

Remote Access User Guide for Unitec Staff

Contents

Remote Access to PeopleSoft and H Drive for Staff (Windows Compatible devices)	3
Remote Access to H Drive for Staff (Mac OS devices)	7
Skype for Business for Staff	14
To Change Password	16

Remote Access to PeopleSoft and H Drive for Staff (Windows Compatible devices)

1. In a Browser address bar, type this link: <https://thenest.unitec.ac.nz>



Note: You can also use the public website <http://www.unitec.ac.nz/>, click on **Staff** link found at the bottom of the page, click on **Staff Portal Links**, click on **PeopleSoft Links**.

2. In a Browser address bar, type this link: <https://remoteapps.unitec.ac.nz>

Note: You can also use the public website <http://www.unitec.ac.nz/>, click on **Staff** link found at the bottom of the page, click on **Staff Portal Links**, click on **My Files**.

This will open a new login window, for example -

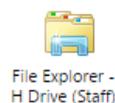
3. In Domain\user name box, type: **your Unitec email address** (eg *jbloggs@unitec.ac.nz*)
4. In Password box, type: **your regular Unitec password**

- Click the **Sign in** button.

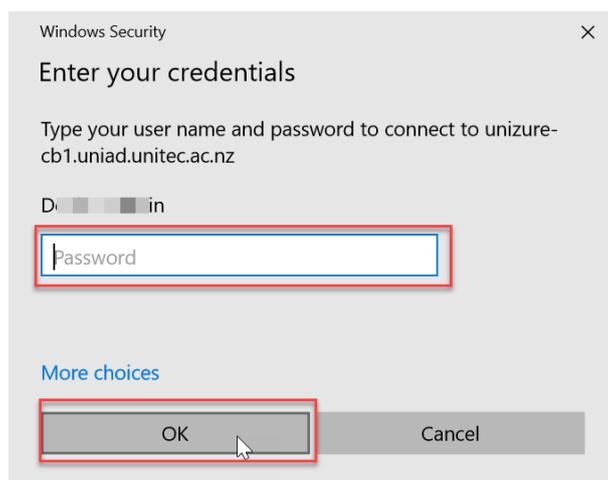
This will open a window showing available Apps, for example –



- Double-click the **File Explorer H Drive (Staff)** icon



- If asked to confirm your login credentials, enter your **Unitec Password** and click **OK**

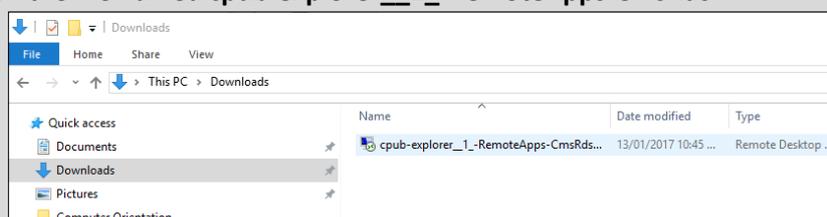


Please Note:

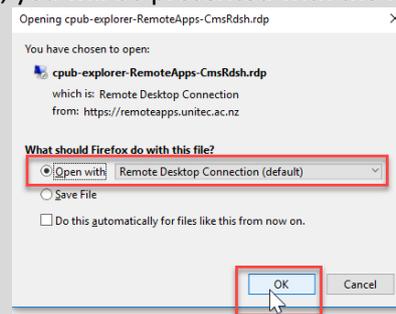
- If using **IE** or **Edge** Browsers, your system may require you to select **Open** at the bottom of the screen.



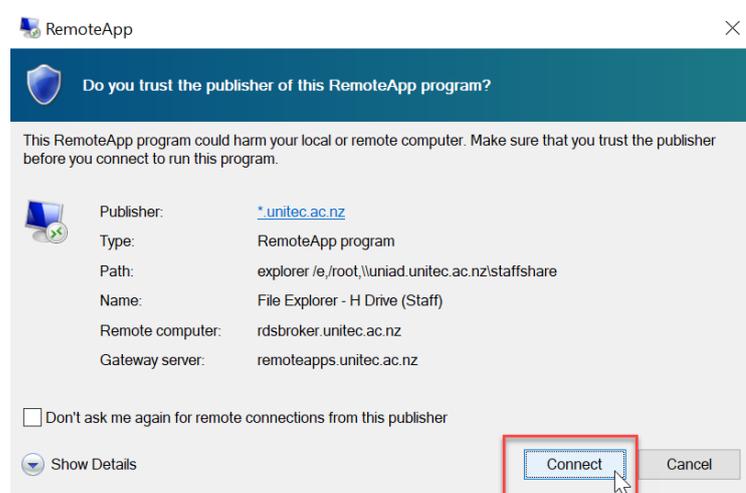
- If using **Chrome** Browser, then you will need to navigate to Downloads folder and double-click on the file named **cpub-explorer__1_-RemoteApps-CmsRdsh**



- If using **Firefox Browser**, you will be presented with the following dialogue, click **OK**

