Working remotely: Guidance for employees

General expectations

- You should ensure that you have access to a safe homeworking environment in which you can carry out your duties. As part of this, you will be receiving guidance from Jemma Fortey, the Health and Safety Manager, on how to assess your working environment. You should also read the University's guidance on Computer Health (see https://www.oh.admin.cam.ac.uk/advice-and-guidance/computer-health).

- As team members familiarise themselves with remote working arrangements, please be patient with each other and with our core systems. For example, remote access should be saved for uploading and downloading documents to shared drives. In addition, stay in touch and let your team know if you encounter any difficulties so that we can all help each other.

- If you have any questions, or if anything is unclear, please speak with your line manager.

How to access core systems remotely

- If you use your own computing equipment to work from home, you should ensure that your machine is running a supported operating system (Windows 10, or Mac OS 10.11 and above) and is up-to-date with the latest security patches. In addition, you must have appropriate anti-virus protection. The University Information Service (UIS) provides free McAfee anti-virus protection for staff to protect their own devices (https://help.uis.cam.ac.uk/service/security/antivirus).

- If you have already been setup by the IT Team for remote access you will be able to make a remote desktop connection to the College. You will need to use the built in remote desktop client in Windows 10 which you can find by clicking the Windows icon in the bottom left and typing 'Remote desktop connection'. You will then need to connect to a server called ts3.caths.cam.ac.uk with your usual login details. On a Mac you will need to download the Microsoft Remote Desktop software from the App store.

- Please contact the IT Team by submitting a ticket if you have any difficulties getting connected: https://itsupport.caths.cam.ac.uk

- With more people than usual using remote access, the system may slow or even shut down. Please use remote access only when necessary, such as downloading or uploading files to a shared drive. Please follow the instructions below for accessing email and other programmes via the internet without using remote access.

Email

You can access your email via one of the following URLs:

- Exchange online: http://portal.office365.com/ – login using your University Raven/Email password.

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- Hermes: https://webmail.hermes.cam.ac.uk/ – login using your University Raven/Email password.

- For additional information please visit https://www.caths.cam.ac.uk/email-access

Microsoft Teams

Downloading Teams

Everyone at Cambridge University has access to Microsoft Teams; this means that you can speak and work with anyone who downloads the software.

A list of download options can be found here: https://teams.microsoft.com/downloads. Click on the appropriate option for your device to download it. If you are using your PC, click on the downloaded file to open it.

Alternatively, you can go to the app store for your device and search "Microsoft Teams". Click on the option from Microsoft, with a purple and white icon showing a T and two figures.
- If you are using a device such as your phone or tablet, install the app from the app store and click "open" when installed.
- If you are using your PC, clicking on Microsoft Teams from the Microsoft Store will open up a page in your web-browser; scroll down until you see the button which says "download". Click this button, and the file should begin downloading at the bottom of the screen.

Signing in

On the sign-in screen which appears when you open Microsoft Teams, type in your crsid email address using the format: crsid@cam.ac.uk. This will take you to the sign-in page for the University.

- If you are unable to log-in at this stage, please try resetting your password here: https://password.csx.cam.ac.uk/.
- Sign in using your Raven password. This will open up Teams.

If you are unable to download the programme, or to log-in having reset your password, please submit an IT ticket with the details of the issue.

Voice and video conversations

- Access http://my.phone.cam.ac.uk/ with your CRSid to:
  - Forward telephone extensions can be forwarded to work mobiles
  - Set up your voicemail with a greeting about your availability
  - Arrange for any voicemail messages to be sent to your email inbox
  - Manage conference calls, if you have arranged to have this enabled with the IT team.

- Text, voice and video conversations/meetings and collaborative working on documents can be carried out through Microsoft Teams which was made available on the 18 March 2020 for all staff and students and will be supported by the UIS. During the initial launch period, certain functionality

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has been disabled but the features will gradually be switched on. As this is a new product for the University and College we are still exploring how best to set up and use the software.

Other useful resources for remote working

- Contact details for staff members can be found on the shared drive Y:\Staff\Forms, Lists & Handbooks\Contact Lists. The list has also been added as a file in the staff team on Microsoft Teams.
- Please visit the frequently asked questions page on St Catharine's College website at https://www.caths.cam.ac.uk/advice for further information.