

TU DELFT INSTRUCTIONS FOR WORKING FROM HOME

What should I pay attention to?

- ! Use your TU Delft laptop or system
- ! Use eduVPN
- ! Always work securely

Your TU Delft laptop has been set up to work securely with the programs you need. Make sure you use it whenever possible!

EduVPN ensures you have a secure internet connection, similar to when you are working on campus. [EduVPN](#) is available for every member of staff and student and offers many advantages. Users with non-managed workspaces can get eduVPN via [SURF](#)

Please read the instructions and details in this document carefully and follow them to the letter!

How can I use some frequently-used programs at home without Citrix?

Application	On a TU Delft laptop/system	On a private computer
Email	Use Outlook or the email program you would normally use for your work. You can also access your email via webmail.tudelft.nl . Log in using your NetID	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 do not yet have it.
Files (via network drives)	Use EduVPN – see above for instructions	Use Webdrive , but make sure that your private computer meets the requirements for working securely (see below).
Sharepoint	You can access SharePoint in any internet browser by going to https://sharepoint.tudelft.nl/ . You can log in with your NetID and password.	
Telephoning & chat	Use Skype for Business. The other party does not need to have access to Skype, but can use a landline or mobile telephone. The manual can be found via this link .	Install Skype for Business . The other party does not need to have access to Skype for Business, but can use a landline or mobile telephone.
Online meetings & collaboration	Use Microsoft Teams (pre-installed). The manual can be found via this link .	Install Microsoft Teams .

When I log in to an application, I am asked to enter an access code

For some applications, logging in from home is different than when doing so on campus. These applications feature double security protection. For these, in addition to your NetID and password, you also need an SMS code in order to log in. You will be sent this on the telephone number that TU Delft has registered for you.

Applications that ask for an access code:

Basware Alusta, ERP-LN, Collegerama, Payslip, TIM, Topdesk, Tableau, etc.

Use EduVPN!

If you use eduVPN, you only need to enter an access code once in each session, when launching eduVPN. You can then launch applications without an additional access code.

I don't know if my mobile number has been registered.

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

My mobile number has not been registered or has been registered incorrectly

[Contact](#) the service desk by telephone. After your details have been checked, your mobile number will be registered.

I cannot access the application I want to use via my web browser

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

For Citrix (and to install it), use the [manual](#).

Try to limit your use of Citrix, and after each time you use it log out in the following way: sign off via the start menu and "Disconnect" and log out by clicking on your name and selecting "Log off". This will ensure that the Citrix licence you used immediately becomes available for a colleague!

Using [the Library Access browser extension](#), you have rapid and easy access to digital content, such as articles and journals, wherever and whenever you wish.

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

I'm working using a TU Delft laptop or system...

Follow [the instructions](#) (login required). Changing your password during an eduVPN session avoids needing to use your old password again when you start Windows.

I'm working using a private computer...

Go to: <https://password.tudelft.nl/>. Log in with your NetID and your existing password. You can now change your password. The change will take effect immediately.

How can I encrypt my laptop in order to ensure that data are secure?

Encryption is an important way of protecting data when the laptop is lost, for example through theft. If you have a TU Delft managed laptop without encryption, please contact the WPS department.

More information about [storing and using data securely](#)

How do I work securely from home?

Make sure you use familiar and secure Wi-Fi only.

Where possible, always use your TU Delft laptop or system

If it is necessary for you to use a private computer, please ensure you have taken the following measures:

- ! Do not use an outdated version of the operating system
- ! Set a password for accessing your private computer
- ! Make sure that you have a firewall and antivirus installed and that these are updated automatically
- ! Make sure that updates for your operating system are installed automatically
- ! Use the software that TU Delft offers via software.tudelft.nl
- ! Encrypt your private computer

How do I secure my (Wi-Fi) network?

You will find the minimum measures you need to take [here](#) and [here](#).

How do I get the most recent operating system onto my private computer?

Windows: [Upgrading to Windows 10](#) is still free of charge (provided that you have a properly-licensed older version of Windows).

macOS: Apple has an active update policy to support a large number of older versions of macOS. Information on upgrading to a [more recent version of macOS](#).

How can I set a password on my private computer?

Windows: Setting a [password for Windows](#)

macOS: In macOS, a password is set by default. You do not need to take any further action.

How do I protect my private computer with a firewall and antivirus?

Windows: Use the [built-in Microsoft firewall and antivirus in Windows 10](#).

macOS: Setting the [firewall for macOS. Other security measures for Mac](#).

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

Windows: Updates in Windows 10 are switched on by default. Do not switch these off. [Tips on planning updates and other tips](#). For [simultaneously updating other Microsoft programs \(Office\)](#)

macOS: [Updates for macOS and other programs](#) are easy to execute

How can I encrypt my private computer?

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

Be careful with TU Delft (and your own) data and keep them secure!

- ! Do not put TU Delft data on your private computer, an external disk, USB stick or other physical medium
- ! Use webdata.tudelft.nl, Webdrive and/or SURFdrive to store and share data
- ! Keep business and private use separate: do not send business email via your private email, for example
- ! Make sure your data cannot be accessed by unauthorised persons: always lock your screen even at home, and ensure any paper documents are stored in a lockable drawer, cupboard or room
- ! Make sure your laptop or private computer is not an attractive target for thieves or other criminals

! Be alert to phishing and BEC fraud

Unfortunately, in these circumstances we are seeing an increase in the number of phishing and BEC fraud emails

Do not respond to requests for payment or the purchase of gift cards that appear to come from your manager. For payments or requests for payments, always use the internal TU Delft processes.

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

FAQs

I do not have the internet at home – what should I do?

You can use your mobile telephone to make a hotspot. For details, see the manuals from your phone subscription provider.

I want to use a TU Delft workspace at home

Log in and take a look [here](#) for more information about possible support for this kind of homeworking space.

Need help?

Submit a report!

Submit a report via the [Self Service portal](#). Log in with your NetID and password and then select "Report to service desk".