

# IT Remote working user guide

Version 1.0

Create By	J.Lovesey
Date Created	6/3/2020
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## Introduction

This support document is to be used as a basic referral document when working remotely whether that be in a café, home, or 3<sup>rd</sup> party customer site.

Before following any of the support material please ensure your device is connected to a network or WIFI connection. Once connect the best way to see if working is to go to the BBC website and check the date, day and time correspond.

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## System access basics

- If users have a work laptop and a VPN token they can access emails, IFS, network drives and network printers
- If users have a work laptop but no VPN token they can still access emails and the internet on their device, they will not have access to network drives or IFS.
- If users are using a work desktop, they can still access work emails from their home pc using webmail, they will need to authenticate and follow the webmail authentication guide.

When connecting to O365 please **check that the JEH Logo is present** as this is to validate this is our system and not a copy or spoofed version trying to capture your login and password.



## Systems accessible with or without VPN

VPN token	Email	Internet access	Locally saved docs	IFS	Network drives	Network Printers	BACs	Payroll
YES	Y	Y	Y	Y	Y	Y	N	N
NO	Y	Y	Y	N	N	N	N	N

Bacs and Payroll would be an issue as they require their finger authentication device to be with them to validate their authentication.

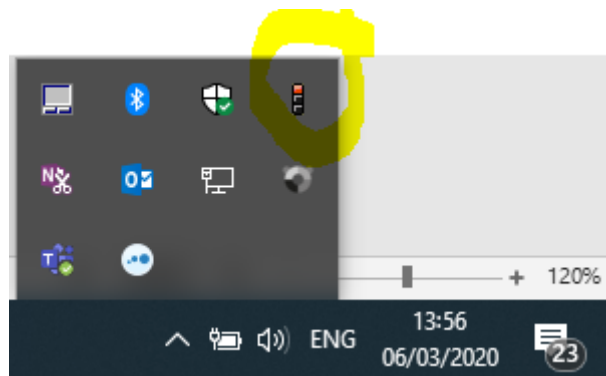
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## Accessing the VPN

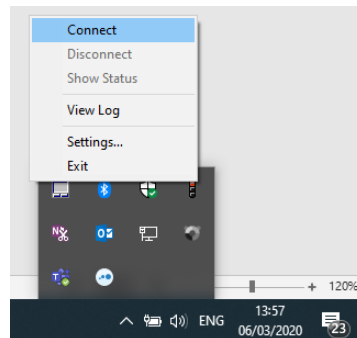
For you to be able to access documents saved on the work network you will need to VPN onto the network.

To access the VPN please follow the below :-

- 1) On the bottom right of your device screen where the clock is hit the up pointer next to the battery icon
- 2) Locate the traffic signal icon (currently in red meaning it is not connect)
- 3) Right mouse click on the icon circled in yellow

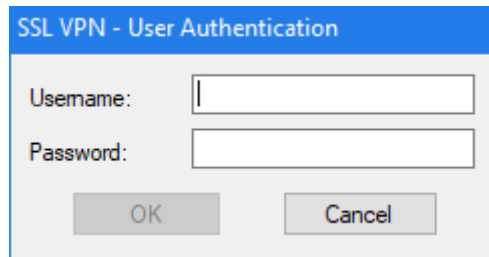


- 4) Then the below will appear



- 5) Click on "Connect", the login box will appear as shown below

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- 6) Enter your device logon username and normal network password (do not enter your email address) click on OK
- 7) The traffic icon will then have a green light to show connected successfully
- 8) Once connected you will be able to connect and use the network shares you already have setup and be able to print to network printers.

## IFS Access

Once you are successfully connected to the VPN, you can access IFS using the normal desktop icon. If you do not have a VPN token you will not be able to access IFS application.

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## Email Access – Doesn't require a VPN token to connect

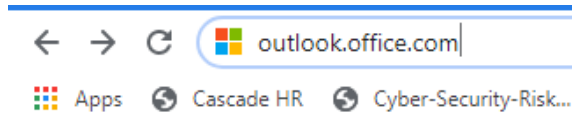
There are several ways to access emails remotely, webmail, work mobile, outlook application.

