



LET'S WORK

A Step by Step Guide for Working from
Home for Rush



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LET'S GET STARTED:

Welcome to working from home at Rush. Note: If you have a Rush issued laptop, you are allowed to take that home. If you are on a desktop, you will have to use your own personal device.

You will need:

Computer:

A laptop or desktop computer like a(n):

- Apple Laptop
- Windows Laptop
- Chromebook



Phone:

Make sure that you have access to either a smart phone or a landline phone like a(n):

- Apple iPhone
- Android Phone
- Google Phone



Internet:

Access to the internet and can go open web browsers like:



Google Chrome



Mozilla Firefox



Internet Explorer



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BEFORE YOU LEAVE RUSH:

There are few things that you need to do before you leave to make sure that you have the best experience working from home.

What you need to do

Step 1: Move your files to the H: Drive

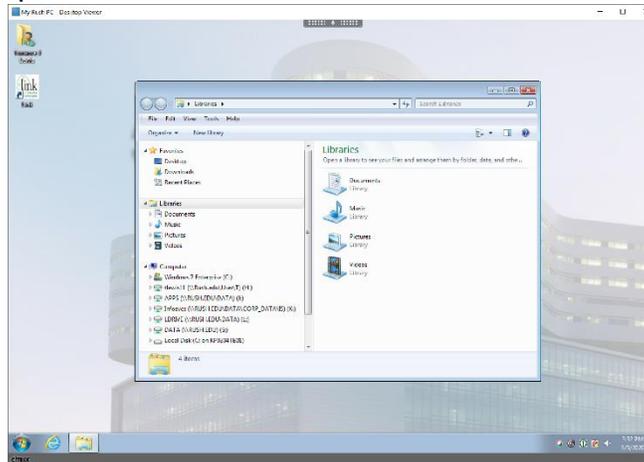
In order to do this, you will need to get onto the computer that Rush issued you or that you use for most of your daily work.

On your Rush computer/laptop

1. Look at your device to see if there is a windows icon like this  on the back of the device, bottom left of the screen, or on the keyboard. If so follow the on **windows computer/laptop** instructions

On windows computer/laptop

1. Click on the file folder icon  on the bottom toolbar. A window like the one below will open.



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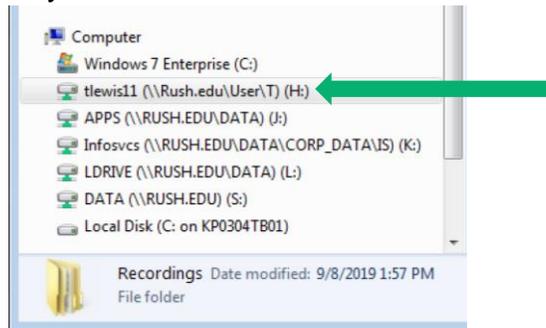
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2. On the left toolbar click on the H: Drive like the one below. This is where you will be saving all your files.



3. Locate the documents or folders that you want to have access to while you are working from home. Click on the document and drag it into the empty H: Drive window.
4. Repeat for all the files and folders you need to work from home.

If you run into any issues with moving your files or do not have enough space for your files **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having an issue with moving your files. Please be as descriptive as possible.

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Step 2: Forward your phone

In order to do this you will need to be at your Rush provided phone that is attached to the number you use to receive calls at Rush. You will also need your cell phone near you for this process.

On your Rush phone

1. Look at your phone and see if it looks like one of the four phones below.



2. If your phone looks like any of the above, follow the instructions for the model name below the photo that matches your phone (i.e. **on a Cisco 8800**)

Forwarding calls on a Cisco 8800 phone

1. Make sure that your phone looks like the one to the right.
2. Click on the forward all option. Click the soft key below it.
3. Wait for three beeps.
4. Dial 91+ then enter your 10 digit number of the phone you want to forward to. (i.e. 91-222-222-2222).
5. The screen will give you a confirmation that the calls are being forwarded.
6. Navigate to another phone in the office (make sure you bring your mobile phone), and dial your extension if the process was successful your mobile phone number will ring.



In order to watch a video tutorial about how to forward calls on this phone [click here.](#)

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**Forwarding calls on a Cisco 7900 phone**

1. Check to make sure that your phone looks like the one to the right.
2. To start the process, click on the CFWD soft key.
3. Dial 91+ then enter your 10 digit number of the phone you want to forward to. (i.e. 91-222-222-2222).
4. The screen will give you a confirmation that the calls are being forwarded.
5. Navigate to another phone in the office (make sure you bring your mobile phone), and dial your extension if the process was successful your mobile phone number will ring in your hand.



In order to watch a video tutorial about how to forward calls on this phone [click here.](#)

Forwarding calls on a Avaya 8410 phone

1. Make sure that your phone looks like the one to the right.
2. Click on the Call forward soft key.
3. Dial 91+ then enter your 10 digit number of the phone you want to forward to. (i.e. 91-222-222-2222).
4. The tone will give you three beeps as a confirmation.
5. Navigate to another phone in the office (make sure you bring your mobile phone), and dial your extension if the process was successful your mobile phone number will ring in your hand.

