

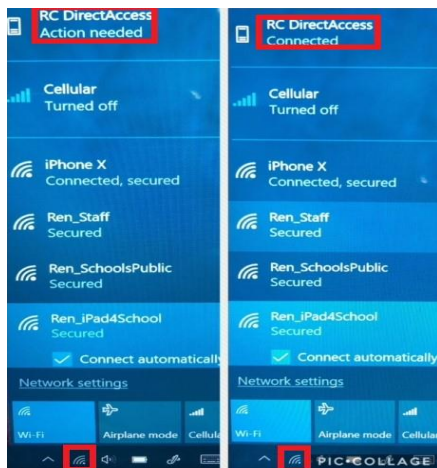
WORKING FROM HOME USING A COUNCIL COMPUTER

Windows 10 allows connectivity for remote users to council network resources without the need for traditional Virtual Private Network (VPN) connections.

It uses a connection called Direct Access which enables council computers including laptops/tablets and desktops to connect to the network.


There are a few simple steps that you need to take.

Connect your device to your wireless network at home



Click on the wireless icon on the bottom right of your laptop and select your home network. When prompted, put in your broadband router's password and select **'Connect'**. Once you are connected, the RC DirectAccess status will change from **Action Needed** to **Connected**. 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.

You can now access all your network resources, including Office 365, drives and folders you're your normal business applications (which may be accessed via Citrix).

To access drives, click on the File Explorer Icon  on the Start menu or the Task Bar on the bottom left of your screen and select the drive you want to access.

Note that only Windows 10 Council computers can connect through this method

Using a network cable to connect

If, for any reason, you need to take your council desktop home then you will not be able to connect wirelessly to your home broadband so you will need to connect using a network cable that you will be provided with. You can also use this with a laptop if your wireless broadband signal is poor. Plug the cable into one of the yellow sockets as shown on the example below – the layout may vary from provider to provider but it will usually have a yellow socket.



Wireless Broadband running slow?

You can test your broadband's performance by downloading [Ookla speed test](#) free from either Google Play Store, or Apple's App Store on an iPhone or browsing to the Ookla website if you are using a desktop PC. Once downloaded, open the app and click 'GO'. The app will firstly check your download speed, then the upload speed and then display them at the top of the screen. If you have questions about broadband speeds, you will need to discuss this with your provider.

Connecting your laptop via a mobile phone (Tethering/Mobile Hotspot)

If your broadband isn't working, you can still create a connection via your mobile phone. This is called tethering which uses your phone's data for the connection. You can do this from either a council smartphone or your personal device.


To tether your council Samsung smartphone, do the following:

Go to **Settings>Connections>Mobile Hotspot and Tethering**. Once on the Tethering screen, tap on **Mobile Hotspot** to switch on and you will get a pop saying '**Turn off WiFi**' – select **OK**. The hotspot is now active and when you click on the wireless icon on the bottom right of your laptop you will see **AndroidAP** as an option for connection. Select this and click on '**Connect**'. You will be asked to enter the network security key – this is the '**WiFi Password**' shown on your phone. Once input, click on '**Next**'. The system will show '**checking network requirements**' then **Connected, Secure**. This process will be the same for any Android device.

To tether an iPhone, do the following:

Go to **Settings>Personal Hotspot**. Tap on '**Allow others to join**'. Click on the wireless icon on the bottom right of your laptop and you will see **iPhone** as an option for connection. Select this and click on '**Connect**'. You will be asked to enter the network security key – this is the '**WiFi Password**' shown on your phone. Once input, click on '**Next**'. The system will show '**checking network requirements**' then **Connected, Secure**.

How to forward calls from your IPT desk phone to a mobile or house phone

The **Fwd All** option will show in the display window – press the soft key  below this option. You will then hear two beeps. Enter 9 for an outside line, then input either your mobile number or house phone number.

One beep indicates the call forward has been activated and you will also see an on screen notification advising that forward has been activated.

To cancel any type of Call forwarding on your IPT phone

To cancel call forwarding, press the **More** Soft key  and then the **FwdOFF** Soft Key .

