

# Preparing to move and setting up your ICT equipment for working at home

## What is this guidance for?

This guidance is designed to assist all staff in Highland Council, High Life Highland, Valuation Joint Assessors and members who are required to work from home as a result of the current COVID19 issue (and covers desktop and laptop users).

It will discuss how to prepare for this activity, and how to move and setup the equipment to allow you to work in a similar way as you do when you are physically in the office.

Please try your best to follow these instructions carefully, so as to avoid swamping the service desk with calls in these exceptional circumstances.

However, if you have any issues or problems with your ICT or applications, please log calls via the Wipro Service Desk either by phone on 01463 253150 or via this link to the [MyICT Portal](#)


## Preparing to move (n.b. this only applies to desktop users)

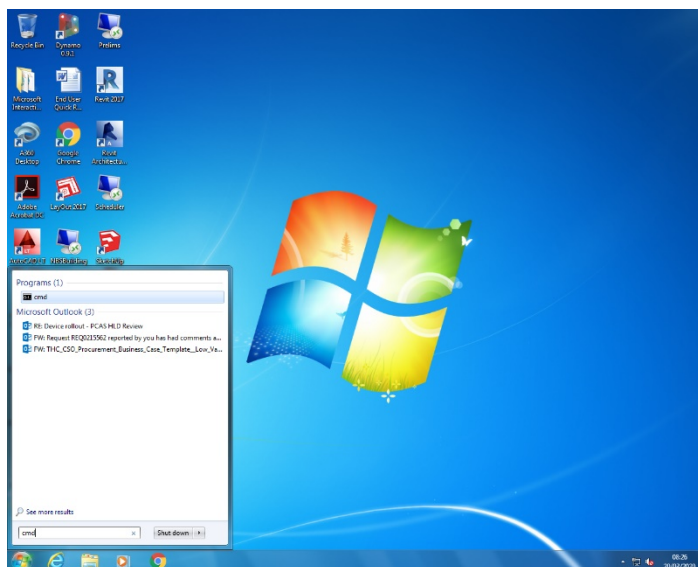
There are a range of things to do **before** you can take your equipment home

### 1. Check your computer is ready to be used from home?

**If you are a Windows 7 user** (who have not had their refresh).

Before you take your computer home, you **MUST** do the following:

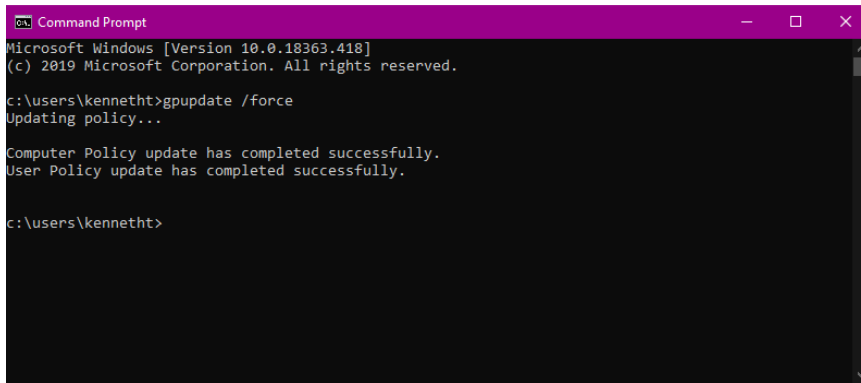
- a. Click on the windows icon  on the bottom left of your screen
- b. Type 'cmd' into the search prompt at the bottom left of your screen. Then click on 'Command Prompt'



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A Command prompt screen will then be displayed as below.

