

ICT Self Help Working From Home

Revised by Mukshed Begum • 6d ago • 75 Views •

Description

This Knowledge Article is aimed at being a central reference point for information to enable TAFENSW staff to Work From Home (WFH) by providing information for self service offerings.

Note: TAFE ICT hardware e.g monitors and desktop computers should not be removed from campuses

Solution

We have broken the information down into broad areas for consumption.

Microsoft Office 365 and Outlook

All information regarding Microsoft Office 365, and how to download, install and access Office 365 can be found at the [TAFENSW Office365 Intranet site](#), and should be the first site customers visit.

More specific information and articles regarding the "expected" questions to be asked are covered by the below:

- [How to Install Office 365 on a personal device](#)
 - Once you install Office 365 you can use the full Outlook client on your home computer.

Information and Document Storage

- [How to move files from the user drive or network share into Microsoft OneDrive](#)
- [How to access SharePoint from the Staff Portal](#)

Telephony including Cisco Jabber

- [Jabber 12.9 recommended settings for general users](#)
- [Call forwarding in OneTAFE Cisco Jabber](#)
- [Playing and managing Voicemail messages in Cisco OneTAFE Telephony](#)

Other Service-Specific Knowledge Articles

- [How to Access TAFE Virtual Desktop](#)
- [How to install the TAFE Virtual Desktop app for Mac OS](#)
- [Hints, Tips and FAQs reference guide for TAFE Virtual Desktop \(TVD\)](#)
- [How to setup Teams on my computer](#)
- [MS Teams Frequently Asked Questions](#)
- [VPN Cisco AnyConnect - How to remotely connect from a personal device](#)
- [VPN Cisco AnyConnect - How to remotely connect from a TAFE device](#)
- [VPN Cisco AnyConnect - FAQs](#)
- [How to reset my TAFE password whilst working from home \(WFH\)](#)

Further Help

Further help can be obtained by visiting the [New Staff Portal](#) which includes system status updates, additional self-service knowledge articles and further request forms for IT support.