

## **Coronavirus** <sup>[1]</sup>

The University of Colorado system office is taking preventive measures against the coronavirus (COVID-19) to ensure the health and safety of our community.

[See President Mark Kennedy's statement on steps to ensure the health and safety of our CU community.](#) <sup>[2]</sup>

[Letter to Colorado's Congressional delegation from President Kennedy and other Colorado higher edu leadership](#) <sup>[3]</sup>, April 8

[Letter to Colorado's Congressional delegation from President Mark Kennedy and other Colorado higher education presidents and chancellors](#) <sup>[4]</sup>, March 20

## **Remote Work**

CU system administration (1800 Grant St, Broomfield, and other locations) employees are required to remotely, until at least May 8. We continue to monitor local, national and global public health recommendations to mitigate the transmission of COVID-19.

Supervisors have notified all employees who will work remotely. Employees for whom it is not feasible to immediately work from home should work with supervisors to determine steps needed to do so and the manner in which they will perform their responsibilities. While some mission critical staff will remain on premises, on-site activity should be limited to conducting critical tasks.

The UIS Service desk is ready to support technical needs to work remotely. Please send an email to [help@cu.edu](mailto:help@cu.edu) <sup>[5]</sup> with any questions and/or requests.

## **Remote Work Technology Resources and FAQ**

With many CU System Administration staff working remotely, the following resources will keep you connected, more secure and aid in making your work more productive.

## **Technology purchases**

**I need to purchase equipment. What are the steps I need to take?**

CU System employees have realized they need additional equipment or software to effectively work remotely.

Here are a few reminders on our purchasing processes and policies:

- **Getting started:** The UIS Service Desk is available to assist with purchasing IT-related equipment, but departments are responsible for funding these purchases. To initiate the process, please email the [UIS Service Desk](#) [6], making sure to include manager approval and Speedtype on all purchasing requests.
- **Purchase and delivery:** Technology purchases using CU funds, including those made with a department's Procurement Card, must be properly imaged, installed and asset tagged. This ensures the item is secure, inventoried and that you can access the CU-specific applications you need. Therefore, all IT purchases must be shipped to the System Office:  
Your Name  
Attn: UIS Service Desk  
1800 Grant Street STE 200  
Denver, CO 80203
- **Set an appointment:** The Service Desk is also practicing social distancing as much as possible but will be available in-person on select days from 10 a.m. - 2 p.m., **by appointment only**. The Service Desk will contact you when your order is delivered. For software purchases, they can install remotely. For physical equipment, they can either schedule an appointment time when you can come and pick it up or leave your equipment at your desk (or other secure location) once it has been properly imaged and asset tagged.
- **Special requests:** In special situations (higher risk individuals, those with immunocompromised persons in their home, anyone out of the state, etc.), the Service Desk may be able to ship your equipment to you after it has been properly imaged and asset tagged. Please contact them *before completing the purchase* to understand the options available.

## **I've already ordered an item. Is there anything else I need to do?**

If you have already made an IT equipment purchase and had it delivered to your home address, reach out to the [UIS Service Desk](#) [7] immediately to determine what additional steps must be taken.

## **Connecting to work files**

### **What do I do if my machine is sluggish in connecting to CU applications?**

Before contacting the Service Desk, check your internet plan and run a remote internet connection using a broadband speed test like [Speedtest](#) [8] or [Fast](#) [9]. If the results are not around what you are paying for or you are unsure of your internet plan, contact your internet provider.

If your results are fine, but your connection still is not, check the [UIS website](#) [10] for known Service Alerts. Report any outages or issues not listed to the UIS Service Desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [7].

If you would like to receive communications regarding service interruptions, sign up to receive [RAVE alerts](#) [11].

## **Why can't I connect to a CU-specific application?**

If you are having issues connecting to a CU-specific application, first make sure you are connected to the VPN, then log in using your normal process and credentials.

If you still cannot connect, contact the UIS Service Desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [7].

## **What is VPN and why do I need it?**

VPN is a Virtual Private Network that allows you to send and receive data on your own network as though you were directly connected to 1800 Grant's private network.

You must be connected to the VPN in order to connect to CU applications, access your personal P: drive and any shared drives, and to ensure you receive the regular (and often critical) updates pushed out to your machine by the UIS Service Desk.

