

Update from our operations teams

Due to COVID-19, we transitioned to a remote work environment very quickly. Now that we are working from home, many questions have arisen regarding technology, home office setup, equipment and supplies. This periodic newsletter is designed to answer your questions and provide information. It contains updates from the U-M School of Nursing operations and support teams. Please let me know of any topics you would like covered in future newsletters.



Maureen Coerd
Chief Administrative
Officer

From the Human Resources Office

Staff of the Year Award

A new award has been established this year. The Staff of the Year award is designed to recognize someone who has gone above and beyond in support of the school's mission and goals this past year. Do you know someone like this? Information on the nomination process was sent in early April and a reminder will be sent this week.

► For questions, please contact HR at sn-hr-office@umich.edu.



Lori Ristau
Director of Human
Resources

From the Finance Office and Facilities and Faculty Support Office

Furniture and equipment pickup

Since we have been working from home, many of you have asked if you can borrow your office equipment (printer, monitor, keyboard, chair, etc.) for use at home. This is allowable. However, we ask that you sign the equipment out for U-M-required tracking purposes. Employees are welcome to come into the office to get the equipment, or a "curbside" pickup can be arranged by the Facilities team.



Rhonda McCammon Howell
Senior Director of Budget,
Finance and Operational
Services



Lori Stautz
Director of Business
Transactions and
Reporting

► Contact Lori (lstautz@med.umich.edu) for necessary forms, and please indicate your preference for pickup options.



From the Technology Office and Project Management Office

VPN: Campus vs. Michigan Medicine VPN

VPN is the acronym for **V**irtual **P**rivate **N**etwork. The Cisco Anyconnect VPN client creates a secure “tunnel” from a remote computer to the University of Michigan’s **Campus** network or the **Michigan Medicine** network. When connecting from a remote location, you should always use one of the two VPNs available to U-M School of Nursing employees. Which one should you use? It depends on the applications you want to use. Below we provide some guidance. For support in setting up either VPN, please contact UMSN IT.



Kinnothan Nelson
Director of Technology



Carleen Champagne
*Director of Project
Management*

When should I use the Campus VPN? (recommended option for most applications)

- When you need to access your shared network drives (U:/ and S:/).
- When you don’t need to access Michigan Medicine resources such as MiChart or the MM shared drives.
- When the web-based (or cloud-based) version of Outlook is sufficient for the work you are doing in email and other Outlook apps. This version of Outlook, called Outlook Web App (OWA), is found at [email.med.umich.edu](mailto:med.umich.edu) and is accessible when logged into the Campus VPN.
- If you use special email functionality such as follow-up flags or voting buttons, you may want to use the PC-based (or client-based) version of Outlook, which is accessed from the Michigan Medicine VPN. This is the version typically used when you are in the office. To access this version of Outlook, you are required to log out of the Campus VPN and log into the MM VPN. For most situations, we recommend using the Campus VPN and OWA email.

When should I use the Michigan Medicine VPN?

- When accessing MiChart or Michigan Medicine shared drives.
- When using the PC-based (or client-based) version of Outlook to utilize special email features such as follow-up flags, voting buttons or alias support.
- When you do not need access to your UMSN U:/ or S:/ drives.
 - You cannot access U:/ or S:/ drives from the MM VPN.
 - If logged on to the MM VPN, you need to log out and into Campus VPN for the U:/ and S:/ drives.
- While using MM VPN, care should be taken when saving documents. Save all documents to your local drive or a MM shared drive.

You can find a full comparison of email features accessible in the web-based OWA vs. the PC-based Outlook (“in-the-office” version) [here](#).



Zoom videoconferencing: What is Zoom for Health?

U-M recently obtained Zoom licenses for all schools and colleges. Employees from health science schools are now given Zoom for Health licenses. When configured appropriately, these accounts are HIPAA compliant. Prior to March 2020, many UMSN employees had personal Zoom accounts or accounts licensed through UMSN. The UMSN IT group would like everyone to convert to a Zoom for Health account, which allows for streamlined training and support. If you are still using a personal or previously assigned UMSN Zoom account, please contact UMSN IT for assistance in converting your account. Identify which type of account you are currently using by looking at the Zoom URL:

- **Zoom for Health account: umich-health.zoom.us**
- **Pre-March UMSN Zoom account: umich.zoom.us**
- **Non-U-M account profile: zoom.us**

Zoom for Health default configuration

The Zoom for Health default configuration allows use with sensitive data. Except where marked with an asterisk, settings can be changed for general use. When default settings are changed, the account may no longer be appropriate for use with sensitive data. Contact IT to discuss specific requirements.

Zoom for Health default settings

Meeting control and privacy

- Meetings are not listed publicly.
- Meeting access is password protected.
- Only authenticated users can join meetings.
- Waiting room is enabled as the default.

Capturing and recording

- Local recording option only. No cloud recording.*
- Recordings are de-identified and attendee names are not visible.**
- Screen capture is disabled as the default

Reporting

- Reports are de-identified.*

*Default settings cannot be changed.

** Zoom for Health accounts cannot be used for attendance tracking. For unique requirements, contact UMSN IT.

Videoconferencing best practices:

- Log into Zoom and confirm that you are using the appropriate account before starting or joining a meeting.
- Close all unnecessary applications running in the background.
- Allow yourself time for troubleshooting.
- Confirm that your audio, video and internet connection are working before starting or joining a meeting.
- Choose a quiet environment. Noisy locations can be distracting to other participants.
- Mute your microphone when entering a meeting and when not speaking. Unmute when ready to speak.



Remote course delivery and instructional design support

The Project Management Office (PMO) recently established a process for scheduling an appointment with an instructional designer. Faculty members who wish to consult with an instructional designer to identify course design and remote delivery needs can do so using the link below. When scheduling an appointment, faculty members will be asked to provide some background information.

► [Schedule an instructional design or remote course delivery consultation \(click here\)](#)

How to contact UMSN IT:

Website: help.nursing.umich.edu

Email: nursing-help@umich.edu

Phone: 734-764-6300

Have you seen the new Tech Support button on the UMSN website?



Tech Support

Add a White Ribbon ‘Thank You’ to Your Email Signature

White Ribbons are going up around Southeast Michigan to recognize and say thank you to all health care workers who are on the front lines. Adding a “White Ribbon Thank You” to your email signature is another easy way we can show our support for all health care workers. Here is a quick guide that Nursing faculty and staff can use to add the White Ribbon to your Outlook email signature. [You can find the image at this location.](#)

[How to add the “White Ribbon Thank You” to your email signature.](#)

