

There are resources available to assist you when working remotely.

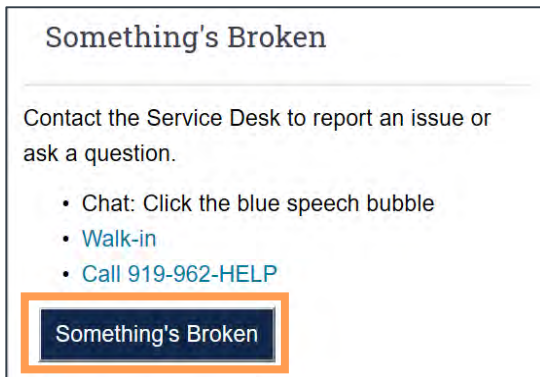
What to do if you need help:

Should you need assistance while working remotely, you have several options.

- Call 919-962-HELP
- Contact a colleague and ask for assistance or share tips and knowledge.
- Submit a Service Request: <https://help.unc.edu>

Submitting a Service Request

1. Go to <https://help.unc.edu> to submit a request.
2. Select **Something's Broken** from the options. You will be prompted to enter your Onyen and Password.



3. Complete the required fields in the service request. Some fields may auto-populate. Under "Preferred contact information" be sure to provide the phone number at which you would like to be contacted.

* Preferred contact information

Please include your preferred email address or phone number so we can follow-up with you concerning the issue(s) you are experiencing.

Do you have what it takes?

Connectivity Requirements/Suggestions for working remotely.

- ✓ Internet Access (high speed connection- at least 200Mbps).
- ✓ Wi-Fi (Wireless Network).
- ✓ Access to your Wi-Fi password
- ✓ Telephone (landline or cellphone).
- ✓ University-provided laptop or personal workstation configured with MS Office 365, VPN and standard productivity tools.
- ✓ Headphone or Earbuds for participating in online meetings.
- ✓ Access to special software used on site.
Please consult with IT support if you need to access software remotely.

Additional Information:

- ITS and F&O IT have tools to remotely support your workstation. We ask that you first contact ITS as they are the experts in many of the teleworking applications and resources such as VPN.
- Service Requests that cannot be resolved by ITS will be routed to F&O IT staff for resolution.