

How do I...

The Remote/Alternative Worker's Guide to Technology Success

The events of 2020 necessitated that many CU students, faculty and staff work and learn remotely rather than on campus. It is more important than ever that we stay connected from a safe, efficient and productive remote/alternative workspace. This guide provides best practices, and tips and tricks to help you be successful navigating the technology you need to work remotely.

Remote/Alternative Work Arrangements Policy and Overview

Remote/Alternative work arrangements allow employees to work at home or any location that allows connection to university resources. They are granted to employees with the approval of their supervisor and/or the appointing authority. A supervisor still may change work expectations or an employee's work schedule, and changing circumstances may cause the arrangement to be discontinued or modified at any time.

Please keep in mind that not all positions and not all employees are suited to remote/alternative work arrangements. Each employee must work with their supervisor to determine whether a remote/alternative work schedule is right for the work they do.

Remote/Alternative working is not an entitlement or universitywide benefit, and it in no way changes the terms and conditions of employment with University of Colorado. Remote/Alternative workers are held to the same standards and policies as those working on campus, including keeping our university data secure, being responsive and respectful to those we work with, and providing quality work deliverables.

Please note that you are responsible for operating costs (internet provider, electricity, phone, etc.), home maintenance and any other cost associated with the use of your remote/alternative work location.

Remote/Alternative work arrangements are granted under [CU Denver | Anschutz Policy #4032](#), CU Denver | Anschutz [Interim Remote-Alternative Work Arrangements](#) addendum, and university policy [APS #5026](#).



Office of Information Technology

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oit-servicedesk@ucdenver.edu

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Remote/Alternative Working Etiquette and Expectations

Remote/Alternative working requires the same diligence in completing work and the same responsiveness to email and phone calls as being physically located in a campus office. Here are the minimum expectations and etiquette for working from home or other alternative location—be sure to speak with your supervisor regarding additional expectations they have for you.

Logistics

- Complete the [Remote Working Registration Form](#) to gain approval to work remotely.
- Agree to communication guidelines with your supervisor and team members to establish a common expectation for responding to queries and emails.
- Decide with your supervisor and team members the core working hours or days when team members are expected to be available for meetings and conference calls.
- Set time aside at least daily to respond to email and voice mail.
- Always be available on [Teams](#) or [Skype for Business](#) instant messaging. Your up-to-date calendar will automatically update your status (available, busy, away, do not disturb) when using Microsoft Outlook.

Collaboration and Connectivity

- Let colleagues, supervisors, and customers know where and when you are working. It is important that others know how to reach you and when you are available for meetings. Do this by keeping your [Microsoft Outlook calendar](#) up-to-date and sharing at least your free/busy status with all university and affiliate employees.

- Set up [Jabber](#) to send and receive calls from/to your university phone, rather than letting them go to voicemail for future response. The [OIT Service Desk](#) can help you set this up.
- [Microsoft Office productivity tools](#) are the university's standard for collaboration. Use [Teams](#), [OneDrive](#) (a HIPPA-compliant file storage drive), [Planner](#) and [ToDo](#) to collaborate with and keep in touch with your team members and campus partners.
- Conduct face-to-face meetings and stay connected using [Zoom](#), which is available to all employees, or [Teams](#). OIT recommends [minimum internet service speeds](#) to use teleconferencing efficiently. [Zoom](#) is available using an [Outlook plugin](#) (recommended) or via a [website login](#).
- Have a working web camera (webcam) to participate in video calls. In a remote environment, seeing people in a meeting is more important than ever. If you don't have a web camera, speak with your supervisor about helping you order one. Here are the [Webcam System Requirements](#).
- Use email effectively, which includes creating a subject line that alerts the reader to the topic, the level of urgency, and the required action.

Reach out to your supervisor with questions or concerns about remote/alternative arrangements.



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Best Practices and Considerations

Here are some recommended best practices and considerations for setting up an effective workspace for remote working.

