

March 18, 2020

Employee Remote Access to Computer Resources

Information Technology is committed to supporting employees as they transition to work-at-home due to the coronavirus. Use the following procedures and documents to get started.

- [Sending Voicemail to Email](#)
- [Procedure for Accessing VPN/Remote Desktop](#)
- [Procedure for Accessing VPN/Remote Desktop from your Home Computer](#)
- [Using Google Hangouts Meet](#)
- [Remote Access FAQ](#)
- [Zoom](#)

Note: During the suspension of access to College facilities, IT support services are being provided from remote locations. We are currently receiving a high number of support requests. Please expect delays and we will respond to all requests as soon as possible.

Employee Requests for IT Support:

Employees with IT questions can request help in several ways:

- Calling the IT help desk at (520) 206-4900
- Emailing helpdesk@pima.edu
- Creating a ticket through the IT Service Requests found on the @Work page in MyPima.

Student Requests for IT Support:

The MyPimaHelpDesk assists students with MyPima logins, access to D2L and more. This service is available 24 hours a day, 7 days a week.

Students should call (520) 206-4800 or email mypimahelpdesk@pima.edu. See the [Student Computing Resources](#) webpage.