SSI IT INFORMATION PACK - Working from Home

INTRODUCTION

Dear colleagues,

This information pack is provided to guide you through the technology that is available while working from home.

Working from home can present many challenges with regards to technology, more so under the current circumstances, but please be assured your IT Team is committed to supporting you while you work from home.

1. SSI Mobile Phones

During this time, we ask that you use your SSI mobile phone as your primary device for all communications. Many staff have SSI mobile phones, and managers will discuss the requirement for a phone if you don't already have one.

Currently, you can use your SSI mobile phone to make/receive calls, send/receive text messages, email, calendaring, contacts and Internet browsing.

In addition, IT will be adding the following services to your SSI mobile phone to further assist you while working from home. These services will be available as of Monday 30 March 2020.

- access to the SSI Employee Portal for Leave Requests and Approvals

- access to SSI Central (Intranet) for all the latest SSI news

- Skype for Business Video conferencing to enable team meetings

2. Laptops / PCs

SSI laptops can be used to remotely access the SSI network in order to access their shared network drives (X:, Y:, U:), various government portals, Client Management Systems and Line of Business Applications. Over the next two weeks IT will be adding Skype for Business Video conferencing for team meetings.

Staff who do not have an SSI laptop or SSI PC to work from home should discuss this with their line manager. Line managers will communicate these requests to your General Manager who will prioritise by business criticality.

3. Other SSI IT Equipment

If you feel additional IT equipment is required for you to work from home, please discuss this with your line manager.

Please do not disconnect or remove IT equipment (e.g. monitor, keyboard, mouse) from the workplace.

4. Use of Home Computers

Only equipment (laptops, all-in-one PC, iPads, and/or mobile phones) issued by SSI can be used for working from home. Using any other equipment including your home computer may lead to a security breach, which may impact all of SSI in continuing to operate.

5. SSI IT Equipment Collection / Dispatch Centre

SSI IT have established a Collection / Dispatch Centre at SSI Ashfield office (Level 1) for all IT Equipment. You will be contacted when your IT equipment is available to determine a time for pickup.

6. Internet Access

While working from home, internet access is provided via your SSI laptop or iPhone hotspot. You are also permitted to use your home WiFi if available.

7. IT Support

IT will continue to provide IT Support to all SSI staff working from home.

Please continue to send IT Support requests to ITSupport@ssi.org.au.

During this period, we expect an increase in IT Support requests and we expect some delays in responding. Thank you for your understanding.

8. How To's / Tips and Tricks

IT will provide How To's / Tips and Tricks to assist in resolution of common issues staff may face working from home, such as connecting the microphone and camera for video conferencing. Please stay tuned.

9. What can I do with my SSI Devices?

SSI Device	What do I want to do?	What should I use?
iPhone Mobile	Make a phone call	Phone
	Send a text message	Messages
	Access your work email (Office 365)	Mail
	Access your work calendar (Office 365)	Calendar
	Make or join a video call	Skype for Business
	Browse the Internet	Safari Web Browser
	Access SSI's Intranet	SSI Central
	Submit leave requests or approvals	ConnX (Employee Portal)

SSI Device	What do I want to do?	What should I use?
Laptop or **All-in-One PC**	Access your work email (Office 365)	Office 365
	Access your work calendar (Office 365)	Office 365
	Access the SSI network drives (U: X: and Y:)	Remote Desktop Service
	Create or edit a Word document	Microsoft Word
	Create or edit an Excel spreadsheet	Microsoft Excel
	Create of edit a presentation	Microsoft PowerPoint
	Make or join a video call	Skype for Business GoToMeeting
	Browse the Internet	Chrome Browser
	Access SSIs Intranet	SSI Central (via Remote Desktop Service)
	Submit leave requests or approvals	ConnX (Employee Portal)

Q: Are there SSI policies for working from home?

A: Yes, there are a number of policies that have specifically been developed in response to the COVID-19 pandemic, and SSIs directive to work from home.