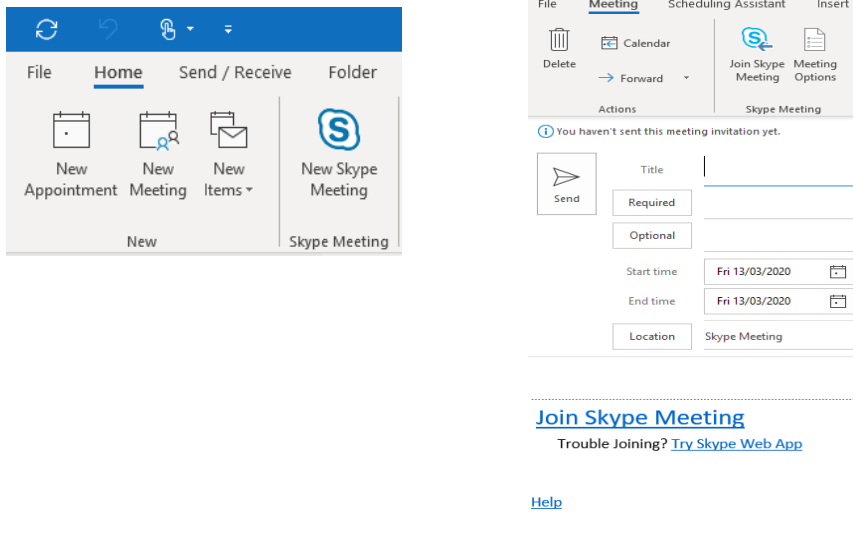
Keep Connected using Skype & Microsoft Teams

Skype Meetings (audio / video)

You can set up either a **Skype audio** or **video** meeting directly from your calendar.

Setting up

- From your calendar select **New Skype Meeting** on the Home tab

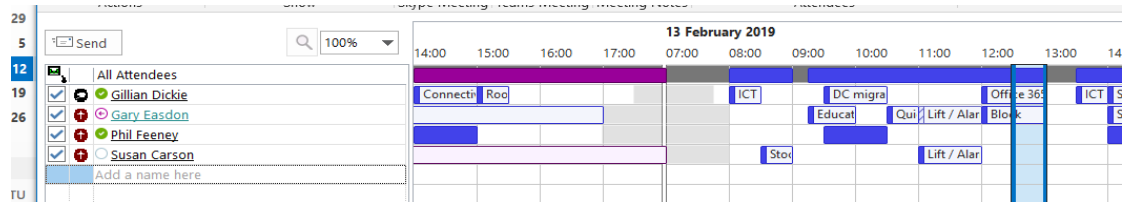


This will generate the meeting invitation window – you can see the ‘**Join Skype Meeting**’ link at the bottom of the screen (see the ‘**Joining a Skype meeting**’ section below).

Good practice note: If you want to make the meeting a video conference, ensure that your attendees know in advance by noting this in the space below the meeting details, so that they are prepared (this will also be covered in the ‘**Joining a Skype meeting**’ section)

- You can then add attendees as usual, from the Global Address List either **Required** or **Optional** as appropriate. You should also include:
 - The subject of the meeting
 - Start and end times
 - Any papers for the meeting (these can be copied from their destination and pasted into the body of the invitation)
- Checking availability
 - Before you send out the invite you should check if the participants are available - click on the scheduling assistant and you will see when people are available (if you have permission you may also see the details of what they are doing) - example below
 - If you need to move to a different slot you can just click on a time that looks free and adjust the duration as appropriate

Note: if you do not have permission to see someone's availability (e.g external participants) their row will just appear grey



Checking attendee status

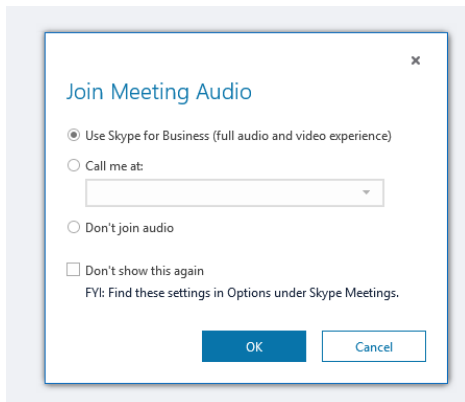
Once you have issued the invites you will receive emails showing whether the person has accepted or declined the invite.

