When working off-site, we highly recommend using the newly distributed CON laptops as these have the latest security software, vpn client and management tools.
If you currently only have a desktop computer which you use on-campus, please submit a ticket to nurshd@mailbox.sc.edu requesting a laptop.

VPN Testing
Note: According to DOIT the VPN infrastructure will be getting a major upgrade this Saturday March 14th from 9AM – 12PM and will not be available during this time. This upgrade should address many of the issues that have been reported to us.

On-Campus Testing
While on campus today and tomorrow, please take the time to do a test run of the VPN system, to make sure you can find the client, are able to login and that Duo Multifactor authentication is directed to your cell phone that you have immediate access to.

Off-Campus Testing
Starting Monday March 16, please work with your supervisor to schedule some time to work remotely, off-campus to test your VPN connection as well as other programs that you will need access to. Please do your testing from the location which you would be spending the most time working off-campus. Supervisors, please work with your staff to stagger their hours so that on-campus coverage minimums are met. Users should only need a couple of hours to test and possibly troubleshoot any issues.

IT Support
IT staff are monitoring the help desk ticketing system. Submit tickets as per normal to nurshd@mailbox.sc.edu
In addition to our normal help desk ticketing system, you may reach our staff at the following EMERGENCY USE numbers:

- Ryan 803-237-5579
- Rachel 803-216-1196
- Carl 864-214-6665

Login Credentials/DUO Multifactor
Please verify that you know your login credentials for any system that you will need access to when working off-site. The most important is your usc login credentials, which you use to get into your computer, blackboard, email, onedrive, etc.

- Verify your USC credentials
If you need to reset your password or change your Duo Multifactor Authentication Settings, please visit the my.sc.edu site

- Login Credential Management and DUO Account Information

Video Conferencing options for meetings
If you need to meet with an individual via video conference, you can do so by one of the following methods:

- **Basic Zoom Account** (Free 1 on 1 Meetings)
- Please submit a ticket to nurshd@mailbox.sc.edu to have us add you to our account and assign the basic account to you
- Video Conferencing with Zoom

- **Blackboard Collaborate** (Currently available in your Blackboard courses)
  If you are in need to host a meeting with multiple individuals, please submit a ticket the nurshd@mailbox.sc.edu and we can work with you on temporarily assigning a zoom license.

**Mapping K Drive Instructions**
If you need access to the K drive off-site, you may have remap the drive after connecting to vpn. Also, your connection may still be available to your system, you just need to test opening it. Here are instructions to re-establish the mapped K drive.

1. Open File Explorer (windows key + e or select the folder on your taskbar) and select This PC.
2. Click the **Map Network Drive** button in the ribbon menu at the top, then select "Map network drive." (This is under the Computer tab, which should open automatically when you go to This PC, as above.)

The Map Network Drive window will open. To map the drive you need, the designations are as follows:

<table>
<thead>
<tr>
<th>DRIVE: K</th>
<th>\cosslahamlet\data</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRIVE: H</td>
<td>\cosslaportia\apps</td>
</tr>
</tbody>
</table>
Be sure to check the box that says “Reconnect at sign in” and then Finish. If you are off campus, you need to connect to the VPN before you will be able to map/connect to the drive. The drive should then appear in Windows Explorer. When you are not connected to the VPN you may get an error or see a red X next to the drive.

**Webcam and Headset for Recording/Video Conferencing**
Please remember to bring your CON assigned Webcam and headset (if needed) to your off-site location for use with your video conferencing or distance delivery platforms.

We have a limited number of webcams available for distribution if you need one assigned. Also note, your new laptops have a webcam and microphone embedded in them.