Process to request a Teleworker at home

As this is a limited resource all requests will be evaluated on a case-by-case basis based on the business requirement and priority. If your request is approved, you will be notified via email by ITS Voice Services.

1. **When submitting your request to the Jira Customer Portal, please include the following information:**
   a. **What is your role and the business reason you require this service?**
   b. **What is your department name and extension number?**
   c. **Who is the person approving this request from your department?**
   d. **How far will your phone be located from your High Speed internet modem, it must be within cable distance (preferably 25 feet or less)**
   e. **Do you plan on using your office phone or will you require a new phone?**
   f. **Are there any accessories that you will require (headset – wired or wireless)**

Prerequisites for setting up your VoIP phone as a Teleworker at home

2. Must have High Speed home internet access within cable distance (6-25 feet) of where you will setup your VoIP phone
3. Must have VPN client installed on your computer to connect to Carleton's network

   - There will be programming changes required for your phone, instructions for this will be included in a procedure that you will be sent should your request be approved.
   - You will be required to come to campus to pick up your desk phone or a new phone along with power cubes and cables which are required to connect and power up your VoIP phone at home.
   - These arrangements will need to be coordinated through ITS Voice Services via the service ticket that was submitted.

NOTE: If you need to connect remotely to your PC, you will need to connect it to your wall jack, you can do this by connecting the network cable (used to reboot your phone) to your PC, you can trace the top cable you disconnected which goes to your PC, disconnect it and replace it with your main phone ethernet cable. If done properly, this will connect your PC to Carleton's data network. To test your connection, turn on your PC, open a browser and ensure you can connect to an internet site, if successful your PC connection is correct. If not successful, you have plugged the wrong cable into your PC, use the other cable and try again.