**Forwarding calls on a Avaya 2410 phone**

1. Make sure that your phone looks like the one to the right.
2. Dial * 2
3. Dial 91+ then enter your 10 digit number of the phone you want to forward to. (i.e. 91-222-222-2222).
4. The tone will give you three beeps as a confirmation.
5. Navigate to another phone in the office (make sure you bring your mobile phone), and dial your extension if the process was successful your mobile phone number will ring in your hand.



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Forwarding calls on a Cisco WiFi Phone

1. Open the Phone app by clicking the center button.
2. Select the line that you would like to forward
3. Press **More** and select the **Forward all** option.
4. Dial 91 then the number you want to receive the calls (i.e. 91-222-222-2222)



If you run into any issues with forwarding your phone calls **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having an issue with forwarding your calls and the model name that is below the picture that matches your desk phone. Please be as descriptive as possible.

Step 3: Register for Duo Security

Before you leave Rush, make sure that you have access to everything while you are gone you will need to register for Duo Mobile. Please follow the below steps to register.

Registering for Duo Mobile Security**On your laptop/desktop computer**

1. No matter what type of device you have you will be able to follow these steps to connect to My PC via MyRushApps. Open one of the below browsers and type in the url: <https://myapps.rush.edu/Citrix/MyAppsWeb/>



Google Chrome



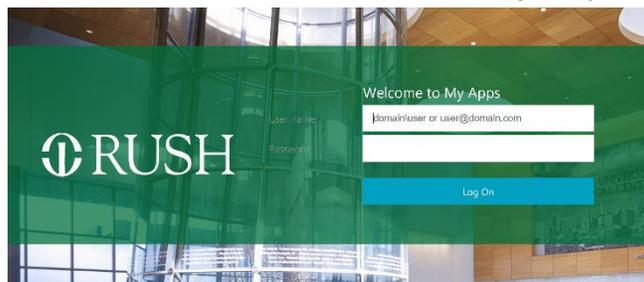
Firefox



Internet Explorer

Safari
(Apple Devices Only)

2. When the window opens it will look like the below. In the username field enter your Rush email address. In the field below, enter your password.



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3. If it is your first time logging in to MyRushApps it will ask what type of device you would like to register. Choose **Mobile Phone**.

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Security Key (YubiKey, Feitian, etc.)

Touch ID
Requires Chrome on macOS to use Touch ID.

Back Continue

4. A new window will ask you to enter your number (i.e. 222-222-2222). After entering, press **Continue**.

Enter your phone number

United States

+1

Example: (201) 234-6678

Back Continue

5. Identify the type of phone that you have. Then, press **Continue**.

What type of phone is 773-807-6603?

iPhone

Android

Windows Phone

Other (and cell phones)

Back Continue

- a. **If you have an iPhone**, you will follow the instructions on screen like the window below.

Install Duo Mobile for iOS

1. Launch the App Store app and search for "Duo Mobile".

2. Tap "Get" and then "Install" to download the app.

I have Duo Mobile installed

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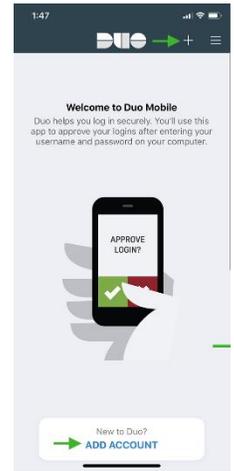
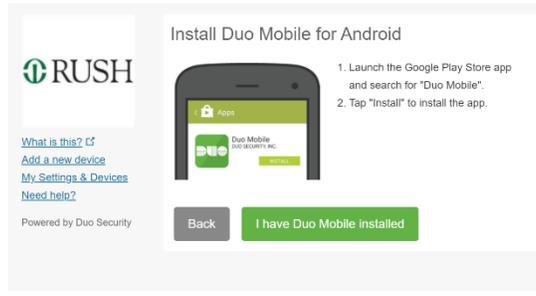
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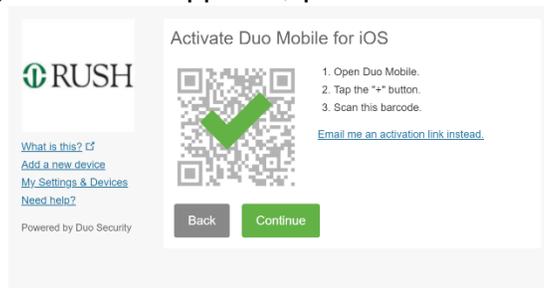
- b. If you have an **Android**, you will follow the instructions on screen like the window below.



6. After downloading the application, a window like the one to the right will open, press **Add Account**.
7. Your camera will open and on the screen there will be a window with a barcode like the one below.



8. When you scan the barcode it will turn into a checked QR code like the one below. After the green check appears, press **Continue**.



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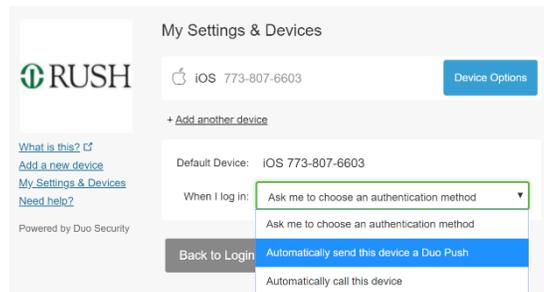
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9. After the registration, choose **automatically send the device a Duo Push**. This will allow you to use your phone to approve logins to MyRushApps.