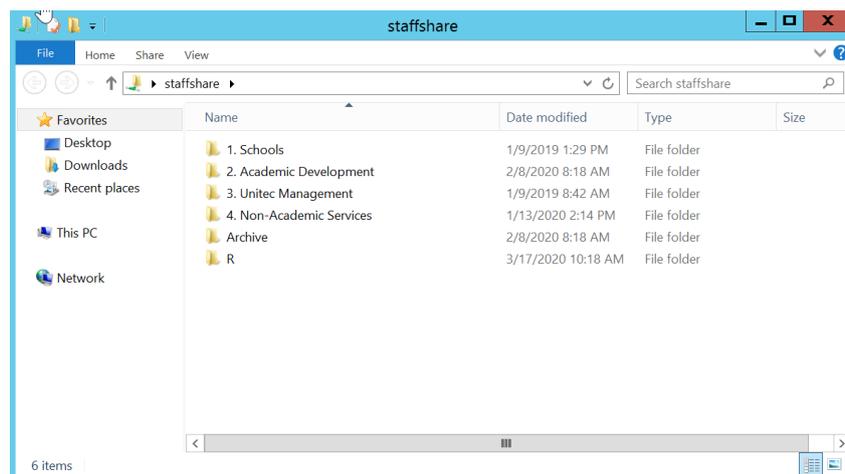


You will then see the **RemoteApp** window -



8. Click the **Connect** button.

Your **H Drive** access will appear in a remote window –



9. When finished click on **red cross** in top right corner of the window



10. Click the **Sign out** button to end the connection

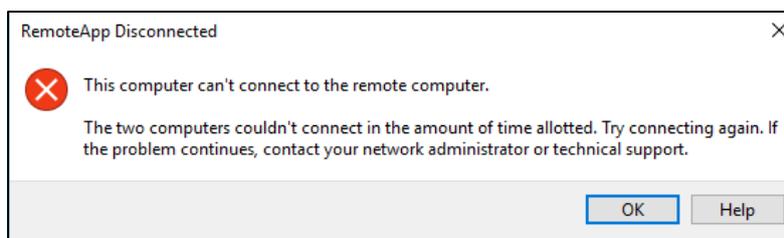


Additional Notes:

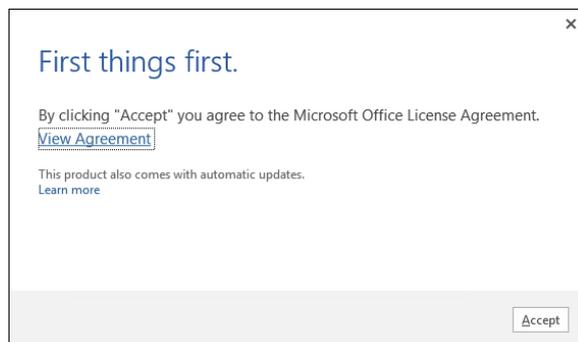
Staff can create folders, using **Home** tab and selecting **New Folder** (a few seconds delay may occur before this appears), right click on New folder and select Rename.

Add new files by opening a file and saving temporarily on your local computer, then copy (Ctrl + C) from your local computer and paste (Ctrl + V) into the H Drive folder you want to save to. If it doesn't appear, click F5 (refresh), use the up arrow ↑ then go back into the folder.

If there is a delay in connecting or WIFI strength, you may get the message below. Just click **OK**, then double-click to open H Drive.



When opening existing files, you need to **Accept** any Microsoft Office License Agreements to proceed.

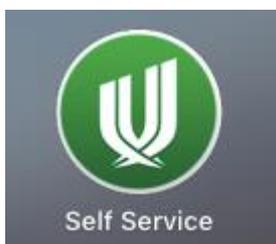


Clicking on the **View Agreement** displays the following -



Remote Access to H Drive for Staff (Mac OS devices)

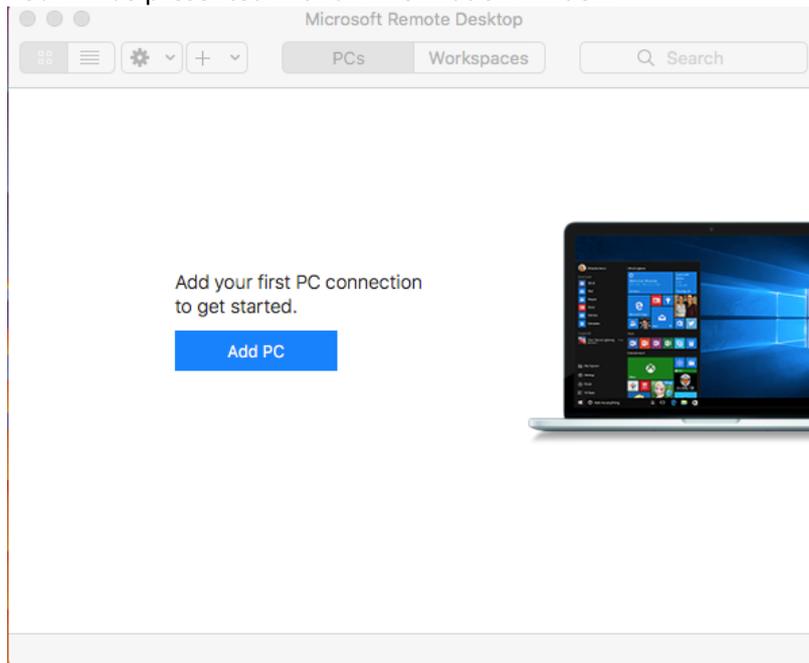
Unitec managed Mac OS devices should have **Microsoft Remote Desktop** installed. If your device does not have this free app installed, you can install it from the Unitec Self Service app.



