

# Staff Remote Access to NIWA Services

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## Access NIWA Systems Remotely

A number of NIWA services are available to staff from outside of NIWA, please use the links below to access the services you require remotely.

### Mail

<http://outlook.com/owa/niwa.co.nz> - A web based view of your NIWA Outlook mailbox, calendar, and contacts. This can be accessed from any device with a current version of the following browsers: Edge, Chrome, Firefox and Safari.

If you have a mobile device, you can install the Outlook application for [iOS](#) and [Android](#).

### NIWA Web Services

Access to NIWA web services from any computer with an internet connection is available by following the following link: [NIWA Web Services](#). You should only connect to these services from a network/device you trust and is not likely already compromised.

### Accessing OneDrive and SharePoint Resources

You can access your OneDrive files and SharePoint resources remotely. As these are cloud based services they do not require VPN access. Access these as usual from your NIWA device, or your own personal devices by visiting <http://office.com> and signing in with your NIWA credentials - "Multi Factor Authentication" (MFA) is required, and this was setup as part of our deployment of OneDrive (but if you haven't yet, following this link to setup it up: <http://aka.ms/setupsecurityinfo>).

### MFA

NIWA requires MFA to access services from outside the company. A guide for setting up MFA (only accessible while on the NIWA network) can be found on the NIWA intranet. If you run into difficulties, please contact [servicedesk@niwa.co.nz](mailto:servicedesk@niwa.co.nz).

### Quickhelp

Want to access the Quickhelp video training product from home or on the road? Just click [here](#).

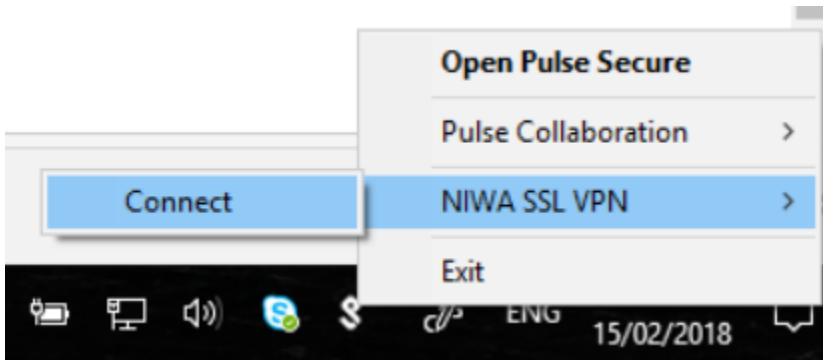
### Serko

NIWA staff can manage their travel bookings by visiting <https://travel.niwa.co.nz>.

### Full Access - VPN

Launch the VPN client software to provide access as if you're within the NIWA network (to access your network drives, files, and internal web services).

VPN software is installed on all NIWA-issued desktops, in your task tray right-click the **Pulse Secure Icon > NIWA SSL VPN > Connect**



Otherwise, following this link: [NIWA VPN](#).

### **I need help! Your computer doesn't meet the security requirements**

If you are still unable to connect and need urgent assistance, please phone the Service Desk on [+64-7-8591888](tel:+64-7-8591888) If you're overseas, please consider any time difference before dialing. For less-urgent issues please email [servicedesk@niwa.co.nz](mailto:servicedesk@niwa.co.nz).

### **I'm an external user and I'm having issues accessing NIWA services**

You will find relevant information on the [External Users Help](#) page.