If you run into any issues with downloading and registering Duo **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having issues downloading and registering for Duo.

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WHILE YOU'RE WORKING AT HOME:

There are a few steps for you to get up and running at home.

Getting connected

Get onto the computer that you will be using to work from home.

Connecting to Wi-Fi on your laptop/desktop computer

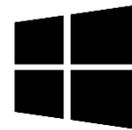
1. Please see the below and choose which type of laptop matches the logo on the back of your device.



Mac



Chromebook



Windows

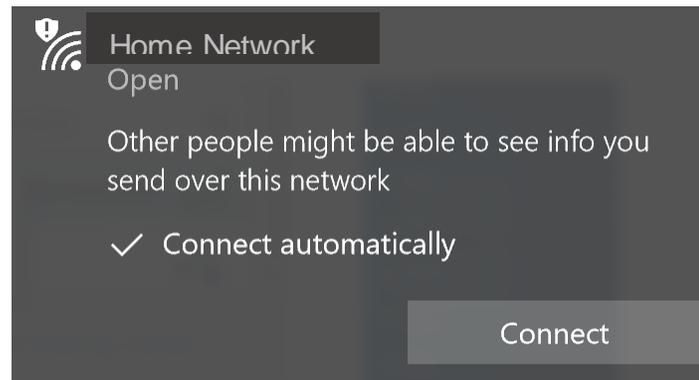
2. Depending on the type of device you are on follow the steps for that device (i.e. **on a Mac**)

On a Mac

1. Click  in the menu bar. If Wi-Fi is off, click , then choose Turn Wi-Fi On.*
2. Choose a network.
3. Enter the password, then click Join.

On a Windows

1. Click on the wireless icon  in the bottom-right corner of the taskbar. (If you don't see the button, click the up arrow button on the left of the toolbar.)
2. Select the wireless network that you use in your house.
3. Check the Connect automatically option (optional).
4. Click the Connect button.
5. Enter your Wi-Fi password.
6. Click the Next button.



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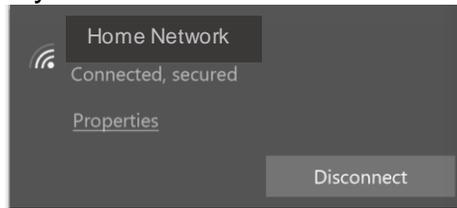
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7. The network will say connected like the window below.



On a Chromebook

1. At the bottom right, select the time.
2. Select Not Connected .
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.
5. Select the secure Wi-Fi network .
6. Type the network password.
7. Select Connect.

If you run into any issues with connecting to the Wi-Fi **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having an issue with connecting to the internet and the model name that is below the picture that matches your desk phone. Please be as descriptive as possible.

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Start working

To start working you will need to have connected to the internet and tested that the internet works. For this part you will need your laptop in order to [access your files](#), [email](#), and [applications](#).

Downloading and installing Citrix Workspace on your laptop/desktop computer via Google Chrome.

1. Make sure that you have Google Chrome, the browser will look like this . (if you do not have google chrome [click here](#) to open a link to the download page and click on **Download Chrome**)
2. Once Google Chrome is downloaded, open a window by clicking the  icon. Then, copy and paste the following into the url bar:
<https://chrome.google.com/webstore/detail/citrix-workspace/haiffjadagilijoggckpgfnoeiflnem?hl=en>
3. A window like the one below will open. Click on the **Add to Chrome** button and click **Add App**.



4. A window will open with the Citrix Workspace application like the one below. Click on the **Citrix Workspace** application to open it.



If you need any assistance, please contact:

[HELP DESK](#)

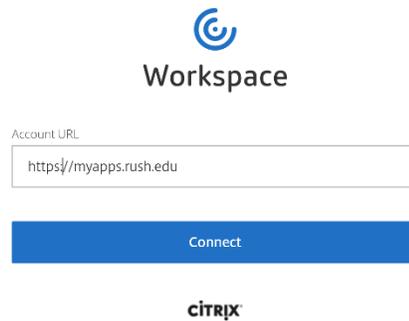
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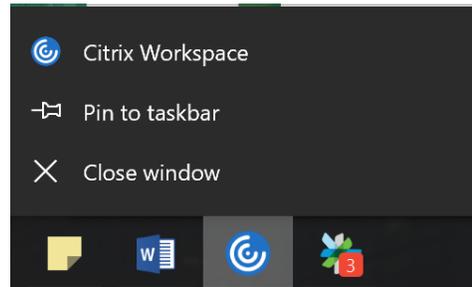
help@rush.edu

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5. When the window opens, it will look like the one below in the site URL field type <https://myapps.rush.edu>.



6. On the bottom toolbar there will be a Citrix Workspace Icon like the one below. Click on the option **Pin to Taskbar**. Now whenever you want to access MyPC or Rush Apps you click on that to launch.



7. Click **Connect**, and you will be taken to the MyApps login page. Follow the next set of steps to login and navigate MyRushApps.

