

Return to Site Checklist

Before You Return

1. **Getty Digital recommends connecting to Pulse Secure (our VPN solution) from home every day for at least one week before your return onsite.**

To make the most of your time onsite and to avoid unexpected surprises, ensure you have all the security and application updates that have been sent to your computer. If you have not connected to Pulse Secure in a while, you will need to catch up, which may take some time.

2. **All staff should attend the short Return to Office Orientation program before returning.**

Visit the [Getty Digital Training Calendar](#) for a list of dates and times. All sessions can be accessed at:

<https://getty.zoom.us/j/91455061862?pwd=THhCakdYQTBaMGE4UTNEUEExd2NyUT09>

3. **Did you receive an invitation to create a RingCentral account (Getty's new phone system which places calls through your computer)? Make sure to activate your account.**

RingCentral is being phased in across the Getty, so not all staff have been migrated yet. This new phone system allows you to use your computer to make calls and use voicemail. Desk phones have been removed for staff that have been migrated to this new service. Headsets are available upon request, provided by Getty Digital, to facilitate the use of RingCentral on your computer or other device. If you believe you still need a physical phone at your location, please contact Getty Digital Help.

Notified but never activated?

Contact Getty Digital Help to request a new activation email ASAP (which expires after 2 days). Follow the steps to ensure that you will have RingCentral phone service once you are back onsite. Watch [Getty's Introduction to RingCentral video](#) for an overview of how to use RingCentral.

Should you also install the RingCentral app on a smartphone or tablet?

It's available via your app store, and it's up to you. Once you're back onsite, if you need assistance with your computer from Getty Digital Help and no longer have a desk phone, you can reach them from RingCentral or a conference room or pantry phone at ext. 1199, or via your personal cellphone service at 310-440-1199.

Getting Up and Running at Site

1. Computer/Monitor(s) not turning on?

Check that computers and accessories are properly plugged into power. Getty custodial staff have been thoroughly cleaning during the WFH period. Your technology may have been inadvertently unplugged from power.

2. Can't connect to the Internet or Getty shared drives?

Check your media converter (the black box connected to your Ethernet cable that connects you to the Getty network at the Center). First, restart it by unplugging it from power for 10 seconds and plugging it back in. If that does not fix the problem, contact Getty Digital Help.



Connect to Wi-Fi using StaffNet (Getty's secured staff wireless network) or GettyLink (the public Wi-Fi). This will give you an Internet connection temporarily while you wait for your media converter to be serviced or replaced. If you need to connect to shared drives, make sure to also connect to OES on PCs or connect to servers on your Mac.

Staff who have office desktop computers dormant during the last year should expect some issues. New hires started during the last year should work with their supervisors to confirm work locations and availability of peripheral equipment such as monitors; scheduling an assist session with Getty Digital Help is strongly recommended.

3. Returning with a new Getty computer?

You may need to do some initial set up to connect your computer to the Getty Network.

- a. Connect your new computer to your ethernet cord (or your dock if your ethernet cord is plugged in to your dock) and try to log in (not in Computer Only mode). If you cannot connect to the network, follow the next steps.
- b. New Getty laptops may not have a built-in ethernet connection. You may need to request an adapter from your Asset Admin to connect your laptop to ethernet.
- c. If after connecting to ethernet, you still cannot connect to the network, contact the Getty Digital Help Desk to request Network Access. While you wait, connect to Wi-Fi using StaffNet or GettyLink to access the Internet.
- d. Check your peripherals. Consult with your Asset Admin for purchase of any missing equipment. Getty Digital Help can aid in figuring out a suitable workaround while you wait.
- e. Check your connection to Getty printers. It is possible you will need to add printer drivers to your new Getty PC or Getty Mac.

Settling In

1. Computers, monitors, printers, and docking stations may have been moved from your work area during the WFH period.

Please report missing assets to Getty Digital Help, and we will work with your Asset Administrators to identify if they were provided to other staff to enable WFH.

2. Request new peripherals, such as monitors, printers, and docking stations with the approval of your Asset Administrator.

Please consult your [Asset Admin](#) for budget approval to purchase new items before contacting Getty Digital Help.

3. Shut down/restart every day upon return to onsite work.

This will provide your computer the opportunity to install any new and important updates. Leaving your computer on can delay or prohibit the installation of updates that may be important for the functionality and security of your computer.

4. If you were issued a loaner laptop, that computer may need to be returned.

Please work to copy/move the data you have saved to them. We recommend moving your data to a cloud storage solution, like [OneDrive](#), or to the Getty network shared drives, so that you only need to move this data once, and it can be accessible from any Internet connected device.

5. If you received a replacement for your Getty-issued desktop, your old desktop and peripherals are most likely still in your work area.

Please copy/move the Getty data you need from the desktop computer to your new laptop, and then notify Getty Digital Help so we can schedule a pickup of items you no longer need. We ask for your patience as we work to schedule these pickups.

Need Help?

Staff can contact Getty Digital Help at ext. 1199 or at 310.440.1199 from a personal device during normal support hours (*Monday – Friday from 7am to 7pm, Saturday from 8am to 5pm, and Sunday from 8:30am to 5pm*) for remote assistance over the phone. Many connection issues can be resolved in this manner. If it is essential that you have connectivity immediately upon your return, staff will need to schedule an assist session one week in advance to ensure the service.

Call volumes may be higher than normal during this time, so Getty Digital Help encourages staff to use Help Desk's "call-back" feature or leave a voicemail to avoid long hold times. Callers will not lose their place in line. All connectivity issues reported after hours will be resolved the next business day.