

RONEL EMMS

Secretary, Rugby Institute, shares her experience about VPN with us...



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

"I thought, oh my goodness, how are we going to hold meetings and work productively from home, but realized I will have to turn to IT for help. I didn't think I would be able to use Kualu and VSS from home. IT assisted and after they installed VPN on my laptop, I was ready to work from home.."



DID YOU THINK THAT IT WOULD EVEN BE POSSIBLE TO DO YOUR DAY TO DAY TASKS FROM HOME?

"I have to say, before I heard about VPN I thought it might not be possible, but was surprised to see how well the program works. I can do my admin tasks almost 100% from home. It's like sitting in my office and working. With the electronic signature that is possible, it is not a problem to get documents signed. Our staff decided to use Zoom for our meetings."



WHAT WAS THE BIGGEST CHALLENGE FOR YOU?

"With the fact that we already have internet access at home, there really weren't any challenges."



WHAT DID YOU HAVE TO DO IN ORDER TO BE ABLE TO WORK FROM HOME?

1. Covid-19 forms completed and approved by department head to download VPN on laptop.
2. Secured Kualu, VSS, personnel intranet and P disk are available to work productively.
3. Complete and approve authorization form to take the laptop home.
4. My laptop is fairly new and has met all the requirements to work from home.
5. A list of email addresses and cell numbers of staff to be used during this time has been obtained to ensure effective communication.
6. Setup a whatsapp group to provide important communication quickly, especially if information about Covid-19 comes from the NWU so that everyone knows to have a look at emails.
7. Phone line is routed to my cellphone so calls can be handled normally.
8. Nextcloud is important for sharing large documents.



TELL US A BIT ABOUT VPN, WHICH PROCEDURE DID YOU FOLLOW TO INSTALL IT ON YOUR PC?

"To install VPN, I first had to complete the necessary COVID-19 forms before IT could download the program for me."



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

"IT assisted me with the installation but I think it is quite easy to install. I could do it myself, but asked IT to do it for me, thinking they knew exactly what to do and so it was installed faster."



WHILE USING VPN AT HOME DURING LOCKDOWN.... WHAT IS YOUR GENERAL IMPRESSION OF THE SERVICE?

"I must say I am very surprised at how easy and effortless it is to be able to do my work from home. I have no problem with the VPN program."



WOULD YOU RECOMMEND IT FOR OTHER USERS TO TRY OUT... IF THEY ARE NOT DOING SO AT THE MOMENT?

"I will definitely recommend other users to try it."



HOW DID VPN HELP YOU ... IN OTHER WORDS – WHICH SERVICES DID YOU NEED VPN FOR? E.g. did you have to access a shared drive?

- Kualu
- VSS
- P-drive
- Nextcloud
- Groupwise



DO YOU THINK VPN HELPED YOU TO COMPLETE YOUR TASKS IN TIME?

For sure, VPN makes it possible to complete my tasks quickly.



PLEASE NAME A FEW POSITIVES AND EVEN A NEGATIVE THAT YOU HAVE EXPERIENCED WITH VPN.

"All my experiences with VPN are positive."



ANY WORD OF ADVICE FOR OUR USERS OUT THERE?

"If you want to do your job effectively and quickly from home, you can definitely use VPN. Just remember to do an OES login as well."



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>



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