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From: Surguy, Petra M
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To: staff.radiology@uth.tmc.edu; faculty.radiology@uth.tmc.edu
Subject: Working from home tips

Follow Up Flag: Follow up
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A few reminders to all employees currently working from home:

1. Sign out of VPN each day when finished.
2. Sign out or restart your office computer at least once a week.
3. If you are having trouble connecting to your office computer via VPN, [use this troubleshooting page](#) to locate the problem and either bypass it or [report it](#).
4. If you have a computer related problem, [send an MSIT help desk ticket](#). (If you are unable to send a ticket, call 713-486-4848 to have them send a ticket for you).

Reasons for doing these things:

1. The VPN servers automatically disconnect all VPN connections each morning at 3:00 AM. Those who have been forced off sometimes have problems reconnecting to their office computers the following morning, forcing us to restart the computer, sometimes manually.

Logging off VPN at the end of your business day will help prevent most reconnection problems the following day.

2. Restarting your desktop will refresh network connections and clear out the computer's memory, making it ready for reconnection the next time you log in.

I realize many of you need to leave programs open so you can continue working in them later. At a minimum, try to restart the office desktop once a week - perhaps on Friday afternoon when you finish up for the week.

3. The troubleshooting page will help you to either 1) get back in on your own using workarounds, or 2) narrow down how your connection has gone bad so you can send a ticket about it.

Writing an email or ticket saying something vague like "I can't get in" will delay getting you back up, because the problem could be your home computer, your local Internet connection, your VPN connection, or your office desktop.

The troubleshooting page will help pinpoint where the problem is, and thus help us solve it more readily.

4. You're always welcome to email me about anything.

However, sending a ticket to report a computer problem ensures that my MSIT colleagues will be alerted to your situation whenever I'm out of the office for any reason (out sick, taking a vacation (more like "staycation") day, etc.).

I hope you find this information helpful. If you have questions or concerns, please email me.

Thank You!

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Help desk ticket URL: <https://msitapps.uth.tmc.edu/mshelpdesk/>