For detailed instructions, please review the Service Desk's How-To Guides on VPN:

- [Configure Cisco AnyConnect on Android](#) [12]
- [Configure Cisco AnyConnect VPN for iOS](#) [13]
- [Install and configure Cisco AnyConnect VPN for <sup>\[14\]</sup>Windows <sup>\[14\]</sup>](#)

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [15].

## **What is Remote Desktop and do I need it?**

A Remote Desktop allows you to access and use your work computer from another device. This is beneficial to those who will be working remotely and have a desktop computer, as opposed to a laptop or were unable to take their laptop out of the office.

To connect to your work computer using Remote Desktop, you do need to know the computer name you are trying to remotely connect to. Those instructions are detailed in the How-To Guides below, but can also be obtained by a Service Desk technician during regular business hours.

Please review the Service Desk's How-To Guides on connecting to a remote computer:

- [Connect to a remote computer in Windows](#) [16]
- [Connect to a remote computer in MacOS](#) [17]

## **How do I get to my network drive / P: drive?**

To access your network drive / P: drive, you must first connect to the VPN. You can then open your File Explorer and access drives as usual.

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [18].

## **Collaboration tools**

### **What is Teams and why do I need it?**

Microsoft Teams is a communication and collaboration platform that provides you ways to send instant messages, meet with others via phone or video, share screens, and collaborate on documents. Microsoft Teams will be essential in ensuring that you are able to effectively collaborate and stay connected to others, even while working remotely. It should already be installed on your computer.

You can use Teams for audio and video calls, so it is a great alternative for those without a Zoom license or if Zoom runs into connectivity issues.

Please review the Service Desk's How-To Guides on Microsoft Teams for more details:

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[Microsoft Teams Quick Start Guide](#) [19]

- [How to Install Microsoft Teams on an Android Device](#) [20]
- [How to Install Microsoft Teams on Mac iOS](#) [21]
- [How to Install Microsoft Teams on Windows](#) [22]

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [7].

## What is Zoom and how does it work?

Zoom is used for video conference, webinars and large meetings. You don't need a license to join a Zoom meeting, but you do need a license to setup and host meetings. CU System has ensured that it has enough licenses for all its employees.

Like with Microsoft Teams, Zoom will be an essential tool used to communicate and collaborate while many of us are working remote, so please send your request for a Zoom license to [help@cu.edu](mailto:help@cu.edu) [23].

## Need help getting started?

- Zoom has a number of useful, [one-minute videos](#) [24] to guide you.
- The UIS Service Desk also has a number of [step-by-step guides](#) [25] to assist you. (*CU login required.*)

## Can I add Zoom to Outlook or my desktop?

Yes. Use this [step-by-step guide](#) [26] for details on:

- How to install Zoom Plugin for Outlook 2016
- How to set up Calendar Integration

## Do you have tips for hosting a successful Zoom meeting?

This [step-by-step guide](#) [27] will provide tips and tricks to ensure your Zoom meetings are successful.

## I have Zoom installed, but I'm having issues connecting when I try calling into a meeting. What do I do?

Due to increased volume, many people are reporting issues with call-in numbers being overloaded, resulting in problems connecting or being dropped from calls.

To circumvent this issue:

- Please try joining the meeting using the Zoom meeting link and using Computer Audio, instead of via a phone call.
- If that doesn't work, you can also use Teams for audio and video calls and to share your screen, so it is a great alternative to Zoom when connecting to others.

Still having issues? Contact the UIS Service desk by calling 303-860-HELP (4357) or emailing [help@cu.edu](mailto:help@cu.edu) [7].

## How do I prevent Zoom bombing?

UIS adjusted CU System Administration's default Zoom settings on April 2, based on best practices to mitigate risk and ensure meeting security. While Zoom encrypts meetings by default to provide authentication, privacy and data integrity, these changes are intended to prevent "Zoom-bombing" – where uninvited guests intrude on Zoom meetings, often by simply typing in random Meeting IDs.

### System Administration settings changes

- Meeting ID set to generate automatically
- Only the host can share their screen or transfer screen sharing control to others
- Host can start sharing when someone else is sharing
- Disable file transfer
- Disable remote control
- Disable desktop/screen share for users

Any meetings setup prior to these changes will not have the default best practices in place. You may need to make manual adjustments.