### Important about email connectivity

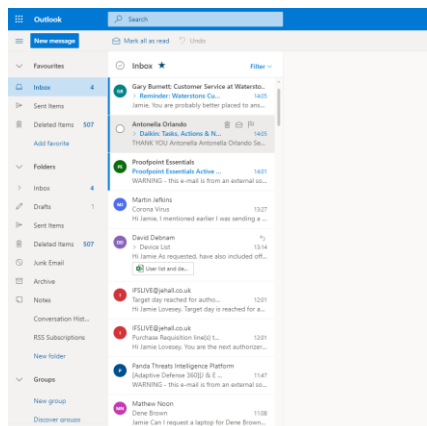
- If you have been migrated to 0365 then providing you authenticated to a mobile phone you will be able to login from anywhere as you will have the phone on you should it ask for a passcode
- If you have been migrated to 0365 and you authenticated using your desk phone then when working remotely you will be able to access email but should it ask for the code or to press # key you will not be next to your work phone to do this (this is providing the incident occurred at the 56 day so unlikely)
- If you haven't been migrated to 0365, "outlook" will just connect to the server and work without needing the VPN to be enabled or connected.

### Accessing webmail

- 1) Open a web browser and type in outlook.office.com



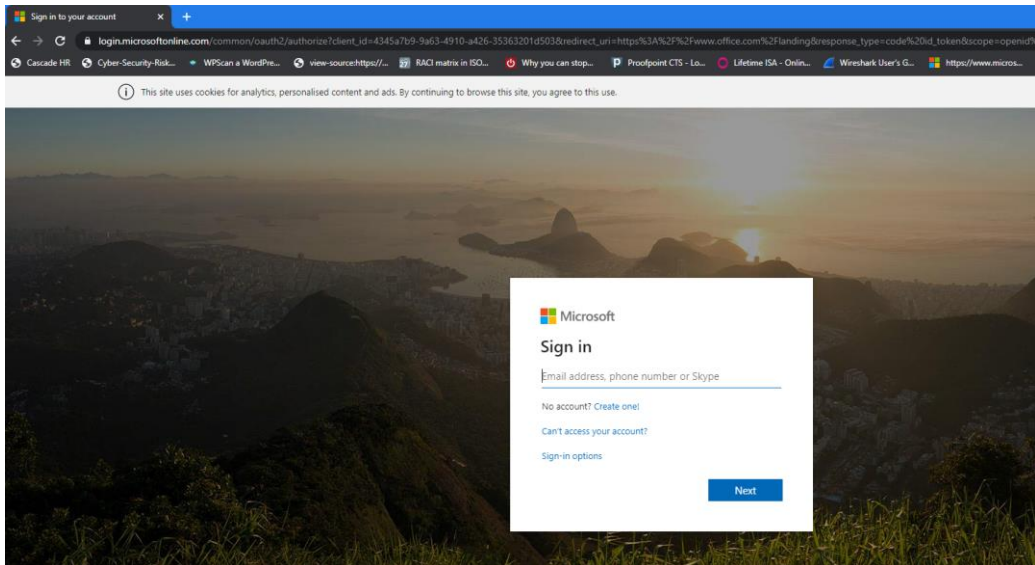
- 2) If you have already authenticated within 56 days on the device you are using then it will just connect into webmail without asking you to login.



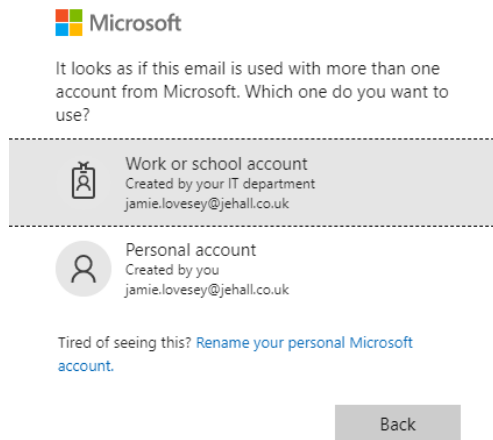
- 3) If it needs you to login and authenticate please follow below

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4) Enter your email address .....@[jehall.co.uk](http://jehall.co.uk) then click next



5) Now click on work or school account



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- 6) The below screen will appear **clearly showing the J&E Hall logo**, this is to validate it is our portal you are logging onto. Enter your password

**J&E Hall**  
International  
a member of **DAIKIN** group

← jamie.lovesey@jehall.co.uk

### Enter password

.....

[Forgotten my password](#)

**Sign in**

- 7) Click on sign in  
8) Then click on Next

**J&E Hall**  
International  
a member of **DAIKIN** group

jamie.lovesey@jehall.co.uk

### More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

**Next**

If setup to text, it will text you a code to enter. Type the code in below. And tick the box

Alternatively click on sign in a different way if you don't have you mobile on you. And it will give you other options to authenticate, text, phone call, mobile app

**J&E Hall**  
International  
a member of **DAIKIN** group

jamie.lovesey@jehall.co.uk

### Enter code

We've texted your phone +XX XXXX XXXX X51. Please enter the code to sign in.

