

Question from staff	Answer(s)	Useful sources of information
<p>Where can I find more information on how to use University IT to work from home?</p>	<p>Please follow the link to the right which will take you to a repository of useful hints, tips, help-guides and instructions.</p>	<p>Work at Home website</p> <p>If you are unable to access the link above, similar information is available on the TIS Self Help.</p>
<p>What digital tools are available for home use and how do I use them?</p> <p>E.g. to work remotely, deliver teaching etc.</p>	<p>A drop-in session is being jointly provided by the Digital Education and the Technology and Information Services teams on Thursday 19 March 10:00 – 12:00 (Link to watch session online https://plymouth.zoom.us/j/649610384) and Friday 20 March 10:00 – 12:00 in Rolle Marquee.</p> <p>The session will begin with a 30 minute presentation/Q&A. Following this, support staff will be on hand to provide help and advice on delivering teaching and working remotely (e.g. using Panopto, Zoom, Microsoft Teams, Office 365). Help will also be available with setting up a personal or work device to securely connect to University systems via the Virtual Private Network (VPN).</p> <p>For those unable to attend, a recording of a previous session is available on the Work at Home website linked on the right.</p> <p>Further sessions will be advertised and these are likely to be online only.</p>	<p>Work at Home website</p> <p>Click on ‘Presentation on tools available for home use’ which is under the ‘Work at Home’ button – for more information about the tools.</p> <p>Click on the ‘Teaching and Learning’ button for more information about delivering teaching online.</p>
<p>What PC equipment can I take home with me from work, and how do I tell you I’ve taken it?</p>	<p>We have the following options for those not already using a portable device e.g. a University laptop.</p> <ol style="list-style-type: none"> 1. Use your personally owned home PC to access University services (See Work at Home website for general information on this) 2. Take your University PC, monitor(s), keyboard, mouse and network cable home <ol style="list-style-type: none"> a. If you will site the PC close to your home router, it is preferable to connect them together using a network cable; you can use your University network cable or if unsuitable, please request a cable using the form linked to the right. b. If connecting your PC via a network cable is not possible and the only choice is to use Wi-Fi, please request a wireless dongle (NB we have ordered a limited number) using the form to the right. 	<p>Working from home kit records and requests</p> <p>Use this form to request PC equipment to work remotely from home.</p> <p>Also use this form to tell us about any PC equipment you are taking home (with the exception of previously issued laptops).</p> <p>If you need to discuss anything then please contact the PC Fleet refresh team on Ext 86660 or if contacting from outside: 01752 586660.</p>

	<ul style="list-style-type: none"> c. If your PC is currently locked to your desk at work using a security cable or similar, please request for it to be unlocked using the form linked to the right. d. If you are using a 'tiny' PC and separate monitor, and you have limited space at home, we can provide you with an alternative space-saving all-in-one monitor to go with your 'tiny' PC. Please request this using the form linked to the right. <p>3. Request to be issued with a University laptop to work wirelessly</p> <ul style="list-style-type: none"> a. You will need to take your University monitor(s), keyboard, mouse and docking station home too b. If you use only a single monitor, you will not need a docking station, however, if you use dual monitors, you will c. If you require any additional HDMI cables for connecting monitors, please request them using the form linked to the right. <p>For 1, 2 and 3 above, please tell us what you are taking home using the form linked to the right.</p>	
<p>I use an Apple Mac...?</p>	<p>Most University Apple Mac users should have access to a laptop. If you don't and require help with using a Mac at home, please contact Moof IT via the email to the right.</p>	<p>moof-it@plymouth.ac.uk</p>
<p>Are you taking any additional steps I should be aware of to ensure University IT systems will continue to be available?</p>	<p>A 'change freeze' is in place. This means we will not be make any IT systems changes unless they are required to support the University in moving to online teaching delivery and to support a greater level of homeworking.</p> <p>This is to ensure critical University systems are not subject to any increased risk at this time, and to enable TIS staff to support the planning and delivery of business continuity measures.</p> <p>The situation will continue to be review with a view to relaxing the change freeze when appropriate.</p>	
<p>I haven't received an invite to setup a Zoom account, what should I do?</p>	<p>Please check your email inbox for a message from no-reply@zoom.us</p> <p>If for some reason you have not received this email, the please contact the TIS Service Desk using the contact details to the right.</p>	<p>Need help setting up Zoom? Contact the TIS Service Desk on 01752 588588, or via https://itselfservice.ac.uk</p>

<p>In addition to the presentation on the Work at Home website, do you have any further materials on how to use Zoom</p>	<p>Zoom have comprehensive help pages in addition to quick video introductions which can both be accessed by going to the help centre on their website.</p>	<p>Booking form for a Zoom provided webinar</p> <p>A combination of articles and videos are also available in the Zoom Help Centre here.</p>
<p>Using the University's computing services seems to be a bit slower when working on my computer at home – is this normal?</p>	<p>Internet download and upload speeds are dependent upon your home broadband or 4G provider.</p> <p>File upload speeds will normally be significantly slower from home compared to working on campus. This is in part because of the way the internet works, and in part because the speed and capacity of your connection at home is likely to be much smaller than that provided by the University.</p> <p>It is likely you will notice this in the form of things taking a little bit longer than normal on your computer (e.g. when uploading files to things like OneDrive, Teams and SharePoint, opening a file etc.).</p>	<p>If further advice is required, please contact the TIS Service Desk on 01752 588588, or via https://itselfservice.ac.uk</p>

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Did you know? You can log, track and update your IT support logs 24/7 at <https://itselfservice.plymouth.ac.uk>