Creating a Productive Home Workspace

Remote/alternative working necessitates a dedicated space that clearly separates your work from your home environment. Even if you can't dedicate a whole room as your home office, create a space that communicates to you—and the rest of your family—that while you are there, you are at work. It can be anything from a transformed closet to a corner of your living room that has a desk, chair, and computer monitor. Whatever it is, setting space aside helps you and your family separate work and personal life, thereby maintaining a good work-life balance.



Here are some considerations for dedicating a home workspace.

- Share your schedule and expectations for working from home with family members that are also home during the day. This will help them help you focus on worktime by having set times where you are available to them and when you are “at work.”
- Pick a room in your house that is quiet, out of the flow of traffic, and that is comfortable to work in for long periods of time.
- Select a stable internet provider with enough bandwidth to support the work you do. OIT recommends [minimum internet service speeds](#) for working remotely.
- Customize your workspace for efficiency, which will help with productivity.
- Keep your workspace clean and uncluttered with non-work-related items.
- Consider investing in a comfortable, ergonomic desk chair and appropriate lighting for your work area.
- Talk with your supervisor about ways they can help you be more efficient, such as potentially bringing equipment home from your campus workspace (like you're your computer, monitors and headset).

Ensure that you review the expectations for taking your work computer home under [Computer Options for Working from Home](#) section on the OIT website. You must adhere to all [Return to Campus](#) guidelines before going to campus to pick up equipment.

- Create an [OIT Service Desk ticket](#) requesting that your work phone be set up on [Jabber](#) so that you can receive calls through your computer as though at your campus desk.



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Safety considerations

Even though you are working remotely/alternatively, we still want to ensure you are safe. This includes having a workspace that is free of trip hazards and can safely manage the added electrical load brought on by using multiple computing devices for an extended period of time. Keep the following safety considerations in mind when configuring your workspace.

- Plugging in multiple computers, laptops, large computer screens/TV's and printers all require a substantial amount of electricity, necessitating sufficient power outlets and stable electrical wiring to support your new workspace.
- Ensure power cords are concealed and do not pose a trip hazard, and that file boxes and other work-related equipment are not stored in your walking path.
- Minimize eye strain by ensuring you have proper lighting and seating in your workspace.
- Protect your body by ensuring that your workspace is set up ergonomically. The National Institutes of Health provides a [self-assessment checklist](#) to help ensure that your workstation is safe. Reach out to your supervisor for assistance with equipment to help with ergonomic safety.

And don't forget to stand up, stretch, and walk around periodically! Mayo Clinic provides a guide to [office stretches](#) to help keep you from stiffening up.

Technology Selection

The Office of Information Technology (OIT) provides a list of minimum technology requirements for working remotely from home/alternate work location. You can find this list in the [Remote Working](#) section of the OIT website.

Ensure that you have all the technology you need to successfully work from your new remote work location. In addition to a computer, you will likely need a cell phone, external computer monitor, high-quality speakers, camera, a microphone or headset for conference and video calls, and possibly a screen protector or computer glasses to reduce eye strain.

Important! OIT advises against using personal equipment unless it is properly patched and secure. Check with your supervisor before using personal computing devices to work with university information. There are legal and security concerns when storing university information on personal devices.

The following are considerations for equipment for remote/alternative work.



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Considerations when choosing technology

Employees should discuss with their supervisor the technology needed to perform their job. Here are some considerations for selecting technology needed to work remotely/alternatively.

Review the [Computer Options for Working from Home](#) on the OIT website for additional information.

- To ensure compatibility with campus and university systems, OIT highly recommends purchasing approved equipment and software through our technology partners on CU Marketplace, accessed through the [UCDAccess portal](#). Review the Purchasing a computer to work from home section under [Computer Options for Working from Home](#) on the OIT website.
- Strategic partners Dell™ and Apple Computer Inc. are University of Colorado's preferred computing device vendors, accessed through CU Marketplace.

OIT has [negotiated discount laptop](#) packages with Dell Inc. Also included are recommendations for Apple Macbooks at educational pricing.

Approved printers can be purchased through these vendors, and strategic partner Staples also sells a recommended home all-in-one printer/scanner/fax machine.

