**Technology for Remote Work**

Carroll College staff employees who wish to work from home will need a computer and a good internet connection. For those with college-issued laptops, you are able to use those. If you do not have a college laptop, IT has a limited number of laptops and chromebooks available for checkout or you can possibly use your home computer. Please work with your supervisor as a first step to determine your technology needs to work from home.

**To access Carroll College technology at home:**

All of your access should be through the Okta Portal by going to <https://carroll.okta.com>. You must have two-factor authentication enabled. If you are not set up for two-factor, please contact the Help Desk at 406-447-4357 before working remotely.

1. **Okta Portal** only -- this is used to get to most Carroll College provided applications. This is a great option when you do most of your work in Google or if you use Office 365.
2. **Carroll Virtual Labs** -- used to access a "virtual" image of a Carroll College computer. Access this from the Okta portal and get to both personal network drives (X) and department drives (Q). If you have other network drives mapped, you will still need to map them as you would on your computer. If you are unsure how to map a drive, you can call the Help Desk (406-447-4357).
3. **Remote Desktop** -- ***note -- we have to enable this for you from CCIT, so plan ahead and call the Help Desk prior to working at home.*** This allows you to remote into your own Carroll College desktop computer. Your computer needs to remain turned on at work. Please use the Restart option instead of logging off, just like you should be doing with your computer when you are at work. To use this, you will need to install the **Microsoft RDP** client on your personal computer.

**For creating Virtual meetings:**

**Zoom** - available to all employees from the OKTA portal

**Google Hangouts** - available to everyone as part of the Carroll College provided Google Suite

**For Assistance:**

Help Desk - CCIT will continue to monitor the **Help Desk** Phone

WebHelpDesk - access from the Okta Portal and submit a ticket for assistance

CCIT How To -- this shared google drive has how-to documents for using some of the common applications for remote work including how to forward your Mitel phone to a personal phone, and how to use Google Hangouts, Zoom and the Carroll Virtual Labs.