

LCPA Remote Working Tool Kit

*Lincoln Center IT Department recommends using web/cloud applications for remote working.
(Use Google Chrome Browser)*

Hardware Specifications and Best Practices

(Desktop or Laptop)

To find out your computer specifications, click here [For Windows, For Mac](#)

- Mac OSX or Windows
- 8 GB RAM
- 40 GB Hard Drive Storage available
- I5 Processor or Equivalent

Wi-Fi

- Do not share sensitive/access data (e.g. *financial, legal, etc.*) when using public Wi-Fi (e.g. networks at coffee shops, hotels, etc.)
- Connect to Wi-Fi that requires authentication.
- Use Mobile Hotspot if available.

VPN

- Use VPN only when required for business purposes (Epicor, Coding Sheet).
- Do Not leave VPN Connected when not in use (*Overnight*).
- Use Mobile Hotspot if available.

General

[Visit Lincoln Center Employee Portal for Video & PDF Tutorials](#)

1. [Sign in with Lincoln Center email](#)
2. [Select IT Portal](#)
3. [Select Quick Setup](#)

Microsoft Collaboration Tools are essential when working remotely. Below are links to online applications, videos, and how-to documents.

[To Access OFFICE 365 – Click Here](#)

[To Access your work email -- Click Here](#)

[To Learn how to open a shared mailbox -- Click Here.](#)

[To Access Contacts – Click Here](#)

Create, Share and Edit Microsoft Documents.

- [Excel](#)
- [Word](#)
- [PowerPoint](#)

Communication Tools *(Instant Messaging, Conferencing, and Co-Authoring)*.

[Microsoft Teams](#) is a multi-function tool that will allow you to collaborate instantly with your team members and colleagues. Features available to you include:

- [Create a Channel](#) (A channel is a conversation with specific teammates)
- [Instant Messaging](#) (Chat)
- [Conference Call \(Join\)](#)
- [Host a Teams Meeting](#)

File Access, Sharing and Storage.

- SharePoint – [Click Here](#) to Choose your Department *(Top Navigation)*, Document Libraries will be on the left. [Click Here to learn more.](#)
- [OneDrive](#) – For personal and sensitive files.
- [Dropbox](#)

Desk Phone.

- Options: (guides below)
 - Forward your extension to your home or mobile number
 - Work from voicemails which become emails
- [Desk Phone Guide \(Forwarding & other shortcut keys\)](#)
- Check your Voicemail:
 - Dial 212-875-5097
 - Press *
 - Enter extension
 - Enter Voicemail PIN

[Coding Sheet -- Click Here \(VPN Required\)](#)

Specialized Tools

[Tessitura Remote Access – Click Here](#)

1. Sign in with Lincoln Center Email
2. Select IT Portal
3. Select Quick Setup

4. Select Tessitura Remote Access

Epicor Remote Access -VPN Required (Use LCPA email/password)

VPN Requirement (Epicor ONLY)

- Updated Virus Protection
- Strong Password (7-16 characters)
- Windows 10 or later
- Mac OSX 10.14 or later

- **Windows PC**
 1. Open "Remote Desktop Connection"
 2. Enter "lcpa_ts" to access FRX Reporting
 3. Enter "lcpa2012ts" to access Epicor Application
 4. Use LCPA username/password to sign in

- **Mac OSX**
 5. Download "Microsoft Remote Desktop"
 6.  Click + to add new connection
 7. Enter "lcpa_ts" to access FRX Reporting
 8. Enter "lcpa2012ts" to access Epicor Application
 9. Use LCPA username/password to sign in