A MICA Quick Guide to Telework Tools
Updated September 2nd, 2020

This document provides an overview of some of the tools that can be used by MICA employees to effectively telework and maintain their department responsibilities. Employees and managers should maintain open and healthy communication lines to ensure MICA operations and departmental functions and commitments are met per the guidance in the March campus memos. Please visit the Technology section of the MICA website for additional information.

Using MICA computing equipment or a non-MICA home computer: All staff must log in/out of MICA systems securely, secure the equipment, the files you have access to, and to follow department best practices and the information security general guidelines below.

Duo: Duo is MICA's multi-factor authentication tool and secures MICA accounts, personal information and more through requiring a second authentication method in addition to a password. It is vital that MICA employees have Duo set up to use the Duo app or to have Duo call a non-MICA phone number in order to telework from a non-MICA location. Please be aware that the app is the most efficient and cost-effective and the use of the app is free. Using the telephone function (mobile or landline) has a cost for MICA each time a call is made.

Safe Teleworking / Working Remotely - Information Security and Best Practices:

Phishing Scams: Be ever vigilant about phishing scams, which are malicious emails that are sent to your inbox pretending to be an individual (MICA colleague) or institution (your bank) that you know and trust. In these malicious emails, you are asked to click on a link and log in using your account and password, which are then captured and used to break into your accounts. Read emails very carefully and check that the sender name "Jane Doe" is jdoe@mica.edu, for example, and not a different and unknown email address.

ALWAYS REMEMBER - Do not, under any circumstance, respond to emails requesting account login, security updates or other personal information. If you receive an email that asks for any of these kinds of information or seems suspicious, don't hesitate to contact the Help Desk for assistance at help@mica.edu.

Confidential Data: Do not download PII (personally identifiable information) data to your MICA laptop, workstation or non-MICA laptop or workstation. Do not transmit any PII data to your MICA laptop, workstation or non-MICA laptop or workstation. PII = Social Security numbers, driver's license number, bank account number, passport number, mailing or email address, and phone numbers.

Training for all MICA employees:

Through Safe Colleges, all MICA employees are assigned these courses:

- Password Security Basics
- E-mail and Messaging Safety
- Cybersecurity Overview
- Browser Security Basics
- Protecting Against Malware

Through LinkedIn Learning, the below classes are for all MICA employees, especially those who telework.

1. Building Your Cybersecurity Vocabulary

2. Cybersecurity awareness training

3. Phishing and Whaling

4. Malware Explained

5. Security Overview

Public WiFi: We strongly discourage staff from doing any official MICA business while on public WiFi. Do not enter any username/password credentials over Public WiFi. At-home WiFi should be secure and password-protected.

More Cyber Security Resources:
1. Security Awareness
- https://www.youtube.com/playlist?list=PL7QHbjPSF0r6qJonaROIxVaMLzwDnZyOL
2. Social Media Safety Tips
- https://www.youtube.com/watch?v=7NkI8hsndCA&t=27s&pbjreload=101
3. Malware Parody-https://www.youtube.com/watch?v=Y5SQeetmSc0
4. Hackers Paradise - https://www.youtube.com/watch?v=Ov_9aA4ugP8
5. Backup your data -https://www.youtube.com/watch?v=Zm8xAubDlgk
6. Protecting your Data - https://www.youtube.com/watch?v=TaCHL3RmqDU
7. Computer Security - https://www.youtube.com/watch?v=PSJ5AXAfAi8
8. Home Router Protection - https://www.youtube.com/watch?v=KhmkcOMJi9Y
9. Phishing from NetFlix - https://www.youtube.com/watch?v=kblRSeHEy5Q
10. Disposing off old Phones -https://www.youtube.com/watch?v=9Rlg8KJWaWY&t=44s
11. Everyday Cyber Security- https://www.dhs.gov/be-cyber-smart/campaign

MICA Technology Services:

Call Forwarding: MICA office telephone extensions can be forwarded to a mobile phone, if desired. Please be aware that call forwarding bypasses MICA voicemail (message and voicemail box), the email that a voice message is received, and underline entirely forwards the call to the mobile phone number, its voicemail, and voicemail box. Departments with extensive voicemail instructions or messages should not forward their main MICA phone extensions to mobile phones. To request call forwarding, please email help@mica.edu with the employee first name, last name, MICA office telephone extension and the mobile phone number.

@mica.edu email: All MICA staff, faculty and students have an @mica.edu email account.

Google Apps for Education:
- **Google Calendar** – an easy way to schedule meetings is to set your calendar to free/busy so that your colleagues can view your calendar and set up meeting times with you.
- **Google Drive** – Docs, Sheets, Pages and more are available for individual and team use.
- **Google Hangouts Meet** – a quick way to embed videoconferencing in a meeting, you can "add videoconferencing" easily when setting up a meeting in Calendar. Here is a Hangouts Meet cheat sheet.

VPN Access: VPN Access is used by staff who need to access shared drives. Please consult with your manager if your job responsibilities require VPN access and contact help@mica.edu for support and instructions. VPN also encrypts your communications end-to-end.

Workday: Use Workday for HR, Finance, Time and Absence functions as usual. The Workday Resource web site is a valuable too!! Don't forget to download the Workday App in addition to being able to access it through logging into the MICA portal.

Zoom: MICA's preferred video-conferencing tool, Zoom, can be used for live video, audio and screen sharing to include documents, presentations and more. A video tutorial is available through LinkedIn Learning and Zoom has a robust support area that allows users to self-start and learn the tool. Individuals are expected to review the Zoom tutorials and articles to become self-sufficient using Zoom for their needs. Additional features of Zoom include chat during the meeting, use of virtual whiteboards, screen-sharing and more. MICA faculty and Academic Affairs staff are supported through Educational Planning & Delivery. MICA staff are supported through the Help Desk help@mica.edu.

Slack: Used by some MICA departments and projects to create team-based chats and sharing, Slack can be a valuable tool to contact team members. Please consult with your team and manager. Training resources are also available: Slack Support, Slack on YouTube, Slack on LinkedIn Learning. You can also join the OneMICA Slack channel: https://join.slack.com/t/onemica/shared_invite/zt-cqtcru0l-7ne7kT61v_0Hj46NtKRd9Q. If you

or your department requires a paid Slack account, Slack offers discounted education rates. More information is available at their [Slack for Education](#) page. Follow the outlined steps or contact the Help Desk for assistance. [MICA's accreditation page](#) serves as documentation for these accounts.

Calendly: Used by some MICA departments to offer web-based appointment scheduling, [Calendly](#) is available for $72/year per account. Please contact the Help Desk help@mica.edu for assistance.