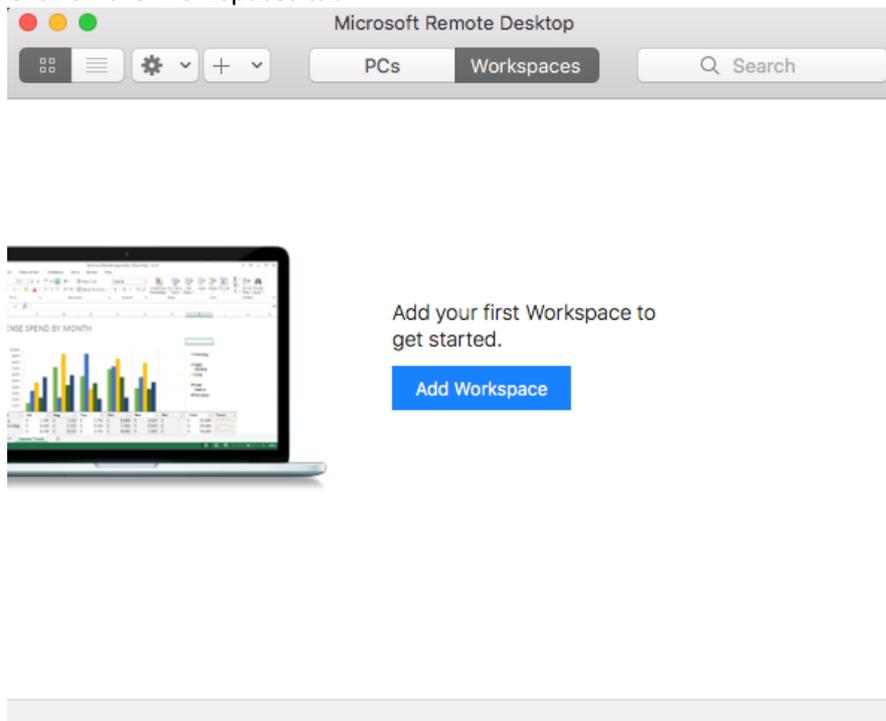
1. Using Launchpad or the Applications folder, double click on the Microsoft Remote Desktop icon



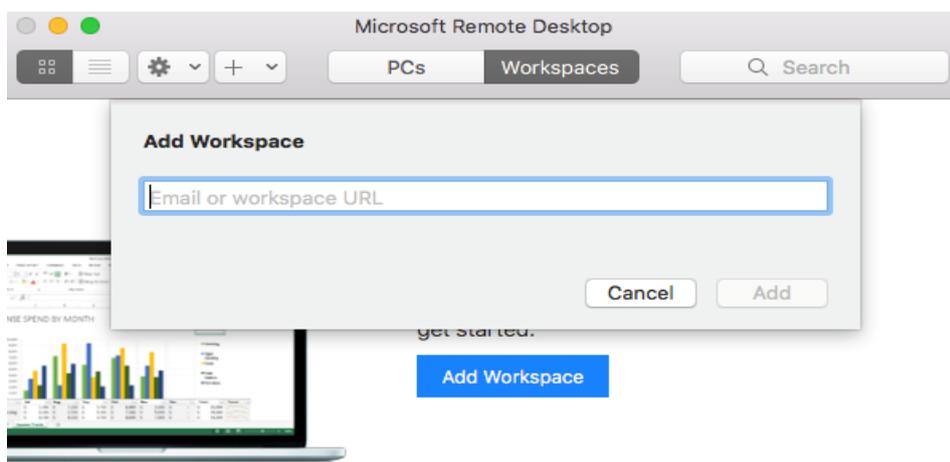
You will be presented with an information window



