



**FOR IMMEDIATE RELEASE**  
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## **DICT | COVID -19 SERVICES**

Dear Staff

In light of the University's lockdown that commenced at 16h30 on Thursday, 26 March 2020, the Department of Information and Communications Technology is committed to the support of NUST staff members throughout the course of the COVID-19 pandemic.

### **ICT Helpdesk**

The ICT Helpdesk is equipped to operate remotely and telephonically. The team will operate as usual from Monday to Friday, 07h30 – 16h30. The ICT Helpdesk's contact details are as follows:

**Telephone:** +264 61 207 2484  
**Cell + WhatsApp** +264 81 249 7885  
**E-mail:** [icthelpdesk@nust.na](mailto:icthelpdesk@nust.na)

The graphic features a dark blue background with white icons representing various ICT services (gear, smartphone, bar chart, folder, Wi-Fi, laptop, cloud, monitor, server). The NUST logo is in the top right corner. A red diagonal banner is at the bottom right.

**ANNOUNCEMENT**

The ICT Helpdesk will operate remotely during the University lockdown.

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### **Microsoft Teams**

Microsoft Teams is a cloud-based team collaboration tool that is part of the Office 365 suite. It allows teams to collaborate content in real-time across different devices (PC, smartphones, tablets). The core capabilities in Microsoft Teams include business messaging (chat), calling, video and audio meetings and file sharing.

Microsoft Teams is accessible on the NUST website: <https://www.nust.na/?q=ictservices>. For assistance, please contact the ICT Helpdesk via telephone, cellphone, WhatsApp or e-mail.

### **Virtual Private Network (VPN)**

A NUST Virtual Private Network (VPN) has been created for staff members. A VPN allows staff members to securely connect their devices (PC or laptop) from their 'home/external' network to the NUST network (e.g. **staff intranet, ITS**) over the internet.

A guide on how to access the VPN is accessible on the NUST website: <https://www.nust.na/?q=ictservices>. For assistance, please contact the ICT Helpdesk via telephone, cellphone, WhatsApp or e-mail.

### **Open Virtual Desktop (OVD)**

An Open Virtual Desktop (OVD) environment, still in testing phase, is being set up to allow staff members full access to a complete business desktop from own devices (PC, smartphone or tablet) from the comfort of their home.

A virtual desktop shall provide a user's desktop environment (wallpaper, windows, folders, Microsoft Office, Adobe Pro DC, **shared folders, ITS** etc.) provided you have an internet connection.

A guide on how to access the OVD shall be accessible on the NUST website when testing is concluded. For assistance, please contact the ICT Helpdesk via telephone, cellphone, WhatsApp or e-mail.

### **Other Services**

We are still working on other ICT services, which shall be announced as they are fully operational.

**-END-**