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IT Guidelines for Overseas Travel

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Introduction

This document seeks to inform and assist CSU staff travelling overseas with technology options available to be able to communicate with the University, colleagues and family. Parts of this document may also apply to domestic travel. Advice is provided on some best fit options for telephony, computer access (Internet) and video conferencing. It does not cover all technologies available and is intended as a reference guide only. Travelers are advised to conduct independent reviews of charges associated with countries they intend to visit and determine which technologies or methods best suit their individual needs.

Responsibilities

It is the responsibility of the staff member travelling to avail themselves of relevant information relating to costs prior to travelling.

Recommendations and Tips

It is recommended that CSU staff

- Take their mobile phone with them and ensure it is turned on while travelling for work purposes. This is important when a natural disaster or security issue arises in a foreign country and the university may need to contact travellers to provide safety advice and further information in relation to an emergency situation.
- Register your travel with the Australian Government Department of Foreign Affairs and Trade. <http://www.smartraveller.gov.au/>
- Consider your data usage. You have the option to turn off mobile data roaming and use overseas WiFi connections if necessary or preferred when using your devices. Remember the day pass will provide 100MB of data each day. Excess data is charged at 0.03c per MB.
- Set up a voice mail and check it regularly. This is necessary for the same safety reasons as outlined above.
- Use the International SOS Travel Portal which is available via the Travel Web Page. You can select a country and then click links to advise emergency phone contact, dialling codes etc. http://www.csu.edu.au/division/finserv/staff/travel/international_sos
- Check the availability of International Roaming in your destination and that your device will work there.
- Deactivate any international call barring settings before you leave if applicable (see your device user manual).
- Familiarise yourself with *Tips on useful call information and troubleshooting* (see appendix 2).
- Consider taking a copy of your mobile phone user guide or instruction manual.
- Consider converting the mobile phone numbers in your phone book to international format.
- Check out the CSU travel website for further information. <http://www.csu.edu.au/division/finserv/staff/travel/travelhome>

International Pricing Plan for CSU Mobile Services

Currently CSU have mobile services that have Global Roaming activated. This allows staff to be able to use their mobile phone or IPAD overseas to make, receive calls and access to the internet while visiting the overseas countries.

Mobile Services used overseas in Global Roaming Mode are charged at the country call rates they are visiting. The charge can become quite expensive if the usage is **not managed** by the phone user.

To assist in controlling the costs of using mobile devices overseas, our mobile provider, Telstra has developed global pricing plans for mobile users.

The International Roaming Day Pass is the product. This Day Pass product will be provisioned across all mobile services on our account that have global roaming access activated.

The Travel Pass Plan is applied at the account level and will cover any service that has global roaming activated. The travel pass charge will apply **ONLY** when the service, with global roaming activated, is used when a charging event takes place during the day pass period.

- **\$10 per day – Unlimited Voice and SMS calls made or received, PLUS 100MB of data available on each day. Excess data rate is 0.03c/MB.**

How does it work?

- The Day Pass will only activate on the days the mobile service is used to make / receive calls, send or receive SMS or uses data in one of the 58 listed countries on a Per Day basis.
- A single day is measured in Australian Eastern Standard Time (AEST). Commencing at 12:00am and concluding at 11:59pm AEST.
- This means that any calls, SMS or data used in this time period will be charged as a single day AEST. You will be charged for each day or part thereof that your Day Pass has been used.

Mobile users have the option to turn off mobile data roaming and use overseas WiFi connections if necessary or preferred when using their devices.

It is not necessary to activate and deactivate global roaming for every overseas trip. Global roaming needs to be activated on your CSU mobile once. If you are not sure if global roaming is activated on your CSU phone or you are a first time overseas traveler please contact the DIT Service Desk for assistance <http://www.csu.edu.au/division/dit/services>

If the country you are visiting is not listed in appendix 1, global roaming is not available in that country.

Other Mobile Phone SIM Card Options

As all CSU smartphones purchased after December 5th 2011 are not locked to a provider there is another alternative to help keep phone costs down while overseas and that is a prepaid SIM card with one of the vendors who operate within the worldwide travel space. This alternative may be of benefit when travelling to countries not covered under global roaming (see countries listed in appendix 1). Travelers can purchase the TravelSIM from Australia POST stores or purchase a local prepaid SIM when arriving at their destination. The TravelSIM works in 140 different countries.

Note - This means you will have a different mobile number while using this service

Computer

Device	Connection Options	Access to
Standard CSU Laptop (using VPN client)	Local provider wireless Internet connectivity required. Charges may apply from hotel/motel. Free wireless is often available from locations such as McDonalds, Starbucks, Airports etc.	Access to all CSU services <i>Note There may be some latency experienced due to quality and speed of your internet connection.</i>
Standard CSU Laptop (without VPN Client)	You could consider smartphone tethering as a connection option however remember the day pass is 100MB per day (excess data is 0.03c per MB)	Access CSU email via https://weboutlook.csu.edu.au Skype 4 Business and other web based services are available.

CSU VPN Client

CSU VPN client provides secure access to CSU services such as Outlook, the P & S drives and some administration systems while working off campus or travelling on university business. Normally, accessing the restricted internal services, requires that your computer be directly connected to the CSU network. However, installing and using the CSU VPN Client allows you to create a virtual secure connection back to the CSU network.

To use VPN you will need a CSU provided and imaged Laptop and a decent internet connection.

Note - VPN is an internet based technology, so if you have a slow internet connection wherever you happen to be working or staying, VPN will connect but your access to CSU services will be slow.