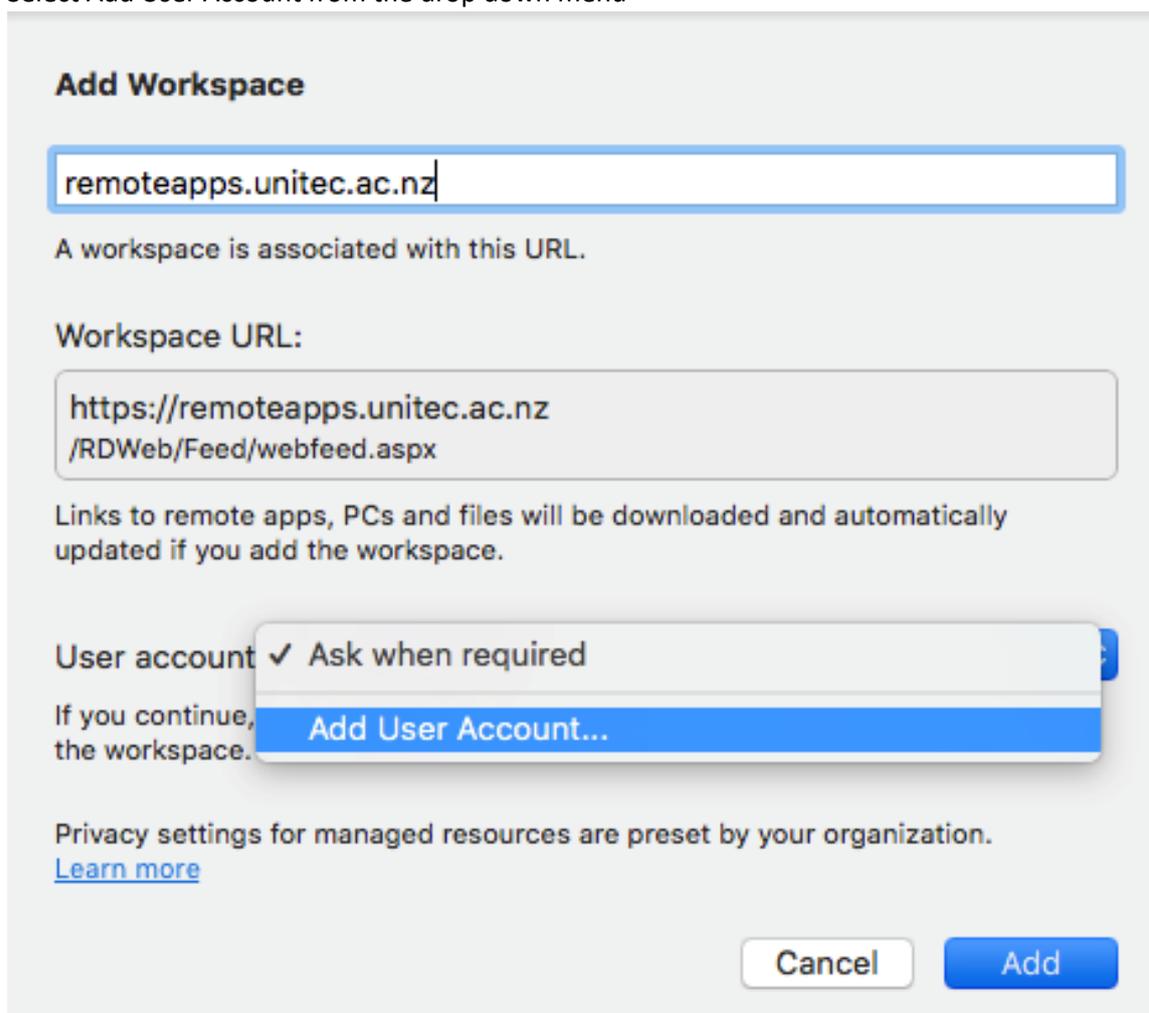
Click on the Workspaces tab



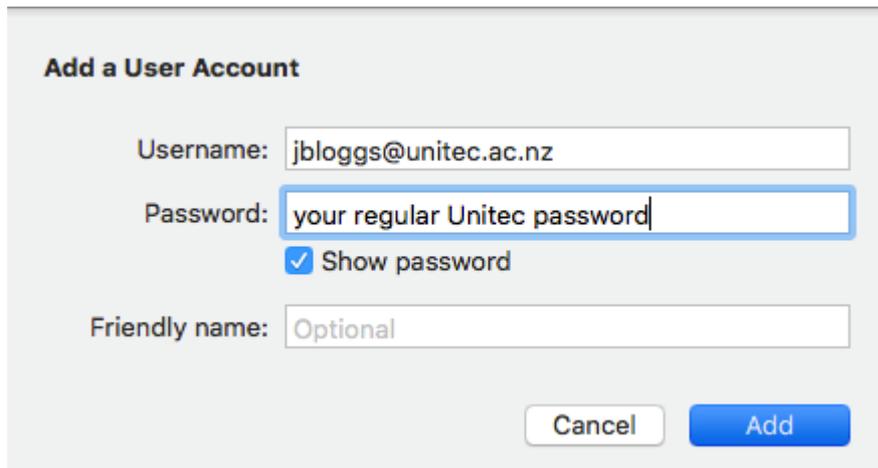
Click on Add Workspace



2. Type in **remoteapps.unitec.ac.nz** and click Add
3. Select Add User Account from the drop down menu



4. In Username box, type: ***yourusername@unitec.ac.nz***
In Password box, type: ***your regular Unitec password***



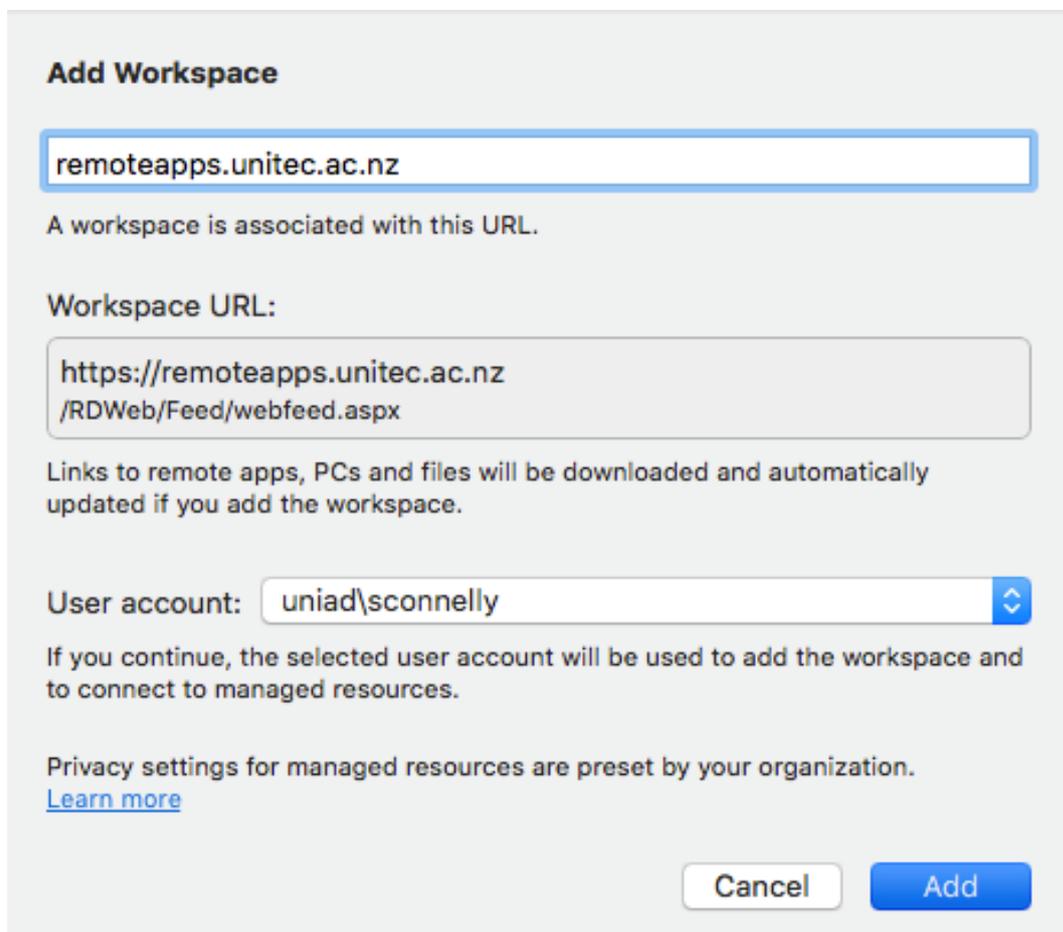
Add a User Account

Username:

Password: Show password

Friendly name:

5. Click the **Add** button.
6. You will return to the Workspace screen where you will need to click Add again.



