

OFF-SITE HOLIDAY AND CAMPUS BREAKS

Frequently Asked Questions (FAQs)

1. Can employees come to campus when it is closed?

Yes, with approval and awareness of your direct supervisor.

2. What is an essential employee?

Essential Employees: Employees whose duties and responsibilities are necessary to maintain basic operations of the institution during a weather-related or emergency cancellation or closure.

Employee supervisors are expected to inform their employees whether or not they are essential employees. Employees that have not been designated by their supervisors as essential employees are non-essential employees for the purposes of this policy.

3. What is a non-essential employee?

Employees that have not been designated by their supervisors as essential employees are non-essential employees for the purposes of this policy.

4. What is VPN (Virtual Private Network)?

VPN (Virtual Private Network) Global Protect, is installed on all PSC owned laptops to provide secure access to all WVU system information.

Most remote work can be done without using the Remote VPN (Virtual Private Network) service. However, employees should connect to the VPN to access resources that are only available on-campus while they are located off-campus (including MyTime, web clock, and leave request system).

Process Steps

- a. To review system requirements and additional information about using Remote VPN, read [Working Remotely with a VPN](#).
- b. Please follow the instructions to download the software client at [Installing and Connecting to Remote VPN](#) for Windows or macOS.

Note: If prompted, please enter your primary email address and then login with your WVU credentials. Type "VPN" in the search bar to view related ITS articles.

- c. If someone has never used the VPN, PSC Information Technology Unit is happy to assist with sign-up before your remote work begins.

5. What is Jabber?

Jabber is a soft phone application. Most employees will not need access to this application and can leverage TEAMS or Navigate for in-house communication.

* If someone needs a Jabber account setup to make calls to the public, please have your direct supervisor contact PSC IT to make a request.

6. Will employees who don't have Jabber get it so they can take and make calls from home?

Most employees will not need access to this application and can leverage TEAMS for in-house communication. If someone needs a Jabber account setup, please have direct supervisor contact PSC IT to make a request.

7. Without Jabber, how can employees communicate with students?

Faculty can email and text students through the NAVIGATE system.

8. How do I log my hours if I am used to punching a time clock?

Work with direct supervisor to ensure your work hours are logged correctly.

Employees are only to work during their regularly scheduled hours.