

OPTIONS TO WORK FROM HOME/REMOTELY USING UGL ICT SERVICES

All your day-to-day applications and systems like Outlook, folders and SAP can be accessed from your home/ remote locations securely using your UGL laptop with an internet connection.

One of the following options could be used for the internet connection:

- If you have a Broadband or NBN internet connection available at home, simply connect to your home WIFI or plug in an ethernet cable that connects to your internet modem/router; or
- Your laptop can be tethered to your corporate or personal mobile phone to provide internet access (requires more than 1 bar signal strength on your mobile phone).


The following links provide phone manufacturer guidelines on sharing your phone internet connection:

- Android instructions: <https://support.google.com/android/answer/9059108?hl=en>
- iOS instructions: <https://support.apple.com/en-au/guide/iphone/iph45447ca6/ios>

I'm setup with internet access, how do I access UGL applications on my UGL laptop?

- Outlook email and Skype for Business can be accessed simply by connecting to the internet from your UGL laptop.
- Access to all UGL applications (e.g. SAP & Intranet) requires the GlobalProtect application which provides a secure tunnel across the internet to UGL applications.
- Please complete the following to connect using GlobalProtect:
 1. Follow the steps in [this article](#) to use the GlobalProtect VPN application which is pre-installed on all UGL laptops
 2. As you are connecting to UGL systems from the internet, multi factor authentication (MFA) is required. If you have not setup your MFA preferences, [please follow the steps in this article](#).

Accessing UGL ICT Services with your UGL Corporate mobile phone

The following apps are available via the Company Portal app. Access the company portal  app on your phone, select the application to install, then choose install.

| Name of App | Description |
|-------------------------|---|
| Microsoft Outlook | Email and calendar functions |
| Skype for Business | Integrated with the Outlook Calendar to provide one click meeting join for upcoming meetings. It also facilitates instant messaging similar to the desktop application. |
| Microsoft OneDrive | Document access |
| UGLMobile | Timesheets, leave entry, payslip view and manager workflow approvals |
| Microsoft Authenticator | Multi Factor Authentication (MFA) confirmation |
| Concur | Travel and expense management |
| Microsoft Office Apps | Microsoft Word, Excel and PowerPoint |
| Adobe Acrobat | PDF viewer |

Accessing UGL ICT Services with your personal mobile phone

- UGL ICT now supports bringing your personal device (BYOD) (Android or IOS) with telco service plan to access UGL ICT services. Please note that costs related to the personal device or the personal plan will not be reimbursed.
- This option is NOT available to operations/ project teams as the UGL telco service plan has been selected for business grade connectivity. Operations/ project teams are advised to apply for a UGL Corporate device and plan.

It is recommended that you complete the [BYOD application](#) form to enrol your device to securely access ICT Services. For information on working from home safely, please visit [UConnect](#).

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