Code

Don't ask again for 58 days

[Having trouble? Sign in another way](#)

[More information](#)

**Verify**

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← jamie.lovsey@jehall.co.uk

### Enter code

We've texted your phone +XX XXXX XXX X51.  
Please enter the code to sign in.

209114

Don't ask again for 58 days

[More information](#)

Verify

Now click on verify.

Click on no



jamie.lovsey@jehall.co.uk

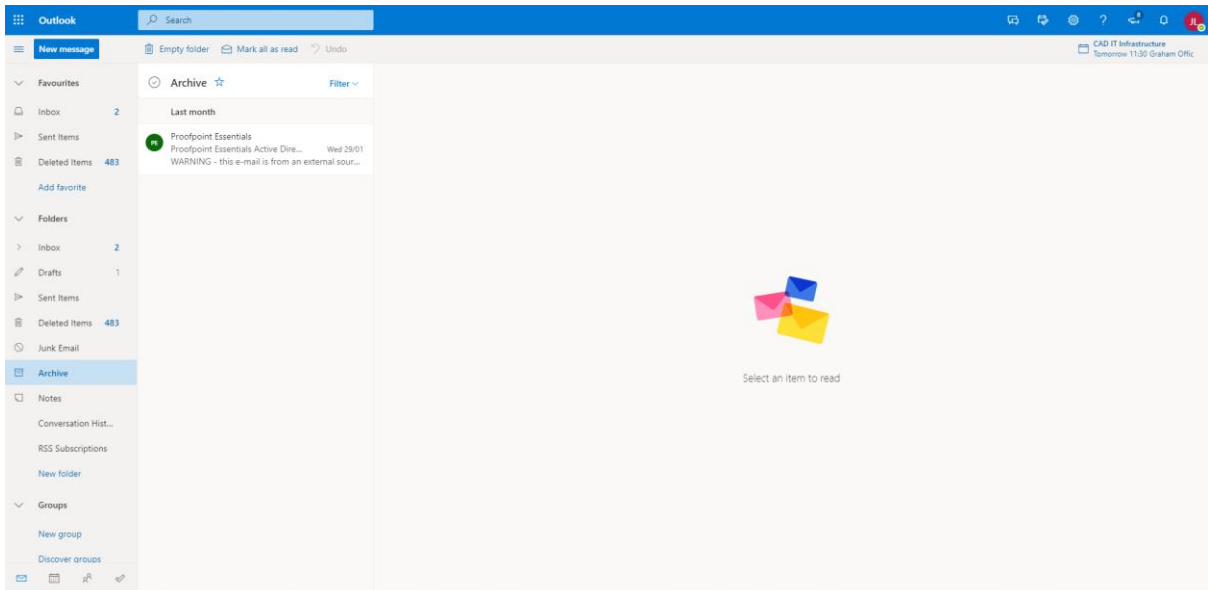
### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

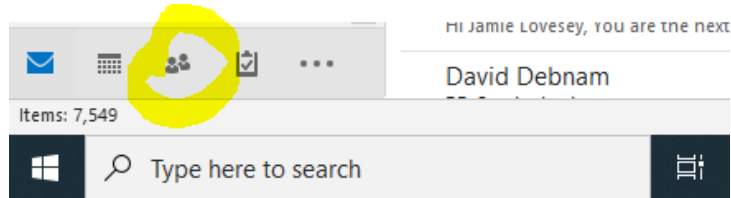
Webmail will now load and open in your web browser on your laptop, desktop, or mobile phone



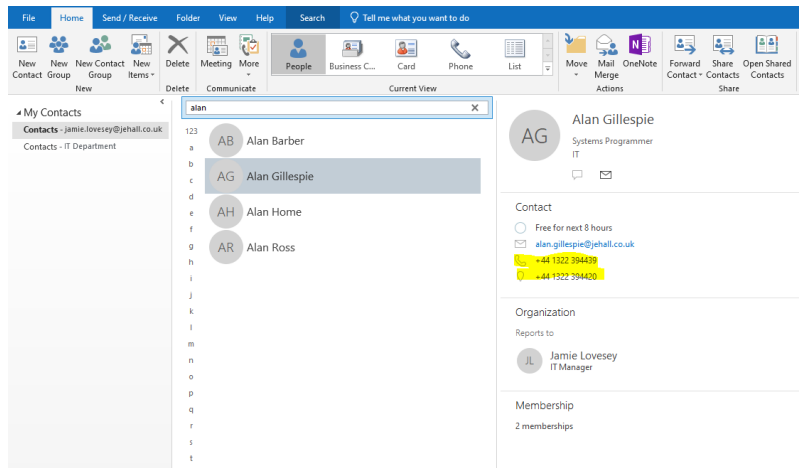
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## Accessing contacts in outlook

