

## Which service should I use for my situation?

Use the tables on the following pages to help determine what service should be used when using a University supplied device or when using your own device. For more information about a particular service, please visit our website or get in touch.

Question	If you are using a University supplied device...	If you are using your own device...	Help and guidance
I'd like to access email	Use the email client on your computer the same way you would in the office	Use the Webmail service; <a href="https://webmail.worc.ac.uk">https://webmail.worc.ac.uk</a>	
I'd like to access the O: Drive	Use Windows Virtual Desktop	Use Windows Virtual Desktop	<a href="https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf">https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf</a>
I'd like to access specialist applications such as SITS, KX or the Finance System	Use Windows Virtual Desktop	Use Windows Virtual Desktop	<a href="https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf">https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf</a>

### IT Service

...making IT work for you

**Online:**

[www.worcester.ac.uk/it](http://www.worcester.ac.uk/it)

**Telephone:**

01905 85 7500

Mon - Fri, 08:30 - 17:00

**In person:**

IT Support Desk  
Pearson Study and Guidance  
Centre, 1st Floor & L3 The Hive

Mon - Fri, 09:00 - 17:00

Question	If you are using a University supplied device...	If you are using your own device...	Help and guidance
I'd like to access my computer in my office remotely	Use the remote computer connection feature in Windows Virtual Desktop	Use the remote computer connection feature in Windows Virtual Desktop	<a href="https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf">https://www2.worc.ac.uk/it/documents/Windows_Virtual_Desktop_Guide.pdf</a>
I'd like to speak to a colleague or hold a meeting	Use Microsoft Teams	Use Microsoft Teams	<a href="https://www2.worc.ac.uk/it/microsoft-teams.html">https://www2.worc.ac.uk/it/microsoft-teams.html</a>
I'd like to save or share files securely	Use OneDrive for Business	Use OneDrive for Business	<a href="https://www2.worc.ac.uk/it/onedrive.html">https://www2.worc.ac.uk/it/onedrive.html</a>
I'd like to work on Office files, Word, PowerPoint, Excel etc	Office will be installed by default	You can download a copy of Office365 for free using your staff credentials	<a href="https://www2.worc.ac.uk/it/documents/Office_-_Install_Office_365_(Staff)_1.pdf">https://www2.worc.ac.uk/it/documents/Office - Install Office 365 (Staff) (1).pdf</a>
I'd like to use Zoom	Please speak to IT first	Please speak to IT first	

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