

Working from Home

Connecting securely to campus network and with colleagues

Overview

What are we covering

How you can quickly get up to speed with working remotely

What are we not covering

In depth technical information. More help is provided via the links

Who is this for

James Cook University Staff



Before taking your Laptop Home



Login (one time is all it takes) while being connected to JCU network to ensure all latest updates are available on your computer.

Consider updating your password now to avoid issues with resetting this remotely.

Ensure you have your File shares enabled and working with the right permissions (S: Drive, TES: Drive etc.)

Confirm if you have installed the JCU Forticlient VPN* to connect you securely from Home

* Refer see [ICT portal](#) for details

Remote access

VPN is needed to access



SMS



File-shares



Accpac, CRM



PMP Portal



Printing

VPN is NOT needed to access



JCUS Website, JCUS Intranet



O365 services including Email,
OneDrive, Forms etc



LearnJCU , Library One search etc.,

Collaboration Tools



O365 - Outlook, Word, PowerPoint, Excel - enabling staff to work from home. If you don't have this on your phone, tablet or home computer - not a problem as you can [install O365 on up to 5 devices](#) as part of the JCU license agreement.

Zoom - Zoom is the preferred [corporate conferencing app](#) - use Zoom for [formally scheduled meetings](#) with JCU staff, business partners, students and the wider community.

Microsoft Teams - [Teams](#) is the collaboration platform, used for: file-sharing, [Chats](#), [informal meetings](#) with your own Microsoft Team members or impromptu [Conversations](#) with other JCU staff.

OneDrive - is the perfect way to take your work anywhere and [access your private work files](#) from any device.

Key Message



Stay up to date on Covid-19 news from [JCU Website](#).

Look out for Phishing emails and phone calls impersonating entities that plays on fear and emergency.

For any **ICT assistance** , call **Ext 690** or reach us at itr-singapore@jcu.edu.au