- Next type in 'gpupdate /force' and hit enter.
- Note there is a space between gpupdate and /force



```
Microsoft Windows [Version 10.0.18363.418]
(c) 2019 Microsoft Corporation. All rights reserved.


c:\users\kenneth>gpupdate /force
Updating policy...

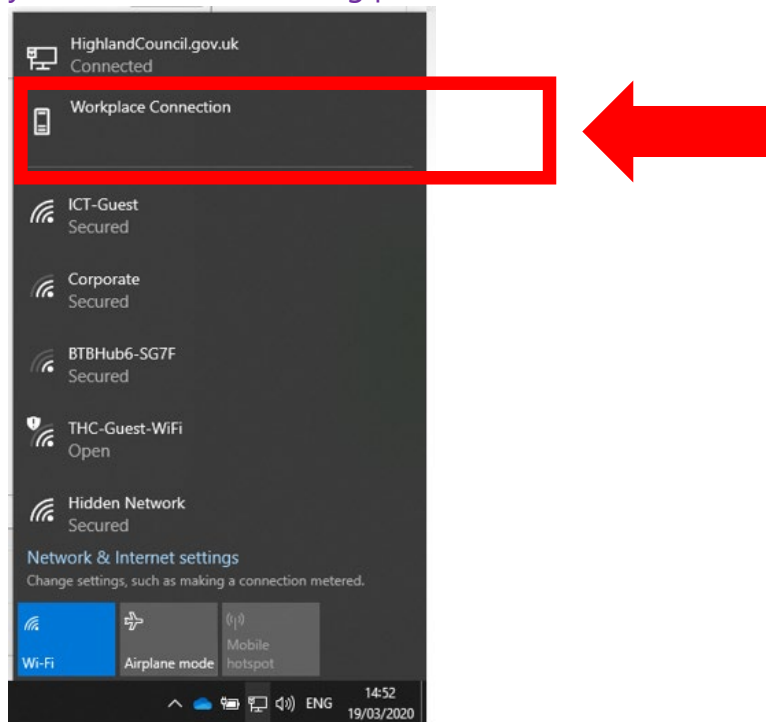
Computer Policy update has completed successfully.
User Policy update has completed successfully.

c:\users\kenneth>
```

When you get the message that the policy 'has completed successfully', please restart your computer. **You are now ready to take your computer home.**

**For Windows 10 users** (who have already been refreshed), do the following:

- Open the Internet access button  at the bottom right of the screen, you will see the following panel



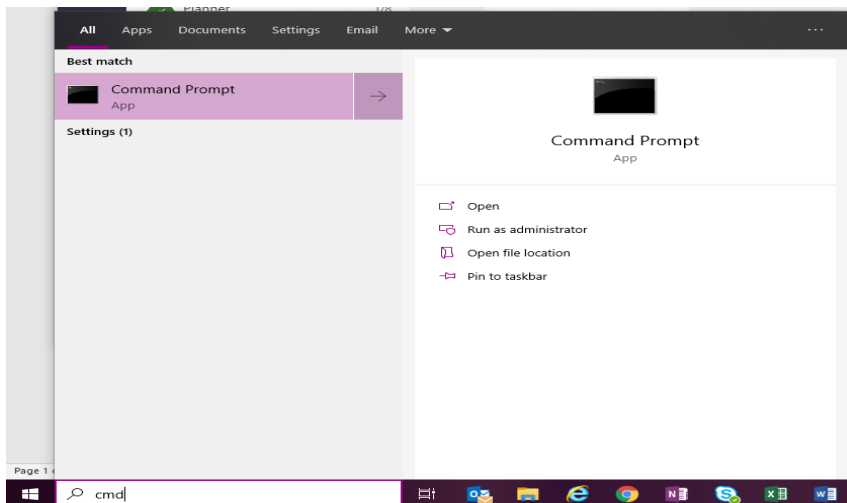
Check that the 2<sup>nd</sup> line from the top states '**Workplace Connection**'

