# MKI Working from Home IT Cheat Sheet

There are certain IT applications that can greatly enhance working from home; most of you are likely familiar with some or all.  Below we list the top three, along with links to MIT web pages for how to set up and use the application.

**WebEx:**
WebEx is one of many applications (e.g. Skype, Zoom, and others) that allows you and up to several of your colleagues talk, share video, and your desktop to support online collaboration. MIT has a site license for WebEx, and the MIT 'how-to' WebEx link is
http://kb.mit.edu/confluence/display/istcontrib/Webex+Landing+Page.

In brief, when someone schedules a WebEx meeting all the invitees will get an email with a link to click at the meeting time. Clicking the link will result in WebEx asking you if you'd like to dial in using your computer (for sharing audio, video, and screen), have WebEx call you (useful for groups with a Polycom phone), or if you want to call in via phone.

The email will also have a phone number that you can call, and when prompted enter the access code in the email **followed by the '#' key**. You will be asked for a participant code; hitting the '#' key will immediately put you into the conference.

You can host meetings in your personal room (e.g. https://mit.webex.com/join/sdynes) by sending that link to others; be aware that you might have to approve your guests as they try to join.

Typical 'gotchas' for WebEx are: having your microphone muted, having your sound off or too low, or having the wrong audiovisual in/outputs chosen. Use the testing tool to see that everything is working fine.

Dialing in via phone is (almost) foolproof.


**Forward and de-forward your VOIP phone:**
You will likely want to forward your office phone to a phone you can actually answer. This can be done while at your office phone, or via a web interface. Full instructions are at
http://kb.mit.edu/confluence/display/istcontrib/MITvoip+Telephone+Call+Forwarding

**If you are at your phone:**
You can forward calls to any number. To send callers directly to voice mail, forward calls to the voice mail access number (617-258-6245).
1. Dial **\*72** followed by the ten-digit number where you want to forward your calls.
2. Press #.
   *Result:* You will hear a busy signal.
To turn off call forwarding, dial **\*73**. A busy signal confirms that call forwarding is deactivated.

Use the link to see how to set up forwarding remotely using the web interface.

**Remote Screen Sharing**
It's quite easy to set up your office and home macs so that you can sit at home using your mac, and it will appear as if you are sitting in front of your office Mac. Don't forget - if you print from your office Mac using screen sharing, the job will go to your office printer.

The short version: at your office Mac you will need to go to Apple menu  > System Preferences> Sharing, and make sure the 'Screen sharing' checkbox is checked. You can allow access for either all users who have accounts on your machine, or only select users. The text to the right should have a link that looks something like 'vnc://<some DNS name>.mit.edu'. Record this. On your home machine, click on the background to get to the finder menu, and under 'Go' select 'Connect to server', paste in the 'vnc://<some DNS name>.mit.edu' link and click 'Connect'. You will then have to log into your office machine.

If your machine does not have a static IP address the <some DNS name> might change with time - send email to mki-it@mit.edu if you have troubles with this.

The complete instructions are at https://support.apple.com/guide/mac-help/share-the-screen-of-another-mac-mh14066/10.14/mac/10.14

**Accessing select applications that require you to use a VPN**

A virtual private network (VPN) allows your computer to appear to MIT systems as if it is on-campus (e.g. in your office) even when it is not. This is needed for a very limited range of applications, such as SAP. If you don't know that you need a VPN to access an application, you can probably connect to the application (e.g. atlas.mit.edu) using the MIT's Duo two-factor authentication.

If you do need to set up a VPN, see https://ist.mit.edu/cisco-anyconnect/all

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