

## Working Remotely (Outside the Office)

Whether for personal reasons (illness, family care, etc.) or broader situations (pandemic, severe weather, etc.), you may need to be able to conduct your work from remote locations.

### Accessing your work files

#### What you will need:

- **CCE-owned computer** with Cisco AnyConnect installed (*Cornell VPN*)
  - IMPORTANT: If it is a new or loaner computer, be sure to log into the device the first time while still in the office, on the Cornell network.
- **Internet connection** at remote location
- **Registered Two-Step Device accessible at remote location** for CU Authentication  
*Examples: Home phone, hardware token (fob)*  
<https://it.cornell.edu/twostep>
  - If an accessible device is not registered and you can't authenticate to add a new device, contact Cornell IT for temporary passcode: <https://it.cornell.edu/support>

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### When is the Cornell VPN (Cisco AnyConnect software) required?

The VPN provides an added layer of security for accessing services hosted on Cornell's campus networks BUT many services do not require use of Cornell VPN.

- To access file server(s): network drives
- To access ACCPAC
- To print to a networked copier or printer located in the office

#### How to Connect:

1. Connect computer to the internet via wifi or network cable at remote location.
2. Install the Cisco AnyConnect software (*if not already installed*)  
<https://it.cornell.edu/cuvpn/install-cu-vpn-windows>



3. Connect to the Cisco AnyConnect VPN  
How to: <https://it.cornell.edu/cuvpn/connect-windows-cu-vpn#section-1>

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## Important Guidelines to Follow:

- ✓ Avoid connecting to an open, unsecured wifi connection (especially in public places)  
*An unsecured Wi-Fi needs no password in order to connect to it.*
- ✓ Do not allow others to use your computer without prior approval from your supervisor.  
CCE equipment should be used by CCE staff and for work purposes only.
  - If another CCE staff person needs to use your computer, he/she should log in with his or her own NetID credentials.
- ✓ Do not connect to a file server (network drive) with a non-CCE (personally-owned) device.  
*One compromised computer connecting to a file server can compromise the server for every single staff person.*
- ✓ If you are going to be working in a remote location with poor or no Internet connection, you may download the files you are currently working on to your computer.
  - Be sure to upload them back to their original location when you are connected back to the Cornell network!

## FAQs / Troubleshooting

**Q. My computer is not showing any available Wi-Fi connections, but I know there is one available.**



A. Your computer may have the wifi disabled or airplane mode enabled.

- Check that Wi-Fi is enabled:
  - Select the **Network** icon on the taskbar  
(lower right side of screen)
  - If the **Wi-Fi** icon is the color grey, click on it to turn it on (indicated as blue).
  - Available Wi-Fi networks should now be listed.
- Check that airplane mode is off:
  - Select the **Network** icon on the taskbar
  - If the Airplane mode icon is the color blue, then select **Airplane mode** to change it to grey to turn it off. (<https://support.microsoft.com/en-us/help/4027421/windows-turn-airplane-mode-on-or-off>)





**Q. I am connected to the VPN, but there is a big red X on my shortcut to the network drive.**

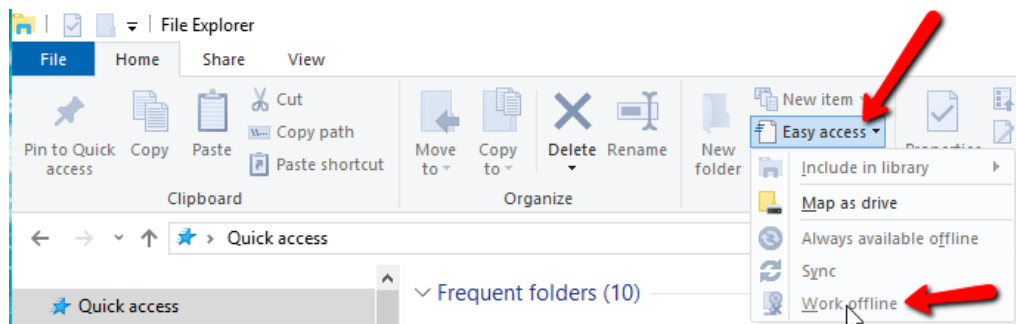
A. When your computer first boots up at a remote location, it cannot find the connection to the network drives. Once connected with the VPN, the shortcuts on your desktop still may not work. To open the network drives:

- Open File Explorer   
*Locate icon on your taskbar OR Press [Windows] button  and E to open File Explorer.*
- Scroll down to “This PC” and click on it
- Your network drives will be listed under “Network Locations”

**Q. I am connected to the VPN and have located the network drive, but cannot access some or all of the files.**

A. You may have a slow internet connection and need to check your online status in File Explorer.

- Open File Explorer   
*Locate icon on your taskbar OR Press [Windows] button  and E to open File Explorer.*
- Click to select and open the network drive.
- **Select [Easy access] from the [Home Tab].**
- From the [Easy access] menu verify that the [Work offline] option is **NOT** selected.



**Q. I am trying to connect to a Cornell site, such as WorkDay, but it seems to be down. My internet connection is working and I can reach other sites.**

A. Check the Cornell IT status page to be sure it is not a known outage.

<https://itservicealerts.hosting.cornell.edu/allalerts>. If the site you are trying to reach is not listed as currently having an issue, reach out to the appropriate contact for that service.