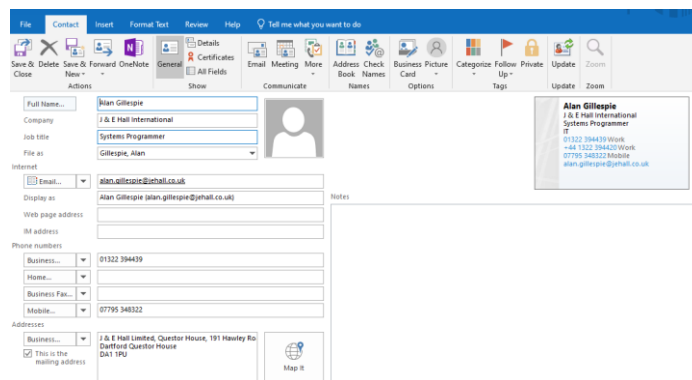
- 1) At the bottom left of the screen where you can see 4 icons, click on the 2 people icon



- 2) The below will popup, locate the person and double click on them. The mobile number will not be shown here, you will need to double click on the persons profile.



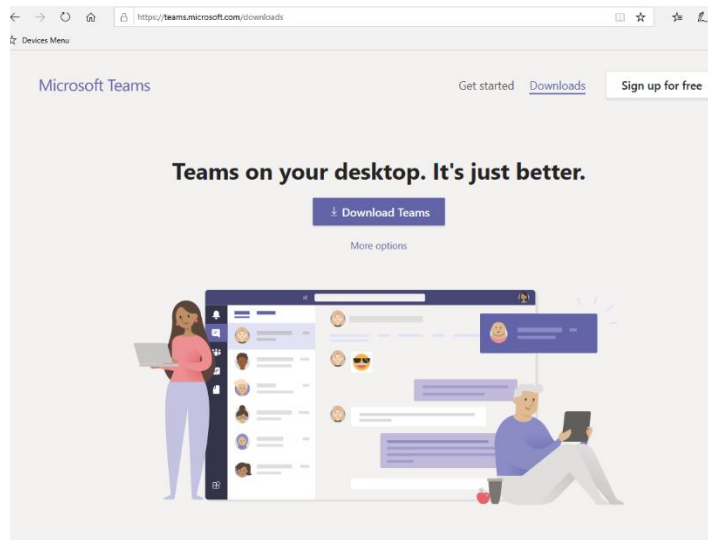
- 3) Then the full details will appear with the mobile number and any additional contact information



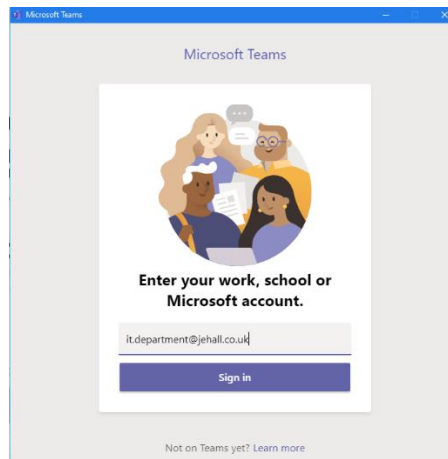
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## Accessing “Teams” Video and voice calling

- 1) Goto the following website to install Teams <https://teams.microsoft.com/downloads>
- 2) The following screen will appear, click on download Teams (**NOT SIGN UP FOR FREE**)



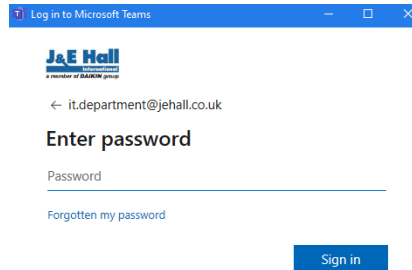
- 3) Teams will then install and then the below window will appear



