

Instructions on remote work in response to the coronavirus

Sisältö

| | |
|---|-------------------------------------|
| Internetyhteyden muodostaminen etätyöpisteestä | Error! Bookmark not defined. |
| Etätyössä käytettävät laitteet ja lähituki | Error! Bookmark not defined. |
| Tavoitettavuus etätyössä | Error! Bookmark not defined. |
| Tietoturva etätyössä | Error! Bookmark not defined. |
| Tuki järjestelmien ja laitteiden käyttöön | Error! Bookmark not defined. |
| Henkilökunnan IT tuki (tietotekninen neuvonta ja vikailmoitukset) ... | Error! Bookmark not defined. |
| Opiskelijoiden IT tuki (tietotekninen neuvonta ja vikailmoitukset)..... | Error! Bookmark not defined. |
| Etäopetuksen tuki ja etäopetustilojen tilaaminen..... | Error! Bookmark not defined. |
| Moodle | Error! Bookmark not defined. |
| Adobe Connect..... | Error! Bookmark not defined. |
| Yleistä ohjeistusta | Error! Bookmark not defined. |

Creating an Internet connection from a remote location

If your employer provides an Internet connection, use it.

If you have your own mobile or fixed Internet connection, for instance a cable or fiberoptic connection, we recommend you to use it. Usually these connections are not charged by use, which means that you can use them without extra costs.

If you do not have a connection, use your work phone as a hotspot to create one.

Instructions on creating an Internet connection via a Samsung smart phone:

[< LINKKI Verkkoyhteyden%20jakaminen%20Android.docx >](#)

Remote work equipment and support

When working remotely, use the laptop provided by your employer. Do not forget to take along the laptop's charger, headset, your work phone, and its charger. If needed, you may also take your mouse and keyboard.

If you need a separate display, you can take it to your remote location along with the docking station and/or the necessary cables to connect it to your computer. Printers are left in the workplace.

The LUC ICT Services do not have the resources to assemble or disassemble the equipment or to visit clients who need support. Instead, the support is provided by phone and email.

Reachability in remote work

In remote work, it is important that you can be reached and present by phone and via electronic media. Keep your phone, Skype for Business app, and Teams app active if you also use the at other times. Also, use the Office calendar and enter your events there. Pay special attention to updating your calendar by marking your holidays and absences in such a way that they can be seen by everyone with whom you interact in your work. Finally, it is advisable to mark your personal affairs as private events.

Data security in remote work

When working remotely, pay special attention to data protection. In addition to our organisation's general data protection instructions, pay attention to the following:

1. Working on a computer
 - only use a workstation administered by the organisation
 - if possible, use a separate room or space that is at least visually set apart from the rest of the space
 - use a screen shield (delimits the viewing angle and distance) if you cannot use a space described above

- instead of using the workstation's speaker, use a headset when participating in web meetings and other such events
- do not let others use the workstation, not even your family members
- always lock the screen when you leave the workstation to prevent others from using the station
- using your workstation remotely does not differ much from office use, and the same data processing instructions apply for both:
 - Lapland University of Applied Sciences:
<http://lucitinfo.luc.fi/lapinamk/layouts/15/start.aspx#/SitePages/Tietoturvaohjeistus.aspx>

2. Paper-format material

- bring only the essential material to the remote location
- make sure that others do not have access to the material
- keep confidential material in a locked space
- Destroying confidential material: keep the materials to be destroyed in a locked space and bring them to the appropriate containers in the workplace after the state of emergency

Support for using systems and equipment

Personnel's ICT support (advice and fault reports)

- The ICT Servicedesk helps you with ICT-related problems and directs your support request to the appropriate party when necessary.
 - Opening hours Mon. – Fri. between 08:00 and 16:00.
 - Contact information: Phone: 040 778 5800, servicedesk@luc.fi Physical service points are closed.

Students' ICT support (advice and fault reports)

- Students' Helpdesk assists students with ICT-related problems and directs service requests to the appropriate parties when necessary.
 - Opening hours Mon. – Fri. between 08:00 and 19:00
 - Contact information
 - LUAS 08:00 – 17:00, 040 484 4210, servicedesk@luc.fi
 - University of Lapland 10:00 – 19:00, 040 484 4488, helpdesk@ulapland.fi
 - Physical service points are closed.

Support and premises for distance teaching

eLearning services: (Distance teaching tech support and advice)

- Instructions for arranging distance teaching in a state of emergency
<https://intra.ulapland.fi/news/Ohjeita-eOppimispalveluilta-etaopetuksen-jarjestamisesta-poikkeusolosuhteissa/26799/5cab6864-181c-4a67-8611-4278ce324465>

Moodle

- Support: eoppimispalvelut@lapinamk.fi, the number of the support person is available at <http://eoppimispalvelut.fi/>

Adobe Connect

- Support: eoppimispalvelut@lapinamk.fi, the number of the support person is available at <http://eoppimispalvelut.fi/>

General instructions

- Lapland University of Applied Sciences:
http://lucitinfo.luc.fi/lapinamk/_layouts/15/start.aspx#/SitePages/Kotisivu.aspx
- University of Lapland:
- Links to remote working instructions
 - Lapland University of Applied Sciences:
<https://intra.lapinamk.fi/fi/yhteiset-palvelut/henkilostopalvelut/Jaetut%20asiakirjat/Etatyö%20menettelyohje%20määräajalla%201.1.-31.12.2019.pdf>
 - University of Lapland: