmm dd, yyyy hh:mm tt Pacific Time (US and Canada)

Join Zoom Meeting

<https://ucsb.zoom.us/j/000000000?pwd=xxxxxx>

Meeting ID: 000 000 000

Password: 000000

One tap mobile

+16699006833,,000000000# US (San Jose)

+16468769923,,000000000# US (New York)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 646 876 9923 US (New York)

Meeting ID: 000 000 000

Find your local number: <https://ucsb.zoom.us/j/aNuBnb1ao>

Join by SIP

000000000@zoomcrc.com

Join by H.323

162.255.37.11 (US West)

162.255.36.11 (US East)

221.122.88.195 (China)

115.114.131.7 (India Mumbai)

115.114.115.7 (India Hyderabad)

213.19.144.110 (EMEA)

103.122.166.55 (Australia)

209.9.211.110 (Hong Kong)

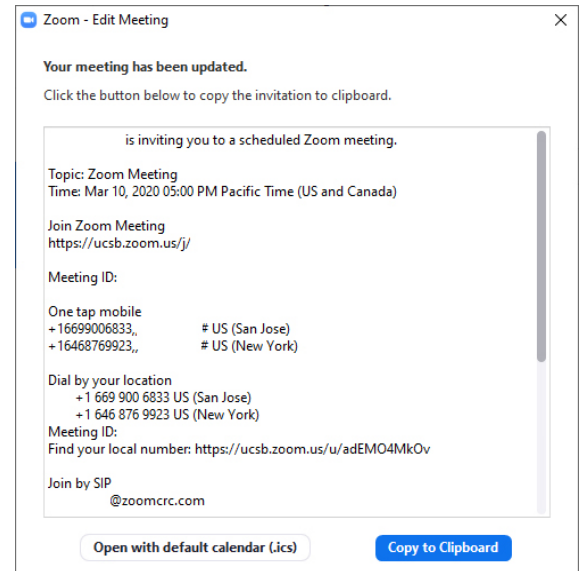
64.211.144.160 (Brazil)

69.174.57.160 (Canada)

207.226.132.110 (Japan)

Meeting ID: 000-000-000

Password: 000000



Additional campus references: <https://www.it.ucsb.edu/sites/default/files/images/ZoomInstructions.pdf>

Academic Affairs Information Technology - help@aait.ucsb.edu - (805) 893-2495

Last Updated 3/7/2024

Zoom Features to Know

Due to the recent large influx of users, Zoom has begun deploying changes to the software resulting in: new features and functionality being deployed; certain features and functionality being enabled or disabled by default; and frequent updates to the software itself.

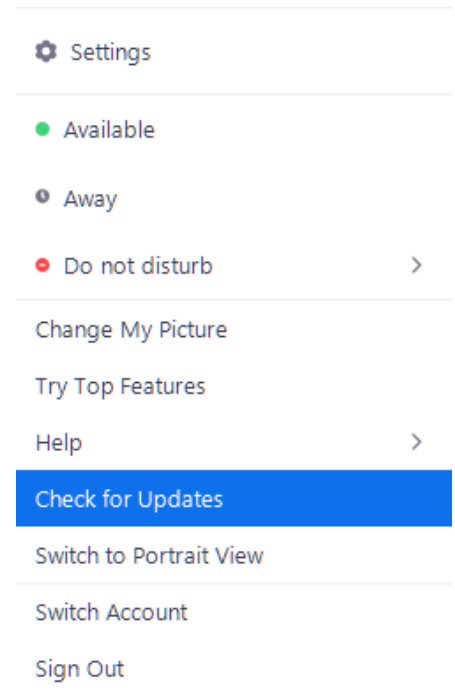
Update Zoom Often

Within the Zoom app, please be sure to check for updates at least once a week to ensure you have the latest version available. This will enable you to access the latest features available within the program and keep up with security updates and bug fixes.

To Check for Updates, within the Zoom app:

- Click your initials at the top right of the app
- In the menu that comes up, click the Check for Updates option

Zoom should then automatically check for the latest version and attempt to download and install it. You will likely be prompted to approve the installation. Zoom should then close and relaunch with the latest version.



