

Yavapai College has a variety of tools and services to enable employees to work from home. Please read the information below thoroughly; if you need assistance, please submit a helpdesk ticket at <https://www.yc.edu/its>.

IT Security Note: Please use extra caution while working remotely on your home computer. Be aware not to store sensitive data on your machine. Also, please continue to be on the lookout for suspicious emails (e.g., phishing), as this continues to be a common method of cyberattacks.

Zoom Meetings and Phone System

- The college has standardized on Zoom for our video conferencing and collaboration (i.e., Zoom chat) platform. Please note that you must sign in to Zoom via our single sign-on procedures on the [ITS website](#) in order to use the system effectively.
- YC has transitioned to the Zoom phone system for easy remote access. Visit the [Zoom support center](#) for information on how to use Zoom Phone.

myYC Portal

- The myYC Portal has most of the tools employees will need to work remotely. These include Office 365, Canvas, Banner Self-Service, Zoom configuration, 25Live, etc.
 - Office 365 has several collaboration tools (e.g., shared document editing) that departments can use to work together. To get a better understanding of what these tools are and how to use them, [click here](#).
- Network drives (e.g., Z Drives, Department Shares) should be accessed by securecloud.yc.edu. For ad-hoc access to network drives, they can also be located via 'My Network Drives' under the 'Office 365/Drives' panel in the Portal.

Remote Connectivity

- There are two ways to remotely connect with YC internal network resources, VPN and SecureCloud. VPN services are only allowed for College-owned devices. Employees must have an approved AccessManager request in order to use these remote services.

VPN

- YC laptops are configured with the VPN connection option, which also requires the use of multi-factor authentication (Duo Security). If you need assistance with the VPN connection, please submit a helpdesk ticket at <https://www.yc.edu/its>.

Securecloud.yc.edu

- [Securecloud](#) can be used to access internal systems and resources such as network drives and desktop applications (e.g., Office, Adobe Creative Suite). This service requires the use of multi-factor authentication (Duo Security).
- This service can be used via a browser or an installed VMware Horizon client (recommended). Instructions are located on the [YC ITS website](#).
- For the best experience, use Securecloud for everything except video (including video conferencing or Youtube) - that is best done on your local/home computer.

Home Downloads

- Microsoft Office

Remote Work @ YC

- Login into the myYC Portal > select 'Office 365' under the 'Office 365/Drives' panel
- You should find the 'Install Office' download link in the upper right-hand corner of the page
- Zoom
 - Login into the myYC Portal > select 'Zoom Online Meetings' under the 'Employees' panel
 - The 'Download Client' link is at the bottom of the page
 - Or go to zoom.us – the download section is at the bottom of the page
- VMware Horizon Client for Securecloud
 - Navigate to <https://securecloud.yc.edu>
 - The download link for the VMware Horizon client is located towards the bottom of the webpage

If you have questions about the above information, or you need additional assistance, please submit a helpdesk ticket at <https://www.yc.edu/its>. We are working diligently to ensure that our office is prepared to handle your technology needs in the most expedient manner possible.