They can also forward the invite to someone else - if they do this you will get an email telling you who it has been forwarded to and you will then get a response from the delegate.

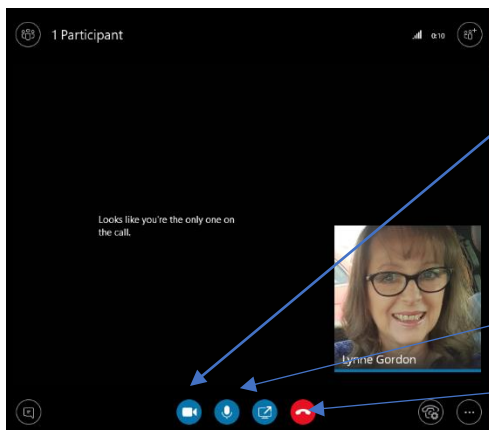
If you want to check the overall status of attendees, you can open the meeting and click on the Tracking button on the Meeting Occurrence tab - this will show the responses from all your attendees.

Joining a Skype meeting

Open the entry in your calendar and click on **'Join Skype Meeting'**



You will see the **Join Audio Meeting** screen with the top option selected – don't change this, and click on **OK**

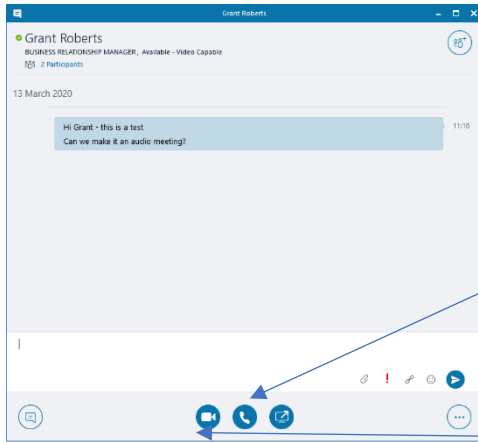


You will see the **connected** screen and be able to see who has joined. To change the meeting to video, click on the **video button** on the bottom left of the screen.

Make sure that you are not on Mute by checking whether there is a strikethrough on the **microphone icon**. You can switch this on and off as appropriate during your call.

To end the call, click on the **red phone** button

You can also initiate a Skype audio or video call when you are on **Skype IM**



To convert to an **audio call**

click on the **phone icon**

To convert to a **video call**

Click on the **video camera icon**



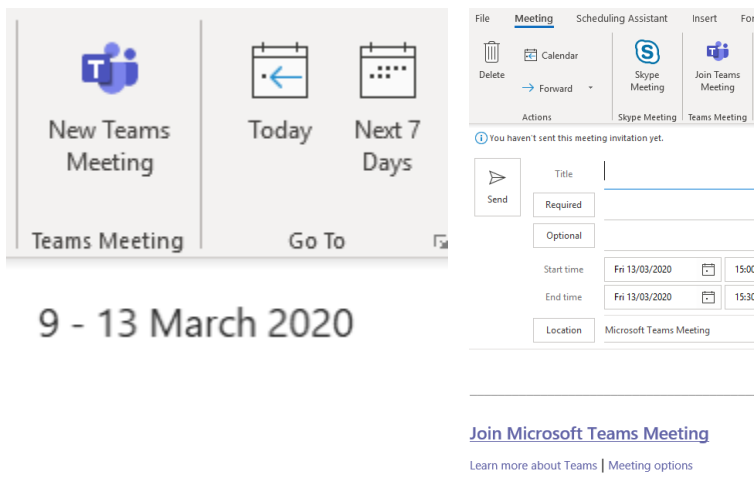
To end the call, click on the **red phone** button

MS Teams Meeting (audio / video)

You can set up either a **MS Teams audio** or **video** meeting directly from your calendar.

