

Unitec COVID-19 Response FAQs

Please note that you must log on to the Nest in order for the links in this document to work

- Campus Access
- Learning and Teaching
- IT
- Services and Support
- Pay and Leave

Campus Access

Can I come to campus?

A small group of staff have been given permission to access our campus as essential service workers. Thank you to those staff who are leaving their bubbles to keep our campuses and people safe.

It's really important that unless you've been given permission to enter campus, you stay home and don't come onto campus. Anyone trying to access our buildings without authorisation is breaching the [Alert Level 4 guidelines](#) and may be referred to the Police – please don't put yourself in this position.

How do I request access to campus as an essential worker?

Fill out the form at the [link here](#) to request access to campus as an essential worker. Your Head of School/Director and the Incident Management Team (IMT) will need to approve your request and if approved, you will be supplied with a letter of authorisation to access campus by the HR team.

How do I get essential equipment that I have left at Unitec?

Fill out the form at the [link here](#) to request essential equipment/materials for delivery to your house. The form will be sent to the Infrastructure Operations team. Please expect up to 48 hours for your request to be processed.

Learning and Teaching

What is the process for changing assessments?

Please refer to the [Approval to Change Assessments – COVID](#) document and the [linked flowchart](#) to help decide assessment changes. For significant changes to an assessment, please use [this form](#).

My Zoom classes are showing a weird time – how do I fix this?

It may be that your Zoom is set to Pacific Time (USA and Canada). Follow the [instructions here](#) for how to fix this.

IT

I am having trouble logging on at home – what should I do?

For logging faults and/or service requests the IT Help Desk is available from the hours of 0800 - 2000 Mon-Fri, and Sat 0900-1600.

The IT Help Desk can be contacted a number of ways, but for teaching related priority faults we recommend phoning 0800 275 467 or extn 8484 for all incidents and requests.

- Self Service – Click on the IT Self Service form under Quick Links on the front page of the NEST
- Ivanti Heat URL <https://unitec.saasitau.com/>
- Email itsupport@unitec.ac.nz

I would like a monitor and/or other peripherals while working from home – how do I get one?

IT will not procure additional peripheral devices such as monitors, cables, docking stations, mice, keyboards for staff to set up their own home office.

Staff are responsible for procuring and installing this equipment themselves. However, we have worked with our suppliers to ensure there are offers available for staff to procure suitable and cost-effective peripherals should you wish to procure technology for your home office set up

[PB Tech Staff Offer](#)

[Noel Leeming discount](#)

How do I access the H Drive while working from home?

Please refer to the [Remote Access User Drive for Unitec Staff](#) for detailed instructions.

How do I use Microsoft Teams?

Please refer to the [Microsoft Teams page](#) on the Nest for an in-depth overview on Teams.

For more information on working remotely in relation to IT queries, please refer to the [Working Remotely](#) page on the Nest.

Services and Support

Is Te Puna Waioa open during Level 4 and Level 3?

Te Puna Waioa remains open for phone or virtual consultations. Call 0800 10 85 10 or visit the [Te Puna Waioa webpage](#) for more information.

If you need a COVID test, you can book in for this at Te Puna Waioa by calling 0800 10 85 10. You will be given instructions about where to come and what to do by the team. COVID tests are only available to Students and Staff.

Does Te Puna Waioa do COVID vaccinations?

Te Puna Waioa is not able to offer COVID vaccines.

Unitec is encouraging everyone who is able to get vaccinated to do so, vaccinations are the most effective way to prevent serious infections of COVID-19 and ensure those who are unable to be vaccinated, stay safe.

Everyone aged 12 and over is now eligible to book in for their vaccination.

Follow [the link here](#) for more information on how to book.

Where can I find information about getting help?

If you are struggling, talk to your manager and check out the [‘Staff Support’ page](#) on the Nest for information on our internal and independent (external) support network.

The Government has also released these helpful resources:

- [Community support contacts](#)
- [Access to food or essential items](#)
- [Support for mental health and wellbeing](#)

Where can I find support for mental health/wellbeing?

If you need to talk to someone, please contact our Employee Assistance Programme (EAP) for a range of advice and counselling services.

If you need someone to talk to right now, free call or text 1737 24 hours a day. [Click here](#) for more information.

Please also refer to the COVID-19 Support for Mental Health and Wellbeing document at [the link here](#).

I am having trouble managing my workload, home life, and wellbeing.

It's important to remember that we're not simply 'working from home' – we are 'working during a pandemic'. There are additional pressures and stress in our lives, including caring for others in our bubble, juggling home-learning with school-age children, and managing our own mental health.

Have a chat with your manager about structuring your day to best suit your own work/home life, including putting your out-of-office on during times that you need to step away from your desk during the day. Your wellbeing is paramount so please reach out if you need support.

At this time, it is vital that we look out for each other. Please remember that your colleagues may also be balancing more commitments than usual. If you suspect someone is not coping or needs extra support, please raise this with your manager.

I need some help with my workstation set up. What is the best way to do this?

Please see the suggested workstation tips and tricks to assist with your [working from home set up](#). You can be creative with the set up to find what works best for you.

A reminder to take short micro breaks often during the day, stand up and walk around, and look away from your screen to the distance. It is easy to stay at your desk (or dining table) for too long. Do not feel guilty about taking this time.

Pay and Leave

Will I still be paid during Level 4 lockdown?

All staff, including permanent, fixed term, contractors and casual staff who would usually be working for Unitec during the period of this lockdown, will be paid for the hours you have agreed with your Manager. If you're unable to do your usual work remotely, you may be asked to assist and support other areas where required.

I want to cancel my pre-planned leave requests – how do I do this?

If you have leave booked during the lockdown and can no longer take this leave, please email payroll@unitec.ac.nz, copy in your Manager for approval, and ask for the leave request to be reversed.