VANL ICT Remote Working Guide for North Lanarkshire Community and Voluntary Sector

This guide was created for the purpose of giving yourself and your organisation a start on working from home, including overviews of the most widely recommended telecommuting solutions (including Office 365 and Zoom) that can be utilized when working out of office.

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1) Using personal devices to work remotely

It is now easier than ever to use your tablet, laptop or home computer to work remotely, however there are a few security measures you should be aware of: Personal devices you are using to work remotely should be password or pin protected for security purposes. If you haven't already set a password on your device, you can use these guides to help you:

Set up a Password on Windows 10   Set up a Password on Windows 7
Set up security for Android Device   Set up security for iOS

You should also ensure that any device you are using is being regularly updated with the software/firmware patches and that any Windows 7/10 devices are protected with at least the built in security suite (This is enabled by default on Windows).

2) Office Packages

There are several different office suites you can use but the most commonly used solution is Microsoft's Office 365.

Most Office 365 License Plans allow you and your colleagues to work from inside your web browser with an almost complete array of the standard office packages typically found in a full desktop installation. These packages include Word, Excel, PowerPoint, Outlook & Calendars and OneDrive. With certain licenses you and your team can also make full use of Sharepoint and Teams. Below we will cover each of these packages and explain how you can make use of them.

Word, Excel & PowerPoint

After logging into your Office 365 web portal, you will be greeted by the option of using these packages, they function the same as the desktop versions with a few very minor features omitted. You can open documents stored on your device or connected to OneDrive and edit in the same manner as the client, save them to a destination of your choice and also print to any available devices that are connected to your device or on your home network.

Outlook & Calendars

Both Outlook and Calendars are also included in the web version and are just as powerful as the desktop client with a few minor interface changes. You can send and receive emails, schedule and amend meetings and make use of the integrated contact list.

Sharepoint

Sharepoint is an Office Package that allows you to store/share files with your team in the same lieu of an on-site fileserver you may have. You can download/upload files to any team site as well as directly edit them and assign privatized folders to share confidential data with the relevant people in your team, you may need to ask your organisation's IT Administrator to set this up for you.

A full guide on getting started with Sharepoint can be found on Microsoft's website.

Teams
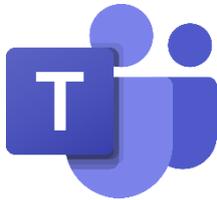
Teams is a powerful application that interacts with almost every feature within Office 365, but it's also a very useful communication tool, allowing you to instant message, direct call via both audio and video (provided your device has a camera or microphone) and share files either one on one or within a team. It is similar to Skype and Slack with the main benefit of having your Office 365 contact groups and meaning there is no need to add your staff contacts as they are already present. This tool can be used to set-up remote meetings and conference calls.

A full guide on using Teams can be found on Microsoft's Website

Other Third-Party Office Suites.

In the circumstance that your organisation does not have an Office 365 subscription, there are other third-party Office solutions you can use:

Apache OpenOffice **(click to be taken to OpenOffice's download page)**

OpenOffice has been the longstanding, free alternative to Microsoft's Office, it's a lot more limited in the capabilities Office 365 contains, but does have a fully functional Word, Datasheet and Slideshow editor

Click here for the full user guide on Apache OpenOffice

Google Docs & Drive

Google also offer their Docs application as well as their file sharing Drive service as an alternative to Office 365, it is web based and works well on Android/iOS/Windows devices.

Click here to find out how to get started with Google Docs

3) Using Zoom for conference calls and meetings

Zoom is a communications app developed to help users host conference calls and meetings remotely. It includes a free basic package that allows for 40 minute calls with up to 100 guests. For more details on packages and pricing plans, please click here

Hosting a conference call with Zoom

This quick guide covers logging in, setting up a meeting and inviting participant.

You can access Zoom and set up a meeting as the Host with your account details at

https://zoom.us/account

From here we can set up meetings, these can even be saved as templates for future use too.

On the left pane, click Meetings. The following screen will appear, if it doesn't, click My Account in the top right hand corner.

Click Schedule a New Meeting, the following options on the right will appear:
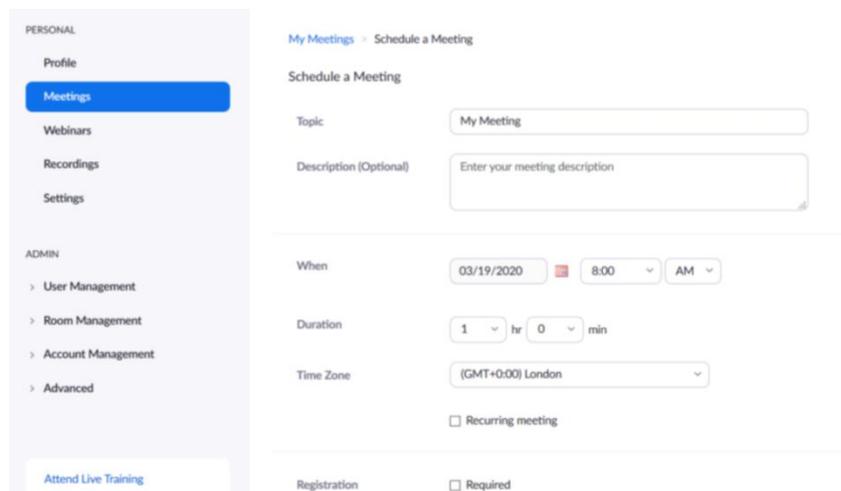
From here we can: set the date & time, whether the meeting is recurring or not, set a password to join the meeting, check if attendees need to be registered or not and allow video for the host and all participants

Once you have reviewed your settings, click Save. These can always be amended later by then clicking Edit Meeting.

Scroll down and click Save to set up the meeting – the details that you have entered will then be shown and you can now invite participants to the meeting.

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Inviting Participants to your Zoom Meeting

For people to participate in the meeting, they will require the address and password found on the same meeting settings page once it's created. It should be listed as

- **Meeting Password: 'password'**
- **Invite Attendees: 'url'**

You can then copy and paste these details into an email to distribute to your recipients. Afterwards, you and any other attendees should now be able to access the meeting at the scheduled time.

Information for Meeting Participants

Meetings can be accessed from a variety of devices, here are the official guides from Zoom as to what participants need on each device;

For Windows and Mac see the following
For Android
For iOS

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4) Further Information and Help

Below are a few useful articles to help you on working from home with IT, including software manuals for various devices.

Links:

Get started with Office for the web in Office 365 - Microsoft

Your Guide to Working From Home With IT - Evolvit

Official Android Support Guide

Official Apple iOS Support Guide

Official Microsoft Windows Support Portal

Contact Voluntary Action North Lanarkshire for further assistance:

For any further enquiries including assistance and remote desktop support from VANL please contact:
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