



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

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



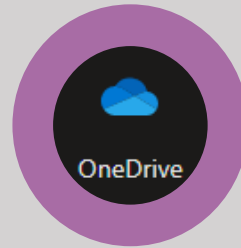
Connect
via
Zoom



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



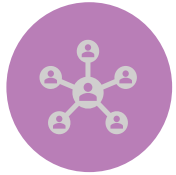
**Personal
computer**
Installed most
recent version of
your operating
system for security



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



**Support
request** for
outstanding IT
issues

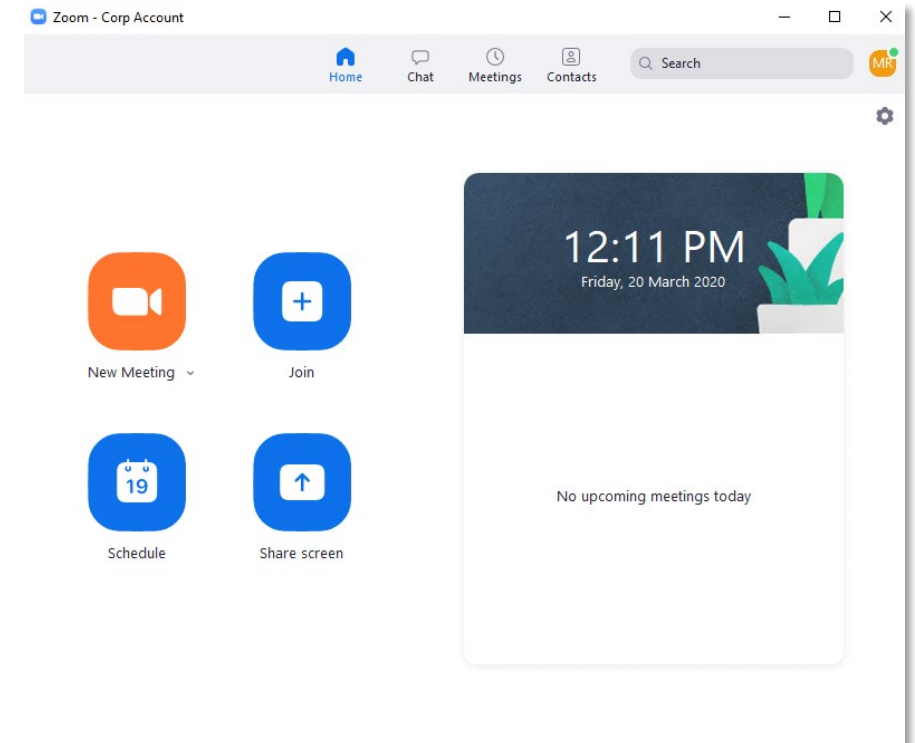


Connect via Zoom

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.

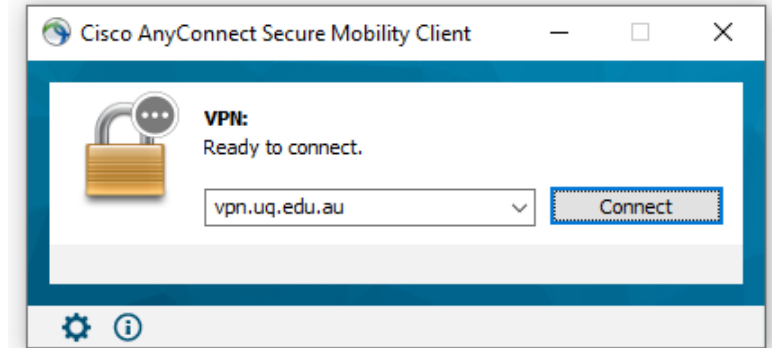


Remote access to UQ files

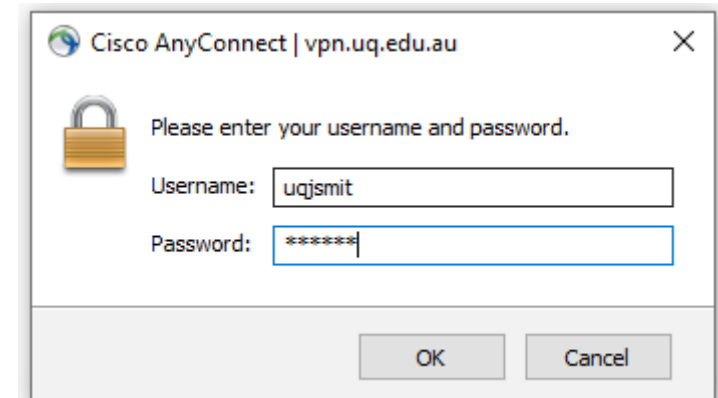


- Microsoft OneDrive with 1TB of storage over the Internet. [Installation guide](#) or OneDrive via [web browser](#).
- **Connect** to UQ's shared folders (network drives) remotely – must be connected to the Virtual Private Network (VPN). Follow the [user guides](#) to connect to the VPN and access your 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** before clicking Connect



Log into the VPN with your staff username and password.



