Working & Teaching Remotely

Are you working remotely, traveling, or simply unable to visit campus due to prolonged campus or building closures? Information Technology Services (ITS) has provided this page to help guide you from preparation to working and teaching remotely.

Before You Work or Teach Remotely

Before you are able to work or teach remotely, please ensure that the following resources are available at your remote location.

**Laptop or Desktop Computer**

A working laptop or desktop computer will be required for most routine work or academic functions. Users are highly encouraged to follow safe computing principles available in detail on the [Safe Computing homepage](safe_computing.html). For best results when interacting with Syracuse University resources, ITS recommends a personal computer able to run the latest version of Windows 10 or macOS.

**University Issued Laptops**

Some faculty and staff may be eligible for a university issued laptop. If you require assistance with or would like to request a university issued laptop, please contact your [academic](academic_contact.html) or [administrative](administrative_contact.html) support personnel.

**Antivirus on Personal Computers**

For both Windows and Mac computers, the built-in antivirus is recommended. For more info about antivirus, visit the [Antivirus Software](antivirus_software.html) page.

**Microphone and Webcam**

Many collaboration and remote meeting tools require the use of a microphone and have the option of using a webcam. Many, but not all, personal computers have a built-in microphone and webcam. Users with computers that do not have them, or are simply looking for an improved experience, should consider investing in external solutions such as USB microphones and webcams.

If you are opting to use non-USB headphones, such as a standard 3.5mm headphone jack, please note that in many cases it will not support both incoming and outgoing audio. If this is the case it can prohibit a proper teaching or learning experience.

**Internet Access**

Whether you are on or off campus, an internet connection is required to access web-based applications and resources, as well as to connect your device to a virtual private network (VPN) or to remote desktop solutions. Available networks on campus, as well as internet solutions off campus and on the go, are available in detail on the [Networks](networks.html) page.

**Need Internet?** Please be aware that multiple internet service providers have responded to COVID-19 with additional offers. Details are available on the [Internet Service Provider (ISP) Responses to COVID-19](internetServiceProviderResponses.html) page.

**Test Your Access and Equipment**

In order to be as prepared as possible, please test these resources before they are needed. Need help? Contact the ITS Help Desk by voice at 315.443.2677 or by email at [help@syr.edu](mailto:help@syr.edu) and we are happy to assist!

**Missing Resources**

Missing a key item listed above? Please first contact your [academic](academic_contact.html) or [administrative](administrative_contact.html) support personnel to review available solutions.

Working Remotely
Web Conferencing and Remote Meeting Tools

Need to meet or collaborate online? Whether it is Blackboard Collaborate, Microsoft Teams, or Google Meet, ITS has a solution! Complete details to help you determine which solution is best for your needs are available on the [Web Conferencing Solutions Comparison guide](#).

A complete list of collaboration tools, including web conferencing, collaboration, and form tools can be found on our [Web Conferencing Tools home page](#).

### Virtual Private Network (VPN)

Some University resources and web-based applications are not accessible unless the user is connect via a secure connection. If you require a secure connection to access University resources via VPN please use the steps below based on your operating system.

#### Windows (via SURA)

In order to connect Windows computers to the VPN, ITS has provided Windows specific downloadable tool, called Syracuse University Remote Access, or SURA. Using SURA provides access to University network drives (H drive), connect to SU’s VPN, use network printers at SU, and access your email via a web client. [Configure VPN on Windows (SURA)](#)

#### macOS

macOS computers require manual configuration to achieve a VPN connection. [Configure VPN on macOS](#)

### Remote Desktop Solutions

If you need to access a lab computer remotely or are trying to access university resources, such as shared drives and financial applications, that are not accessible using a VPN connection, a remote desktop solution is required. Complete details on available remote desktop solutions for all active users are available on the [Remote Access home page](#).

### File Management and Sharing Solutions

ITS provides many file storage and sharing solutions both on and off campus.

- **Campus H: Drive** - The H: Drive is a personal network drive available throughout campus in labs and office locations where you log into your campus Windows profile. Please following the instructions on the Windows or macOS pages as needed:
  - Connect Remotely to Campus Drives on Windows
  - Connect Remotely to Campus Drives on macOS
- **Campus G: Drive** - The G: Drive, also available throughout campus in labs and office locations, is a shared drive managed by your administrative department or school or college. Please note that the campus G: drive is not accessible for mapping on non-university owned devices. Faculty or staff seeking to access their G: drive remotely should connect to their work or office desktop using a remote desktop solution or contact your academic or administrative support personnel.
- **OneDrive** - All active faculty, staff, and students are provided an Office 365 account that includes Microsoft OneDrive. To login, simply visit [http://microsoft.onedrive.com/](http://microsoft.onedrive.com/) and use your campus email address as your username. Additional details, including accessing by device type, can be found on the [Microsoft OneDrive page](#).
- **Google Drive** - All active faculty, staff, and students are provided a Google G Suite account that includes Google Drive access. If you are looking to login into your Syracuse University Google account, navigate to the [Google sign in page](#) and use NetID@g.syr.edu as your username. Additional help can be found on the [Logging into G Suite page](#).

### Manage Campus Phone Lines

Faculty and Staff members may wish to configure call forwarding or voicemail for their campus phone line. Instruction to do so are available based your phone type below:

- Verizon Landline
- Cisco IP Phone Line

If you have any problems with managing your phone line or unsure which phone line type you have, please contact the telecommunications team by voice at 315.443.4730 or by emailing telecom@syr.edu.
Teaching Remotely

Provide Your Course Online with Blackboard

Blackboard is a very useful platform used by Syracuse University that allows Faculty and Students to work together in their classes remotely, allowing faculty to store and display documents and lessons in a readable and accessible format available for all students who are enrolled in the course. More information about Blackboard can be found in the Blackboard Answers Page.

Need help with course development? As part of an actionable plan to ensure academic continuity, the Rapid Online Course Development Guide has been developed to assist faculty to move classes online, engage students in distance learning, and meet course learning objectives.

Record or Host an Online Lecture with Blackboard Collaborate Ultra

Blackboard Collaborate is a tool that is a part of the Blackboard platform that allows Faculty to hold synchronous class sessions that can be fully interactable and collaborative. It allows Faculty members to emulate the class experience using tools such as screen sharing, whiteboard

More information can be found in the Blackboard Collaborate Ultra Answers Page.

If at any time you require additional assistance with Blackboard Collaborate, please contact the ITS Help Desk by voice at 315.443.2677 or by email at help@syr.edu. We are available Sunday-Thursday 8am-midnight ET and Friday-Saturday 8am-5pm ET.

Other Collaboration Tools

Need to meet, teach, or collaborate online outside of Blackboard? ITS provides many solutions to meet your unique needs. Complete details including access instructions, as well as help in determine which solution is best for your particular need, are available on the Web Conferencing Tools home page.

Other Tools

Please be advised that although other tools may be available from your specific department or college, they may not be available to the campus and support may be limited. Other third party applications not listed on the Web Conferencing Tools home page may be used at your own discretion. For the best experience possible, we strongly advise using the provided tools notated above.

Additional Resource Links

2U Support Services
Adobe
Ensemble
Exchange (Faculty and Staff Email)
Expressions
G Suite (formerly Google Apps)
ITS Services and Applications
LinkedIn Learning
Office 365
Remote Access
Teaching and Learning
Web Conferencing Solutions

Need Help?

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Top