**This confirms that your computer is ready to work from home.**

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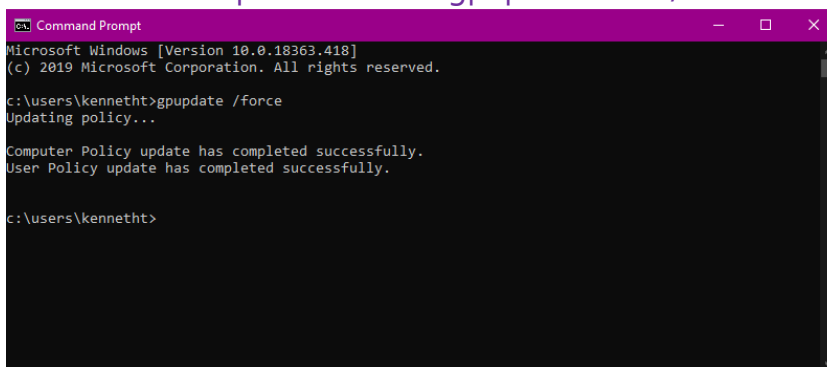
If you do not see the '**Workplace Connection**' message your computer **will not work at home**. In this circumstance, you **MUST** complete the following instructions **BEFORE** you take your computer home:

- a. Type 'cmd' into the search prompt at the bottom left of your screen. Then click on 'Command Prompt'



A Command prompt screen will be displayed as follows. Next type in 'gpupdate /force' and hit enter.

Note there is a space between 'gpupdate' and '/force'



A script will run which will apply updates to your computer. When you get the message that the policy 'has completed successfully', please restart your computer.

Check the instruction for windows 10 users (as above) and is displaying '**Workplace Connection**'.

**This confirms that your computer is ready to work from home.**

Once you have confirmed your device will work from your home, go to point 2. below.....

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2. **Consider what equipment you need to work from home (n.b. this applies to desktop and laptop users).** This could include:
- Computer (desktop or laptop)
  - Docking station (for laptop)
  - Display screens/monitors
  - Keyboard and mouse (even your mouse mat)
  - Special chair if required
  - Headset for Skype use (Contact ICT if you were not provided with one)
  - Power extension lead (4-way bar)

**Remember all the leads and power cables for all the equipment.**

**Particularly important (for desktop users) is the cable that connects your computer to the network.** You will need this when you are home to connect your desktop computer to your router/hub and get connected to the Council network. The cable looks like this (and comes in a range of colours – the colour does not matter).



Further notes on cables.....

- The cables currently in machines will vary in length and, once you have your computer home, may not be long enough to go between your computer and the router. Options are:
  - Try and move your computer closer to the router
  - Try and move your broadband router to another location in your house where there is a telephone socket closer to the computer.
  - Purchase a cable of appropriate length from Amazon or other supplier, that will enable you to connect the two devices and claim back the cost from Highland Council.
  - The ICT Networks team have a limited number of cables within HQ (of differing lengths). It may be worth trying to contact them to see if they have one before ordering one.

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3. If at all possible make a note of the port number on the wall (that you disconnected the cable from) and record it somewhere safe. This will help prevent confusion when you bring the equipment back into the office.

This also includes the headphones that were provided to assist staff using Skype. If you don't have, or can't find your headphones, remember that you can still plug-in normal mobile phone headphones for use with Skype.

If you still need headphone a small supply of these is available through ICT Services.

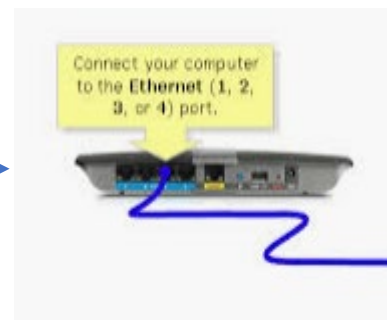
4. Offices will open as normal, so you don't have to take everything home at once.
5. If it is more convenient you can collect items on another day/time.

## Setting up after the move

Once you have your equipment home you will need to set it up in a work like way. It is appreciated that not everyone will have completely suitable areas for this at such short notice, but it is recommended that you have your equipment on a suitable table and use a suitable, supportive chair.