Accessing My PC via MyRushApps from your laptop/desktop computer

1. No matter what type of device you have you will be able to follow these steps to connect to My PC via MyRushApps. Open one of the below browsers and type in the url: <https://myapps.rush.edu/Citrix/MyAppsWeb/>



Google Chrome



Firefox



Internet Explorer



Safari
(Apple Devices Only)

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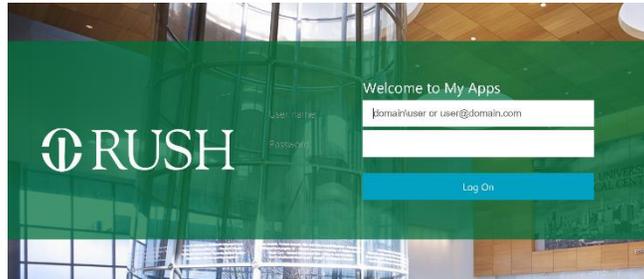
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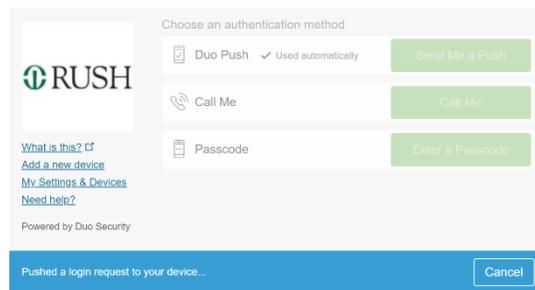
2. Or [click here](#) to open the login page for MyRushApps.

3. Or click on the  icon on your toolbar to open the MyApps window.

4. When the window opens it will look like the below. In the username field enter your Rush email address. In the field below, enter your password.

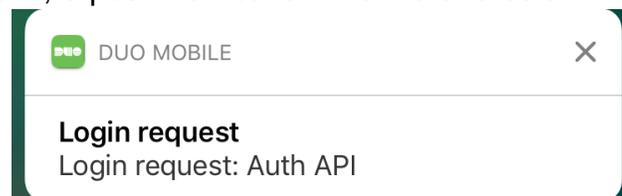


5. When you sign in the window will look like the one below. It will let you know that it sent a push notification to your phone.



On your phone

1. On your phone, a push notification like the one below will show. Press on it.



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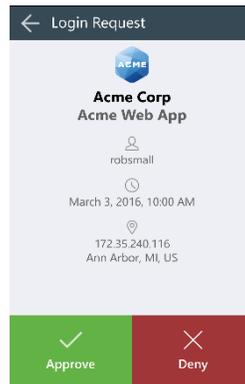
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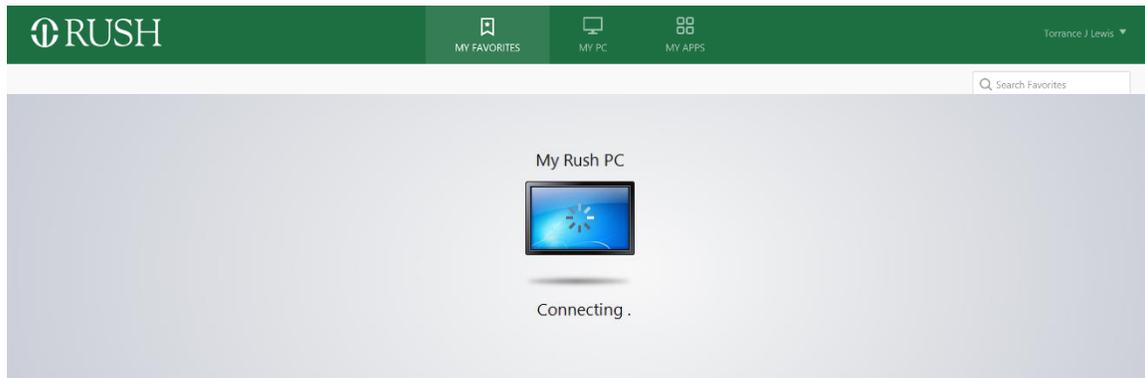
- After pressing, it will open a window like the one below. On the screen press the green **Approve** check.



- Return back to your laptop/desktop computer.

On your laptop/desktop computer

- Afterward, you will be logged in and see a window like the one below. Please click on the My PC icon like this .



- Next, click on the My PC icon like this one . The icon will load a screen like the one below.
- When the screen is done loading, a desktop screen will appear.



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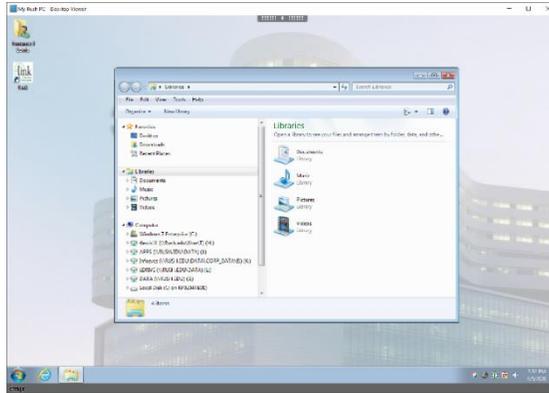
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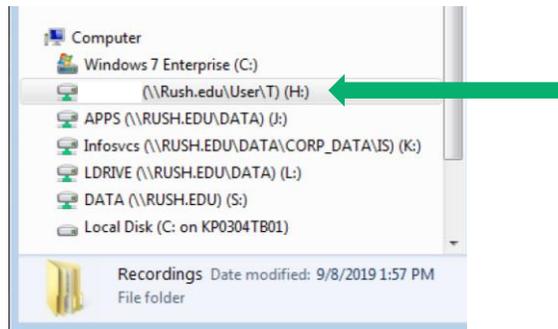
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Access your personal files

1. In order to access your personal files transferred from your desktop to the H: drive, click on the file folder icon like this. . A window like the one below will open.



