



COVID-19 Remote Work Frequently Asked Questions

How do I work remotely or from home?

Team members authorized to work from home will need remote access to your email and necessary files. If you are not sure if you are authorized to work remotely, please check with your functional leader.

Individuals authorized to work remotely will have received an email prompting enrollment in DUO multi-factor authentication, which provides an additional layer of security for Advocate Aurora's systems. If you have not already done so, please follow the registration steps. A DUO registration email will be sent from DUO to anyone who has not yet enrolled. Please do not ignore these emails or delete them as they are an essential step in working from home. You can also [self-enroll](#) at any time. If you are accessing from home, you will be immediately directed to register for Duo. Follow the links below to begin.

[AdvocateOnline](#) • [CaregiverConnect](#) • [Advocate Aurora Bay Area](#)

How do I access my applications and files?

- Illinois Users on Windows 7: Use [these instructions](#) to access email, files and critical applications.
- Illinois Users on Windows 10: Use [these instructions](#) to access email, files and critical applications using an updated WorkspaceIT. This week we put a new WorkspaceIT system in place for users on Windows 10, and we expect it to significantly improve performance. It requires the installation of a new client and that users visit a different URL to login.
- Wisconsin Users: Use [these instructions](#) to access email, files and other applications through CiscoAnyConnect, the Access Portal or Citrix Storefront.

Due to the surge of users now using VPN access, our capacity to support this amount of traffic is highly constrained. What options do I have?

If at all possible, use the VPN only to access file shares. Other remote options include:

- Citrix Storefront Apps
- Microsoft Office 365 through your Outlook client, VPN is not required to access email.
- Microsoft Office 365 through a browser using portal.office.com

Email also can be accessed from a mobile device using [these instructions](#).

Should I forward my AAH calls to my remote location?

No, please do not forward your work calls to your remote work location. This will overload our system. Instead, please use your voicemail greeting and/or email signature to direct callers to your mobile or home phone number.

For voicemail and additional telecom instructions, please view these resources by work phone device type.

- [CallXpress Devices](#)
- [CiscoUnity Devices](#)
- [Nortel Devices](#)

What are my alternatives for meeting with people now that we are working from remote?

You can use Skype for remote meetings of up to 250 participants. An overview of Skype meetings is available [here](#).

What is the contact information for the HIT Service Desks?

Please note, we are experiencing higher than normal call volumes. Thank you for your patience.

- Wisconsin Service Desk – 414-647-3520
- Illinois Service Desk – 630-990-7000