

Damon M Fleming (dmflmng1)

From: Damon M Fleming (dmflmng1)
Sent: Friday, March 20, 2020 3:26 PM
To: FCBE Faculty; FCBE Staff
Cc: Charles A Pierce (capierce); Chen Zhang (czhang12); Gregory W Boller (gboller); Kenton B Walker (kbwalker); Kurt Kraiger (kkraiger); Michael Hoffmeyer (mhoffmyr); Pankaj K Jain (pjain); Sandra Richardson (srchrdsn); William T Smith II (wtsmith)
Subject: Virtual work technologies and support

Dear FCBE Faculty and Staff:

The transition to virtual instruction and telecommuting highlights the importance of understanding the technologies and support available through the university.

The university has a dedicated webpage for [technology solutions](#). Here are some university provided solutions that are particularly relevant:

Video conferencing. Zoom is an application that provides simplified video conferencing and messaging across any device. This application is being used for meetings, instruction, advising, and many other communication needs. See [Zoom](#) to begin using this service.

Digital file storage. Microsoft One Drive is online cloud storage that allows users to help protect work files and access them across multiple devices. OneDrive also lets you share files and collaborate on documents, and sync files to your computer. See the One Drive support [documentation](#) to begin using this service.

MS Office 365 applications. You may download at no cost [MS Office](#) on your personal computer. Support documentation for installing Office 365 is available for [PC](#) and [Mac](#).

Adobe Creative Cloud. There is temporary at-home access for [Adobe Creative Cloud](#) desktop apps (University of Memphis credentials are required).

Virtual Private Network (VPN). If you need to remote to your office desktop you will first need to connect to the University's VPN client. Support documentation for installation and connection is available for the university [VPN](#). Once connected to the VPN you will need to open the Remote Desktop Connection (part of the Windows OS, Mac users will need to download "Microsoft Remote Desktop" from the App Store). You will then enter your computer name+.uom.memphis.edu Example "FCBE-123ABC.uom.memphis.edu" and select "Connect". You will then be prompted to log in with your University username and password.

Please be aware that if the power goes out on campus, you will not be able to VPN into your office desktop. Make sure you save any pertinent files you may need to your One Drive so you can access them anywhere.

If you have any questions or concerns, please feel free to reach out to [Robert Rose](#) via helpdesk ticket or email.

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