2. On the left toolbar click on the H: Drive like the one below. In the window all your files should be available to access.



3. Make sure that you open and save files to your H: drive the entire time you are working from home to ensure that you can access those files when you return without any issue.

If you need any assistance, please contact:

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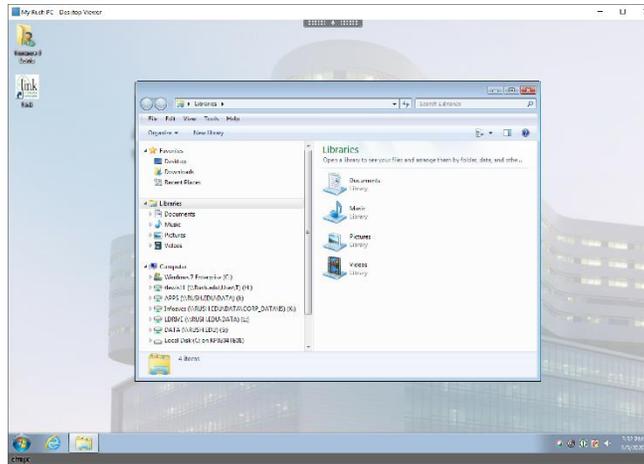
312-942-HELP

help@rush.edu

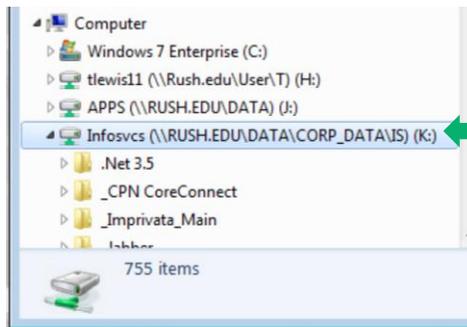
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Access your department shared files

1. In order to access your shared department files on the K: drive, click on the file folder icon like this. . A window like the one below will open.



2. On the left toolbar click on the K: Drive like the one below. In the window all your files should be available to access.



3. Make sure that you open and save files to your H: drive the entire time you are working from home to ensure that you can access those files when you return without any issue.

If you run into any issue accessing your files **please call 2-HELP** or email at Help@rush.edu. Please include your full name, phone number, and that you can't access your files on the H: Drive.

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Accessing your email via Outlook on MyRushApps

In order to do this, you will need to follow the steps above to sign in to MyRushApps.

1. Click on the start button icon that looks like this  , a window like the one below will open click on Microsoft Outlook 2010.



2. When you click on the Microsoft Outlook 2010, a loading screen like the one below will open.



3. After the loading screen disappears, your email will be open and ready for use. You will be able to access your emails, calendar, and notes here.

Please note: The application may look a little different than the application you use on your computer at Rush. However, all emails, calendar, and information are the same.

If you need any assistance, please contact:

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Accessing your email via Web

In order to do this, you will just need access to any web browser. You do not have to be signed in to MyRushApps or My PC.

1. No matter what type of device you have you will be able to follow these steps to access email via the Web. Open one of the below browsers and type in the url:
<https://webemail.rush.edu>



Google Chrome



Firefox

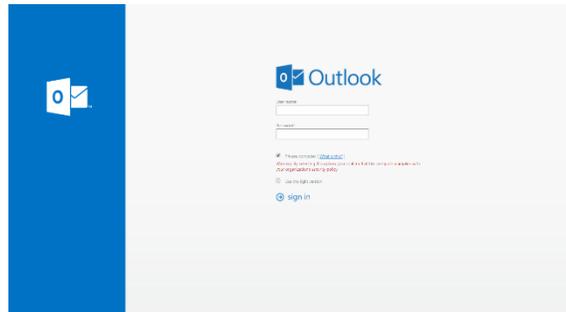


Internet Explorer



Safari
(Apple Devices Only)

2. Or [click here](#) to open a link to the login page for Rush web email.
3. When the window opens it will look like the one below. In the first box, enter your email or username (i.e. john.doe@rush.edu or jdoe). In the second box, enter your email password.



4. After you login, you will be able to access all of your emails.

If you run into any issues with accessing your email **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having an issue with accessing your email. Please be as descriptive as possible.

If you need any assistance, please contact:

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Accessing your applications via My PC on MyRushApps

In order to do this, you will need to follow the instructions to sign in to MyRushApps before starting.

1. Click on the start button icon that looks like this  , a window like the one below will open click on Microsoft Outlook 2010.



2. If you don't see the application you want to use then click on all programs and all of the applications will be listed.

Accessing your clinical applications via MyRushApps

In order to do this you will have to follow the instruction to login to the My Rush Apps.

