



Microsoft Teams is a great tool to use both in and out of the office.

With SASSETA having started working from home on a trial basis from May 2023, it is, therefore, a vital measure that the ICT Department equip employees with the **necessary tools and knowledge**.

The ICT Department has allocated headphones to almost everyone in the organization, ICT requests that colleagues use these tools of trade effectively.

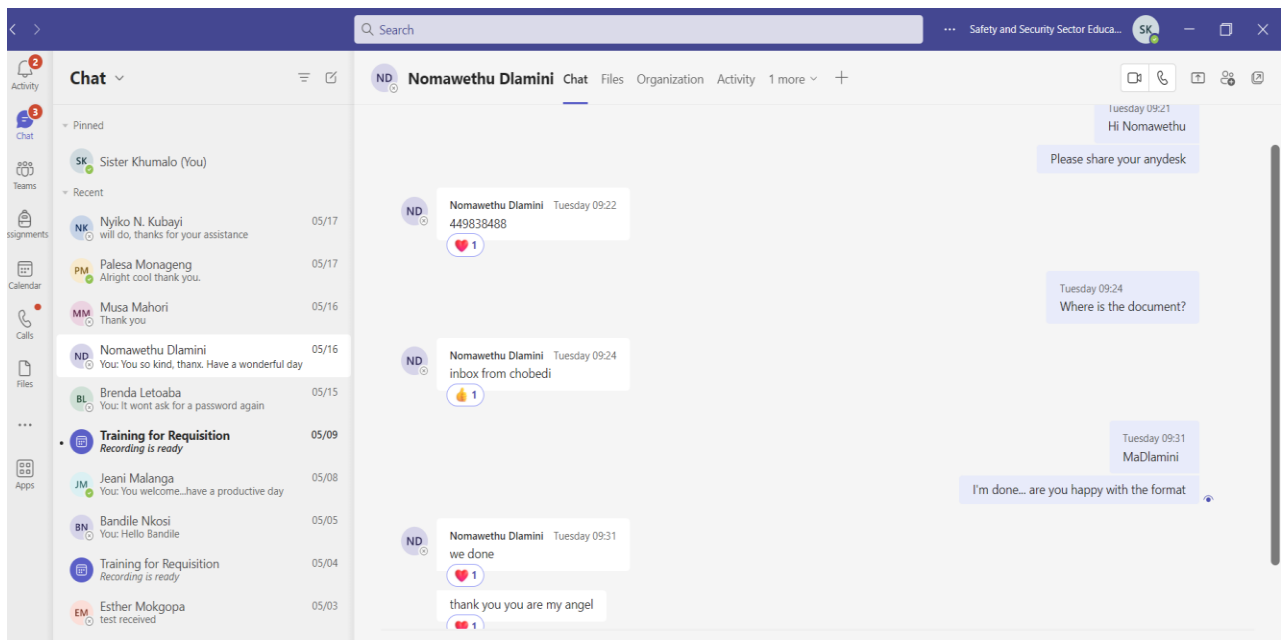
Microsoft Teams is really a suite of solutions in one, including the ability to:

- to text on chat.
- voice chat.
- conference calls or group calls.

Colleagues are encouraged to use **Ms Teams - Chat** to communicate with ICT, this does not eliminate the process of sending ALL their requests to icthelpdesk@sasseta.org.za.

The above email is linked to ICT Helpdesk System, once requests are sent by an employee, the ICT Helpdesk Administrator will receive and allocate the request to a Technician who will contact you via **Ms Teams - Chat** for your **Anydesk Number** to remotely assist you.

Colleagues are requested to refrain from sending their requests via whatsapp. SASSETA has provided colleagues with data allowance and all the tools to work from home, let's use it effectively.



ICT Team requests colleagues to sign into Ms Teams every morning at 7:30am, and log off after work 4pm. This will allow ICT Team to assist colleagues quick and easily as it is real-time communication.