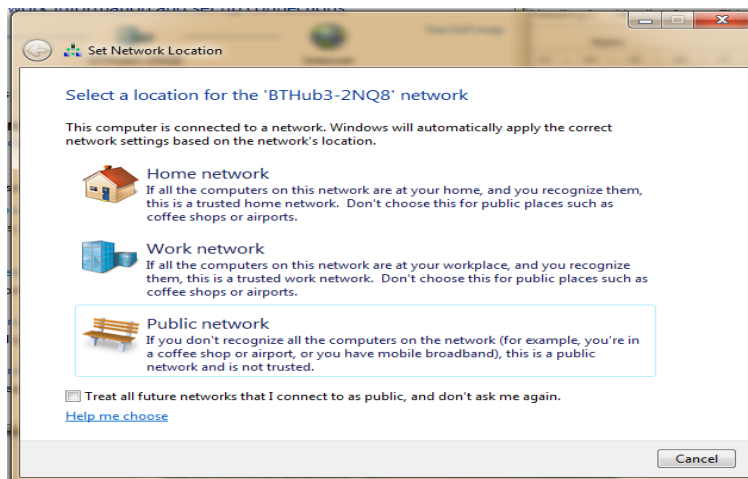
## Setting up, and using your computer

1. Check that you have:
  - a. Plugged in the power cables to your computer (or laptop or docking station)
  - b. Connected the cables from the computer to the display monitor(s)
  - c. **Most importantly** (for desktop users) ensure you have connected the cable from your computer to your broadband router/hub.



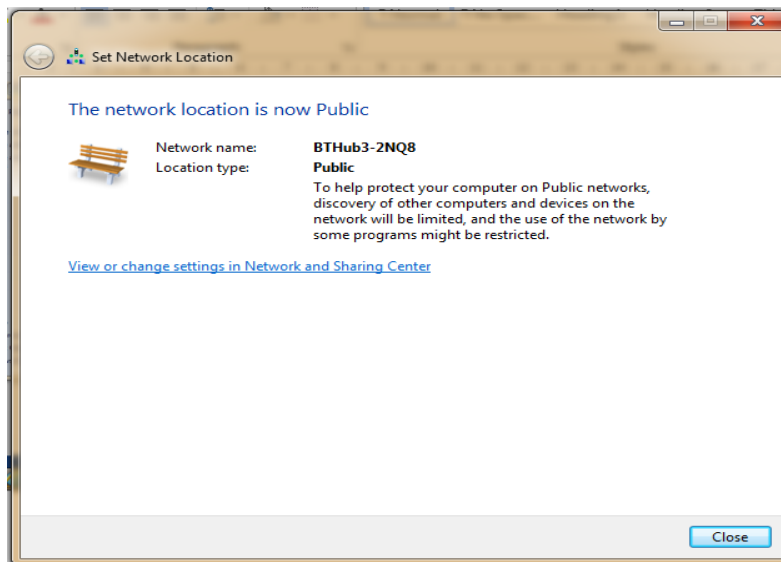
2. Switch on your computer (only once all the above steps have been completed)
  - a. Once the computer has started up, please login to your computer using your normal sign-in details.
  - b. **If you are a Windows 7 user** (i.e. you have NOT been refreshed), you will then be prompted with the network prompt below, asking you to choose between a Home, Work or Public network.

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c. Please **only** select **Public Network** then **'Next'**

You will then get the following prompt



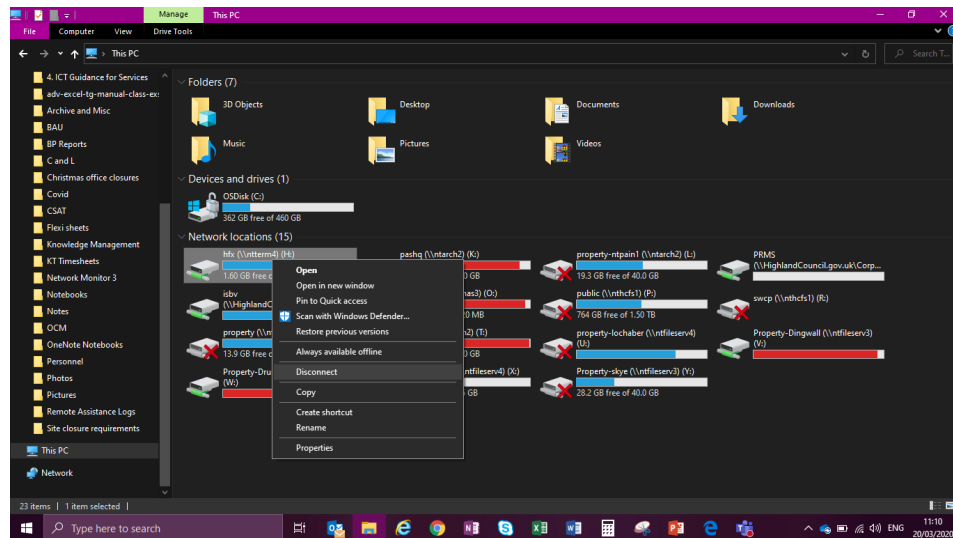
Please click **'Close'**. You will then be connected and ready to work.