1. No matter what type of device you have you will be able to follow these steps to connect to My PC via MyRushApps. Open one of the below browsers and type in the url: <https://myapps.rush.edu/Citrix/MyAppsWeb/>



Google Chrome



Firefox



Internet Explorer



Safari
(Apple Devices Only)

If you need any assistance, please contact:

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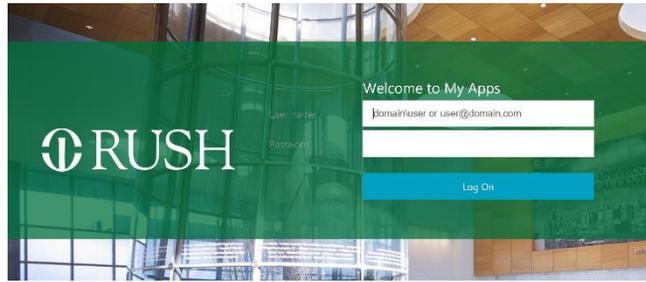
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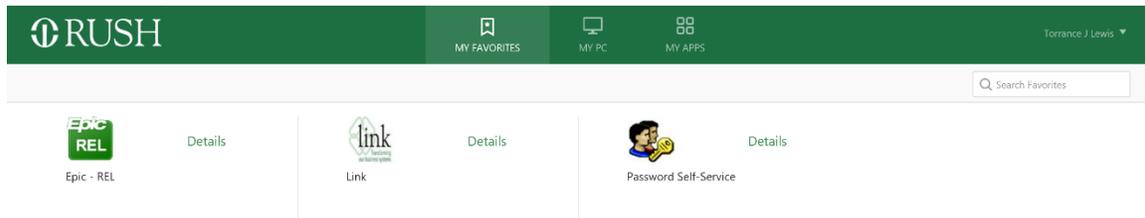
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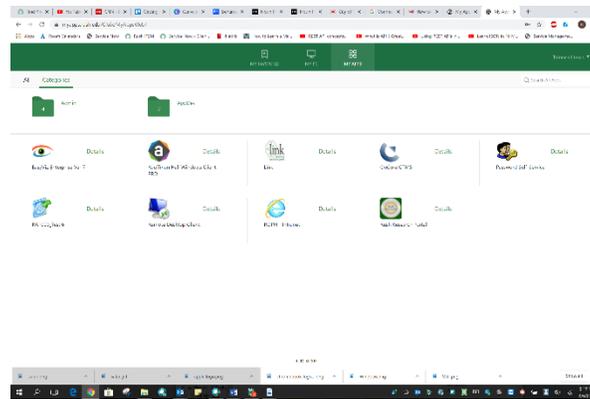
2. Or [click here](#) to open the login page for MyRushApps.
3. When the window opens it will look like the below. In the username field enter your Rush email address. In the field below, enter your password.



4. Follow the steps to authenticate using your phone.
5. Afterward, you will be logged in and see a window like the one below. Please click on the My Apps icon like this .



6. Once you click on My Apps, the window will open like the one below with all your assigned applications like Epic and any other specific applications that you use to do your work.



If you run into any issues with accessing your applications **please call 2-HELP or email at Help@rush.edu**. Please include your full name, phone number, and that you are having an issue with accessing your applications. Please be as descriptive as possible.

If you need any assistance, please contact:

[HELP DESK](#)
2-HELP
312-942-HELP
help@rush.edu

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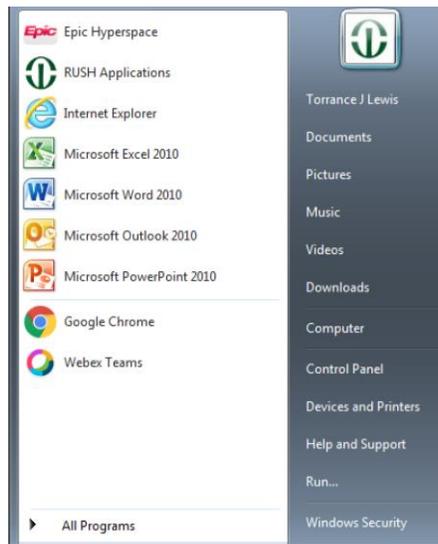
Meeting with your team while gone

Rush IS services encourages employees to continue to engage with each other via the Rush supported collaboration tools such as WebEx and WebEx teams. WebEx is a phone and video conferencing tool that allows participants can talk to each other, ask questions, and share documents to continue collaboration especially for teams working on projects. WebEx teams is a messaging application that can be used to stay in constant contact will all of your co-workers.

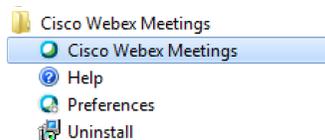
Accessing Cisco WebEx via My PC on MyRushApps

In order to use WebEx you must first follow the steps to Accessing My PC via MyRushApps from your laptop/desktop computer before proceeding.

1. Click on the start button icon that looks like this  , a window like the one below will open click on Microsoft Outlook 2010.



2. Click on all programs. A window like the one below will open. Navigate to the Cisco WebEx Meetings folder and click on it.