## Adjust your settings

You can control other settings by logging into [CU System Administration's Zoom site](#) [28], and selecting "Settings" from the left-hand menu.

**Assign a Co-host:** Adding alternative host or co-host can assist with the mitigation of a Zoom-bomber immediately. If you manage calendars and are setting up Zoom invites for others, you must set up the person who will lead the meeting as a co-host [29].

**Waiting Room:** This option is especially effective when running large, public meetings. When this option is selected, participants waiting to join the meeting will see a customizable Waiting Room screen and are unable to join the meeting until the host admits them.

**Allow Host to Put Attendee on Hold:** Turning on this setting, allows the meeting host to remove attendees by either moving them back to the waiting room or removing them from the meeting all together. When an attendee is removed completely from the meeting, they cannot rejoin the same meeting.

Other Zoom security features can be adjusted within the meeting itself.

**Screen Sharing:** The meeting host can control what is shown on the screen at any given time or allow participants to share their screens, as needed, through the Screen Share option during a meeting. This prevents accidental and intentional screen sharing.

**Lock the Meeting:** Once the meeting begins and you no longer wish to allow anyone else to join, you can lock the meeting so that no other participants can join, even if they have a password. This can be done from within the meeting itself by clicking “Manage Participants,” going to the pop-up box, selecting “More” and “Lock Meeting.”

Be mindful when sharing or discussing sensitive university information in virtual meetings. Only share such information with the people who need to know it for an authorized use. This includes verbal and written information.

Visit the [UIS Zoom Sharepoint](#) <sup>[30]</sup> to view Zoom guides and tutorials (*login required*).

If you need assistance using Zoom or adjusting your settings, contact the UIS Help Desk at 303-860-4357 (HELP) or email [help@cu.edu](mailto:help@cu.edu) <sup>[7]</sup>.

## Phones

### How do I forward my phone calls?

Each CISCO phone has a way to forward your office phone calls to another number. Looking at your phone screen, select either the “CFwdALL” option, or a “Forward All” option. After you hear 2 short beeps, enter the phone number calls should be forwarded to (including +8 1). The phone will beep once and a message saying “Forwarded to 81#####” will appear on the phone screen. If you do not see this message on your screen, please hang up and try again.

At this time, there is no way for remote users to forward phone calls themselves, but the Service Desk Technicians can help you with this. Please submit a request to the UIS Service Desk by calling 303-860-4357 (HELP) or emailing [help@cu.edu](mailto:help@cu.edu) [31].

## Support

### What do I do if my CU machine crashes while I'm working remotely?

The UIS Service Desk will still be available for any equipment issues you run into, with technicians available onsite select days from 10 a.m. - 2 p.m. **by appointment only**. You'll follow the same process as if you were in the office.

- First, contact the UIS Service Desk by calling 303-860-4357 (HELP) or emailing [help@cu.edu](mailto:help@cu.edu) [7] for troubleshooting solutions.
- If those prove unsuccessful, it may be necessary for you to come into the office for service.

### Will UIS come to my house and support my technology?

No, the UIS Service Desk will not be available to physically come to offsite locations to support technology, but will be available at 1800 Grant on select days from 10 a.m. - 2 p.m. **by appointment only** and provide remote assistance to supported devices.

**Please note:** The Service Desk is able to offer best effort support and basic troubleshooting techniques for personal/non-standard equipment (ex: modems, personal printers, cell phones, etc.), but recommend reaching out directly to your provider for their expertise.

## Leave Guidelines for System Administration Employees

### General rule

Work from home, unless your duties are deemed mission-critical.

### Families First Coronavirus Response Act (FFCRA) and Paid Leave

Effective April 1, the Families First Coronavirus Response Act provides up to **80 hours (pro-rated, if part-time)** of protected emergency paid sick leave for all CU System employees who are unable to work or telework for one of the following reasons:



1. Subject to government quarantine or isolation due to COVID-19
2. Advised by a health care provider to self-quarantine due to COVID-19
3. Experiencing COVID-19 symptoms and seeking diagnosis
4. Caring for a family member under quarantine
5. Caring for a child whose school or child care is unavailable due to COVID-19
6. Experiencing substantially similar conditions as those specified by the Secretary of Health & Human Services

**For reasons 1-3:** Those who are under quarantine, self-quarantining at the advice of a health care professional, or experiencing COVID-19 symptoms will be paid at their regular pay rate up to \$511/day (\$63.88/hour).