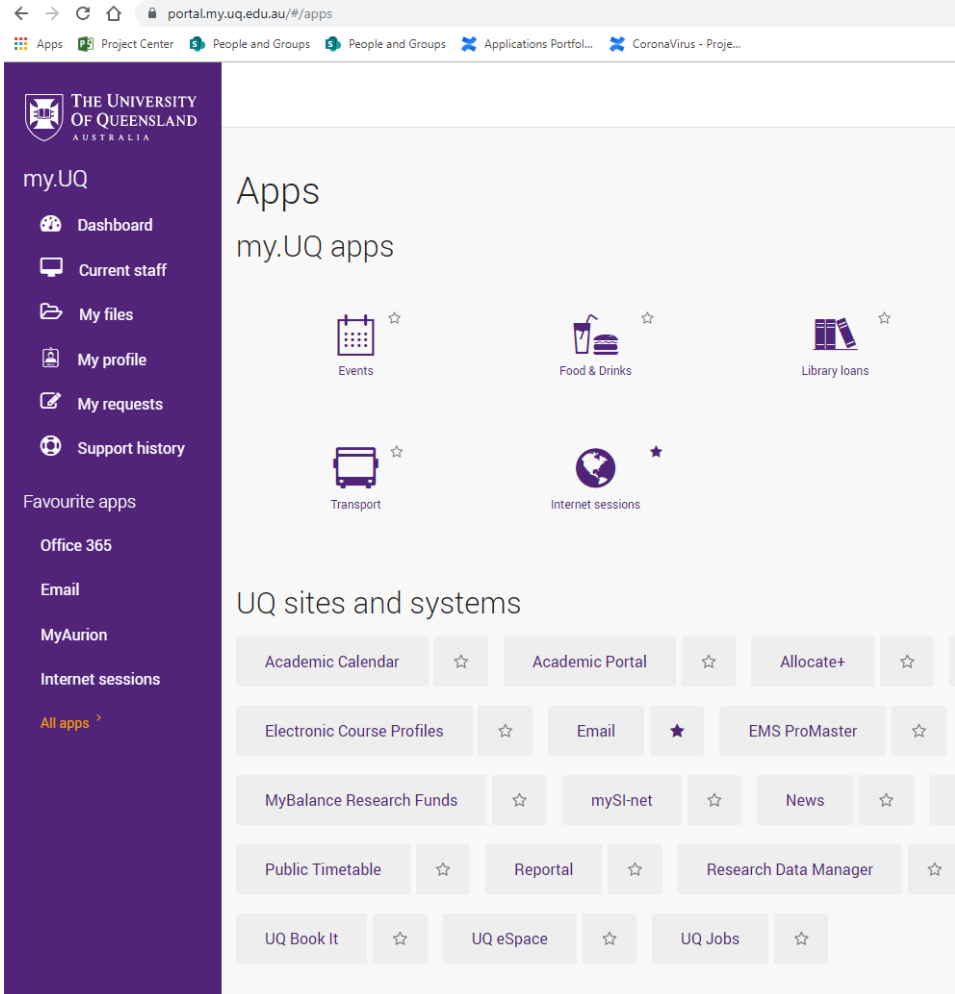
Only connect to the VPN when it is necessary. You **do not need** to be connected to the VPN to access UQ systems including Email, Office 365, Zoom and MyAurion.



Remote access to UQ's core systems

Go to the [my.UQ portal](https://portal.my.uq.edu.au/#/apps)

