

# TELECOMMUTING PROCEDURES

## VPN Access

If you are using a personal computer, and have not downloaded the VPN software:

- Please request the VPN by contacting IT at [itcustomerservice@tmcc.edu](mailto:itcustomerservice@tmcc.edu) or call 775-673-7800. They will provide either a Windows install or a Mac install depending on what you request.
- **Windows Operating Systems:** Open File Explorer . Right-click This PC and select Properties. The operating system will be listed under System. Download the appropriate version and install the software.
- **Apple Operating Systems:** Mac OS X 10.6 Snow Leopard is the last release that a 32-bit Intel Mac can run, Mac OS X 10.7 Lion and up are, by default, 64-bit. Download the appropriate version and install the software.

If you are using a TMCC laptop, GlobalProtect may already be installed. To check, click on the Start Menu icon  and look for Palo Alto Networks > GlobalProtect. If it is not installed, please [Contact Information Technology](#).

### Connect to the VPN:

- Click on GlobalProtect and type in the following for the VPN address: **[pconnect.tmcc.edu](https://pconnect.tmcc.edu)**. If prompted to update the VPN client, click Yes to update the software.
- Enter your TMCC username and password to connect to the VPN.

### Connect to your Personal Home Drive (H:) and Shared Departmental Drive (S:):

*To map the drive on Windows:*

- Open File Explorer  and right-click This PC and select Map Network Drive.
- In the Map Network Drive settings box, select an available drive letter and type the following network address in the Folder line: **\\tmccadm.n.tgcc.edu\Cloud**. Click Finish. (Note: There is no "i" in tmccadm.n.)
- When prompted for a username, enter **tmccadm.n\** followed by your TMCC username (i.e., **tmccadm.n\epresley**).
- Enter your TMCC network password.

*To map the drive on Mac OS X:*

- In the Finder on your Mac, choose Go > Connect to Server. You will get a prompt for the server address.
- Type the following network address in the Server Address field: **smb://tmccadm.n.tgcc.edu/Cloud**. Click Connect. (Note: There is no "i" in tmccadm.n.)
- When prompted for a username, enter **tmccadm.n\** followed by your TMCC username (i.e., **tmccadm.n\epresley**).
- Enter your TMCC network password.

For more information: [VPN and Remote Network](#)

## Call Forwarding

The ShoreTel > Mitel Connect software client provides the ability to forward incoming calls from your office phone to another phone number; such as, a cell phone or home phone. To check if the client is already installed, click on the Start Menu  icon and look for ShoreTel > Mitel Connect.

- If you need to download the software, download and install the Mitel Connect client from [ShoreTel Connect](#). This website can only be accessed on campus or via the VPN.

### To Set up Call Forwarding:

- To forward your phone extension, you must be on the TMCC network or connected to the VPN.
- Click on Mitel Connect and enter your TMCC username and password. If the phone you want to connect to is a workgroup phone, you will need the custom username/password that was created for it. (If your department does not have this information, please [Contact Information Technology](#) to request it.)

- Click Show Advanced and enter: **shoretel.tmcc.edu** for the server name.
- Click Connect (top left corner) and select Settings.
- Click Call Routing and select the second Change box from the top.
- Select Always Forward My Calls To, then click the dropdown box and enter the number to forward phone calls to.
- Click Save.

## Voicemail Access

- To access voicemail from another phone, call (775) 673-8200 and hit the pound (#) key as soon as the message begins. Enter the phone extension including the 5 (e.g. 57800). Enter the password followed by the pound (#).

### **Sending Voicemail Messages to Email:**

Mitel Connect can send voicemail messages to email accounts as a .wav file.

- In the Mitel Connect software, click Connect (top left corner) and then select Settings.
- Click Notifications and check the Send Email Notification box. This will be sent to the default email address used to login to Mitel Connect.

### **Enable Softphone:**

Softphone is a Mitel Connect option that runs on a computer and functions as a phone, but without the physical device and handset associated with a phone.

- Before enabling this feature please ensure your audio devices are updated and functioning.
- In the Mitel Connect software, click Connect (top left corner) and select Settings.
- Click Softphone and under Capture Audio Through, click the dropdown box and select an available microphone option.

## General Links

- MyTMCC: <https://my.tmcc.edu/>  
Canvas: <https://tmcc.instructure.com/login/ldap>  
Email: <http://mail.gapps.tmcc.edu/>  
Workday: <https://workday.tmcc.edu/>