Teleworking: Recommended Methods for Accessing Major ITS Services

Given the widespread move to telework and the need to connect to JCU IT services, there may be questions about the best methods to access those services. For example, while some services can be reached using Virtual Private Network (VPN) or Digital Workspace, some services should be accessed directly for the best performance.

- **Works Anywhere:** Your device on your home internet connection (via browser/app etc)
- **Digital Workspace:** On-campus virtual desktop (Same as your office computer)
- **VPN Required:** The VPN (Global Protect) service provided by ITS
- **Yes:** ITS' recommended method for the best experience
- **Optional:** This method will work, but is not necessarily required or encouraged.
- **No:** Using the service via the specified method will not work.

Recommended Access Methods

Service/Task	Works Anywhere	Off-Campus	
		VPN Required	**Digital Workspace Required**
Banner Self Service ● Student Profile ● Employee Dashboard ● Course Registration ● Grade Reporting ● Advising ● BannerWeb	Yes	Optional	Optional
Banner Admin Pages	No	Yes	Optional
G Suite (Gmail, Meet, Calendar, Drive, etc)	Yes	Optional	Optional
Network Drives (O & H)	No	Yes	Optional
Zoom	Yes	Not Recommended may cause performance issues	No
Using software that is only available in Lab computers	No	Yes	Yes
Canvas	Yes	Optional	Optional
Office Application (Word, PowerPoint, Excel, etc)	Yes	Optional	Optional
OnBase	Yes	Optional	Optional