- 4) Enter your email address that you use for O365, and press sign in

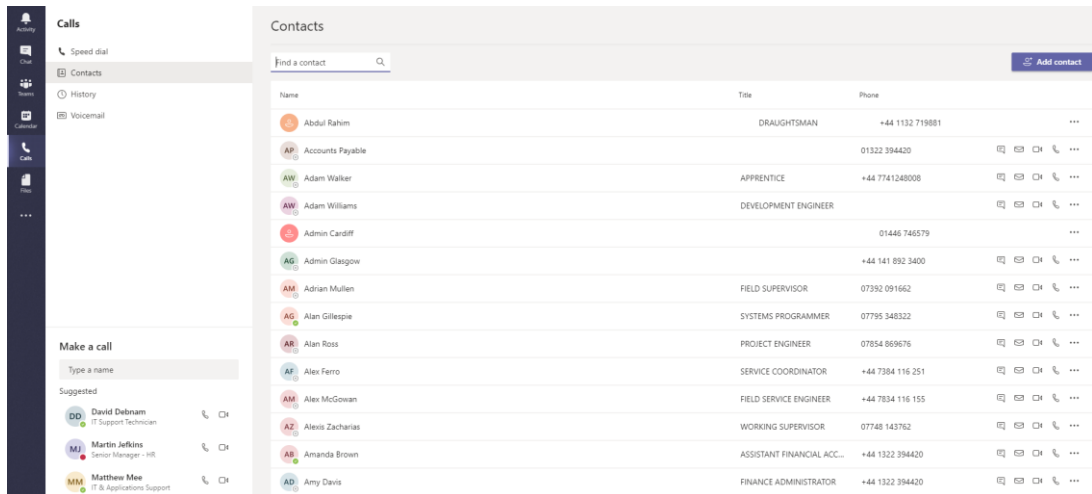
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5) It will then ask you for your password



6) You will now have to authenticate and will need to either answer the phone, provide the text 6 digit code.

7) Once logged in successfully the below teams window will appear, you can see all other users in JE Hall logged into O365.



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## Using Teams (Basic overview)

**Activity** – Last actions (quick access)

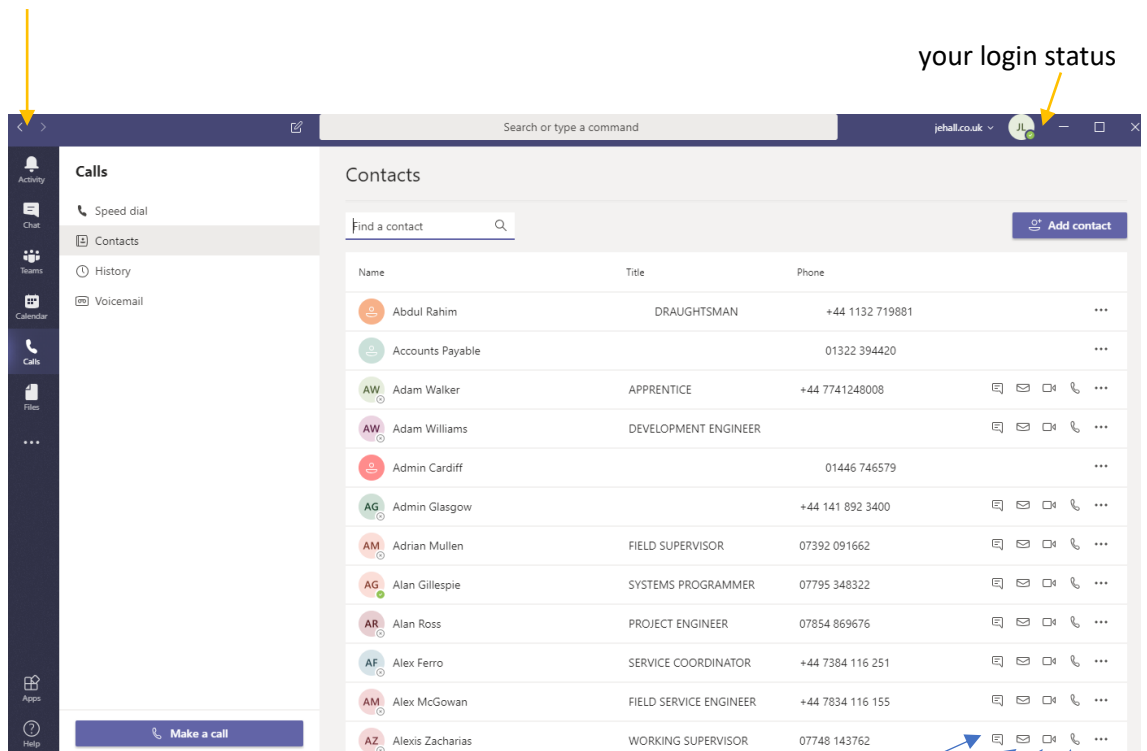
**Chat** – Basic chat screen instant messenger