- Desktop workstation or laptop? This decision is based on your needs and the type of work you perform. A full desktop workstation with large, bright monitors may offer better processing power and hard-drive storage at a more affordable price. A laptop provides flexibility in work location and is typically smaller, potentially more expensive, with less hard-drive space.

- [PC Hardware Requirements](#)
- [PC Software Options](#)
- [Mac Hardware Requirements](#)
- [Mac Software Options](#)

A laptop can be supplemented with a docking station that allows for connection of multiple monitors, a mouse and full-sized keyboard, which may add expense to this option.

- One monitor or two? What size? Again, this is a personal decision based on one's work environment, work style, and type of work. Regardless of the monitor configuration chosen, it is important to ensure the appropriate connections are in place and the appropriate software is installed on the computer to ensure proper operation of the monitors. Monitors can be purchased from Dell and Apple Computer in CU Marketplace in the [UCDAccess portal](#).



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- Depending on how one works from home, a printer/scanner may be needed.

Important: If you work with sensitive docs, please purchase a crosscut shredder to ensure secure disposal once work is completed.

- If your workspace is located in a busier area of your home, you may need a noise-cancelling computer headset with microphone to more effectively attend virtual meetings.

High speed internet access

High-speed internet access is necessary to successfully work in a remote/alternate work location. If you do not already have a high-speed connection at home, there are multiple vendors that provide high-speed access in Colorado. These include [CenturyLink](#), [Comcast/Xfinity](#), [Earthlink](#), [HughesNet](#), [ViaSat](#) and [TDS](#) among others. The nature of our work requires that these high-speed connections must be secure—sharing your internet connection with your neighbors is inappropriate for working remotely.

Here are the [internet services requirements and speed recommendations](#).



Document Security

Some information (electronic and hard copy) used in an employee's work may be deemed confidential by the university. All university security safeguards and document retention policies must be adhered to at the same level as when physically located in a campus office to protect the information from unauthorized disclosure, loss or damage. Employees working remotely/alternately must acknowledge that in situations of possible litigation, all pertinent electronic information must be preserved. Although unlikely, when using personal devices may be requested to provide personally-owned equipment used in performing work duties, in accordance with their department's electronic document policy, if the possibility of stored electronic information exists on non-university-owned equipment.

Return to Campus

The CU Anschutz Medical and Denver campuses have implemented processes to keep employees and students safe when returning to campus either short-term or permanently. Ensure you review and follow these campus-specific requirements prior to returning to campus for any reason. Here are the campus web pages with requirements for returning.

- [CU Anschutz](#)
- [CU Denver](#)
- [COVID-19 Self-report and Remote Work Registration](#)



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Getting Help

If your college, school or department has an IT team, they are your first stop for support. After that the [OIT Service Desk](#) is also available to support you.

Campus IT Teams

CU Denver

[Business School](#) or 303.315.8375
[College of Architecture and Planning](#) or 303.315.2883
[College of Arts and Media](#)
[School of Education & Human Development](#)
[College of Engineering, Design and Computing](#)
[College of Liberal Arts and Sciences](#)
[School of Public Affairs](#)

Anschutz Medical Campus

[College of Nursing](#)
[Colorado School of Public Health](#)
[Skaggs School of Pharmacy and Pharmaceutical Sciences](#)
[School of Dental Medicine](#)
[School of Medicine](#)

Key Resources

Technology Links:

- [Remote Working Website](#)
- [Remote Teaching Resources](#)
- [Remote Learning Resources](#)
- [Microsoft 365 Productivity Tools](#)
- [Hardware and Software Minimum Requirements](#)
- [Remote Access-VPN and Virtual Desktops](#)
- [How to Install and Register for Duo](#)
- [UCD Access](#)

Work and Life Links:

- [Real Help Hotline](#)
- [Department of Psychiatry COVID-19 Support](#)
- [COVID-19 Self-reporting and Remote Work Registration](#)
- [COVID-19 Return to Campus training-CU Anschutz](#)
- [COVID-19 Return to Campus training-CU Denver](#)
- [LinkedIn Learning Access](#)



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