Setting up

From your calendar select **New Teams Meeting** on the Home tab

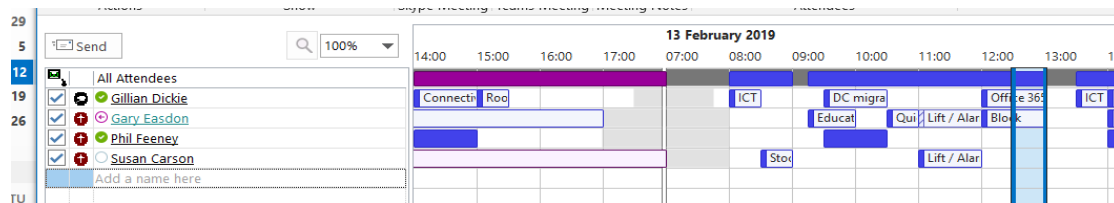


This will generate the meeting invitation window – you can see the **‘Join Microsoft Teams Meeting’** link at the bottom of the screen (see the **‘Joining a Teams meeting’** section below).

Good practice note: If you want to make the meeting a video conference, ensure that your attendees know in advance by noting this in the space below the meeting details, so that they are prepared (this will also be covered in the **‘Joining a Skype meeting’** section)

- You can then add attendees as usual, from the Global Address List either **Required** or **Optional** as appropriate. You should also include:
 - The subject of the meeting
 - Start and end times
 - Any papers for the meeting (these can be copied from their destination and pasted into the body of the invitation)
- Checking availability
 - Before you send out the invite you should check if the participants are available - click on the **scheduling assistant** and you will see when people are available (if you have permission you may also see the details of what they are doing) - example below
 - If you need to move to a different slot you can just click on a time that looks free and adjust the duration as appropriate

Note: if you do not have permission to see someone's availability (eg external participants) their row will just appear grey



Checking attendee status

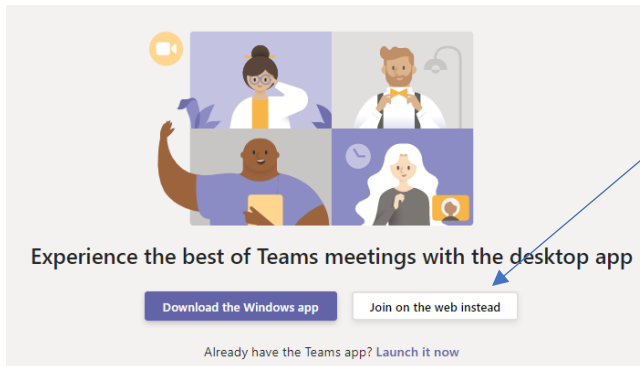
Once you have issued the invites you will receive emails showing whether the person has accepted or declined the invite.

They can also forward the invite to someone else - if they do this you will get an email telling you who it has been forwarded to and you will then get a response from the delegate.

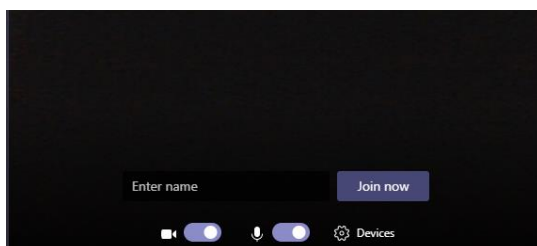
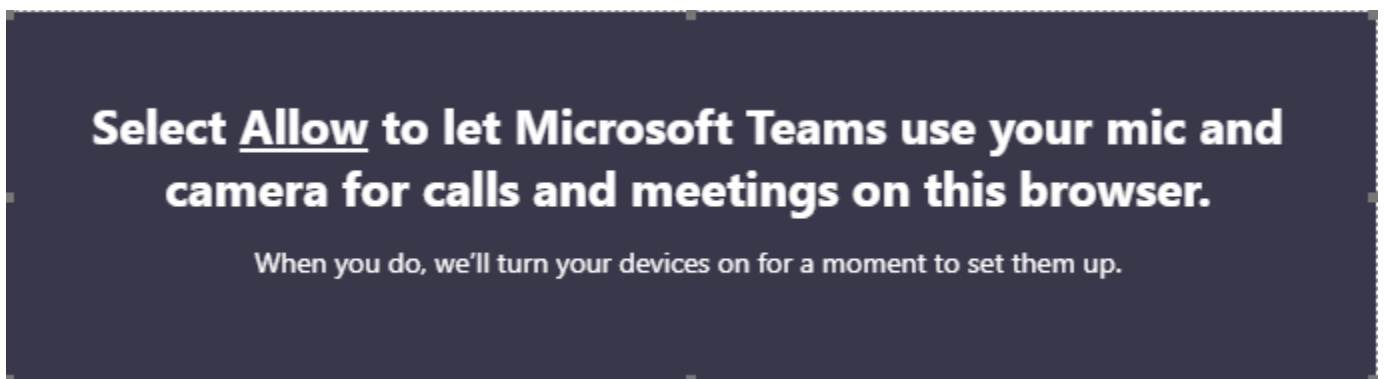
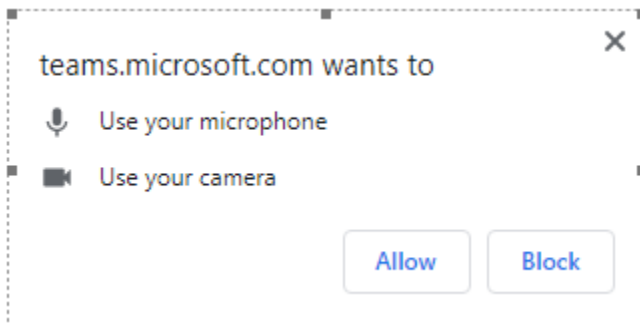
If you want to check the overall status of attendees, you can open the meeting and click on the Tracking button on the Meeting Occurrence tab - this will show the responses from all your attendees.

