



Monday, April 6, 2020

Dear Heidelberg Faculty & Staff,

As we navigate the new Work From Home (WFH) environment, CNIT would like to provide you with some helpful tips to simplify the process and enhance the security of your technology at home.

For those of you who are working from home, we have prepared a thorough [Remote Technology Setup Guide](#). This document includes screenshots and instructions for setting up VPN access, using Remote Desktop, installing Zoom, and more! This information is updated daily as needed.

Here are some helpful additional tips we recommend:

1) Pay attention to Windows and MacOS updates that become available, and apply them when prompted to do so.

2) As you have read on Inside Higher Ed and elsewhere, "Zoombombing" describes a situation where unsecured public meetings are seeing uninvited guests who become disruptive. We urge Zoom hosts to use available Zoom security features, including meeting passwords, waiting rooms, and limits on user screen sharing.

3) Zoom has been releasing frequent updates to improve the security of their program. To check for and install Zoom updates, simply open Zoom, then click on your picture in the upper right corner to reveal a menu, then select *Check for Updates*. Zoom will either report it is up to date or offer to install a pending update. If it offers to install a pending update, you should agree to do so.

The CNIT staff remains available to assist you during this WFH period. We, too, are working from home and continue to process Helpdesk tickets, support other WFH faculty and staff, as well as students, and meet online every day as a team. Let us know how we can help you via the [CNIT Helpdesk](#).

Sincerely,

Kurt Huenemann
Associate Vice President for Information Resources