Add Workspace

A workspace is associated with this URL.

Workspace URL:

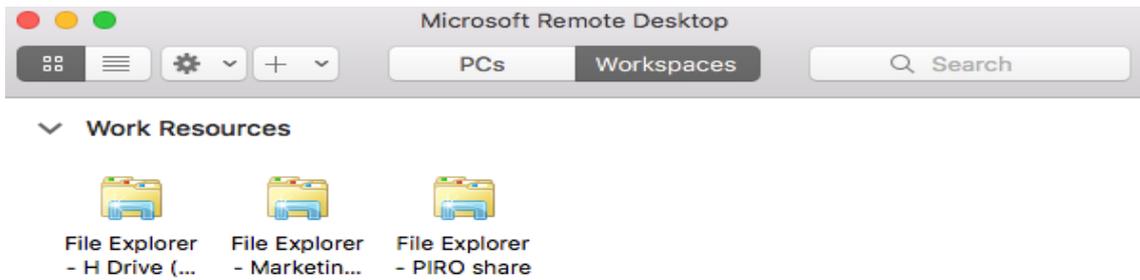
Links to remote apps, PCs and files will be downloaded and automatically updated if you add the workspace.

User account:

If you continue, the selected user account will be used to add the workspace and to connect to managed resources.

Privacy settings for managed resources are preset by your organization. [Learn more](#)

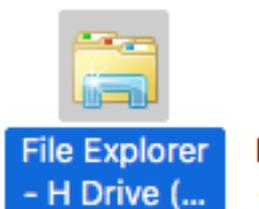
This will open a window showing available Network drives for example –