**For reason 4 and 6:** Employees who are caring for quarantined family members will be paid at 2/3 their regular rate up to \$200/day (\$25/hour).

**For reason 5:** If you request emergency paid sick leave to care for a child whose school or child care is unavailable due to COVID-19, leave is paid at 2/3 of your rate of pay up to \$200/day (\$25/hour) and is eligible for expanded Family Medical Leave.

CU System Administration will apply these federal leave rules more generously, allowing employees on leave for reasons 4-6 to be paid at 100% of their regular pay rate (not 2/3 pay) through May 31, 2020. Notice will be provided to employees if System Administration changes its approach to follow minimum federal guidelines as outlined above.

These leave options may be taken intermittently. We ask that you work with your supervisor on alternate schedules if you are able to work remotely.

### **Extended Family Medical Leave**

The Family Medical Leave Act (FMLA) has been extended under the Families First act. FMLA now includes caring for a child when a child's school or child care is closed or unavailable due to COVID-19. This leave is available for up to 12 weeks of FMLA in a 12-month rolling period.

CU employees who have been employed by CU for at least 30 days are eligible for expanded FMLA.

### **How to request leave**

If you are unable to work or telework due to COVID-19 for the above reasons, submit the online form below to request emergency paid sick leave, expanded FMLA or both.

### **Access the form**

1. Log in to [my.cu.edu](https://my.cu.edu) <sup>[32]</sup>
2. Open the dropdown menu at the top center of the page, and select **Forms**.
3. Select the **Collaborative HR Services** tile, then click the **Family Medical Leave** tile.

Notice will be provided to employees if System Administration changes its approach to follow minimum Federal guidelines. Read more about the employee rights associated with the [Families First Coronavirus Response Act](#) [33].

## Canceling vacation time

- If an employee cancels an approved vacation request, for whatever reason, the vacation time will not be spent and will be added back to the employee's vacation balance.

For questions about leave, please contact System Human Resources, at 303-860-4200 or [SystemHR@cu.edu](mailto:SystemHR@cu.edu) [34].

## Benefits, Wellness and Payroll

- [Wellness tips and resources](#) [35]
- [CU Health Plan, Anthem and Kaiser respond to COVID-19 with increased access to diagnostic testing](#) [36]
- [Telehealth options available for CU Health Plan members](#) [37]
- [Benefits frequently asked questions \(FAQ\)](#) [38]
- [Payroll frequently asked questions \(FAQ\)](#) [39]
- [Retirement frequently asked questions \(FAQ\)](#) [40]

**Want health insurance?** Colorado's state insurance marketplace, [Connect for Health Colorado](#) [41], has announced an Emergency Special Enrollment period until April 30, 2020, allowing those without medical insurance to enroll through the state marketplace.

## CU System Recruitment and Hiring

Based on the uncertainty around COVID-19, CU system administration is instituting a hiring chill (as opposed to a hiring freeze), proceeding only with positions deemed critical. All others should be placed on hold until further notice. All new and in-process recruitments will be reviewed by an HR Approvals Committee comprising the Senior VP and Chief of Staff, VP of Administration, and VP of Budget and Finance & CFO. [See detailed guidelines.](#) [42]

## Business Travel

See [Travel & Procurement updates related to the Coronavirus.](#) [43]

- All non-essential business travel has been suspended through May 31.
- All CU system employee international and domestic travel will require approval from the president's delegate, Leonard Dinegar.
- To facilitate this level of approval, pre-approval for all travel, domestic and international, is required through [Concur Request](#) [44] before booking airfare for business travel.
- Book your travel through the university's managed travel program, using Concur or Christopherson Business Travel. This allows CU to monitor your travel location and provide assistance should you encounter a health, emergency, or security issue. This is especially important during the COVID-19 outbreak.

- Internet airfare purchases (i.e. booking outside of the travel program) are prohibited during this critical health crisis. If you book your university business travel through the internet before travel restrictions are lifted, you will not be reimbursed for your out-of-pocket airfare bookings. (Note: If you are in travel status and need to get home, exceptions are made for out-of-pocket airfare in these cases.)

