

Flexible Work Arrangement Tools

CaTS Support Site:

<https://www.wright.edu/information-technology/blog/article/cats-remote-support-information>

Strategy	Definition	How to obtain	Benefits
WebEx	<ul style="list-style-type: none"> • Cisco WebEx is the leading enterprise solution for video conferencing, online meetings, screen share, and webinars. 	<p>Establish a personal room and send a WebEx link or easily add to a meeting invite via your Outlook email.</p> <p>https://wright.webex.com</p>	<ul style="list-style-type: none"> • Commonly used video conferencing in the marketplace. • Used by many divisions at the university including high-level meetings, such as electronic Board of Trustees meetings, President's Chats, Leadership meetings. • Allows for recording, polling questions, breakout rooms, closed caption and many other features.
Office 365/ Microsoft Teams	<ul style="list-style-type: none"> • Part of the university Microsoft Suite that allows for file sharing and collaboration. • Easily store and maintain joint files. • Microsoft Teams is a communication and collaboration tool. Instantly go from group chat to video call with the touch of a button. Securely connect, access, share, and coauthor files in real time. 	<p>Office 365: Already part of one's system as a university employee.</p> <p>Teams: Access via web when using your 365 account or download from Software Center.</p>	<ul style="list-style-type: none"> • Access files from anywhere • Automatic upgrades • Secure cloud storage
Discord	<ul style="list-style-type: none"> • Discord is an American VoIP, instant messaging and digital distribution platform designed for creating communities. 		<ul style="list-style-type: none"> • Rich-text support including images, GIFs, videos, and files. • Highly utilized by gamers and YouTube users and is key social-media platform.

VPN/VDI	<ul style="list-style-type: none"> • A VPN connection establishes a secure connection between you and the internet. • Virtual desktop infrastructure (VDI) is a technology that refers to the use of virtual machines to provide and manage virtual desktops. 	Work with CaTS to install on laptop or desktop.	<ul style="list-style-type: none"> • Easy and secure way to connect to your university files. • Protected file sharing. • Enhanced security. • Supports remote workers.
Google Phone	<ul style="list-style-type: none"> • Google Voice is a VoIP/telephone service that provides call forwarding and voicemail services, voice and text messaging. 	Must establish a google account. Go to https://voice.google.com to get started.	<ul style="list-style-type: none"> • Free of charge if in US and Canada. • University has used for RaiderStrong Outreach program for calling students.
Call Forwarding	<ul style="list-style-type: none"> • Ability to forward work phone number to another designated number, e.g., cell phone • Two types: <ul style="list-style-type: none"> ○ Direct Forwarding - When someone calls your campus phone, the call goes straight to the forwarded number. You will NOT hear your desk phone ring. ○ Forward Don't Answer - When someone calls you, you will have approximately 4 - 5 rings to answer the call before it goes to the forwarded number. 	Review CaTS website for setting up call forwarding. https://www.wright.edu/information-technology/blog/article/call-forwarding-information-from-campus-phones	<ul style="list-style-type: none"> • Allows callers to call your office/work phone and reach you on a home or mobile device. • Easy set up.
FileLocker	<ul style="list-style-type: none"> • Filelocker is a web based secure file sharing application that facilitates easy file sharing between users at an organization and promotes secure data sharing habits. 		<ul style="list-style-type: none"> • Highly secure for sharing sensitive data and materials. • The ability to use a password to encrypt files in order to protect sensitive data.