Working Remotely
Information Technology Services
Purpose

The purpose of this pack is to provide UQ staff with an overview of IT requirements and information for working remotely (off campus). For more information and links to user guides, visit the Accessing IT systems and services remotely web page.

Staff seeking information on remote teaching and learning should consult ITaLI’s remote teaching guidance.

For Students, the library has prepared the Virtual Classroom (Zoom) page
Key messages

Connect via Zoom
Access files via UQ VPN
Connect when necessary
Access Office 365 software
Authorisation to take IT equipment
Cyber security is Important
Do Not download UQ files to personal USB or similar

Note: Do Not take Lab computers or desktops* off campus

*If it is absolutely necessary to take a desktop computer to work remotely, first ensure you have:
• Installed UQ’s VPN software and have all the necessary components (e.g. mouse, keyboard, network cable, monitors, microphone and speakers) to work remotely.
Before you work from home

- **Authorisation**
  - to take IT equipment

- **UQ Laptop**
  - Necessary software downloaded

- **Personal computer**
  - Installed most recent version of your operating system for security

- **Internet**
  - Ensure your home internet connection is stable and fast enough to complete your work reliably

- **Support request** for outstanding IT issues
Connect via Zoom

All staff and students can use Zoom to communicate with colleagues. Use Zoom to:

• Chat with colleagues
• Organise and attend video conferences
• Schedule recurring meetings
• Dial into meetings via phone
• Share your screen with others

Follow the Zoom guides to install and use Zoom.

If you experience performance issues with Zoom, consider swapping to audio only and ensure that you are not connected to the VPN unless required.
Remote access to UQ files

- Microsoft OneDrive with 1TB of storage over the Internet. [Installation guide](#) or OneDrive via [web browser](#).

- **Connect** to UQ’s shared folders (network drives) remotely – must be connected to the Virtual Private Network (VPN). Follow the [user guides](#) to connect to the VPN and access your files.

- **Disconnect** from VPN when you have finished accessing your UQ files by opening the Cisco AnyConnect software and click **Disconnect**.

VPN Tips – Make sure your connection address is [vpn.uq.edu.au](http://vpn.uq.edu.au) before clicking Connect.

Log into the VPN with your staff username and password.

Only connect to the VPN when it is necessary. You **do not need** to be connected to the VPN to access UQ systems including Email, Office 365, Zoom and MyAurion.
Remote access to UQ’s core systems

Go to the my.UQ portal

- Access most UQ systems over the Internet without the need for additional software.
- Find quick links to core UQ systems
  - Email
  - MyAurion
  - Office 365
  - ARCHIBUS and more
Remote access to UQ’s core systems

You can also download Office 365 to your home computer with the following steps:

1. Log into the my.UQ portal with your staff username and password.
2. Click All apps in the bottom left corner of your screen
3. Click Office 365
4. Click Install Office
5. Click Office 365 apps

Your download will start automatically, simply click the downloaded file and follow the instructions to install.
When working remotely, staff should remain aware of the University’s legislative obligations.

- Ensure confidential or private information is accessed and managed accordingly
- Do not move UQ files to non-UQ storage solutions like Dropbox or USB drives. UQ files can be stored on UQ file shares, OneDrive and AARNET CloudStor.
- Ensure you have anti-virus software installed on your computer
- Be mindful of cyber security risks such as phishing emails, particularly those relating to the COVID-19 pandemic
Where to get help

• View the Accessing IT systems and software remotely page for information and links to helpful user guides.

• Please keep in mind that remote IT support can be limited. If possible, submit your support requests and queries before leaving campus.

• For urgent support contact the ITS Service Desk on (07) 3365 6000