

Fact sheet

Work from home ICT preparation

Before you leave your workplace

Check your connectivity

Hotspot connection: Check you can connect your work laptop to your hotspot on your mobile.

Follow the guide >> [IT Self Help - Wi-Fi - Connecting hotspot on your mobile device with your work laptop](#)

VPN access: Check you can connect to the VPN BEFORE leaving your workplace. If you've never connected before:

- Request access here: [VPN Access - #teampossible support hub](#)
- Once configured by ICT, follow the instructions here: [IT Self Help - Remote access - FortiClient VPN application User Guide](#)

Remember to bring home:

- your work laptop and its power cord/charger
- your monitor (if you don't have one at home)
- your headset and its USB dongle

Important tips:

- If you go into the office over the next few days, ensure you bring home your laptop each day in case you can't get back to your workplace the next day.
- Keep your laptop charged in case of a power outage.

Working from home

Prepare for a power outage

Disconnect your laptop charger from the power outlet BEFORE a thunderstorm to prevent any damage.

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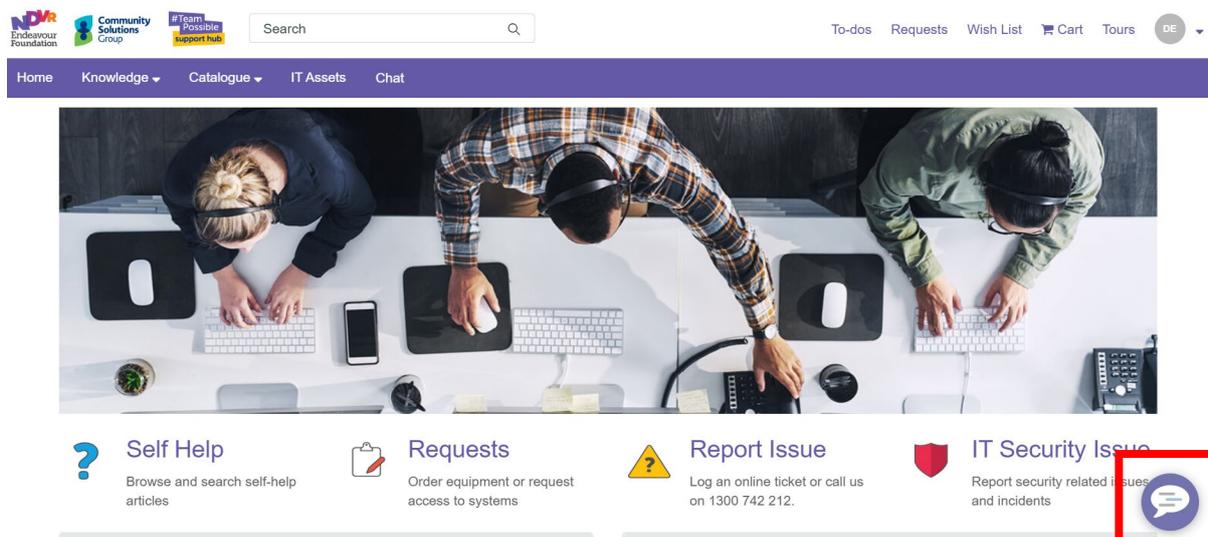
ICT Support available

#TeamPossible Support Hub:

- [Report an issue at the #TeamPossible support hub](#)

ICT Live Chat: *Chat icon on bottom right-hand corner*

- [EF ESC IT Homepage - #teampossible support hub](#)
- Weekdays from 7:00am (AEST) to 6:00pm (AEST)



ICT Service Desk

- **Phone:** 1300 742 212
- **Weekday support:** 7am (AEST) to 6pm (AEST)
- **After hours (limited and urgent):**
 - Monday to Friday 6pm (AEST) to 9pm (AEST)
 - Saturday 10am (AEST) to 4pm (AEST)
 - Sunday/National Public Holiday 11am (AEST) to 3pm (AEST)