

Unitec COVID-19 Response FAQs

Please note that you must log on to the Te Aka / The Nest in order for the links in this document to work.

- Campus access – working, teaching and learning
- Covid Protection Framework – Orange and returning to work
- IT – working remotely guidelines
- Services and Support
- Where can I find information about getting help

1. Campus access - can I come to campus?

Both the Unitec Mount Albert and Waitakere campuses are open.

Working, teaching and learning has returned to being onsite, with flexible working arrangements applying where this is possible. Please discuss this with your line manager (or primary contact person).

2. What the Covid Protection Frameworks 'Orange' setting means for Unitec

Our [Covid-19 Policy](#) was recently updated and still applies at the Orange setting. This means:

- **Campuses:** Unitec is fully open. We have returned to normal patterns of delivery.
- **Capacity:** Tertiary education providers can choose capacity limits for teaching and learning spaces for Orange. There is no requirement to base capacity on 1-metre distancing, but this is encouraged wherever possible.
- **Face masks must be worn when indoors on campus** including in buildings like the cafeteria (unless eating), libraries and teaching spaces. Even while sitting at your desk surrounded by others. Masks are also strongly recommended in all outdoor areas on campus, when around others.

A reminder that wearing a mask helps keep your whānau and vulnerable people safe.

If you have forgotten your mask, Inward Goods has a small supply for each team; your School Business Administrator or Manager can contact them to arrange collection.

You'll find all the information on our Covid response on our [Covid-19 Nest page](#).

Keep yourself safe

The advice from medical experts, to protect yourself and others is to:

- Be up to date with vaccinations, including the booster
- **Wear a mask.** A good rule of thumb is to wear a mask whenever you're not at home. Masks have been found to reduce new cases by as much as 53%.
- **Stay home and avoid others if you're unwell.** Please don't come to Unitec if you are feeling sick. Instead, stay home and call either your GP or Healthline on 0800 611 116.

3. IT working remotely guidelines (home office set up and tips and tricks)

Guidelines to assist making your flexible working from home experience more secure and trouble free [click here](#)

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.

I need some help with my workstation set up at home. 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.

4. Services and Support

Is Te Puna Waiora open?

Te Puna Waiora remains open for phone or virtual consultations.

Call **0800 10 85 10** or visit the [Te Puna Waiora webpage](#) for more information.

If you need a COVID test, you can book in for this at Te Puna Wairoa 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 Waiora do COVID vaccinations?

Te Puna Waiora 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.

5. 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](#).