TU Delft Instructions for Working from Home

Due to the measures that took effect on 12 March 2020, many of you are now working from home. This document sets out all the information you need to be able to work remotely.

Getting started

We are asking all of you to limit your use of Citrix.
TU Delft has a limited number of licenses for using Citrix. That means that only a limited amount of users can be logged on to Citrix at any one time. Please only use Citrix when you have no alternative way of using your applications. After using Citrix please do not forget to log off, so that others can use it after you.

These commonly used applications/programs can be accessed without Citrix:

1) E-mail
E-mail is always accessible through your browser on webmail.tudelft.nl.

**Working on a TU Delft laptop:** Use Outlook (or any other mail client you normally use) or go to webmail.tudelft.nl. Log in using your NetID and password.

**Working on your own computer:** Go to webmail.tudelft.nl or set up Outlook (or your preferred mail client). Consult the manual for information on how to do this at: https://www.tudelft.nl/en/it-manuals/e-mail-and-calendar/.

2) Files (H:\ en M:\ disks etc.)
Your files are accessible through Webdrive. The manual for downloading and setting up Webdrive can be found at https://www.tudelft.nl/en/it-manuals/online-ict-services/ (under “Accessing data via WebDav or SFTP with the Webdrive client”).

3) Microsoft Office

**Working on a TU Delft laptop:** Software is already installed, and you should have sufficient tools.

**Working on your own computer:** If you do not have Office installed on your computer, you can download it using your TU Delft NetID and password. This manual shows how to do this: https://bit.ly/tuhandleiding.

4) SharePoint?

You can access SharePoint in any Internet browser by surfing to https://teams.connect.tudelft.nl and logging in using your NetID and password. More information can be found here: https://www.tudelft.nl/en/it-manuals/sharepoint/.

5) Skype for Business

You can use Skype for Business to call and chat from home. It is also possible to organize a digital meeting (audio/video). The other party does not need to have Skype for Business installed; users without Skype can use a normal telephone line (fixed or mobile).

**Working on a TU Delft laptop:** Skype for Business is already installed and can be used immediately.
Working on your own computer: Download Skype for Business via https://software.tudelft.nl. Instructions for downloading, installation and the use of Skype can be found here.

Please note:
**Only use VPN to access licences or publishers.**
Tip: With the browser extension Library Access, you can quickly and easily access digital content such as articles and periodicals via a TU Delft Library licence, wherever and whenever you want. See the Library website for more information and the extension.

Other questions:

**When I log in to an application I am suddenly required to provide an ‘Access code.’ What do I have to do?**

When logging in from home there are several applications (eg Basware Alusta,) which follow a slightly different process than that used when you log in from the TU Delft’s campus network. These applications use 2FA (two-factor authentication). This means that in addition to your NetID and password, you will also need to enter a one-time code that is sent to you by SMS. This SMS message will be sent to your mobile number according to TU Delft’s registration.

If your mobile number is not (correctly) registered you can fix this yourself at https://e-service.tudelft.nl.

**Important note:** you can only change your mobile number if you are working on campus or you are using Citrix to access the e-service site. Please see the instructions on using Citrix above. Having changed your mobile number, please do not forget to sign off from Citrix so that other users can re-use the license.

**I need to change my NetID password, how do I do that?**

**Working on a TU Delft laptop:** go to https://password.tudelft.nl and log in with your NetID and password. You can now change your password. Note: you will have to keep logging in with your old password on your local Windows laptop (when restarting/logging in). For other applications you can use your new password.

**Working on your own computer:** go to https://password.tudelft.nl and log in with your NetID and password. You can change your password and use your new password for all applications.

**I don't have internet at home, what now?**

You can create a hotspot with your (TU Delft) mobile phone. Please consult the manuals from your provider or from your own phone.

**I need to change my mobile phone number from home to use 2-Factor authentication.**

For this you need Citrix. Please note that TU Delft has a limited number of licenses for using Citrix: log off when you have finished modifying your data so that the license can be used by others.

- Go to https://weblogin.tudelft.nl and log in with your NetID and password.
- Click on the icon with "TU Delft - Desktop". After a short time, a Windows desktop will appear in your browser.
- Open the Start menu and scroll down to "Internet", and choose "Google Chrome".
- In Chrome, type "e-service.tudelft.nl" in the address bar, click "Login" in the menu. Now log in with your NetID and password.
- Click on "Personal". You will now see a page where you can edit and save the field "Mobile number". Do this and unsubscribe (via Start menu and "Disconnect", then click on your name and choose "Log off").
Please note: do not take your desktop or other workstation components home with you. Of course laptops and other mobile devices, such as headsets and (wireless) mice, can be taken with you.