

WORKING FROM HOME AT TU DELFT

What to look out for?

- Use your TU Delft laptop or system whenever possible
- Use Citrix only if necessary
- Use VPN only if necessary
- Work securely

Your TU Delft laptop TU Delft allows you to safely use the applications you need, so use it whenever possible

TU Delft has a limited number of Citrix licenses. You are therefore requested to use Citrix only if there is no other option. **Don't forget to log out of Citrix immediately after use**

TU Delft has limited capacity for VPN connections. You are therefore requested to use VPN only if there is no other option.

Please read and follow the instructions in this document carefully

How can I use some commonly used programmes at home, without Citrix?

Application	On a TU Delft laptop/system...	On a private computer...
E-mail	Use Outlook or the e-mail programme you normally use for work. You can also access your e-mail via webmail.tudelft.nl . You can log in with NetID and password.	Go to webmail.tudelft.nl . You can log in with your NetID and password.
Microsoft Office	The Microsoft Office suite (Word, Excel, Powerpoint) is already installed on your laptop.	Install the Microsoft Office suite (Word, Excel, Powerpoint) if you don't already have it. You can find the manual here .
Files (H:\, M:\ and other network drives)	Use Webdrive. You can find the manual here .	Use Webdrive, but make sure your private computer meets the secure working requirements (see below). You can find the manual here .
Sharepoint	You can access Sharepoint in any Internet browser at http://teams.connect.tudelft.nl/ . You can login with your NetID and password. More information can be found here .	
Calling, chat & online conferences (audio & video)	Skype for Business has already been installed on your system. The other party does not need to use Skype, but can join using a land line or mobile phone. You can find the manual here .	Install Skype for Business. You can find the manual here . The other party does not need to use Skype for Business, but can join using a landline or mobile phone.

Why am I being asked to enter an access code when logging in to certain applications?

With various applications, logging in from home is different from logging in from campus. These applications make use of two factor authentication. In addition to your NetID and password, you also need a code to log in. You will receive this code by SMS on the mobile phone number that TU Delft has registered for you.

Applications that require an access code:

- Basware Alusta
- Collegerama
- TIM
- Topdesk
- Tableau

I don't know if my mobile number is registered:

You can check this at: <https://e-service.tudelft.nl>.

My mobile number is not registered:

Contact your [service desk](#) by phone; after checking your details your mobile number will be registered.

My mobile number is not registered correctly:

Contact your [service desk](#) by phone; after checking your details your mobile number will be registered.

I can't access the application I want to use through my web browser

Various TU Delft applications cannot be accessed from home via a web browser. These applications can only be used via Citrix.

To use (and possibly install) Citrix you can use the manual you will find [here](#).

Try to limit the use of Citrix and log out every time after use in the following way: sign out via *Start menu* and *Disconnect*, and log out by clicking on your name and choosing *Log off*. This way the Citrix license you used, will be immediately available again for a colleague.

With the browser extension Library Access, you can quickly and easily access digital content such as articles and magazines anytime, anywhere. For the extension, a manual and more information, follow this [link](#).

I need to change my NetID password. How do I do that from home?

I work with a laptop or system from TU Delft...

Go to: <https://password.tudelft.nl/>. Log in with your NetID and your current password. You can now change your password. The change is effective immediately. For example, Outlook will immediately ask you for your new password.

When starting up your laptop and logging in to Windows again, your old password will remain valid for the time being. **So you will temporarily have two passwords.** As soon as you are back on campus and restart your laptop, this will be fixed. This has no further consequences or limitations in the use of your laptop or applications.

I work with a private computer...

Go to: <https://password.tudelft.nl/>. Log in with your NetID and your current password. You can now change your password. The change is effective immediately.

How can I ensure that I can work securely from home?

- Use trusted and secure WiFi only.
- Whenever possible, use your TU Delft laptop or system.

If you have to use a private computer, be sure to take the following measures:

- Do not use an outdated version of the operating system
- Set a password to access your private computer
- Make sure you have installed a firewall and anti-virus software and that they receive automatic updates
- Make sure that updates of your operating system are automatically installed
- Use software as offered by TU Delft via software.tudelft.nl
- Encrypt your private computer

How do I secure my (WiFi) network?

You can find the minimum required measures [here](#).

How do I get the latest operating system on my private computer?

Windows: The switch to Windows 10 is still free (provided you have a legitimate older version of Windows). More information can be found [here](#).

macOS: Apple has an active update policy to support a significant number of older versions of macOS. Find out more about switching to a more recent version of macOS [here](#).

How can I set a password on my private computer?

Windows: Information about setting a password for Windows can be found via [here](#).

macOS: A password is set in macOS by default; you don't have to perform any further action.

How do I secure my private computer with a firewall and anti-virus software?

Windows: Use Microsoft's built-in firewall and anti-virus programme in Windows 10. Learn more about using the built-in firewall, anti-virus software and other measures [here](#).

macOS: Find out [here](#) how to set up a firewall for macOS. Other security measures for Mac can be found [here](#).

How do I ensure that updates are automatically installed on my private computer?

Windows: Updates in Windows 10 are 'on' by default, so do not turn them off. You can find tips for planning updates and other tips [here](#). For information on simultaneously updating other Microsoft programmes (e.g. Office) check [here](#).

macOS: Updates of macOS and other programs can easily be performed. More information can be found [here](#).

How can I encrypt my private computer?

A manual for encrypting your private computer can be found [here](#) (all operating systems).

How to handle TU Delft data and personal data and keep them secure

- Do not put data from TU Delft on your private computer, an external disk, USB stick or other physical carrier.
- Use webdata.tudelft.nl, Webdrive and/or SURFdrive to store or share data.
- Keep business use separate from private use: e.g. do not send business e-mail via your private e-mail.
- Make sure that data is not accessible to unauthorized persons: also lock your screen at home and make sure that paper documents are stored in a lockable drawer, cupboard or space.
- Make sure your laptop or private computer is not an attractive target for thieves or other criminals.

Be alert to phishing and CEO fraud

Unfortunately, even in these circumstances, we see an increase in the number of emails with phishing and CEO fraud.

Do not respond to requests for payment or the purchase of gift cards which seem to come from your supervisor. In case of payments or requests, always use the internal TU Delft processes.

Report phishing, CEO fraud or other abuse of TU Delft ICT via: abuse@tudelft.nl

Frequently asked questions

I don't have internet at home. Now what?

You can create your own hotspot with your cell phone. Please refer to the manuals of the provider of your phone subscription.

Can I use a TU Delft workplace at home?

Contact your manager to see what the possibilities are, including if you need an (extra) monitor, docking station, keyboard or mouse at home. Only take home equipment from your own workplace. **You are emphatically not meant to take desktop computers home with you.**

Need help? Log a call.

You can log a call via the self-service portal [here](#). Log in with NetID and password and then choose the button *Report to service desk*.