If you have questions, please contact [Shannon.Miller@cu.edu](mailto:Shannon.Miller@cu.edu) <sup>[45]</sup> or call 303-764-3457.

## Office Cleaning at 1800 Grant

Commercial Cleaning Services is taking the following precautions in response to COVID-19:

- Janitorial services will be performed once a week, on Fridays.
- Instead of using all-purpose cleaner, crews are now using a medical-grade disinfectant cleaner for all areas.
- Day and night staff will clean all the touch points as often as possible. This includes elevator bottoms, door handles, push doors, light switches, hand rails, restrooms, etc.
- A hand sanitizer station will be placed in the main lobby.

## Large Gatherings

To minimize the potential spread of coronavirus, events or face-to-face meetings (on-site and off-site events sponsored by the university) should be avoided. Meetings should be virtual, when feasible.

### Right Sidebar:

[ES CDC Coronavirus Resources](#)

[ES Coronavirus Campus Resources](#)

**Source URL:** <https://www.cu.edu/coronavirus>

### Links

- [1] <https://www.cu.edu/coronavirus> [2] <https://www.cu.edu/office-president/statements-president-kennedy>  
 [3] <https://www.cu.edu/doc/colorado-higher-ed-ceo-coronavirus-letter-2-48202pdf>  
 [4] <https://www.cu.edu/doc/colorado-higher-ed-lettermarch20pdf>  
 [5] <mailto:help@cu.edu?subject=remote%20work> [6] <mailto:help@cu.edu?subject=purchase>  
 [7] <mailto:help@cu.edu> [8] <https://www.speedtest.net/> [9] <https://fast.com/> [10] <http://cu.edu/uis>  
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 [14] <https://www.cu.edu/docs/vpn-install-and-configure-cisco-anyconnect-vpn>  
 [15] <mailto:help@cu.edu?subject=VPN> [16] <https://www.cu.edu/docs/computer-help-connect-remote-computer> [17] <https://www.cu.edu/docs/computer-help-connect-remote-computer-macos>  
 [18] <mailto:help@cu.edu?subject=%2FP%3A%20Drive> [19] <https://www.cu.edu/docs/microsoft-teams-quick-start-guide> [20] <https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-android-device> [21] <https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-mac-ios>  
 [22] <https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-windows>  
 [23] <mailto:help@cu.edu?subject=Zoom%20license> [24] <https://zoom.us/resources>  
 [25] <https://cu0.sharepoint.com/Pages/Zoom/Zoom.aspx> [26] <https://www.cu.edu/docs/computer-help-integrate-zoom-outlook-calendar> [27] <https://www.cu.edu/docs/how-guide-zoom-tips-and-tricks>  
 [28] <http://cusystem.zoom.us/> [29] <http://support.zoom.us/hc/en-us/articles/201362603-Host-and-Co-Host-Controls-in-a-Meeting> [30] <http://cu0.sharepoint.com/Pages/Zoom/Zoom.aspx>  
 [31] <mailto:help@cu.edu?subject=Phones> [32] <https://my.cu.edu>  
 [33] <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>

[34] <mailto:SystemHR@cu.edu> [35] <https://www.cu.edu/employee-services/covid-19/mental-health-wellness-tips> [36] <https://www.cu.edu/blog/work-life/cu-health-plan-anthem-and-kaiser-respond-covid-19-increased-access-diagnostic-testing> [37] <https://www.cu.edu/blog/work-life/telehealth-options-available-cu-health-plan-members> [38] <https://www.cu.edu/employee-services/covid-19/covid-19-benefits-faq> [39] <https://www.cu.edu/employee-services/covid-19-payroll-faq> [40] <https://www.cu.edu/employee-services/covid-19/covid-19-retirement-faq> [41] <https://connectforhealthco.com/get-started/covid-19-support/> [42] <https://www.cu.edu/employee-services/covid-19/cu-system-recruiting-guidelines> [43] <https://www.cu.edu/psc/travel/psc-updates-related-coronavirus-travel> [44] <https://www.cu.edu/psc/training/booking-travel/requesting-approval-international-travel> [45] <mailto:Shannon.Miller@cu.edu>