If you need any assistance, please contact:

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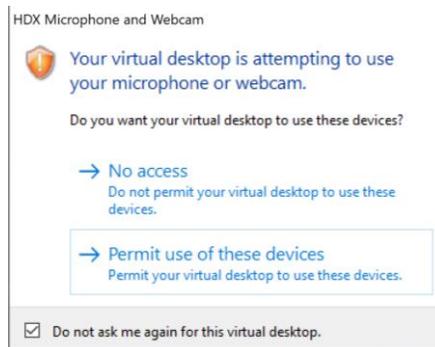
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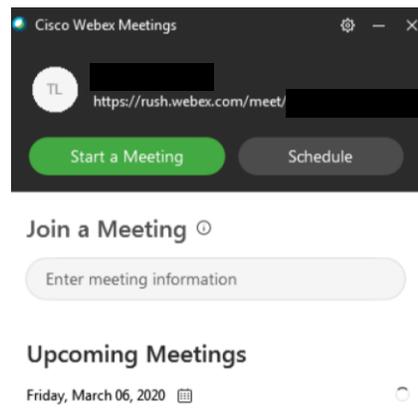
- Click on the Cisco WebEx Meetings icon and it will launch. When it launches a screen like the one below will open. Click **next** and a loading screen will proceed.



- When the screen is done loading a window like the one below will open. Make sure that you check the box to the left of **don't not ask me again for this virtual desktop**. Then proceed to click **Permit use of these devices**.



- A screen like the one below will open meaning that you have successfully signed in to WebEx.



If you need any assistance, please contact:

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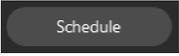
[2-HELP](#)

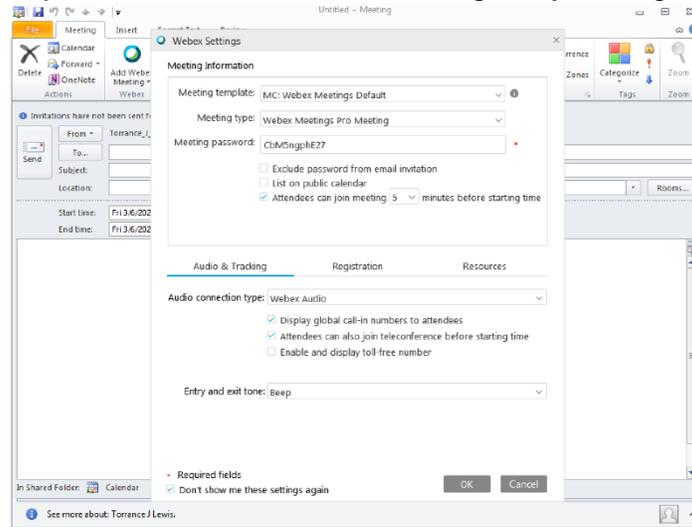
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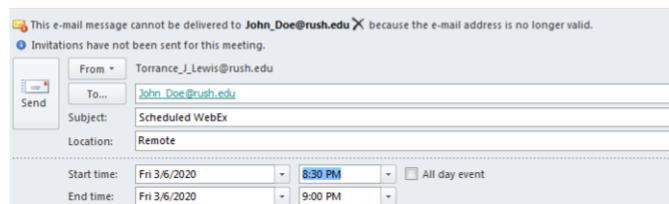
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Schedule a WebEx meeting

1. Click on the schedule button like this  and a window like the one below will open. You will not need to change any settings so click **Ok**.



2. After you click **Ok**, a window like the one below will open. In the **To** field, enter the email of your co-workers you want to meet with. In the **Subject** field, enter the title of the meeting. Finally, set the **Start time** and **End time** of the meeting. Then, click **Send**



3. When you finish scheduling the WebEx, under the calendar in the WebEx window it will appear like the window below. When you schedule the WebEx you are considered the **Host**.

Upcoming Meetings

Monday, July 29, 2019

11:30 AM I AM THE HOST
12:00 PM Pedro Luna

Start

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6. If the meeting was already planned, then click on JOIN meeting button and open the meeting controls. If you are the host of the meeting, click the START

11:30 AM SOMEONE ELSE IS THE HOST
12:00 PM Torrance J Lewis [Join](#)

Join a WebEx via email/calendar invite

1. Navigate to your email calendar or email invite. It will look like the window below. Click on the **Join meeting** button.

When it's time, join your Webex meeting here.

Meeting number (access code): 928 653 715
Meeting password: MiKvqf3aV32

[Join meeting](#)

Join by phone

Tap to call in from a mobile device (attendees only)
[+1-312-535-8110](#) United States Toll (Chicago)
[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Join from a video system or application

Dial 928653715@rush.webex.com
You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial 928653715.rush@lync.webex.com

2. After clicking, a window like the one below will open. In the **Name** box, type in your name and in the **E-mail** box type in your email. Finally, click on the down arrow to the right of **Join Meeting**.

Joining a Meeting +

Hosted by Torrance Lewis

● 3:00 PM - 3:30 PM | Saturday, Mar 7 2020 | (UTC-06:00) Central Time (US & Canada)

Join Meeting ▼

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TIPS FOR A SUCCESSFUL WEBEX CONFERENCE

To join a WebEx you will need:

- A laptop or desktop computer
- A desk phone or mobile phone with the WebEx Meet app downloaded (click on How to download WebEx meet on my mobile device and follow the steps)

Follow these tips for a successful WebEx meeting

Arrive early

Whether you are hosting or joining a meeting, arrive at least 15 minutes early like you would in person meetings. This allows you time to dial in and join the WebEx via phone or laptop.