**Teams** – Shows projects created and all docs and conversations regarding that project once you create the project

**Calendar** – syncs both ways with outlook calendar (this is how your status is shown as available or busy)

**Calls** – Shows contacts, last call history etc

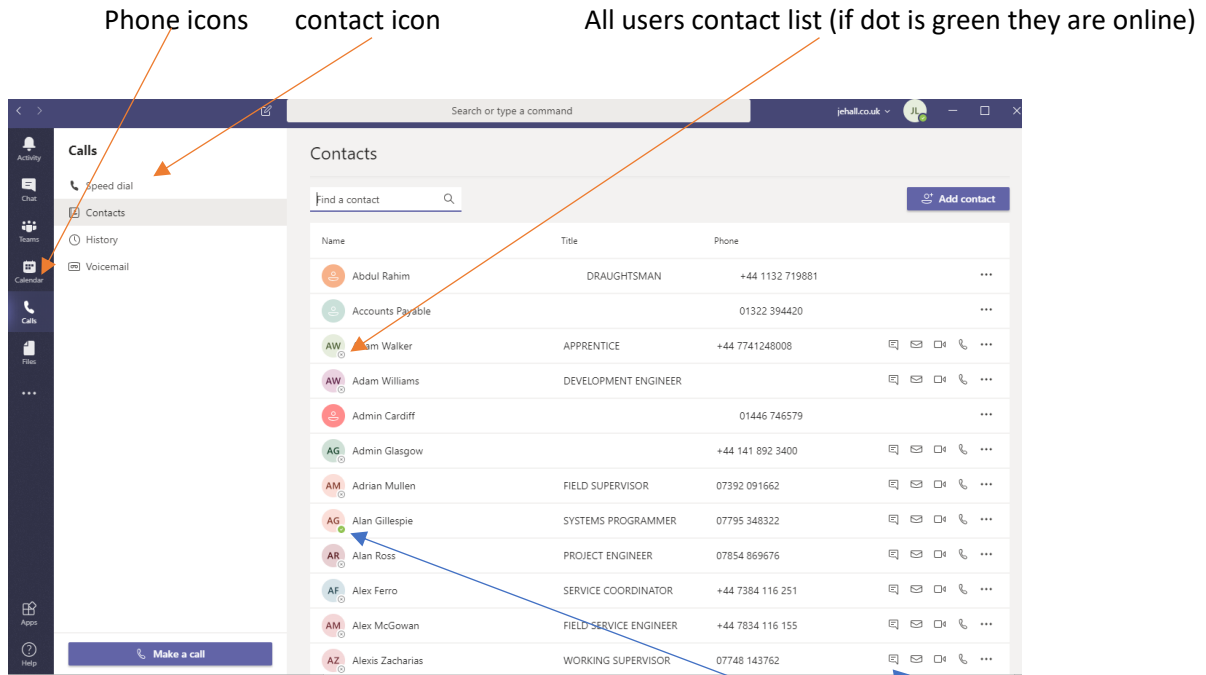
**Files** – This is where you can upload files and share with people (currently not advisable to use)



Team message,  
Email,  
Video Call, voice call

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## Make a call or message someone in Teams



To make a voice call or video call click on the icon, ensuring the user has a green dot for available first, or alternatively click on envelope to email, or for a simple popup message click on the speech box icon.
















- Available and online (means they have logged into 365)
- In a meeting or has an entry in their calendar so shows them as unavailable

