Getting Started Guide: Working Remotely at Clemson

Make sure you are taking advantage of the many resources available for working and learning remotely at Clemson.

To work remotely, you will need:

- Basic Windows computer or laptop or Apple Mac
- Internet connection
- Duo Authentication
- Virtual Private Network (VPN) needed for certain systems
- Remote Desktop to access your work computer (only if work computer is turned on)
- USB Webcam and microphone or headset (for those who use web conferencing)

Setting Up and Getting Connected

Connect and Get Access

- If you do not have Internet access, local broadband and WiFi providers may extend their service during special times of need. Please check with your provider for specifics. If no options are available, contact CCIT Support.
- Make sure your computer is in good working order and you have a good connection to the Clemson Network.
- Ensure you can authenticate with Duo on the device you have with you.
- If you need access to resources that require the Clemson network, ensure you can use secure VPN to access them.

Get Software and Tools

- Make sure you can use CU Apps as a virtual interface to any software that you don’t have on your computer.
- Use the CCIT software download page to get and install common software applications.

Prepare for Virtual Meetings

- Based on your preferences for conducting your classes or meetings virtually, ensure you are familiar with and have installed necessary plug-ins for Cisco Webex or Zoom.
Setting Up Canvas (Faculty Only)

- New to using Canvas? Check out this Canvas Quick Start Guide.
- Access and organize courses on your Canvas dashboard. Learn how in this video.
- Make sure your courses are published. Learn how here.
- Verify your notifications are enabled in Canvas. Learn how here.

Getting Help and Information

- Use the CCIT website for technical education and support.
- Still having trouble? Make sure you sign up for system alerts to get notified of any Clemson system outages.

Use these one-stop web pages to find everything you need:

Faculty  Staff

Other Helpful Topics

- Academic Continuity Website… Home Page  eLearning Resources
- Working Remotely… For Faculty  For Staff
- CCIT Support
- Getting Help
- Cybersecurity Guidelines for Working Remotely
- Network and Systems Status

Still Need Help?

- Chat Online: ccit.clemson.edu
- Email: ITHelp@clemson.edu
- Text or Call: 864-656-3494