

From: UIS Service Desk
Sent: 26 March 2020 13:21
Subject: Working Smarter: Best practice advice while working from home during the Covid-19 outbreak

Working Smarter: Best practice advice while working from home during the Covid-19 outbreak

The majority of us are now working from home. This change has increased usage of the University's ACN Remote Access and VPN service, which has caused users to experience slow network speeds, dropouts and refused connections.

Don't stay connected to the ACN Remote Access or the VPN service if you aren't using them

Please only use the ACN Remote Access and VPN service to access data on a secured shared drive or your office desktop PC when it is absolutely necessary. This will free-up bandwidth on remote access for colleagues who need it.

Switch to Microsoft cloud services where possible

Microsoft 365 services do not require the use of the ACN Remote Access or VPN service because they are based in the cloud. Please make use of these as much as possible.

How to use Microsoft 365

Microsoft 365, which includes Outlook, Word, Excel and Teams, along with many other popular Microsoft applications. It can be accessed on your local PC, Mac or Linux device via a web browser.

See: <https://help.uis.cam.ac.uk/service/accounts-passwords/microsoft-accounts/ees-login>

Office 365: <https://help.uis.cam.ac.uk/service/accounts-passwords/microsoft-accounts>

Microsoft Teams Hub – get started with Teams: <https://www.uis.cam.ac.uk/teams>

Setting up Exchange Online on your home device

If you want to set up your Exchange Online email inbox directly on your home device, follow these instructions: <https://help.uis.cam.ac.uk/service/email/exchange-online>