

# UVA Health Telework Technology Guide

This guide provides **technical information** in support of the UVA Health Telework Policy (HSG-014).

## REMOTE ACCESS TECHNICAL REQUIREMENTS

In order to connect remotely to UVA Health systems, the following are required:

- **A high-speed internet connection** (such as CenturyLink, Comcast, Verizon, etc.) with a minimum recommended connection speed of 5 MB/sec Upload and 25 MB/sec download. Click here to check your internet speed: <http://www.speedtest.net>. Note that the speed will vary depending on internet usage around your Alternate Work Location for certain service providers.
- **A Wi-Fi network** for computers that do not have a hard-wired connection to the modem or router.
- **If providing your own computer**, for a minimum of performance it should have a processor speed of at least 2Ghz, at least 4GB RAM, and minimum 128GB hard drive.

## REMOTE WORKSTATION HARDWARE OPTIONS

Depending on your role and telework schedule, the computer hardware required may vary. The basic options are as follows:

- UVA Health-provided desktop computer or laptop in addition to the existing UVA computer at your UVA workspace
- Move of your existing UVA Health computer to your Alternate Work Location
- Use of your personally-owned computer at your Alternate Work Location

Your Manager will work with you to determine the best solution for your IT needs, and they will place the appropriate request to your IT support department (HIT, SOM IT, or UPG) to facilitate this solution (see below). Please see the [UVA Health Telework Agreement](#) for more information.

## REMOTE WORKSTATION CONNECTIVITY OPTIONS

There are three methods of connecting to UVA Health systems. The method you use will be determined by factors such as your hardware, internet connection speed, work role, and Telework schedule. You may work with your manager to determine the best option for you, and your IT support department (HIT, SOM IT, or UPG) can be consulted to assist with information and recommendations.

1. **UVA Health Apps Portal:** Easy to use with personally owned or HIT-provided computer. Best for team members that use Epic, Microsoft Office, other commonly used apps, and shared drives.
2. **Remote Connection to your UVA Health Computer:** Best for team members who use specific software, not available on UVA Health Apps Portal. Requires a computer at the Alternate Work Location and a dedicated computer at a UVA work space.
3. **VPN Remote Connection to UVA Health Network:** Best for team members who have software installed on their personal computer or HIT-provided laptop. A VPN connection is available to access both HIT and ITS systems.

See [Section 2 of the HIT Telecommuting Guide](#) for more information on the above options.

## HOW TO REQUEST REMOTE COMPUTER HARDWARE

Once you and your Manager have determined the appropriate hardware, your Manager will submit an online request via the [HIT Service Request](#) form for Medical Center and UPG employees, and [SysAid](#) for School of Medicine employees. **This is required even if you will be taking your current work computer or other equipment to your Alternate Work Location.** The HIT Service Request form includes an option for Telework Equipment, and a spreadsheet will be presented to capture the necessary information required to fulfil the request. Note that the request MUST be submitted and approved by your Manager.

## REMOTE WORKSTATION SETUP

### UVA Health-provided Computing Equipment

If you are **receiving equipment not already at your UVA Health work location**, your IT support department (HIT, SOM IT, or UPG) will arrange to meet with you to transfer the equipment. NOTE: IT staff cannot deliver equipment to your house. They will configure your equipment depending on needs with:

- VPN Software - HIT F5 VPN and/or the ITS High Security VPN (HSVPN)
- Local Administrator rights if needed
- Necessary cables and connectors

If you are **taking your current computer and accessories to your Alternate Work Location**, once the request has been made to your IT department and approved, before taking the equipment home you will need to:

- Install the VPN software if that connection method will be used. For instructions for the HIT F5 VPN are located at [Connect to UVA Health Network from Home](#). Instructions for the ITS HSVPN are located at [Connect to ITS Secure Network from Home](#).
- Before dismantling your computer to take to the Alternate Work Location, it is recommended that you take a photo of the back of the computer to record how the cables are connected to aid in reconnection.
- If you are connecting the computer to any other non-UVA equipment such as a local printer or different display, make sure you have the right cables for connection.
- Obtain local administrator rights, if needed. You must submit a request via the [HIT Online Access Request Form](#). If the rights are granted, your IT Support department will provide instructions for applying them to the computer.

