Information Technology Services

Technical innovations make information and work increasingly mobile.

Information Technology Services is here to enable effective integration of advanced information technology in support of teaching, learning and the strategic goals of the University.

"Telecommuting has never been more important to Washburn University."

JAMES TAGLIARENI, CIO

TECHNOLOGY RESOURCES NEEDED FOR TELECOMMUTING

In this quick start guide we will show all the technology tools and resources that you need to be successful at telecommuting.

INTERNET ACCESS
Access to a fast and reliable Internet connection will be required to telecommute. Information Technology Services (ITS) recommends a minimum connection speed of 2Mbps. If you're unsure on how fast your Internet connection speed is go to https://www.speedtest.net to find out.

EQUIPMENT

Typically, you will need access to a computer, microphone, speakers or a headset at a minimum. In certain rare instances ITS may be able to check out equipment (laptop, webcam, microphone, etc) for limited periods of time. To learn more about the check out process call x3000 or visit: https://washburn.edu/its/its-training.html and select Checkout Equipment for more information.

TWO FACTOR - DUO
Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password. ITS uses DUO for our two factor authentication. To use DUO you will need to enroll before you can use it. Visit https://washburn.edu/its/vpn.html to learn more.

VPN
VPN is an acronym for Virtual Private Network and is used to provide a means for users to connect their computers to the campus network from a remote location while telecommuting. This allows you to access your network drives without being on campus. You will need to install our VPN client called Global Protect to your computer. We have a webpage with instruction on how to accomplish this task at: https://washburn.edu/its/vpn.html.

PHONE - SKYPE FOR BUSINESS
While telecommuting you will need access to your work phone. With Skype for Business everything you can do on your phone you can now do on any computer or mobile device anywhere in the world you have Internet access. To give your computer all these capabilities you will need to install a Skype for Business client on your device. Learn how to do this at/ https://washburn.edu/its/Skype/support.html. Once the client is installed you will now have access to your phone, messaging and voice mail remotely.

REMOTE DESKTOP - RDP
Remote Desktop (RDP) is a convenient way to access your office computer while not in your office. You can only access your computer remotely using VPN and DUO.

While Remote Desktop is more secure than remote administration tools such as VNC that do not encrypt the entire session, any time access to a system is granted remotely there are risks.

Here are some things you need to know to use RDP:
- Leave your office PC powered on.
- Write down your office PC's name.
- Be connected to the VPN.

To learn more about RDP and how to use it visit https://washburn.edu/its/its-training.html and select Remote Access.

VIRTUAL DESKTOP (VDI)
VDI, Virtual Desktop Infrastructure, creates a secure connection between your remote computer and a virtual Windows machine that has much of same software that is loaded on campus computers. You can load the VMWare Horizon client or use the Chrome web browser, which runs VDI, onto Windows and Macintosh computers as well as mobile devices.

To learn how to access VDI visit: https://washburn.edu/its/its-training.html and select Remote Access.