HELEI JOOSTE
Personal assistant for the Deputy Dean, Teaching & Learning (Faculty of Economic and Management Sciences), shares her working remotely experience with us...

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TELL US WHAT WENT THROUGH YOUR MIND WHEN YOU HEARD YOU HAD TO WORK FROM HOME?

"My first thoughts were... How on earth will that be possible to work from home? ... I do not even have an additional laptop. This will be a big challenge! I have never worked from home... On the positive side ... I can stay at home, do not need to dress up, I can be with my children all the time... How nice!"

WHAT WAS THE BIGGEST CHALLENGE FOR YOU?

"If I need an urgent answer to a specific question I use Skype, but it is not the same as interaction with colleagues at the office. In addition, for webinars we make use of Zoom.""

APART FROM PREPPING HER DESKTOP WITH VPN, HELEI HAD TO ENSURE THAT THE FOLLOWING HAD TO BE IN PLACE:

• The office desktop PC needed to be used at home due to the fact that some of the documents are being stored on the C-drive.
• The desktop PC was not equipped with WiFi connection options, therefore I had to buy a USB AC51 wireless adapter, as I needed a secure internet connection.

WHICH TASKS DID VPN ENABLE YOU TO DO?

1. VSS
2. KFS
3. eFundi is also used (VPN is not a prerequisite)

REFERING TO THE VPN SETUP DOCUMENTATION, DO YOU THINK IT WOULD BE EASY TO PERFORM THE SETUP YOURSELF?

"VPN was easy to install. Ms. Susan Wolff from Vaal campus, IT Service Desk, sent us useful tips on how to work from home, a few days before lockdown. This enabled me to install VPN myself."

ANY WORD OF ADVICE FOR OUR USERS OUT THERE?

"Do not be afraid to try new things, I never thought I will be able to work from home, I am doing it for 22+ days already!"

USEFUL WEBLINKS
The following links will provide you with guidelines on working remotely.

🌐 http://services.nwu.ac.za/sites/services.nwu.ac.za/files/files/information-technology/work-remotely/WorkFromHomeV4_28March2020.pdf

🌐 http://services.nwu.ac.za/it/sc/vpn

🌐 http://www.nwu.ac.za/VPNguide

🌐 https://intranet.nwu.ac.za/it/app

"I am very impressed, all services are functioning well, it was not necessary yet to log a ticket..."