

UCI Health

Information Technology

Work from Home Recommendation from the IS Department

1. Use a physical ethernet connection where possible.
 - a. If you need to order an ethernet cable, please search Amazon for a cable that is long enough to run from your internet service provider (ISP) router.
 - b. *Please ensure the cable is not a tripping hazard which could harm yourself, another person or damage your hardware.*
2. Confirm your ISP speed at home (1Mbps, 10Mbps, etc.)
 - a. The UCI Health IS Department recommends at least 25Mbps for use of Zoom with video and softphone (Avaya, Cisco or ININ) use at home.
 - b. If you have additional roommates, spouse, partner, or children at home using internet services, please look to upgrade to at least 100Mbps to ensure adequate bandwidth for remote work.
3. Have your ISP upgrade the provided router/wireless equipment to ensure it is the latest supported version offered by the company.
 - a. Minimum requirements should be at least 1Gbps ethernet ports.
 - b. Modern wireless router (802.11ac) that will include dual-band (2.4Ghz and 5Ghz) wireless frequencies.
 - c. DOCSIS 3.1 or higher
4. If using a home or personal computer, please ensure the following:
 - a. Your version of Windows or macOS is supported by the vendor. Click the links to find out more: [Dell](#) / [HP](#) / [Apple](#) / [Microsoft](#)
 - b. All drivers, firmware and recent operating system patches are installed.
 - c. A Current anti-virus program is installed with the latest virus definitions.
 - i. Most ISP's will provide a free anti-virus program as part of your monthly service.
5. User (s) should have adequate and safe workspace with proper power connection at home. *Please ensure the cables are not a tripping hazard which could harm yourself, another person or damage your hardware.*
6. A current and active Duo account must be setup for each employee. For instructions click [here](#).
 - a. This will require a smartphone to receive a DUO push.
 - b. A landline phone number to receive a call.
 - c. Or a smartphone to receive an SMS message.
7. Employee must have all documents/files saved on OneDrive or on a UCI network drive.
 - a. *Please contact the Service Desk at 714 456-3333 if you have not been setup yet.*
8. ***Due to security risks, Information Services does not support printing from home.***

APPENDIX

1. The UCI Health IS Department does not support personal devices on VPN or for remote work. A “best effort” will be made to help support UCI Health provided applications. Any other support to update, repair or provide additional software cannot be authorized.
2. UCI Health IS Department is not responsible for lost documents on personal devices or UCI Health provided devices. Should you have a lost or missing document, please contact the Service Desk at 714 456-3333.
3. DUO provided by UCI Campus for UCLC, UCPATH or other campus hosted resources cannot be accessed via a landline phone call. UCI Campus DUO will only work via a smartphone (app push or SMS message) or key fob. For help with UCI Campus DUO, please visit this [site](#).
4. The UCI Health IS Department provides a virtual phone option should you need to send or receive phone calls from your UCI Health extension. If you would like to use this solution, please contact the Service Desk at 714 456-3333 or submit a general request while visiting the UCI Health ServiceNow [website](#).