A more detailed process is available [at this link](#)

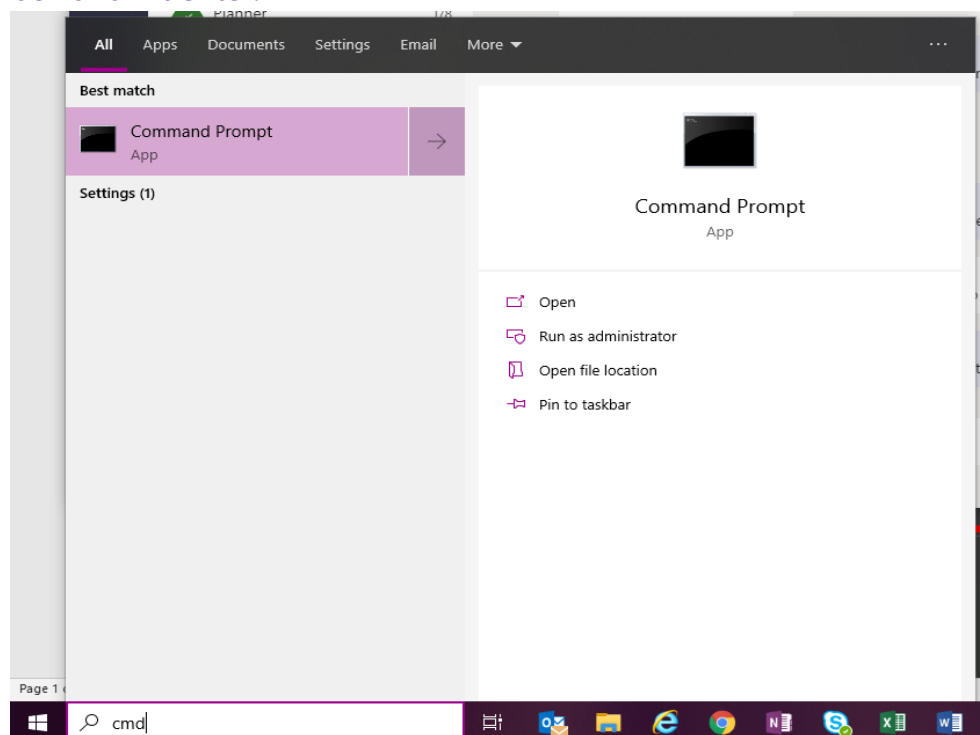
d. **If you are a Windows 10 user** (refreshed HP devices), please follow the detailed instruction [at this link](#).

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- e. Then once you are connected (for all users Win7 and Win10) – It is possible that you may experience some issues connecting to shared drives. If you do please follow the following process:
- i. Disconnect the drives that are having the issues by right clicking on them and selecting "disconnect" as below:



