

Working from Home Guide

How can I access my Kent State phone number remotely?

We recommend using an application on your computer device called 'Jabber'. Your local support person can help install or if you are comfortable, please see instructions to [install](#) and [here](#) to use. Please note, if you were hired within the last two years, there is a possibility you will get the following error "connection to Phone Service failed". If this happens, a telephone support engineer will need to be engaged to address the error. Please go [here](#) and do a live chat to get a ticket opened.



Can I install Jabber to my cell phone?

We don't recommend it at this time – there have been a number of support and licensing issues and would suggest using only your computer.

Can I forward my phone to my cell or home number?

Yes, however here are the things you should be aware of if you plan to forward to a personal line/cell phone 1) if you don't pick up the call, the caller will get your personal voice mail (assuming you have voice mail on your personal line) 2) transferring to another Kent State phone number may not be supported from your personal phone.

I'm OK with forwarding my phone. How do I do it?

You can forward your phone by using the jabber application (see image at bottom of this document) and/or reference this Jabber [quick guide](#). (also include as an attachment to the email)

Can I take my desk phone home to use?

Please do not move Kent State phones. These phones will not work at your home.

What is the recommended way for me to connect with Kent State employees if I want to talk, chat or video?

You can always use your cell phone to talk or text as you would under any other circumstances. You can also use Microsoft Teams to talk, chat and video with one or more persons. For more information on how to do these things, please see [this page](#) for instructions.

Can I use my home computer to do Kent State work?

Yes, please see this advice on what to do first.

- Use a VPN to connect to university resources (see below)

- NEVER save university data locally
- Make sure that you have antivirus software installed on your machine – to download, search "Sophos" on software.kent.edu

Can I use my Kent State work computer at home?

Yes, but there may be some support issues to work through. Please work with the IT support professional in your unit. The attachment titled “KSU Desktop – home.pdf” can be used to setup the computer within your home. If you need assistance beyond this, contact your IT Support professional in your unit or go [here](#) and live chat for assistance.



If I need a computer for administrative work – is there a loaner somewhere?

Yes, but supplies may be limited. Please go [here to request](#).

What is a VPN? Why would I need it?

A VPN (Virtual Private Network) is used to extend the Kent State network ‘virtually’ to your computer while at home or another location. At Kent State, we use an application called “FortiClient” to connect to the VPN.

To install the FortiClient VPN

- Download the VPN from the [software catalog](#) by searching “FortiClient” then selecting “View Details”. You will receive step-by-step instructions while downloading the VPN.
- View the [FortiClient VPN article](#) if you need to connect to a mobile device or need additional information.

Note: The VPN is not necessary for web-based applications (ex: mail.kent.edu)

Requires VPN	Does Not Require VPN
File Shares	Email
Library Resources	Microsoft Teams
Banner	Blackboard Learn
Cognos	Blackboard Collaborate
Document Imaging	Kaltura

Workflows	LinkedIn Learning
WebFTP	
Jabber	
Empower Timekeeping*	

* Accessible to supervisors only

Forwarding your Kent State phone:

