

LSU ITS Guidelines for Working Remotely

The following information and links to documentation are intended to assist employees in conducting their work remotely. For more information about your specific departmental needs, contact your departmental IT contact or the ITS Service Desk (225-578-3375). Some of these services will likely require you to work with your departmental IT support person to determine whether they are necessary for your work situation, and to install or configure them.

Information Security

Passwords - Verify your LSU account password and your password reset questions are up to date.

- [myLSU Password Reset](#)

[Multi-Factor Authentication \(MFA\)](#)

NOTE: Please ensure that more than one factor is configured for MFA (phone call, Microsoft Authenticator app, and/or code generator app)

- [MFA Enrollment](#)
- [Logging in with MFA](#)
- [Troubleshooting](#)

[Securing Your Home Network](#)

Email

[LSU Email: Overview](#)

Phones

[Voicemail - Checking from on or off-campus](#)

[Microsoft Teams - Offers both video and audio calls](#)

If you require additional telephone resources to work remotely, please contact the ITS Service Desk (225-578-3375 or servicedesk@lsu.edu).

Office365

[OneDrive for Business](#)

[Microsoft Teams](#)

Web Conferencing

[Zoom](#) - Additional charges apply for using the 800 number dial-in feature. Please use the voice application within Zoom when possible.

Virtual Private Network (VPN)

GlobalProtect VPN Client - Please contact your departmental IT support staff to see if you will need VPN services.

- [How to Download](#)
- [Installation - Windows & Mac](#)
- [Using the GlobalProtect VPN Client](#)

Mainframe

- [Establishing Access](#)
- [For Windows](#)
- [For Mac](#)

Remote Desktop Access

If you require remote desktop access to your campus computer please contact your departmental IT support staff to enable this functionality.

- [How to Remotely Connect](#)