Waiting Rooms

As a security measure, Zoom has had the Waiting Room feature enabled for all users by default.

As an attendee when joining a meeting where the Waiting Room feature is being used, you will likely receive a message when joining:

Please wait, the meeting host will let you in soon.

When you join your meeting as a host, if there are users in the waiting room you should receive a notification offering to admit them. Otherwise you may admit attendees via the Participants menu, generally toggled on/off at the bottom of the meeting window.

Here are some AAIT-recommended Waiting Room Options that can be accessed after logging into your profile here <https://ucsb.zoom.us/profile/setting>, and then clicking "Edit Options" in the Waiting Room Options setting.

Waiting Room Options

These options will apply to all meetings that have a Waiting Room, including standard meetings, PMI meetings, webinars.

Who should go in the waiting room?

- ☐ Everyone
- ☐ Users not in your account
- ☒ Users who are not in your account and not part of the allowed domains

ucsb.edu, *.ucsb.edu

Who can admit participants from the waiting room?

- ☒ Host and co-hosts only
- ☐ Host, co-hosts, and anyone who bypassed the waiting room (only if host and co-hosts are not present)

Continue

Cancel

- Who should go in the waiting room?

We encourage you to use the third option, and specify "ucsb.edu, *.ucsb.edu" (without the quotation marks) in the text box. This will ensure users from UCSB do not get put into a waiting room. Please note that you can also specify other UC campus domains, like "uci.edu" or "*.ucla.edu", if you frequently have meetings with users on other campuses.

- Who can admit participants from the waiting room?

Most users will likely want to use the "Host and co-hosts only" option. However, the second option might also be helpful if you and co-hosts are not available ahead of meeting start times to admit attendees and if your attendees can be trusted to admit users not automatically admitted (determined by the previous setting).

Using Google Chat

Instant Messaging

Google Chat is part of the campus Google Apps suite, and many offices rely on it to communicate quickly between campus users.

- After successfully signing into your email, click on the App Launcher  icon, at the top right.
- Click on "Chat". 

Chat
- In the left column, in the "Find people, rooms, bots" box, you can:
 - Search for a person to start a one-on-one chat session.
 - Start a group message by clicking on the "Group message" link.
 - Create a room for your team by clicking on the "Create room" link.
- Once you've created a one-on-one chat session or a group chat session, that conversation will be saved under the "People" heading.
- Similarly, if you've created a room for your team, the history of that conversation will be saved under the "Rooms" heading.

Additional campus references: <https://www.connect.ucsb.edu/usage/connect-g-suite-hangouts-chat>

Managing Your Campus Phone

Activate Call Forwarding

- Lift the handset.
- Dial *72. You will hear an interrupted or "stutter" dial tone.
- Dial the number to which calls will be forwarded:
 - To forward to another campus extension, dial that four-digit extension.
 - To forward to voicemail, dial 8800.
 - To forward to an off-campus telephone number, dial 9 plus the seven-digit telephone number.
- Listen for a confirmation tone.
- Hang up.

Request Call Forwarding

- Visit https://ucsb.service-now.com/it?id=it_sc_cat_item&sys_id=7774fb49db4aaf0025057b5b8c961906
- Under "Service to Manage", select "Telephones & Telephone Lines"
- For Description, enter "Forward campus line to the following number: (805) xxx-xxxx."
- For Service Number, enter your campus line (the one you want forwarded.)

Cancel Call Forwarding

- Lift the handset
- Dial *73. You will hear a confirmation tone.
- Hang up.

Retrieve Voicemail Remotely

- Dial (805) 893-8800.
- Enter your 4-digit extension number.
- Enter your passcode when prompted.
- [Detailed information available here.](#)

Email Notification for New Voicemail Messages

- Visit https://www.commserv.ucsb.edu/mwi_email/ to set up this service.
- Sign in using your UCSBnetID and Password.
- Enter the four-digit voice mailbox (your four-digit extension) you want monitored.
- Enter the email address where you want the notifications sent.
- Click on "Add".

- A confirmation email will be sent to the address you entered. *(The recipient must respond to this email before service is activated.)*
- Once set up, you will receive an email when you receive a new voicemail on your phone.