

## Working from Home: How it Works

### Workstation Access

- Staff with permission from their Executive Team leader to work from home have the ability to remote into staff workstations with no need for HITS intervention by following the steps listed in this document, and by [using this link](#).
- Staff working from home may use their current work laptop provided by the health system if they have one, or a personal PC, Mac or tablet at home.
- To use personal equipment, download the up-to-date instructions for accessing Citrix from your home device, available at [kansashealthsystem.com/for-employees/citrix](https://kansashealthsystem.com/for-employees/citrix). If using Citrix, you do not need VPN software. If you do not have a health system-issued laptop, you do not need VPN.
- Using Citrix and its Remote Desktop feature, staff can virtually access their office workstation and use all the same tools as if sitting in front of your desk at work. To use Remote Desktop, you will need to know the hostname of your computer at work. This is listed on the blue desktop background of your work PC. You may need a colleague who is at the office to relay this to you if you don't know it. If this is not an option for you, contact the HITS Service Desk for assistance at 913-945-9999, option 1.
- Other than your health system laptop, do not take home any IT equipment from your office, such as monitors or docking stations.
- Employees who work from home are responsible to provide their own internet service. HITS support is available by phone and online, but IT will not make home support visits. If you have IT questions, call the HITS Service Desk for assistance at 913-945-9999, option 1.

### Office Phone

- If you are working from home, please update your voicemail to request people contact you via your cell or email.
  - Dial 913-945-5555, Press #
  - Enter your 5-digit extension.
  - Enter your password.
  - Choose option 3 for phone manager functions.
  - Choose option 4 to record your greeting.
  - Then follow the prompts to change your outgoing message.
  - Request that people trying to reach you call a different number and/or email you.

### Access to email

If you do not remote in to your desktop, you can access your e-mail from outside the health system using this link, if you only need to e-mail: <https://outlook.office365.com/owa/kumc.edu/>

### Mobile Phone Recommendations

If you have wireless connectivity in your home, most mobile phones allow you to use the function called “Wi-Fi Calling” in your settings. Using this setting will help ensure you can receive text messages while on phone calls and limit your data usage. Please contact your cell carrier if you have questions about this service.

### Questions

For HITS support, visit [kansashealthsystem.com/for-employees/service-desk](https://kansashealthsystem.com/for-employees/service-desk) or call 913-945-9999, option 1.