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/](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](https://comsupport.fau.edu/kb)

**COMMUNICATION**

**OUTLOOK**

1. To access Outlook or OneDrive remotely, log into [outlook.fau.edu](https://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](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](https://comsupport.fau.edu/kb/articles/phone-conference-bridge-line-call)

**VIDEO**

1. To Launch a WebEx (Video Conference): [https://fau.webex.com/](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](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](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