

IS Guidelines on Support for Telecommuting

The Help Desk will provide best-effort* support for accessing College resources, via phone or in person at the Help Desk during business hours. The computer an employee uses off-campus must be compatible with the current method of remotely accessing restricted College resources (including operating system version and security updates). The current method is a pilot which allows only for remote access to an employee's college desktop machine, leveraging secure VPN. Instructions can be found at <https://vpn.wellesley.edu/>. A domain account is required to access these instructions.

IS does not provide computers for employees to work at home. A department may choose to purchase a computer out of department funds or an employee may use their personal computer. If a department chooses to purchase a computer for the employee, IS strongly recommends purchasing the computer through IS to maximize support. The purchase form can be found at <http://www.wellesley.edu/Computing/Forms/authpurchase.html>. If the department does not purchase a computer through IS, IS can only provide extremely limited support.

Employees and their supervisors should be aware that successful remote connections are not guaranteed due to variability in home network connections and software and hardware incompatibilities. Not all College software and network resources will be available off-campus due to licensing agreements and limitations of remote access. Performance (speed, responsiveness) of network resources may vary considerably when accessed over a remote connection; depending on the nature of an employee's work, certain software and network resources will be best used on campus.

Recommendations for network access and computer specifications as of July 2010:

- Recommended connection: DSL, cable, or fiber optic (e.g. FIOS)
- Operating system: Windows XP SP3, 32-bit Windows Vista SP2, 32-bit Windows 7, Mac OS X 10.4, Mac OS X 10.5, Mac OS X 10.6
- Minimum hardware specifications: See page 3 of the student Guide to Purchasing a Computer at <http://www.wellesley.edu/Computing/ResNet/purchaseguide.pdf> - currently 2GB RAM, 2 GHz processor, 120 GB hard drive
- Productivity software: Microsoft Office 2007, 2008, or 2010, which can be purchased through Wellesley's Computer Purchasing Program.
- Anti-virus software and anti-malware software: IS recommends VirusScan and Malwarebytes

* Best-effort support is defined as a maximum of one hour of dedicated troubleshooting, after which IS staff will make a judgment call as to whether additional effort would be appropriate.

Last updated: August 19, 2010