

From: [COMannouncements](#)
Subject: Resources for Working Remotely
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Sent on behalf of COM IT

Dear Colleagues,

COM IT will do their best to support all remote users during these challenging times. For those working on their personal computers, we are limited to supporting FAU/COM provided software and programs, and will not be able to assist with unrelated issues.

Below is a list of resources available to those working remotely.

ASSISTANCE

You can request help by:

1. Emailing comhelpdesk@health.fau.edu
2. Live Chat: <https://comsupport.fau.edu/> and selecting the CHAT NOW button on the bottom right of your screen



3. Knowledgebase: Visit our extensive resource library at <https://comsupport.fau.edu/kb>

COMMUNICATION

OUTLOOK

1. To access Outlook or OneDrive remotely, log into outlook.fau.edu from any web browser

PHONE

1. To forward your office phone to another extension:
https://www.fau.edu/oit/phone/phone_forward.php
2. To setup/use a phone (audio) conference line:
<https://comsupport.fau.edu/kb/articles/phone-conference-bridge-line-call>

VIDEO

1. To Launch a WebEx (Video Conference): <https://fau.webex.com/> (use your FAU credentials to log in)
2. To learn how to schedule a WebEx meeting:
<https://comsupport.fau.edu/kb/articles/webex-basics-video-tutorial>
3. To learn how to join a WebEx meeting: <https://comsupport.fau.edu/kb/articles/how-to-join-a-webex-meeting>

COMPUTER ACCESS

1. To connect to your FAU Computer, you will need VPN access. To request VPN access, please email comhelpdesk@health.fau.edu and provide a justification on what programs or file shares that you require access to.
2. Your office computer must be configured to accept Remote Connection. For assistance with this, please email comhelpdesk@health.fau.edu.
3. OneDrive can be accessed from any computer. For assistance with OneDrive, please visit: <https://comsupport.fau.edu/kb/articles/onedrive-basics-and-beyond-video>.

A full selection of Remote support documentation can be found at:

<https://comsupport.fau.edu/kb/working-remotely>