**NOTE, you cant call mobiles or external numbers using Teams due to licensing restrictions**

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## Teams Status Meanings

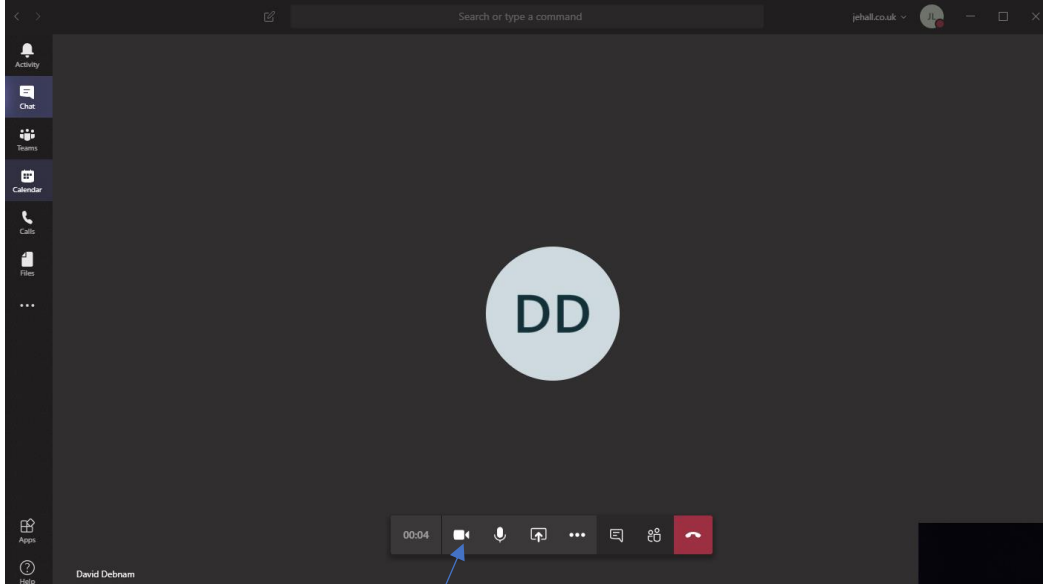
The user presence states available in Teams are:

User configured	App configured
 Available	 Available
	 Available, Out of Office
 Busy	 Busy
	 On a call
	 In a meeting
	 On a call, out of office
 Do not disturb	 Presenting
	 Focusing
 Away	 Away
	 Away Last Seen time
 Be right back	 Off Work
	 Offline
	 Status unknown
	 Blocked
	 Out of Office

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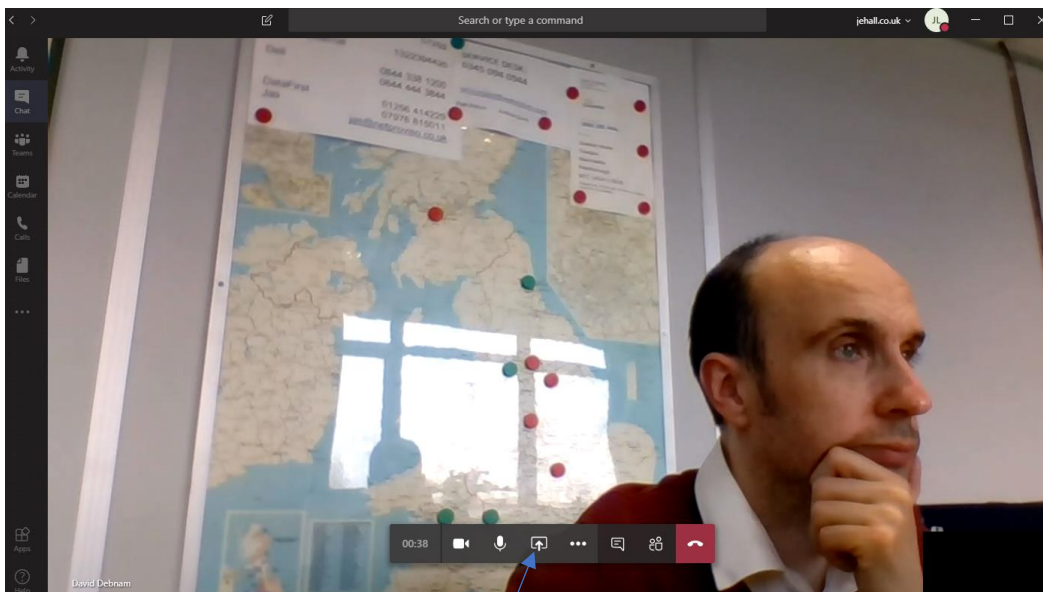


## Screen sharing when in a video call



If no video showing get the other user to click on their camera icon so no cross is showing