To set up your computer at the Alternate Work Location, you will need to:

- **Connect the computer to power and the peripherals** such as keyboard, mouse, display, camera, and printer if used.
- **Connect either your internet Ethernet cable or Wi-Fi network.** If Wi-Fi is used, select your home Wi-Fi network and enter the password. NOTE: if you do not have a home Wi-Fi password established, it is strongly recommended that you set one up. A lack of password is a significant security vulnerability.
- If **connecting a local printer**, go to the Control Panel, select Devices, and then *Printers & Scanners*. Finally, select *Add a Printer* and follow the instructions. You may need a disc with the printer software for full functionality.
- If you will be using **WebEx for teleconferencing**, we suggest you install the WebEx software by connecting to the VPN and then going to *Start...Run*, and entering: Load WebEx. If you are not connected to the VPN or not using an HIT-provided computer, you may install it from the Cisco web site at

<https://www.webex.com/downloads.html>. For information on requesting a WebEx account or assistance with WebEx, see [Section 3 of the HIT Telecommuting Guide](#). An account is only needed to schedule or facilitate meetings; participants do not require a WebEx license.

- If you will be using **Zoom for teleconferencing** you can download the client as well as a plug-in for Outlook from their site at <https://zoom.us/download>. To obtain a Zoom account and for more information on Zoom, see [UVA Zoom Home](#). Note that only UVA Academic (Agency 207) employees are eligible for Zoom accounts. An account is only needed to schedule or facilitate Zoom meetings; participants do not need a license.
- For **quick and easy interaction with your colleagues**, for employees using email provided by HIT we suggest that you use *Skype for Business*. This is integrated with your Health System email account. For more information and instructions, see [Instant Messaging - Skype](#). For employees using email provided by ITS via Office 365, we recommend using *Microsoft Teams*. See [Microsoft Teams](#) at UVA for more information.
- If you would like to forward your office phone to your home or cell phone, you may do so by following the instructions in [Section 3.4 of the HIT Telecommuting Guide](#)

## TECHNICAL SUPPORT

For assistance with any of aspect of telework computing solutions, hardware, or software setup, if you are supported by HIT, contact the HIT Help Desk at 434-924-5334. If you are supported by the School of Medicine IT, contact their Help Desk at 434-297-7223.

Please note that if an issue cannot be resolved via the phone or remote session from the Help Desk, the equipment will need to be brought on site for resolution. IT staff are not permitted to visit homes or other off-site locations.

If a full time telework employee is located at a geographically distant site arrangements can be made to ship equipment to and from the employee as needed.

For more information on support for your Telework equipment, HIT customers can see the [Home Device Support](#) section of [HIT Desktop Computing Standards](#). School of Medicine IT customers can consult [School of Medicine IT Desktop Computing Standards](#) located on the SOM SharePoint site.

## Appendix A

<b>UVA Health Telework Connectivity &amp; Equipment options</b>			
<b>Worker Type: 100% Telework</b>			
Method of Access	Preferred Hardware	Internet Bandwidth	Functions Available
<b>Apps Portal</b>	Personal or Uva-issued	low-moderate	Epic, MS Office, network drives, Kronos, Adobe, NetLearning, ePro, other departmental apps
<b>Direct Access via VPN</b>	Uva-issued desktop	moderate-high	All applications are available and installed on home computer
<b>Remote Desktop Connection</b>	Personal or Uva-issued	low-moderate	All applications available on work computer; <b>must have dedicated office computer</b>
<b>Worker Type: Hybrid Telework &amp; Office</b>			
Method of Access	Preferred Hardware	Internet Bandwidth	Functions Available
<b>Apps Portal</b>	Personal or Uva-issued	low-moderate	Epic, MS Office, Kronos, Adobe, NetLearning, ePro, BeSafe, and other departmental apps
<b>Direct Access via VPN</b>	Uva-issued laptop	moderate-high	All applications are available and installed on laptop used both at home and work
<b>Remote Desktop Connection</b>	Personal or Uva-issued	low-moderate	All applications available on work computer; <b>must have dedicated work computer</b>
<b>Uva-issued peripherals, as dictated by role requirements:</b>			
Monitor(s)			Laptop screen generally insufficient for long-term use; dual monitors indicated for some roles
Keyboard/mouse			Required for desktops, preferable by many for laptops
Laptop docking station			Preferred for hybrid use at home & work, two may be needed
Webcam			Required if teleconferencing is needed on a desktop computer
Printer			Some roles may require printing
Shredder			Required if printing PHI
Uninterrupted Power Supply (UPS)			Advisable but does Uva fund?
ACC Phone Access/Equipment, includes:			If required for department/role
HIT-managed computer			must run Interactive Desktop client, VPN software installed
University BIS phone			ACC agents can also use their personal landline or cell phone (least preferable)
Headset if desired			Recommend Plantronics C054, supported model for University VoIP BIS Phone
home network			minimum bandwidth for BIS phone is 10Mb/s upload speed, if personal landline/cell phone 6Mb/s upload