



Working from home

16 March 2020

Home working

Due to the spread of Coronavirus, it is possible that you may have to work from home, if you are able to, during the outbreak.

This Team Brief outlines how to work from home correctly and effectively.

Key points

- All staff should **take their laptops and chargers home** every night and over the weekend.
- Please try to connect to the network and access all applications you use. If you encounter any problems, please log a call with the ICT ServiceDesk.
- **Live working from home test - Wednesday 18 March**
Your Director will identify a number of staff within the service to work from home to test capabilities of the service. Please follow the advice of your line manager if this includes you.

Information security

Working from home is not without risk and it is vital that you are familiar with the Council's **Acceptable use Policy for Home Working**.

This covers security and information governance practices when using, accessing and storing information and will help everyone remain compliant with our policies.

We ask that you:

- Securely store equipment and paper away from other people within your home
- Keep your screen private when working and lock your screen when away from your computing equipment
- Don't leave paper information lying around for family and others to view
- When talking on the phone or during a web conference ensure before discussing private or sensitive issues you cannot be overheard

How to connect to the network from home

- Click on the wireless icon on the bottom right of your laptop
- Select your home network
- When prompted, put in your broadband router's password and select 'Connect'.

You only need to do this once as Direct Access will remember your details next time you log on, however you will need to do it again if you change your router, as this will have a different password.

Conference Calls

Skype

You can access Skype from Microsoft Outlook **in your emails** and start a new meeting from the home tab 'New Skype Meeting' then following the instructions.

Microsoft Teams

You can set up an audio or video meeting directly **from your calendar**, by selecting 'New Teams Meeting' from the home tab. You can then follow the instructions to set up or join the meeting.

For full instructions on how to use Skype and MS Teams for meetings, please see the Conference Calls guidance.

PowWowNow

This is quick and easy to set up.

Please follow the link: www.powwownow.co.uk/dashboard and add your email address and you will be sent a pin code.

This will be your unique pin code for all future Pow Wow calls. To begin a conference call, you simply circulate the phone number and the pin code to the members of staff required on the call.

Please note: If you use your personal phone for Pow Wow calls, the costs will be charged to you. If use Council equipment, the council will cover the charge.

Staff directory/Address Book

It is **essential** that all staff ensure their contact details are up-to-date in the staff directory.

If they are not accurate, please raise a call with the ICT Self Service Desk and clearly detail what needs to be changed.

All staff working from home should use the address book on Microsoft Outlook only to contact colleagues. **Do not call the contact centre.**

Follow us on Twitter

All staff should follow the council on Twitter to stay up-to-date with the latest information - **@RenCouncil**.

We will be using this channel to share information with staff on potential changes to working arrangements.

You should also check the advice for staff on our website via www.renfrewshire.gov.uk/coronavirus-staff.

HR & OD

Please make sure you follow the correct Health and Safety guidelines if you are working from home.

Find the guidance here - **H&S - Working from Home**

For any questions regarding Coronavirus, contact 0141 618 7323.

Working from home guidance

Information security

Conference Calls

@RenCouncil