

# Remote Access FAQs

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Equipment – Remote Access – Zoom Video Conferencing – Distance Learning and Teaching

## Equipment

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**1. Are laptops or PCs available for faculty or staff who must work from home, but don't currently have a UM-issued device to be able to work remotely?**

The University has a limited inventory of MacBooks and Windows PCs on hand with UM software preloaded. The priority is faculty and essential staff. If you have a critical need, please send a note with your supervisor's approval to [pleone@miami.edu](mailto:pleone@miami.edu).

**2. Can I use my personally owned computing device(s) to conduct University work while working remotely?**

Using a UM-owned device that has been configured to meet the University's security requirements is always the best alternative for working remotely. If that option is not possible, UMIT strongly recommends that you ensure your personal machine complies with the following UM security requirements:

- Passcode protection must be enabled (no automatic login upon startup)
- Inactivity timeout of fifteen minutes or less must be enabled (screensaver engages at timeout)
- Device must be encrypted (Microsoft Bitlocker, MacOS FileVault, or another vendor boot encryption enabled)
- Operating system must be at current update level from vendor (e.g., Microsoft Windows and MacOS)
- Antivirus must be installed and definitions at current update level from vendor (e.g., Microsoft Defender, McAfee, Symantec, Malwarebytes, BitDefender, etc.)

Employees whose only option is to use a personally owned computer, laptop, or other device, are still responsible for following all university practices and policies to maintain security on their device ([IT Policies](#)).

**3. Can I take other equipment home (e.g. monitor, scanner, etc.)?**

Faculty and staff on the Gables and Marine campuses who have already or will soon be taking computers home for remote work should send an email to their supervisor and to [securityoperationsteam@miami.edu](mailto:securityoperationsteam@miami.edu). The email should include: the model and serial number and/or service tag of the device(s). UMIT will confirm that the device is encrypted; which they can do remotely and will not need to go to the employee's desk or home. Once confirmed, UMIT will send a note back to the employee and supervisor confirming the computer is encrypted. If the device is not encrypted, UMIT will work with the employee to encrypt the device. For technical issues, please contact the UMIT Service Desk at (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).

**4. If I do not have a UM-issued mobile device, will I get a stipend for using my personal mobile device to make phone calls?**

The University is developing a policy to provide a cell phone pre-tax payment to individuals who were required to use their personal cell phones and were not otherwise receiving a University stipend.

**5. How do I set up my printer at home to work with my UM-issued laptop?**

Printer models and connection methods will vary based on the manufacturer, e.g. HP, Canon, Epson, etc. Please refer to the printer manufacturer's website for instructions on how to connect. If you need additional help, please contact the UMIT Service Desk at (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).

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## Remote Access

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### 6. How can I access UM systems remotely?

An [academic and business continuity site](#) is available and updated every day with new information about remote access systems and tools for faculty, staff, and students, including video and audio conferencing, cloud storage, and more.

Please note: Virtual Private Network/Pulse Secure (VPN) access\* is **no longer required** for off-campus access to University enterprise systems. These systems include, but are not limited to: Workday; CaneLink; Microsoft Office 365/Email/Teams; Epic/UChart; Blackboard; Adobe Creative Cloud; cloud storage like Box, OneDrive, and Google Drive; and Zoom. (*\*VPN remains available for system administrators or access to legacy servers. If you are uncertain, please contact the UMIT Service Desk.*)

### 7. How can I access my work files remotely?

We recommended that you store all your business data in one of the following [cloud storage and collaboration solutions](#): [Box](#), [Google Drive](#), or [OneDrive](#).

### 8. I don't have/can't connect to the Internet from home and/or my Internet signal is slow at home. What should I do?

Review [UMIT's home Wi-Fi tips](#) for ways to connect to the Internet and/or boost your Internet signal at home.

### 9. How do I forward my work phone and manage voicemail remotely?

For University of Miami Voice Over IP (VoIP) phones, press the "Call Forward" or "Forward All" button, then dial 9 + the 10-digit phone number you want to forward your calls to.

To access voicemail remotely, dial (305) 284-5700 (Coral Gables/Marine campuses) or (305) 243-5700 (Medical campus). You will be required to press #, then your office number (8-XXXX for Coral Gables, 5-XXXX for Marine, or 6-XXXX for Medical). You will then need to enter your security code to access your voicemail box.

While working remotely, we recommend changing your work phone's voicemail message to include your cell number as a primary contact number.

For other phone types and additional instructions, please review the [Telecommunications User Guide](#).

#### **Important:**

UM's **virtual private network (VPN)** is no longer required for off-campus access to University enterprise systems, including but not limited to: Workday; CaneLink; Microsoft Office 365/Email/Teams; Epic/UChart; Blackboard; Adobe Creative Cloud; cloud storage like Box, OneDrive, and Google Drive; and Zoom. If you are using VPN, please ensure that you aren't using high-bandwidth tools, including video-streaming services like YouTube or Zoom, while connected.

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## Zoom Video Conferencing

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### 10. How do I get a Zoom Pro license?

To activate your University of Miami account and download the Zoom app, visit [zoom.miami.edu](https://zoom.miami.edu) and sign in using your CaneID credentials. Once you sign in, that's it—you have activated your account! For assistance getting started, review the [Quick Start Guide](#). If you experience any issues activating your account, please contact the UMIT Service Desk at (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).

The University of Miami's enterprise license for Zoom is only compliant with academic security requirements. Zoom is available for the University of Miami's academic campus-based faculty, staff, and students, as well as faculty, students, and staff at the Miller School of Medicine (MSOM). Use of Zoom for telehealth purposes by UHealth and affiliates must be licensed separately in a HIPAA-compliant version of Zoom. Please contact [UHealth IT](#) for telehealth support.

### 11. How do I get Zoom training?

There are several training resources available on the [UMIT Zoom service page](#). Additionally, Zoom Meetings for Education (Students and Educators) will be hosted by the Zoom professional training team, focusing on the following topics: 1) How to download the Zoom applications and join a Zoom meeting; 2) How to schedule a meeting and send out invitations; 3) Overview of In-meeting controls and Virtual Classroom tools. [Register here](#) (dates and times are schedule to change).

### 12. I have more questions about using Zoom, how can I get help?

An expanded Zoom FAQ resource, including information about how to schedule and join meetings, and troubleshoot is available [here](#).

## Distance Learning and Teaching

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### 13. How can I teach my courses online?

An academic continuity guide website is available and updated every day with new information: [click here](#) to access the site.

If you need help with **teaching online**, the [Distance Learning Institute](#) provides consultations for faculty who leverage online technologies and teaching techniques to create engaging course experiences. To schedule a consultation, [contact Johnny Orr](#).

If you need help **creating alternative content and assignments**, the [LIFE team](#) in conjunction with [University Libraries](#) will help faculty create alternative course materials and assignments. To schedule individual or request group consultations, contact the LIFE team at [life@miami.edu](mailto:life@miami.edu).

If you need **additional support**, the Learning Platforms Team can provide training and support for any of the technologies tools featured in this guide. [Book a training with the Learning Platforms Team](#).