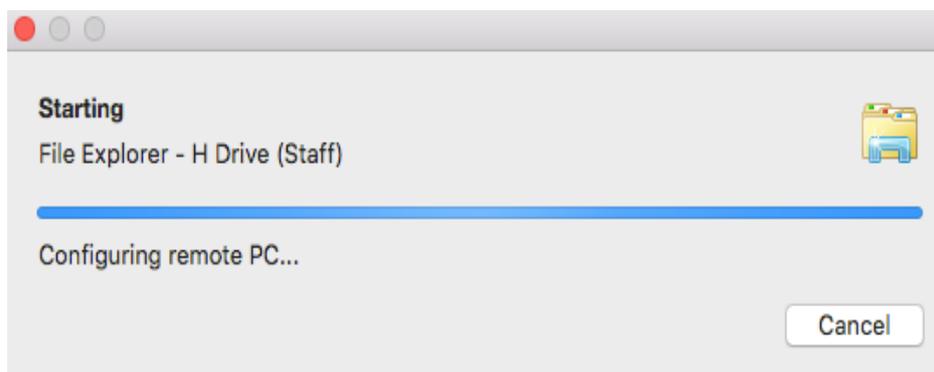
3 Managed Resources

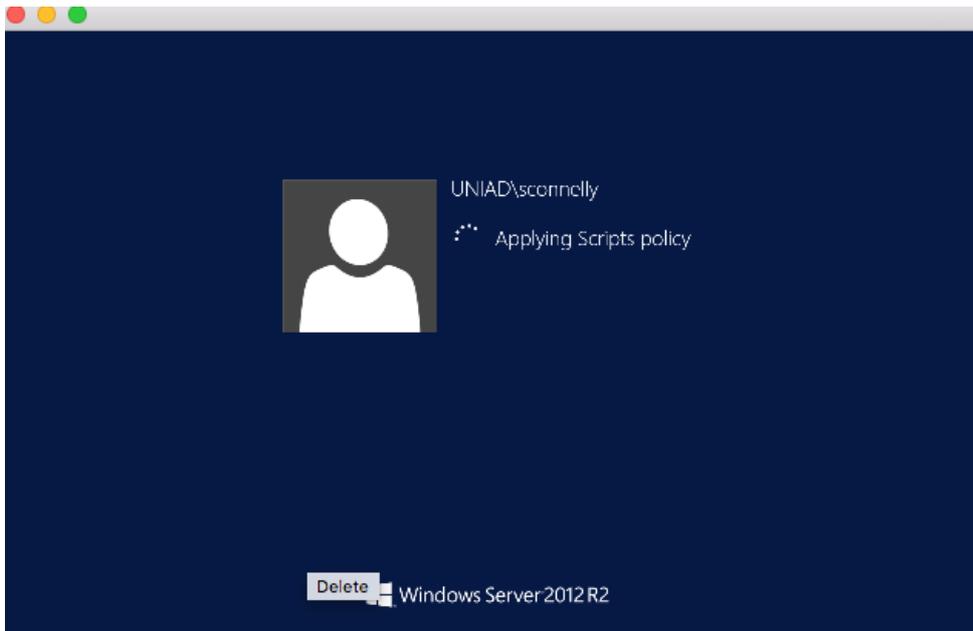
Note: Most staff will be able to see only the H Drive

7. Double-click the **File Explorer - H Drive (Staff)** icon

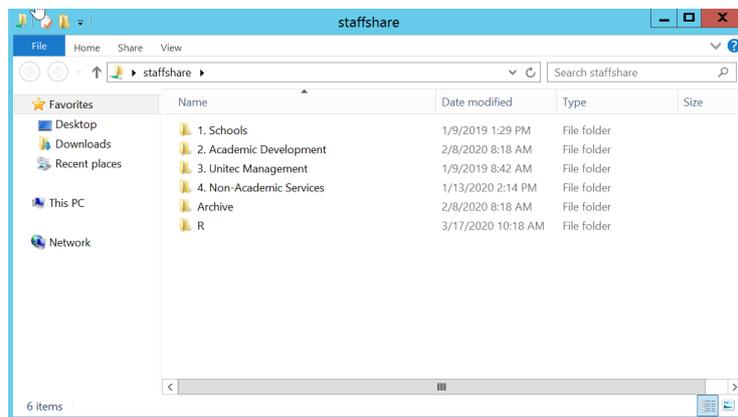


You may experience a brief delay as the connection is established and see the following:





8. Your H Drive access will appear in a remote window



You can now navigate and locate files on the H drive.

Within folders to which you have access rights, you will be able to create, open, edit, save and delete files.

Creating, opening, editing and saving files will use apps built in to the Remote Desktop App, not apps on your local machine.

9. When finished, quite the Microsoft Remote Desktop app.



Additional Notes:

After initial setup, Microsoft Remote Desktop app will automatically take users to the H drive Workspace (you don't need to follow these steps again after initial setup).

NB – the locations displayed when saving a document or inserting content will be H drive locations and not local locations on your device.

You must create and edit within the Microsoft Remote Desktop app, you cannot create content on your desktop or elsewhere locally and drag onto the H drive via the Microsoft Remote Desktop app.

Skype for Business for Staff

1. In a Browser address bar, type this link: <https://thenest.unitec.ac.nz>

Click **IT – Information Technology** under **Services** Tab

The screenshot shows the website interface for 'the nest pou tukutuku'. At the top, there is a navigation bar with tabs: 'our unitec', 'working @ unitec', 'policies & forms', 'services' (highlighted), 'teaching & research', 'our networks', and 'student support'. A search bar is located to the right of the navigation bar. Below the navigation bar, there is a 'quick links' section with a list of links: 'Emergency Management', 'Ask Us / Self Service', 'IT Self Service', 'Academic Resources', 'Staff Portal', 'Resources & Info', 'News & Events', 'Staff Directory', 'Performance Partnering', and 'Report an Injury/hazard'. The 'Services' page is displayed, with a breadcrumb trail 'You are here: Home > Services'. The main content area contains the text: 'This section provides information about all our support and corporate services. Use the menu on the left to find the team or information you need.' Below this text, there is a 'Post Views: 608' and 'Last modified on January 22nd, 2020 at 3:14 PM'. On the left side, there is a 'Services' menu with a list of service categories: 'Business Intelligence', 'Communications', 'Copy Centre', 'Diversity & Inclusion', 'Enrolment & Academic Operations', 'Events', 'Facilities Management', 'Finance', 'Free4U Computing', 'Goods and Transport', 'Health and Safety', 'Human Resources', 'Industry Partnerships', 'Information and Policy Services', 'IT – Information Technology' (highlighted), and 'Legal and Contracts'.

