

# AUC IT Procedure and Guidelines

## For Remote Access Tools Usage

*AUC IT uses remote support software to support any staff, faculty, classroom, meeting room, or hall in a fast response. The user is required to arrange a remote session with the technical support team. User acceptance for a remote session to occur is mandatory.*

## Approved Remote Actions

The allowed actions when doing a remote support session are:

- Asking the user to restart if needed.
- Asking the user to control or open applications or webpage for testing.
- Asking the user permission to send file to his computer.



**IT staff will never ask for sharing or disclosing user's credentials or any confidential information during remote support sessions.**

## Used Applications:

Applications and their zone of usage:

- **Classrooms:** VNC
- **Offices:** Zoom

## IT Procedures:

- IT commits to keeping logs and traces for actions as applicable and as guided by the information security office. Remote access software keeps and provides detailed logs for all remote activity that took place on any computer as guided by information security office regulations.
- IT commits to following information security policies, procedures, and guidelines to ensure the safety and confidentiality of AUC assets and data. Ex. Won't install cracked software, won't loosen security configuration on any device...etc.
- Only defined and limited IT staff has the right to use the remote support feature. Any exception is not allowed, and if requested, it will need senior management's explicit and documented approval.
- Any violation of this procedure will subject the violator to sanctions up to dismissal.

## Procedures for Important and Critical System patch updates

- When a new critical or important security patch update for your computer system is issued, a friendly message will appear asking you to save your work on the computer and your acceptance for restart to install updates. We will not force your computer to restart automatically.

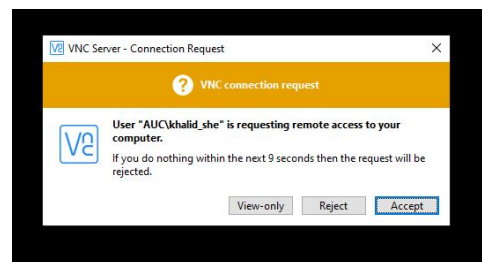


**These updates are critical to secure your computer and to keep it working with better performance.**

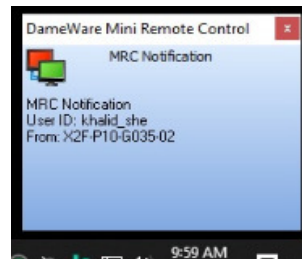
## Procedures for Remote Support in Classrooms and Labs

For remote support in classrooms, ACTSS support staff use [DameWare](#) application.

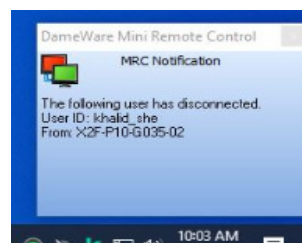
1. When ACTSS support staff gets a call for technical assistance in classrooms, he informs the caller that he will log in now to the classroom computer to fix the problem. Once he logs in, the user is prompted to accept/reject the remote login. The pop-up window shows the username of the support staff who is requesting access to the computer.



2. When the user accepts the remote login, a popup window will show him the username and computer name of the staff who logged in to the computer.



3. After support staff finishes his task and logs out, a pop window will show the user that the remote login has been ended and the support user has disconnected.



## Guidelines:

### Bits of Advice to users while receiving remote support service:

- Be attentive
- Connect to a good internet source
- Direct the team to the problem
- close the session after the job is done
- Never share or disclose your credentials or any confidential information during remote support sessions.