



NRCC Telework Information Guide

In response to the growing impact COVID-19 is having on our workplace and the reality that many of us are working from alternate locations, the IT team has put together the following information to help minimize disruptions while working remotely.

Office Phones and Voicemail

Checking voicemail from Off Campus

Forwarding calls to your personal cell phone while on campus or away from campus. This will not reveal your personal number to callers. It will show all calls that are forwarded as the NRCC main number 540-674-3600 on your caller ID.

<https://www.nr.edu/ts/docs/remotephone.pdf>

Computer Suggestions

Update your operating systems. Many issues can be resolved and your device will be more secure by applying the latest updates and patches.

Windows - <https://support.microsoft.com/en-us/help/4027667/windows-10-update>

Apple - <https://support.apple.com/en-us/HT201541>

Chromebook - <https://support.google.com/chromebook/answer/177889?hl=en>

Android - <https://support.google.com/android/answer/7680439?hl=en>

iOS - <https://support.apple.com/guide/iphone/update-ios-iph3e504502/ios>

Install and/or update your favorite web browsers and test your access to websites.

<https://www.google.com/chrome/>

<https://www.mozilla.org/en-US/firefox/new/>

<https://www.microsoft.com/en-us/edge>

Make sure you know and test all the credentials you might need.

Useful Links and Documentation

<https://www.office.com>

- Download and Install Microsoft Office.

<https://outlook.office365.com>

- Direct Link to Outlook Web Email, OneDrive

<https://nr.my.vccs.edu>

- VCCS My Accounts, SIS, HR, ZOOM, CANVAS

<https://www.nr.edu/ul/>

- My NRCC Accounts Login for NRCC Employees

<https://www.nr.edu/clas/>

- CLAS

Conference and Lecture Software

Zoom <https://www.nr.edu/zoom/>

Panopto

Support Page – Getting Started <https://support.panopto.com/s/topic/0TO390000003VN8GAM/getting-started>

Accessing Panopto <http://nr.hosted.panopto.com> Choose the Canvas sign in option.

You can download the Panopto Recorder from upper right link after login.

Remote Office Desktop PC/File Server Access

This is only necessary if you need remote access to your office desktop PC and/or H: or S: drives while you are off campus. We will provide instructions for a program called Radmin that will allow you to remotely control the PC in your office from an off-campus Windows PC.

If you already use Radmin, you will need to make some changes. Please request instructions from nr4help@nr.edu.

If you would like to request access to use Radmin, send a request to nr4help@nr.edu.

How to Get Help:

Open a Help Desk ticket at nr4help@nr.edu

Call 540-674-3600 ext. 4400