- 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



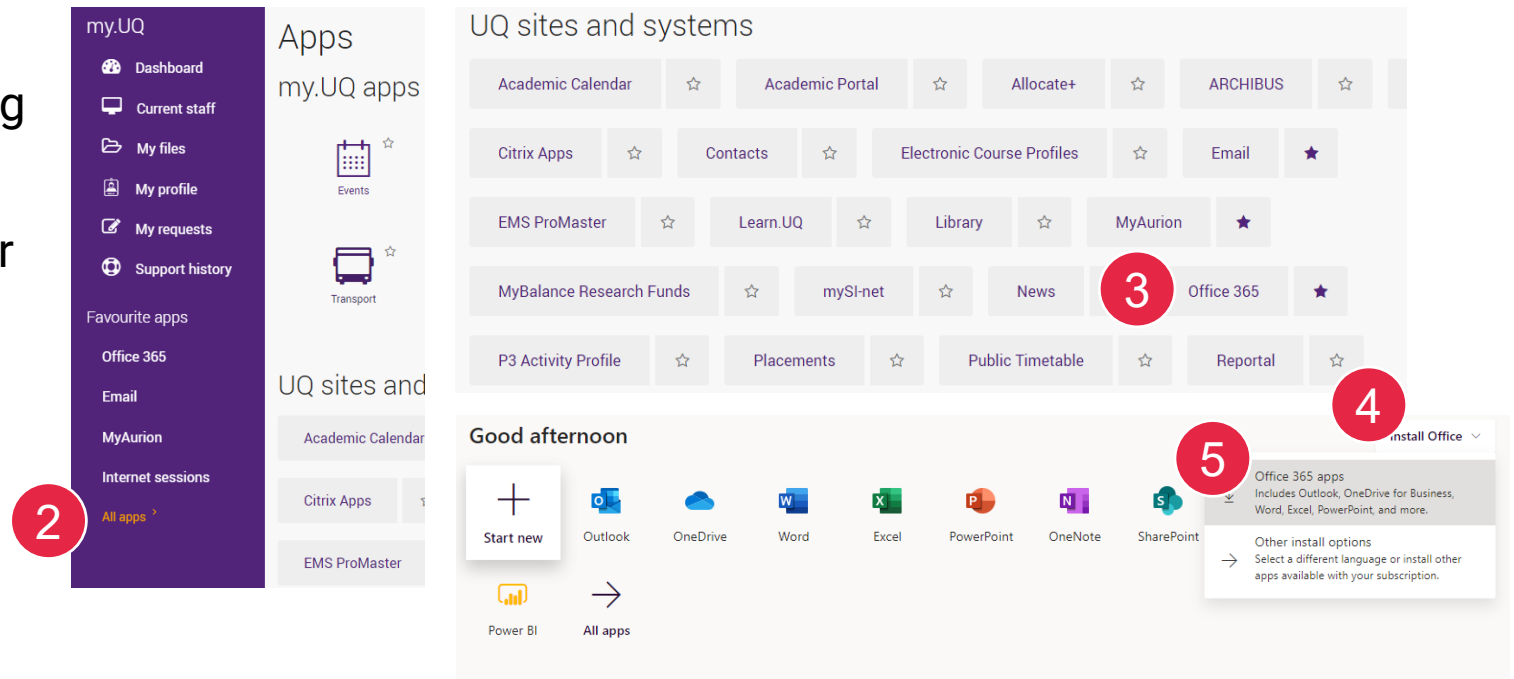
The screenshot shows the my.UQ portal interface. The browser address bar displays 'portal.my.uq.edu.au/#/apps'. The page features a purple sidebar with navigation options: Dashboard, Current staff, My files, My profile, My requests, Support history, Favourite apps, Office 365, Email, MyAurion, Internet sessions, and All apps. The main content area is titled 'Apps' and 'my.UQ apps', displaying icons for Events, Food & Drinks, Library loans, Transport, and Internet sessions. Below this, the 'UQ sites and systems' section lists various services in a grid, including Academic Calendar, Academic Portal, Allocate+, Electronic Course Profiles, Email (marked with a star), EMS ProMaster, MyBalance Research Funds, mySI-net, News, Public Timetable, Reportal, Research Data Manager, UQ Book It, UQ eSpace, and UQ Jobs.



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**



The screenshot displays the my.UQ portal interface. On the left, a sidebar lists navigation options, with 'All apps' highlighted and marked with a red circle '2'. The main content area shows a grid of 'UQ sites and systems', where 'Office 365' is highlighted with a red circle '3'. Below this, a 'Good afternoon' section contains various application tiles. A dropdown menu for 'Install Office' is open, with 'Office 365 apps' highlighted and marked with a red circle '5'. A red circle '4' is also present near the 'Install Office' dropdown.

Your download will start automatically, simply click the downloaded file and follow the instructions to install.

