

# Homeworking Tips

## Getting The Most Out of Services

Many of our services were designed for small pockets of working from home – not the full scale home working we're currently seeing. Therefore, we are seeing congestion which is causing some current issues. Here's what we're doing and what you can do to help us:

### Remote Access To Specialist Software (VPN and Virtual Desktop)

We use the VPN to connect to specialist software such as HR, Finance and SITS full client. Usually this means connecting to a PC in your office. The VPN has been very problematic for us and we are aware that sometimes PCs get switched off. So to make this better we're switching to a new technology called Virtual Desktop. This will be ready from the 1st April. The Virtual Desktop gives you access to all of our software on a virtual computer hosted in the cloud. You can request access via the [IT self service portal](#) and use it like you would the VPN. It should be faster, suffer fewer problems and be more reliable but we recommend you don't use it for general web surfing and email unless essential.

### The Speed of Our Systems / Services

We know that right now things might not be as slick as we want. That's due to our systems but also some of our partners. Even the big providers such as Microsoft have been struggling with the spike in demand. Microsoft have already said they may make changes to preserve core functionality in Teams and Skype - such as reducing how often presence statuses are updated, the interval in which they show when the other party is typing in chat, and video resolution in meetings.

## IT Service

...making IT work for you

### Online:

[www.worcester.ac.uk/it](http://www.worcester.ac.uk/it)

### Telephone:

01905 85 7500

Mon - Fri, 08:30 - 17:00

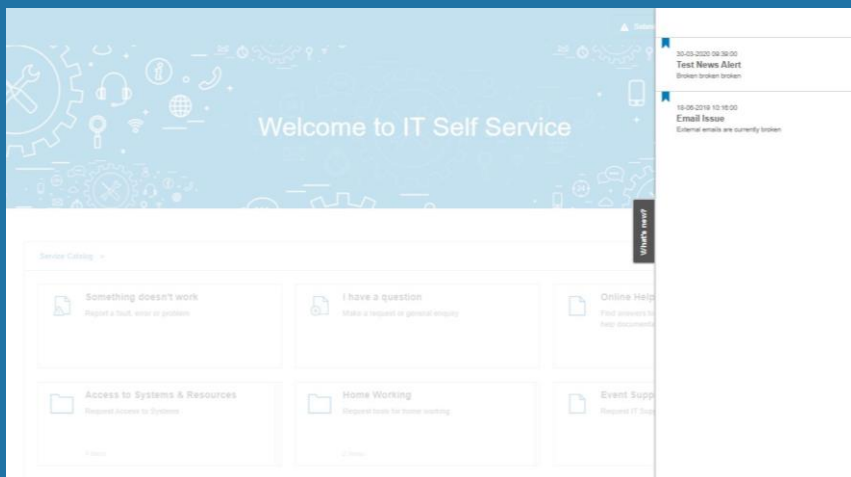
### In person:

IT Support Desk

Peirson Study and Guidance  
Centre, 1st Floor & L3 The Hive

Mon - Fri, 09:00 - 17:00

You can keep an eye on how things are performing by using the [IT status page](#) or the 'What's new?' feed on the [IT self service portal](#);



On the service status page you can click the subscribe button and you'll get regular information on what is working well and what's struggling.

## Some Tips For Making Things Smoother

You might find that some systems struggle and that might be due to congestion or problems with your home broadband. In general the tips below will make the whole process of working from home better and less stressful. Some ideas that might help include:

- Turning off your video if you don't need it. Broadband providers insist they can handle the capacity, but your home network may become a bottleneck. This is especially true if you have others in your household also working, watching streamed content, or playing online games. If you're able to, plug your laptop into your broadband router rather than use wireless. If you find the video or audio in your online meetings a bit jittery, then turn your own video off. If things get really bad you can use your mobile phone to dial in using the phone numbers and access codes you'll find Skype meeting invites.
- If you're not talking, mute your microphone. That'll save all the meeting attendees from hearing dogs barking, cats meowing, washing machines washing, and food being chomped.

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- Treat online meetings like face-to-face meetings and join at the start time. Some folk are going to be busier than usual at the moment, don't waste their time by being late.
- If you've done all of the above, and are still having issues with your meeting please contact the IT Service Desk.

## Maintain good information security practices

Please remember that while working from home we need to maintain good security practises. If you do have enough bandwidth for video, make sure you're not showing any sensitive documents or other information which may be in sight of the camera, or anything in your home you don't want others to see. If you're sharing your screen make sure you close any applications which might display sensitive information before you click that share button.

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