Employees who are working from home will be required to acknowledge the Working from Home Safety and IT Security Declaration Form.

The Working from Home Policy explains more about this and is part of the information pack.

Q. I already have an SSI Laptop.   Do I need to do anything else?

A: No, as long as you have an SSI laptop and have completed the Working from Home Safety and IT Security Declaration Form.

Q. Can I take my SSI office IT equipment (computer, monitor, mouse or keyboard) to work from home?

A: If you feel additional IT equipment is required for you to work from home, please discuss this with your line manager.

Please do not disconnect or remove IT equipment (e.g. monitor, keyboard, mouse) from the workplace.

Q. Can I buy or use accessories with my SSI issued laptop or PC? (e.g. custom mouse and keyboard, speakers, etc.)

A: We prefer that you only use equipment issued by SSI, however we recognise that during this you may choose to use accessories from home.

SSI IT can only provide limited assistance if staff have compatibility issues between their SSI equipment and their home accessories.

Q. Can I use my home WiFi?

A: It is preferred that you either use the built in internet connection (laptops have internet sim cards built into them), or use your SSI phone to connect (hotspot) your PC to the internet. If you experience connection issues, use of home WiFi is permitted.

If you are unsure how to 'hotspot' your internet connection, send a request to IT Support at itsupport@ssi.org.au

Q. What services can I access while working from home?

A: If you have a laptop or PC, you can remotely access the SSI Network. This provides similar access to services as working from your SSI PC in the office.

If you do not have an SSI Laptop or PC, you can still access Email, Calendar, SSI Central (Intranet) and the SSI Employee Portal (ConnX) from your phone.

Q. How do I access my email when working from home?

A: When working from home, you can use your SSI mobile phone, Laptop or PC to access your SSI email and calendar.

Q. How can I access my U, X and Y drive from home?

A: The network drives (U,X, and Y drives) are accessible by first logging into the SSI network which is done by opening the Remote Desktop Service (RDS).

The icon for RDS is and should be located on the desktop of your PC or laptop. To login, simply enter the same login details as you would if you were at your regular office computer.

Q. Can I access the SSI Employee Portal for leave requests and approvals while working from home?

A: You can access the SSI Employee Portal (ConnX) on your SSI mobile phone, your SSI laptop or PC.

On your mobile, you will find a new icon in your menu, or available for download in the 'Self Service' application on your SSI issued work mobile phone.

On your SSI laptop, ConnX is accessible through SSIs Intranet, as per regular process. You may need to log in to the Remote Desktop Service first in order to access SSI"s Intranet.

Q. How do I use SSI Intranet forms working from home?

A: To use any of the Intranet forms you must firstly access SSI Central (Intranet). You can access SSI Central (Intranet) from your SSI mobile phone, SSI laptop or PC. Look for the "SSI Central" icon on the phone, or connect to Remote Access Services from your SSI computer.

Q. Can I use video conferencing when working from home?

A: Absolutely, in fact SSI encourages it as an appropriate form of social distancing during the COVID-19 pandemic. All SSI equipment will be equipped with multiple types of video calling/ video conferencing applications to support this need.

Q. Can I print when working from home?

A: We prefer that staff do not print SSI documents and materials at home, however we recognise that staff may need to print documents from home printers. Please be aware of the privacy and confidentially requirements in the SSI Code of Conduct and the Privacy Policy.

Please do not print:

- records that include any personal, sensitive and health information relating to our staff or clients
- any SSI confidential or commercial in confidence materials

Any SSI documents and materials that are printed must be secured at all times and disposed of securely.

SSI IT can only provide limited assistance if you have compatibility issues between their SSI equipment and their home printer.

Q. How do I contact IT Support if my email is not working?

A: If you cannot send an email to itsupport@ssi.org.au, please complete the IT Support Contact Form found here https://office365help.ssi.org.au/it-support . If you have no internet access, ask a colleague to email IT Support on your behalf.