

Connect

Digital Services
The University of Auckland



Short technology guide for staff working remotely

Many of us will already be relatively comfortable with working from home or another location not on campus. Connect provide a range of communication and collaboration solutions to assist. Please read on for further information on:

- The new **VPN** service
- Using **Zoom** for video-conferencing and collaboration
- Downloading software
- General tips on getting the best out of technology when working remotely, including refreshing yourselves on 2 Factor Authentication (**2FA**).

The Staff Support Centre (SSC) will be very busy, for non-urgent requests and issues, make use where possible of the [IT Self Service Portal](#). Requests will be prioritised and actioned accordingly.

1. Your device(s)

Our computers, tablets and smartphones can all be utilised to make remote working easier.

If you are using a University issued and managed device:

If you use a University of Auckland device such as a laptop or desktop, you should have access to the applications/software that are required to complete your work already installed. If you do have a need for additional software then please first check to see if it is available for you to download directly from [Software Centre](#), available all University staff on all managed. We advise staff check that they have everything you need on-campus before attempting to work remotely.

It's also an ideal time to make sure you have a power supply for your device/s and that you can take these with you when needed. All university devices are supplied with power packs, if you cannot locate your own, you may need to request a new one. Please be aware these have to be ordered from our suppliers. You may find you have one on your docking station you could utilise.

Access to certain network resources (folders, documents) and applications/software may require a VPN connection. See Section 2 for further information.

If you are using a device not owned and managed by the University:

You should check now to see if the device you intend to use is suitable. It is a good practice to complete the following (applicable to all devices):

- Update and install the latest Operating System (e.g. Windows 10, Mac Catalina) if your device will upgrade to it. Some older machines may not be able to. Often this will not present any significant problems.
- Upgrade or install an up to date internet browser (e.g. Google Chrome, Firefox, Safari for Macs).
- Update your anti-virus as applicable

Connect

Digital Services
The University of Auckland



Software/Applications: non-University machines won't have access to Software Centre. All University staff can access and download Microsoft Office from the [Microsoft Download Centre](#), using your university UPI (you may need to use [2 Factor Authentication](#)). The Strategic Response Team will also be issuing a survey to identify and address any critical gaps in this area.

Connect will be running drop-in clinics on campus in the coming days for those of you wishing to bring along your own devices and get help with setting them up for optimised remote working. **More details on this later this week.**

2. VPN – Virtual Private Network

There are some applications and websites used for University work that require VPN to allow access from outside of the University network (your home internet as an example). These include PeopleSoft Finance, HR and shared document file drives. *The majority of applications do NOT require a VPN connection. If in doubt, please attempt to access without the VPN first.*

Connect has recently upgraded the staff VPN service, with a solution called Fortinet designed to support all staff who could need to connect back to the university network. Whether you are an existing VPN user or wish to set it up for the first time on ANY device – please read these instructions. <https://www.auckland.ac.nz/en/students/academic-information/postgraduate-students/postgraduate-support-and-services/vpn-service.html>

3. Email

You can access your email via Outlook Web Access: available anytime, anywhere where there is internet access at mail.auckland.ac.nz (or from the Staff section of the University's web site).

Outlook email is available on most devices via an app or online through your normal browsers such as Internet Explorer, Safari, Firefox and Chrome. You just need your university email address, your UPI (as username) and the mail server detail: mail.auckland.ac.nz. The domain to use is 'UOA'.

4. Zoom – Video Conferencing and Collaboration

Zoom is a great solution that combines video conferencing, online meetings, chat, and mobile collaboration services. Many of you will already be familiar with it.

Connect recently upgraded the service, making it available to all staff. If you are an **existing Zoom user then you do not need to do anything**. Your Zoom account has been automatically upgraded.

If you have not used Zoom in the past then you will need to be provisioned via the IT Self Service Portal.

All university staff have access to Skype for Business so you can message, voice and video call your colleagues. Meetings can also be set up via Outlook.



More information about using Zoom or Canvas for recording lectures is available in Section 3 at this link: <https://www.canvas.ac.nz/resources/study-plan-guidance/recording-rooms-and-options/>.

You can also refer to [Additional Canvas information](#)

You can find out more about using Zoom at our University of Auckland Zoom site [here](#), including access to tutorials and support. The vendor also provides a wide range of support material [here](#). Skype for Business instructions can be found [here](#)

5. 2 Factor Authentication

Remember that when using a different or new device or a new web browser to access applications for the first time, you will usually be prompted for a 2 Factor Authentication token. You may have to do this several times to get initially set up. We recommend you download and use either the Google Authenticator or Authy app on your smartphone. Further information provided [here](#).