Working with University information

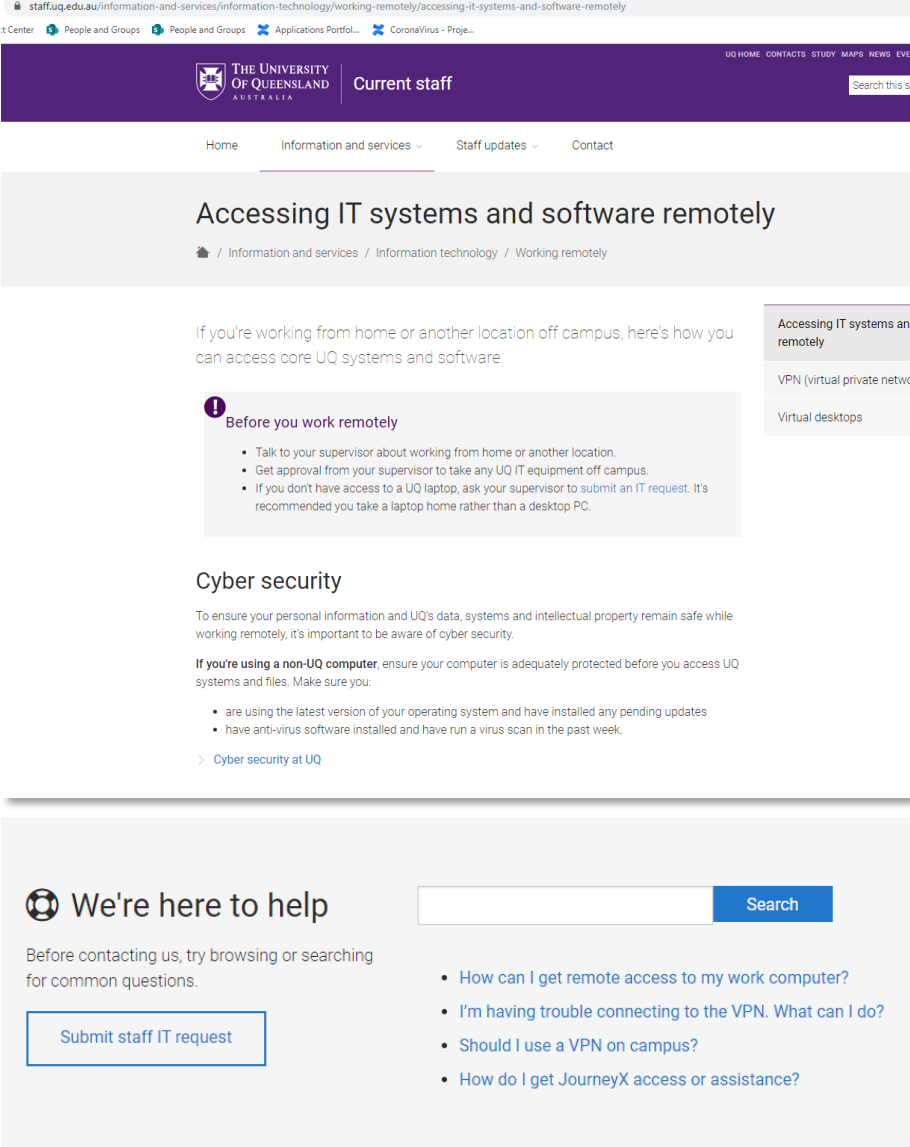


When working remotely, staff should remain aware of the University's legislative obligations.

- 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



The screenshot shows a web browser window displaying the University of Queensland staff portal. The URL is staff.uq.edu.au/information-and-services/information-technology/working-remotely/accessing-it-systems-and-software-remotely. The page title is "Accessing IT systems and software remotely".

The page content includes:

- A navigation bar with "Current staff" and a search box.
- A breadcrumb trail: "Information and services / Information technology / Working remotely".
- An introductory paragraph: "If you're working from home or another location off campus, here's how you can access core UQ systems and software."
- A section titled "Before you work remotely" with an information icon and a list of bullet points:
 - Talk to your supervisor about working from home or another location.
 - Get approval from your supervisor to take any UQ IT equipment off campus.
 - If you don't have access to a UQ laptop, ask your supervisor to submit an IT request. It's recommended you take a laptop home rather than a desktop PC.
- A section titled "Cyber security" with a sub-heading "Cyber security" and a paragraph: "To ensure your personal information and UQ's data, systems and intellectual property remain safe while working remotely, it's important to be aware of cyber security." Below this is a sub-heading "If you're using a non-UQ computer, ensure your computer is adequately protected before you access UQ systems and files. Make sure you:" followed by a list of bullet points:
 - are using the latest version of your operating system and have installed any pending updates
 - have anti-virus software installed and have run a virus scan in the past week.
- A "We're here to help" section with a search bar and a "Search" button. Below the search bar is a "Submit staff IT request" button.
- A list of links for common questions:
 - [How can I get remote access to my work computer?](#)
 - [I'm having trouble connecting to the VPN. What can I do?](#)
 - [Should I use a VPN on campus?](#)
 - [How do I get JourneyX access or assistance?](#)