



TELECOMMUTING PROCEDURES

VPN Access

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


- Go to <https://paconnect.tmcc.edu/> and login using your TMCC username and password. There are three download options: 32-bit windows, 64-bit windows, and Mac 32/64 bit. To determine what option to choose:
 - Windows Operating Systems: open File Explorer  and 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: Choose Mac 32/64 bit. For macOS install instructions: <https://www.tmcc.edu/information-technology/faculty-staff/vpn-and-remote-network#mac>

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 see IT Network Support.

Connect to the VPN:

- Click on GlobalProtect and when prompted use paconnect.tmcc.edu for the VPN address (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 the Home Drive and Shared Drive:

- 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 in the Folder line: `\\tmccadmnmcc.edu\Cloud`. Click Finish. **(Please note: There is no "i" in tmccadmnmcc)**
- When prompted for a username, type `tmccadmnmcc\` followed by your TMCC username (i.e., "tmccadmnmcc\epresley")
- Enter your regular TMCC password.
- For more information: <https://www.tmcc.edu/information-technology/faculty-staff/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 this website: <http://shoretel.tmcc.edu>. 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 IT requesting it.)
- Click Show Advanced and enter: shoretel.tmcc.edu for the server name.
- Click Connect (top left corner) and then select Settings.
- Click Call Routing and then 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 once 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 then select Settings.
- Click Softphone and under Capture Audio Through, click the dropdown box and select an available microphone option

General Links

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