Joining a MS Teams meeting

Open the entry in your calendar and click on **'Join MS Teams Meeting'** If you haven't used Teams before you may be asked if you want to **Join on the Web instead** – select this

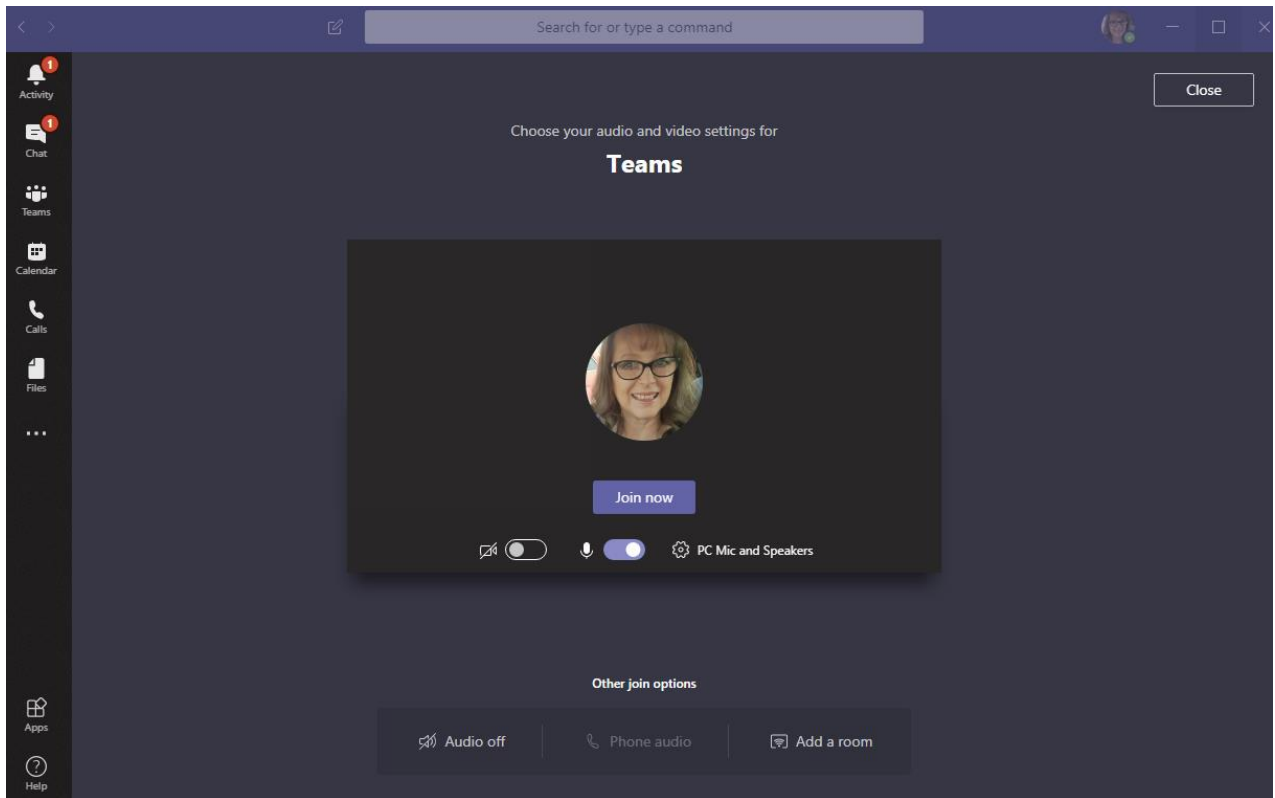


You will then be asked to allow Microsoft to **allow or block** the use of the **microphone and camera** – Select **'Allow'** to continue