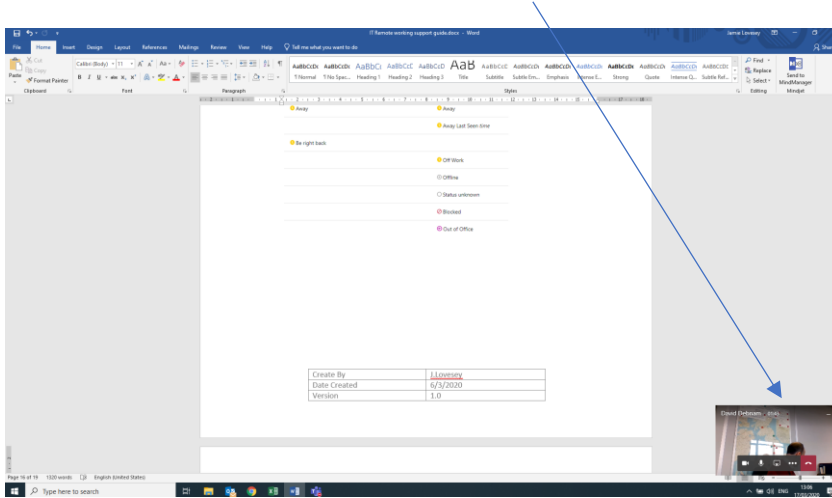
Then the image will appear like below



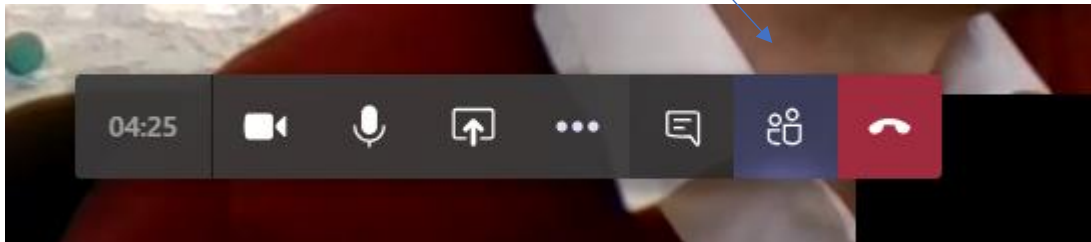
To screen share you screen click on the box with the arrow pointing upwards, then choose the screen you want to share on the call.

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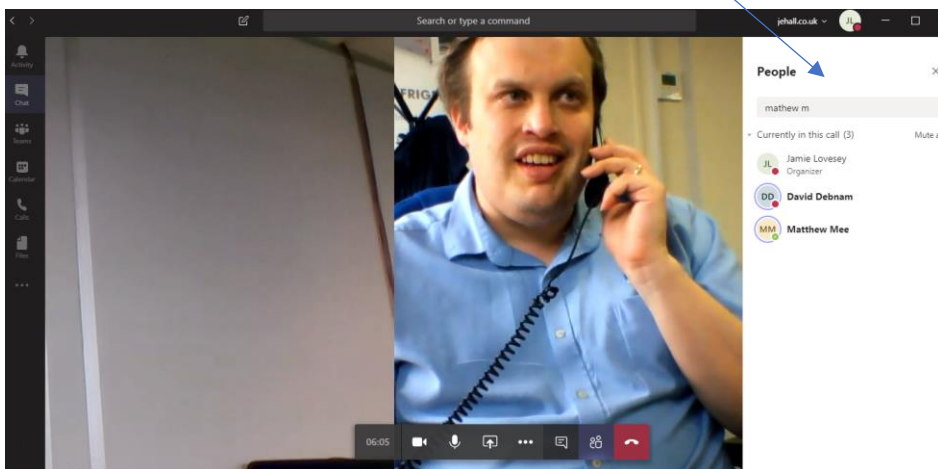
This will then appear like below, the video will reduce in size to the corner of the screen.



If you want to add people to your call, click on two people icon



Then on people start typing the users name, this will then show them available if green, if red they are on another call. It will then automatically conference them in.



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## Where do I access general IT support guides

You can access the IT support guides from any device just by going to the jehall website and logging in, this is accessible from anywhere using the link below (you do not need VPN access or a VPN token) ;

<http://www.jehall.com/intranet/employees/it>

Please login to gain access to the secure area of the website

Username : email address

Password : If forgotten, please login to cascade\ my record\ access codes\ "Secure Area Password". If still having issues please contact marketing for assistance

[marketing@jehall.co.uk](mailto:marketing@jehall.co.uk)

## IT Contact emergency mobile numbers & Supported service by whom

Jamie	07384 113651	Overall IT
David	07780 227699	General IT issues, email, O365, Teams
Alan	07795 348322	IFS, accessing network files
Matthew	07824 490 421	IFS issues, general IT issues O365, Teams

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