Find a quiet place

When you are joining or hosting, make sure that you find a quiet place or if you are in public use headphones to reduce background noise. This will make participants able to hear you better.

Mute your phone

Once you have joined a meeting, make sure that you mute your phone using the  icon on your mobile phone. This will make sure no one can hear you typing or working while you are joined. Also, if you connected to the WebEx via WebEx Meet app or laptop/desktop computer you can click the  button on the WebEx. When you are muted it will look like this .

Don't show yourself unless you want to

Once you have joined a meeting there will be an option to choose your video. If you do not need to show yourself choose the no video option. If you are in the meeting and want to turn your video off click on the  icon and it will turn red when it is off like this



Share your screen with other users

Once you have joined a meeting, you can share your screen with other users. Click on the share button like this  it will ask you what screen or application you would like to share Click **Screen 1**.

If you need any assistance, please contact:

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PLEASE NOTE: If you share your screen everyone will be able to see what you are doing. So only share your screen when you are presenting. If not, then just don't share your screen at all.

WebEx Function Cheat Sheet



Mute: Click to mute your audio so no one on the line can hear you. It will turn red when you are muted and black when you are unmuted



Share your screen. Click on this and you can share your screen to share documents to present to your co-workers



Record the meeting: Click on this button and you will be able to record. If the meeting is being recorded, at the top left of the meeting you will see a red dot.



Participants: Click on this button to open a list of all your co-workers on the call.



Chat: Click on this button to open a chat function where you can send messages to the participants on the call.



End/Leave Meeting: Click on this to leave the meeting or end the meeting.

HOW TO DOWNLOAD WEBEX APP FOR MOBILE DEVICE

Getting started:

1. Please see the below and choose which type of laptop matches the logo on the back of your device.



iPhone/iPad



Android

2. Depending on the type of device you are on follow the steps for that device (i.e. on your iPhone/iPad)

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On your iPhone/iPad

1. Open your phone and navigate to the App Store by click on the icon like this  .
The app store will open.
2. In the search bar, type in **Cisco WebEx Meetings**. It will be the first result named **Cisco WebEx Meetings**. Click on the **Get** button. The app will download after you enter your apple credentials.
3. Follow steps 4-6 from here.

On your Android Device

1. Open your phone and navigate to the App Store by click on the icon like this  .
The app store will open.
2. In the search bar, type in **Cisco WebEx Meetings**. It will be the first result named **Cisco WebEx Meetings**. Click on the app in the list and it will open then click the **Install** button. The app will download after you enter your apple credentials.
3. Follow steps 4-6 from here.
4. Open the Cisco WebEx Meetings app that looks like this  . Then, click on **Sign in**.
Enter your Rush email (i.e. John_doe@rush.edu).
5. The option to **Select the site** will appear, click on **Rush.Webex.com**. If the option is not present, click **Enter site URL**. Then, in the Enter Site URL field enter **Rush.Webex.com**
6. The site will ask you to enter your Rush Provided username and password (i.e. jdoe). Enter the information and then, click **Login**.

If you need any assistance, please contact:

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Communication through WebEx teams.

We suggest using WebEx teams through My PC to stay in constant contact with your co-workers. In order to do this you will have to have signed in to My PC via MyRushApps.

1. Click on the start button icon that looks like this  , a window like the one below will open click on WebEx Teams.



2. After clicking on the application, a window will open like the one below will open. Enter your work email address (i.e. John_doe@rush.edu). Then click, **Next**.
3. Once you have logged in a window like the one below will open. You will be able to create a space and also send messages to others on your team.

If you are interested in learning more about these functions, please watch the videos



Welcome to Webex Teams.
It's nice to meet you.

Work email address

Next

below. They will walk you through the steps to create a space and send messages respectively.

Create a space in WebEx Teams. [Click Here](#) to open the video tutorial.

Create and send a message to a person in WebEx Teams. [Click Here](#) to open the video tutorial.

If you need any assistance, please contact:

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WHEN YOU RETURN:

When your time is done working from home there are a few steps that you need to do to make sure that you can return without missing a beat.

Here is what you will need to do:

Computer:

Make sure that you have access to all of the files that you worked on while away. You can ensure this by making sure you follow the steps to move all your documents to the H: drive. When you return to Rush it will be like you never left.



Phone:

Make sure that you turn off the call forwarding for your phone. Follow the steps below.

End Forwarding calls on Cisco 8800 phones

1. Click on the Shut off Forward soft key below the command.
2. Call the extension and if you were successful the phone will ring not your mobile phone.



End Forwarding calls on Cisco 7900 phones

1. Click on the CFWD ALL soft key below the command.
2. Call the extension and if you were successful the phone will ring not your mobile phone



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End Forwarding calls on Avaya 2410 phones

1. Click on the Call Forward soft key or dial # 2.
2. The system will beep three times.
3. Call the extension and if you were successful the phone will ring not your mobile phone.

**End Forwarding calls on Avaya 8410 phones**

1. Click on the Call Forward soft key or dial # 2.
2. The system will beep three times.
3. Call the extension and if you were successful the phone will ring not your mobile phone.

**End Forwarding calls on a Cisco WiFi Phone**

1. Access the phone app by pressing the center button.
2. Select the forwarded line. The number you forwarded your calls to.
3. Press **More** and select **Forward Off**.



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THANK YOU FOR READING!

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