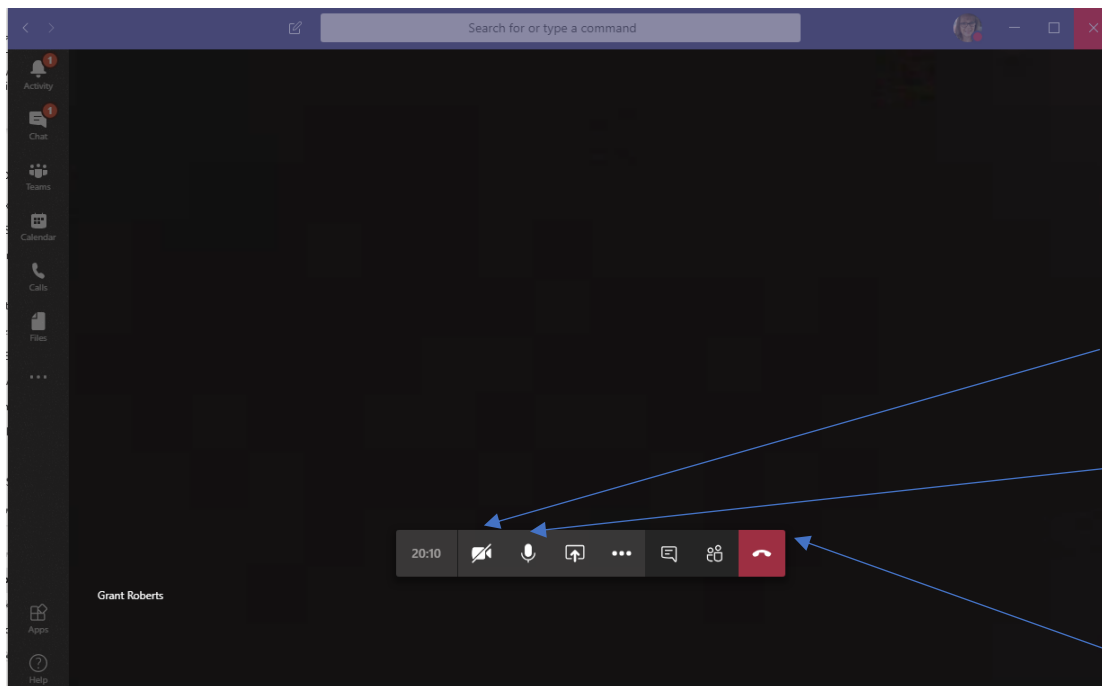


Click on **'Join Now'**. You may be asked to **sign in with your credentials** to allow you to access Renfrewshire Council's teams – do this when prompted, **using your email address and network password**.

If you have already used Teams then you will automatically be taken to the **Join Meeting** screen – click on **'Join Now'**



