



"Telework has never been more important to PCC"

JAMES TAGLIARENI, CIO

TECHNICAL INNOVATIONS MAKE INFORMATION AND WORK INCREASINGLY MOBILE.

Information Technology is here to enable effective integration of advanced technology in support of teaching, learning and the strategic goals of the College.

EQUIPMENT

Typically, you will need access to a computer, microphone, speakers or a headset at a minimum. Typically, all of the equipment you need is contained in a laptop.



MULTI FACTOR - 2FA

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you

from logging in, even if they know your password. IT uses Microsoft Authenticator (MA) for our two factor authentication. Whenever you access an internal resource remotely you will be asked to use 2FA. To use 2FA you will need to enroll prior to use. Visit www.piedmontcc.edu/enroll to enroll today.

VPN

VPN is an acronym for Virtual Private Network and is used to provide a means for users to connect their computers to the campus network from a remote location while teleworking. This allows you to access your network drives without being on campus. You will need to install our VPN client called Global Protect to your computer. Our VPN client uses 2FA so you will need to enroll prior to use. Visit www.piedmontcc.edu/enroll to enroll today.

PHONE - MITEL

While teleworking you may need access to your work phone. You have the option to use the soft phone on your computer (While connected to VPN) or you can forward your call to separate phone line like your cell or home phone. To give your computer all these capabilities you will need to utilize the Mitel client on your device. Learn more by visiting: www.piedmontcc.edu/it and select training. To utilize the Mitel client you will have to connect to our VPN (and 2FA) and and once connected you will have access to your phone, messaging and voice mail remotely.

VIRTUAL DESKTOP (VDI)

Virtual Desktop Infrastructure (VDI), creates a secure connection between your remote computer and a virtual Windows machine that has much of the same software that is loaded on campus computers. You can load the VMWare Horizon client or use the Chrome web browser, which runs VDI, onto Windows and Macintosh computers as well as mobile devices.

COMING FALL 2022

To learn more about VDI go to [Wwww.piedmontcc.edu/it](http://www.piedmontcc.edu/it) and select training.



TECHNOLOGY RESOURCES NEEDED FOR TELEWORKING

In this quick guide we will show all the technology tools and resources that you need to be successful at teleworking.

INTERNET ACCESS

Access to a fast and reliable Internet connection will be required to telework. Information Technology (IT) recommends a minimum connection speed of 5Mbps. If you're unsure on how fast your Internet connection speed is go to <https://www.speedtest.net> to find out.

INFORMATION TECHNOLOGY IS HERE TO HELP!
VISIT WWW.PIEDMONTCC.EDU/IT OR (336) 322-2300 FOR ASSISTANCE