If you are an infrequent VPN user, you may need to download and install the latest version of the VPN client from the link below. Recent updates mean that older versions of the client may not work.

For information about installing and using the CSU VPN Client, please see the Remote Access section of the Network and Internet Self-Help page.

<http://www.csu.edu.au/division/dit/services/service-catalogue/for-staff/collab-communications>

The CSU VPN Client can be installed from <https://www.csu.edu.au/division/dit/software/core>

Look for the **Cisco AnyConnect Secure Mobility Client**

Note - If you are not on campus and are not able to access the software download page, open a web browser and type <https://vpn.csu.edu.au> and follow the install instructions.

Once installed click the icon in your taskbar to connect.



When prompted select the CSU-Staff-Users group [and](#) enter your CSU username and password.

For assistance contact the Service Desk <http://www.csu.edu.au/division/dit/services>

Video Conferencing

Whilst travelling overseas you can utilise and participate in videoconferences when you have an Internet connection.

Options include

- Your desktop Web Browser
- Skype 4 Business
- Pexip Infinity Connect

Please refer to the infographic for more detailed information to help you choose the best option for you.

<http://www.csu.edu.au/division/dit/services/service-catalogue/conferencing-at-csu/conference-access>

Further help and FAQs on Videoconferencing

<http://www.csu.edu.au/division/dit/staff/training/self-help/collaboration-and-communications>

Appendix 1 – Eligible Countries

Eligible Countries in which the allowances provided by the Day Pass can be used:

Eligible Countries			
Argentina	Austria	Belgium	Brazil
Brunei	Bulgaria	Canada	Chile
China	Croatia	Czech Republic	Denmark
Egypt	Estonia	Fiji	Finland
France	Germany	Greece	Hong Kong
Hungary	India	Indonesia	Ireland
Israel	Italy	Japan	Luxembourg
Macau	Macedonia	Malaysia	Mexico
Nauru	Netherlands	New Zealand	Norway
Papua New Guinea	Philippines	Poland	Portugal
Romania	Saudi Arabia	Serbia	Singapore
Slovak Republic	Slovenia	South Africa	South Korea
Spain	Sweden	Switzerland	Taiwan
Thailand	Turkey	UAE	UK
USA	Vanuatu		

Appendix 2 – Tips on useful call information and troubleshooting

Connecting once you've arrived

When you reach your destination just turn on your phone or plug in your mobile broadband device and it should automatically connect to the local carrier's network (some devices have to be logged on manually - check your user manual for instructions).

Making calls and sending messages

When you're on International Roaming you'll need to use the international dialling format every time you dial: *International access code - Country code - Area code - Phone number*

However, when you're calling from your mobile you don't actually need to know the local International Access Code. You can just enter + followed by the country code and number.

To call an Australian fixed line while overseas:

+ 6 1 Area code without the leading 0 and the Phone number for example, to call (03) 9999 1234 from any country, you'd dial + 61 3 9999 1234.

To call an Australian mobile while overseas:

+ 6 1 Mobile number without the leading 0 for example, to call 0439 125 109 (Telstra) from any country, you'd dial + 61 439 125 109.

To call a local fixed line within the country you're visiting:

Local area code / Phone number, dialling the local number in international format will also work.

To call a local mobile within the country you're visiting:

Mobile number for example, dial the number as you would if you had a local mobile account.

To call a fixed line in any other country:

+ Country code Area code without the leading 0 and the Phone number

To call a mobile in any other country:

+ Country code / Mobile number

If you save all your contacts with a + and their appropriate country code, they'll work whether you're in Australia or overseas

Receiving calls and sending messages

People in Australia can dial your mobile number normally and the call will be forwarded to you as calls received or an SMS will be sent. The caller will pay their normal mobile call rate. The international forwarding will be billed to you at your International Roaming rate.

People in other countries will need to dial your mobile using the Australian country code – even if they're in the same country as you:

+ 6 1 Mobile number without the leading 0

Using MessageBank

If you already have MessageBank set up you'll still get your SMS notifications from MessageBank while overseas, just like you receive them in Australia. To listen to your messages, just follow the instructions in the SMS and dial 1 0 1 or # 1 0 1 # . (Note: # 1 0 1 # is not available on Pre-Paid mobiles.)

Troubleshooting Tips

Just stepped off the plane and you can't log on to a local network?

As long as you've enabled International Roaming and switched off any international call barring before you left Australia, here's what to try:

1. Check for network signal strength on your phone's display
2. Check that your phone's network mode and network selection are set to 'Automatic'
3. Clear any call forwarding or call barring settings that might be blocking your calls
4. Make sure you're using the right dialling codes for your national and international calls

If your phone is still not connecting, try turning it off for a few seconds, then back on.

If none of that works, you may need to call us on +61 439 125 109 (international call rates apply) – we're here to help 24/7.

If your device is lost or stolen

Firstly, make sure your SIM card and mobile device are both protected with a PIN while you're overseas. Then, if your SIM card or mobile is lost or stolen call us immediately so we can block the device and limit your responsibility for any unauthorised usage.

- For Telstra SIMs and devices, call +61 439 125 109.

Remember, never store a written copy of your PIN with your mobile. International call rates apply to call us while you are overseas.

Emergency Services

You can call the local emergency services from any mobile phone, as long as you have a GSM signal and some battery charge. Dial 1 1 2

You don't need to have International Roaming activated, or even have a SIM card in your phone.

For more information on Telstra Smartphones and Travelling Tips

<https://www.telstra.com.au/international-roaming/travel-tips>

Note – The Day Pass data top up is not available under the CSU corporate plan