Whatever route you have taken, you will then see the meeting screen



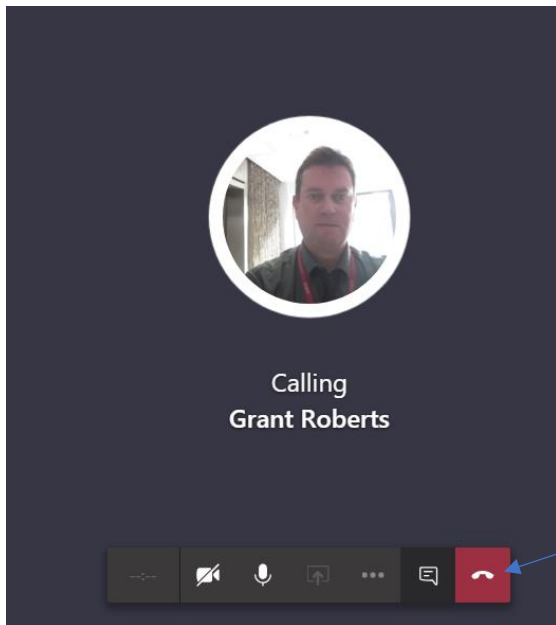
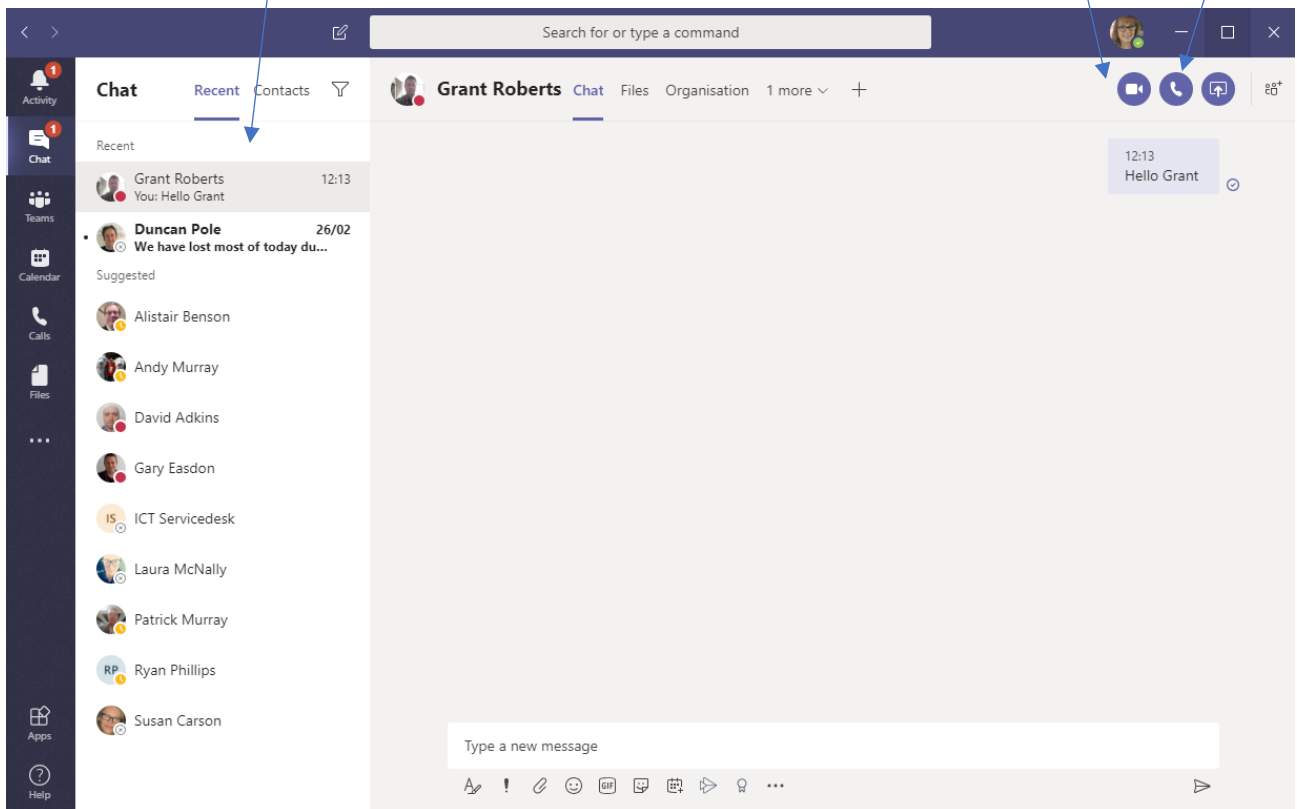
You can then choose to initiate a **video call** by turning on your **camera**

Make sure that your **microphone** is not muted

To **end the call**, click on the **red phone button**

As with Skype, you can also initiate a call when you are in **Chat** in teams.

Select your **recipient** and send a message. You can then select either **video** or **audio call** from within the window



Once you have finished your call, click on the **red phone button** to end it.