



# Working Online FAQ

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## Working Remotely & Teaching Online

Academic institutions and organizations all attempt to operate with a dependable business continuity plan for working remotely and providing instruction by alternative delivery mechanisms. A loss of electric power, inclement weather, Internet outage and other calamities seriously affect the daily flow of work and instruction. Rio Grande does have many contingencies in place ranging from public safety protocols to keeping offices operating, mailrooms functional and keeping all communications open to the campus community.

### **FAQ: What phone services are operational?**

Rio Grande's phone system is functional, but many numbers are forwarded to campus voicemail. Some staff are directing office numbers to off-campus mobile numbers. Voicemail is operational. While many in our Rio Grande community have personal mobile phone devices, the official phone service for Rio Grande is our campus phone system and directed from our 1-800-282-7201, or by direct dialing. Emergency phone numbers are published elsewhere.

### **FAQ: What is the campus emergency text messaging service?**

Rio Grande uses & supports NIXLE.com for public safety and emergency text messaging and e-mail distributions. NIXLE.com is an opt-in service offered from their website and is not a RioNET service.

### **FAQ: What are the e-mail distribution services?**

RioNET uses mail list distributions to communicate with large groups of users. These bulk mailing options are managed by Campus Computing & Networking for "approved posters" and arrive with the sender format = @lists.rio.edu. Non-bulk e-mails come from users = @rio.edu or @students.rio.edu

### **FAQ: Are RioNET & the campus networks operational?**

Rio Grande has a reliable Internet connection that operates even when campus is closed for weekends, vacations and forced closures. Many functions require user authentication that occurs from our data centers like many other essential networking services, too numerous to list. Keeping RioNET wired and wireless networks operational is a primary responsibility for our IT staff.

### **FAQ: What Internet connection services are operational?**

The Internet is a broad multi-faceted system of networking providers, each with a specific role to play in maintaining connectivity. Ohio's OAR.net connects to local, regional, national & global commercial, academic, and research networks. All these networks interconnect to cellular and "last mile providers" to form the Internet. Access to the Internet varies from location to location and not all users are served equally or affordably. While some parts of the Internet may fail, it is amazingly stable and reliable.



## **FAQ: What are Rio Grande's support technologies for remote work and online learning?**

Rio Grande students, faculty & staff should use these Microsoft-based and other supported technologies that use our RioNET managed usernames, addresses and passwords.

Links to most of these are available on <https://www.rio.edu/myrio> .

Users sign in (authenticate) using RioNET e-mail addresses and provides Single Sign On where possible.

Microsoft 365 Outlook (e-mail)

Microsoft 365 Web apps including Word, Excel, PowerPoint, OneDrive (cloud file storage)

Microsoft 365 MS Teams (video conferencing/collaboration)(desktop & mobile apps available)

LMS Rio Grande uses Blackboard as our Learning Management System.

Note: Respondus is a LMS assessment academic honesty tool called Lock-down Browser.

Respondus also offers proctoring tool called Monitor.

Video Collaborate is Blackboard LMS tool for video conferencing and recording/playback.

Video VidGrid is a Blackboard supported add-on tool for video recording/playback.

Publishers Many book publishers have Blackboard connected or individual sites – check syllabus.

## **FAQ: Can students and employees work from off-campus?**

Most of Rio Grande's supported technologies are Internet based and located off-site with authentication for sign-in coming back to campus. Microsoft 365, Blackboard, VidGrid, StudentSpace Web, and Paycor (HR suite) are all fully accessible from an Internet connected system and a browser. Many mobile apps are also available. Remote access to internal campus networked resources are available on a supervisor approved and limited basis through a Virtual Private Network (VPN).

## **FAQ: What tutorials are available for self-training?**

Most every technology includes a Help link and Support options including online training materials.

It is a bad assumption that all users have computing systems and adequate Internet access to support demanding online tools and applications.

Users can reference Information Guides at <https://www.rio.edu/myrio> for our published information.

## **RioNET Information Sheets – Troubleshooting & Assistance Guides**

Using technology does not always come easy. What is easy for some, may offer challenges or technical issues for another person. Please reference our Guides for more assistance: <https://www.rio.edu/myrio>

**Campus Computing & Networking – support@rio.edu – 800-282-7201**