Then Reference Guides under IT – Information Technology

Finance
Free4U Computing
Goods and Transport
Health and Safety
Human Resources
Industry Partnerships
Information and Policy Services
IT – Information Technology
Accounts & Identity
Audio Visual Support
Email @ unitec
Exam Support
IT Policies & Guidelines
IT Training
Latest Unitec Staff Windows 10 build
Leasing and Purchasing
Loan Equipment
Microsoft Technology
Mobile Phones
Our Locations
PeopleSoft Applications
Phishing Protection
Printing
Reference Guides
Saving your Files
Service Level Agreements
Skype for Business
WiFi Networks
Yammer @ unitec
Legal and Contracts
Marketing
Procurement
Resources
Sustainability and Wellbeing

Repairs, maintenance and upgrades – ensuring that IT hardware and software is working as expected.

Project management – coordinating the installation of new systems and major network changes.

Information technology advice – assisting departments with hardware, software and systems options.

Policies and strategic planning – formulating IT policies (with other specialist groups), contributing directly to UNITEC's Information Technology strategic plans.

Self Service requests

Unitec staff members are able to submit requests online via IT Self Service. To launch this service, follow the instructions below:

PC Users:

1. Go to The Nest (https)
2. Click on the IT Self Service from under Quick Links (or https://unitec.saasitau.com/) This will open the login page.
3. Enter your *Unitec Network Username* (you shouldn't need your Password at this stage)
4. Click Sign in with UNITEC
5. If prompted, enter your password
6. When the Service Catalogue opens, click the option you need from Most Popular (or use navigation options on the left hand side of the screen)
7. Follow the screen prompts and include as much information as you can. If relating to your computer, include your UNL Number (See Below)
8. Click **Review & Submit** or **Save Incident** (for incidents only).

Mac Users:

1. Open your preferred internet browser.
2. Enter this URL in the address bar: <http://imselfservice.unitec.ac.nz>
3. Continue by referring to steps 4-9 above.

Finding / Using UNL numbers

Your Laptop, Desktop Computer, and Monitors have unique UNL numbers. Look for the barcode sticker on each device. If you have an issue with the computer or monitor you should quote that UNL number. IT staff may also ask for this information if you have a computer fault.

On Unitec PCs the UNL is also the Computer Name. To find this:

1. Right click on **Windows Start button**
2. Select **Settings**
3. Select **System**
4. Select **About** and look for PC name

Moving Computer equipment

If you are moving any computer equipment monitors and/or computers) you need to advise IT one week before the move. IT can help with a smooth transfer and connect your equipment. It is also essential for lease replacements and our asset management that we know the locations of equipment.

Complete a request via IT Self Service or phone 8484

Post Views: 3,083

User Guide of Skype for Business and FAQs as highlighted in Yellow

Report an Injury/hazard
IT - Information Technology
Accounts & Identity
Audio Visual Support
Email @ unitec
Exam Support
IT Policies & Guidelines
IT Training
Latest Unitec Staff Windows 10 build
Leasing and Purchasing
Loan Equipment
Microsoft Technology
Mobile Phones
Our Locations
PeopleSoft Applications
Phishing Protection
Printing
Reference Guides
Saving your Files
Service Level Agreements
Skype for Business
WiFi Networks
Yammer @ unitec

Below you will find a list of Unitec specific instruction or reference documents. These are displayed in 3 categories on the left and alphabetically on name on the right hand side. Click on the file name to open.

IT General Guides - 327

- Clearing Browser Cache
- Create a Meeting in Outlook
- Email setup on Android
- Email setup on iOS
- IT Self Service Requests
- Intranet Page Editor Guide
- Long Documentation - Workshop Notes
- Mac Keychain After Password Reset
- Password Management
- Remote Access to H Drive Via Mac
- **Remote Access to H Drive for Staff (Via PC)**
- Staff Directory Details
- Staff Profile Photo
- Students using OneDrive@Unitec NZ
- The Unitec Virtual Desktop
- Using Backed Up Content in Windows 10
- WiFi Connection on Mobile Phones
- Wireless Printing - MPrint FAQ
- Wireless Printing - MPrint Guide

