**UIC College of Applied Health Sciences IT**

**Critical action items for personal machines**

It is important to note that using an AHS-issued machine is the preferred option. However, we understand that one might not be available. As such, if you will be using a personal machine to work remotely, please take the following steps:

1. Ensure your machine has antivirus software. Symantec is available from the WebStore for free: [accc.uic.edu/services/security/antivirus/symantec-endpoint-protection](https://accc.uic.edu/services/security/antivirus/symantec-endpoint-protection/)
2. Ensure your Operating System is up to date
   1. Windows 10: [support.microsoft.com/en-us/help/4027667/windows-10-update](https://support.microsoft.com/en-us/help/4027667/windows-10-update)
   2. Mac OS: [support.apple.com/guide/mac-help/get-macos-updates-mchlpx1065/mac](https://support.apple.com/guide/mac-help/get-macos-updates-mchlpx1065/mac)
3. Ensure you’re running the latest versions of Microsoft Office and internet browsers
   1. Microsoft Office 365: [webstore.illinois.edu/shop/product.aspx?zpid=2690](https://webstore.illinois.edu/shop/product.aspx?zpid=2690)
4. If you are running any Adobe products, take advantage of the Adobe Creative Cloud for University Staff Enterprise program: [webstore.illinois.edu/shop/product.aspx?zpid=3420](https://webstore.illinois.edu/shop/product.aspx?zpid=3420)
5. Use a VPN connection when connecting to university resources and applications: [accc.uic.edu/services/infrastructure/network/virtual-private-network](https://accc.uic.edu/services/infrastructure/network/virtual-private-network/)
6. Utilize Box and Box Health Data folders for accessing files
   1. [accc.uic.edu/services/communication-collaboration/cloud-storage/box](https://accc.uic.edu/services/communication-collaboration/cloud-storage/box/)
   2. [hipaa.uillinois.edu/protecting-phi-with-box-health-data-folders](https://hipaa.uillinois.edu/protecting-phi-with-box-health-data-folders/)

**AHS IT support**

AHS IT helpdesk tickets may be submitted via email to [ahs-help@helpdesk.uic.edu](mailto:ahs-help@helpdesk.uic.edu). Remote desktop tools are available for IT assistance. Our IT helpdesk will maintain continuity of IT support during contingency scenarios wherever possible, within the HR guidelines of the university and college.

**Campus-wide resources**

* **ACCC Academic Continuity**[accc.uic.edu/support/academic-continuity](https://accc.uic.edu/support/academic-continuity/)
* **ACCC Tech Resources for Teaching & Learning Online**  
  [accc.uic.edu/news-stories/tech-resources-for-teaching-learning-online](https://accc.uic.edu/news-stories/tech-resources-for-teaching-learning-online/)
* **ACCC Tech Resources for Working Remotely**  
  [accc.uic.edu/news-stories/tech-resources-for-working-remotely](https://accc.uic.edu/news-stories/tech-resources-for-working-remotely/)