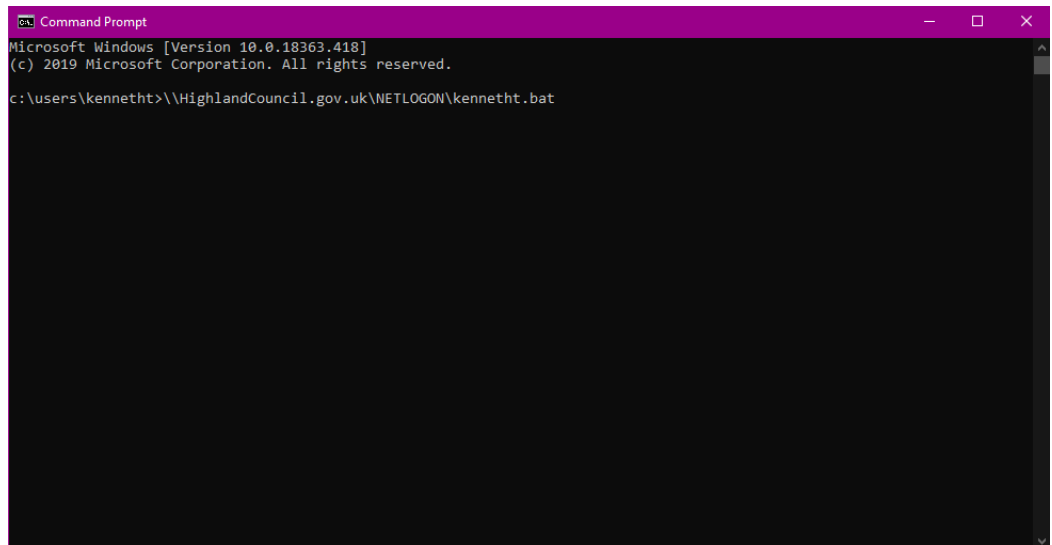
- ii. Open the command prompt (as below) by typing 'cmd' in the search box and hit enter.



Then in the command prompt box type in [\\highlandcouncil.gov.uk\netlogon\kenneth.bat](https://highlandcouncil.gov.uk/netlogon/kenneth.bat) but replace

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**kennetht** with your own username. (i.e. the one you use when you login to your computer)



```
Command Prompt
Microsoft Windows [Version 10.0.18363.418]
(c) 2019 Microsoft Corporation. All rights reserved.

c:\users\kennetht>\\HighlandCouncil.gov.uk\NETLOGON\kennetht.bat
```

- iii. Press enter once the command is typed in. This will run a script which should disconnect and reconnect all the shared drives that you have permission to access.

## Other relevant information

### 1. ICT Housekeeping while working from home

It is **CRITICAL** that you shut down and restart your computer **EVERY DAY**. This ensures that your computer receives all the updates that it requires to work efficiently, safely and securely from your home location. Please also ensure that your computer is **SWITCHED OFF** overnight.

### 2. ICT Support

If you have any issues or problems with your ICT or applications, please continue to log calls via the Wipro Service Desk either by phone on 01463 253150 or via the [MyICT Portal](#)

Please consider that the service desk will be extremely busy during this period, and exercise appropriate patience as we all adjust to the new working arrangements.

The simplest way to log a call with Wipro will be to use the self-service portal on [MyICT Portal](#). You can also use the webchat facility, but if the desk is busy, response to webchat will also be slow.

### 3. Skype for Business

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For the majority of users, Skype for Business will open automatically as their computer starts-up. If this does not happen [please follow the process at this link](#):

If you have logged into Skype before but are not a regular user, [here is a link](#) to help you understand some of the basic functions, including:

1. Start a 'text' chat
2. Phone a contact
3. Start a Video call
4. Create a Skype Meeting

A more in-depth set of documentation and video tutorials on the use of Skype is available on the [ICT Toolkit – Skype page](#). There is also other useful information and guidance on all Office 365 tools in the [ICT Toolkit](#)

#### 4. **Telephony**

For all internal communications between council users, the default method of audio and video communications is to use **Skype for Business** (provided on ALL computers).

**Note that if you are a staff member who receives calls from members of the public** – specific guidance on this will be provided asap.

#### 5. **Considerate use of your computer at home**

Please logoff your computer if you are not working for any period of time of more than 20 minutes. It is important to remember that the ICT that allows staff to work from home is being used a great deal more than normal.

Logging off your computer disconnects from this and ensures that the staff still using it have a better performance.

#### 6. **Guidance on Information Security** while working from home is available [at this link](#).