Microsoft Guides - 335

- Assigning Email Delegate Permissions Mac
- Excel 2016 for Windows keyboard shortcuts
- Frequently Asked Questions Win 10
- Getting Started with Windows 10
- Getting Started with Windows 10 Labs
- Mail merge using Excel
- OneDrive Version History
- OneNote 2013
- Outlook 2016 Quick Start Guide
- Outlook Golden Rules
- Outlook Sharing Guide
- Outlook-2016-Tips-Tricks
- SharedMail Rev. Add Members
- **Skype for Business FAQs**
- **Skype for Business Guide**
- Skype for Business for Android Productivity Guide
- Skype for Business for Android_Getting Started
- Yammer Quick Guide
- Yammer Training Guide PPT

PeopleSoft Guides - 334

- 1 - Buyer First Use & Set Up Filters
- 2 - Create a Purchase Order
- 3 - Dispatching Purchase Orders
- 4 - Receiving a Purchase Order
- 5 - Creating a change order

List by alphabetical order

- 1 - Buyer First Use & Set Up Filters
- 2 - Create a Purchase Order
- 3 - Dispatching Purchase Orders
- 4 - Receiving a Purchase Order
- 5 - Creating a change order
- 6 - Matching for buyers
- Approve a Purchase Order
- Approve a Purchase Order Quick Guide
- Assigning Email Delegate Permissions Mac
- Buyer Quick Guide
- Campus Solutions - Creating Network Log-in for an Applicant
- Campus Solutions - Generating a new Academic Transcript
- Campus Solutions - Personalizing Settings
- Campus Solutions - Quick Reference for Academic Role
- Campus Solutions - Running Campus Solutions Reports
- Campus Solutions - Running an existing Query
- Campus Solutions - Using Favorites
- Clearing Browser Cache
- Create a Meeting in Outlook
- EAE Self Service
- Email setup on Android
- Email setup on iOS
- Excel 2016 for Windows keyboard shortcuts
- Expense Types Explanation_Final
- Expenses - Approving Expense Report and Cash Advance Procedures
- Expenses - Getting Started
- Expenses - How to claim for Mileage and Car Parking fee
- Expenses - How to claim for a meal
- Expenses - P Card Expense Claim Procedures
- Expenses - Using your Mobile Phone
- Frequently Asked Questions Win 10
- Getting Started with Windows 10
- Getting Started with Windows 10 Labs
- IT Self Service Requests
- Intranet Page Editor Guide
- Long Documentation - Workshop Notes
- Mac Keychain After Password Reset
- Mail merge using Excel
- OneDrive Version History
- OneNote 2013
- Outlook 2016 Quick Start Guide
- Outlook Golden Rules
- Outlook Sharing Guide

To Change Password

To change your password go to [theNest](#) and from the quick links click on Staff Portal > Change Password.

Alternatively use this

link:<https://account.activedirectory.windowsazure.com/ChangePassword.aspx>.

Mac Users: After you have reset your network password you will need to update your Keychain password. This can only be done while your computer is connected to the Unitec network. Instructions to update your Keychain password can be found [here](#).

Password Rules for Staff

- Must be between 8 and 16 characters
- Must be changed every 90 days
- Must not be the same as the last 10 passwords
- Must contain 3 out of 4 of the following:
 - uppercase letters such as A, B, C
 - lowercase letters such as a,b,c
 - numerals such as 1, 2, 3
 - special characters such as \$, ?, &

How to change password via Office 365 or when off campus

1. Login to your Office 365 account <https://login.microsoftonline.com/>
2. If prompted, enter your Unitec email address
3. If prompted, enter your current password
4. Click the Settings button
5. Click on the Password link
6. Enter your current password in the Old password field
7. Enter your new password in the Create new password field
8. Re-enter the new password in the Confirm new password field
9. Click the Submit button. Update your password on Microsoft applications

After changing your password and then accessing other Microsoft applications, you may be prompted for your new password. Enter your new password and you can optionally choose to save password.

Update your password on your mobile devices

When you change your Unitec password you will need to update it on any mobile device that connects to Unitec email or calendar services and your usual Unitec WiFi network

Instructions to update passwords for Unitec email accounts on mobile devices

:Android - Depending on the version of Android running on the device, the steps may differ

1. Tap on the Settings icon
2. Tap Accounts
3. Tap Microsoft Exchange ActiveSync
4. Under Common Settings, tap Settings
5. Under Account Settings, tap your username
6. Tap Password to update your password

:Apple iOS

1. Tap on the Settings icon
2. Tap Mail
3. Tap Accounts
4. Tap on Exchange
5. Tap Account
6. Tap Password to update your password

:WiFi

After changing your network password, you will be requested to enter your new password when connecting to your usual Unitec WiFi service.

Forgotten your password

If you have forgotten your password, and have setup your security verification information, follow the steps below to reset your password. If you have not setup your security verification information you will need to contact the Service Desk.

1. Go to <https://passwordreset.microsoftonline.com>
2. Enter your email address in the User ID box
3. Enter the characters you see on the screen (this procedure lets us know you're not a robot) click Next
4. Enter verification code and click Next
5. From the 'Get back into your account' windows enter and confirm new password and click on Finish

Note: If you have not setup your security verification information and cannot sign in please contact the IMS Service Desk.

To change or review security verification information

1. Go to <https://aka.ms/ssprsetup>
2. Enter your email address and current password
3. Click on Sign in
4. Review current options (Click Change to edit)