Working from Home

An SJOG ICT Guide – March 2020

Table of Contents

1 Introduction iv
2 Important Points to Remember. v
3 How to make your Android mobile phone a Wi-Fi Hotspot 7
4 How to make your iPhone a Wi-Fi Hotspot 11
5 How to connect your Laptop to the Internet via a Mobile Phone Hotspot 13
5.1 Connect using an Android (Samsung etc.) mobile Phone 13
5.2 Connect using Apple laptop and iPhone 15
6 How to connect and disconnect to the SJOG Network using VPN 17
6.1 Connecting 17
6.2 Disconnecting 18
7 Mapping your Z drive 19
7.1 How to Map a drive on Windows 10 19
8 Teleconferencing 21
8.1 Lync Teleconferencing 21
8.2 Zoom Teleconferencing 23
9 Reporting issues 25
9.1 How to take and edit a screen shot in Windows 10 25
9.2 How to Black Out information from Snip & Sketch. 26
10 Tips on improving performance when connected to SJOG VPN 27
10.1 Optimise your Wi-Fi signal. 27
10.2 Limit the number of devices connected. 28
10.3 Limit the type of connections. 29
10.4 Connect to your router via cable 30
11 Appendix 31
11.1 Useful links 31
11.1.1 Microsoft Lync 31
11.1.2 Test your local Wi-Fi 31
11.1.3 Access your email online 31
12 GDPR Considerations 33
12.1 Data Protection Commission Advisory 33

1 Introduction

This guide was created for John of God staff who are currently or will be working from home. It is designed to assist both users who are new to accessing the SJOG network from home and also those who have accessed it previously.

It is vital in this time of emergency that we maintain the integrity and security of the SJOG network.

Access to the network is limited so please ensure to disconnect from your VPN when you are not working. This will hopefully enable staff access critical applications as required.

To access the VPN you must first connect to your home Wi-Fi.

If your home Wi-Fi is not available or not strong enough it is possible to create a Wi-fi hot spot on your mobile phone and then connect your laptop to that.

Please consult steps as outlined in this document.

2 Important Points to Remember.

⚠ Save regularly any work in progress (Word docs, Excel etc.) in case the VPN drops.

⚠ In the event of loss of connectivity save your work in progress to your desktop. You should upload it later when connectivity returns to your SJOG shared drive.

Should you be working on data of a sensitive nature you may want to delete this saved work in progress from your device once you have uploaded it to the secure SJOG share.

- If you encounter password issues please contact ICT Service Desk.

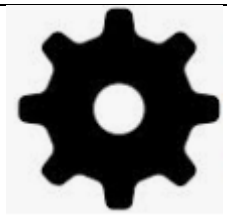
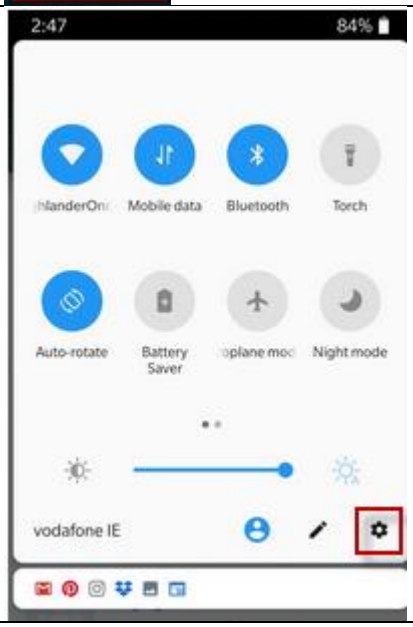
3 How to make your Android mobile phone a Wi-Fi Hotspot

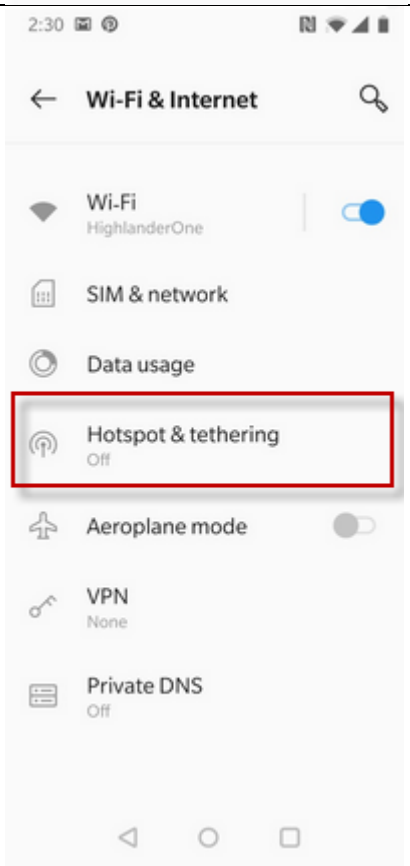
Steps may vary depending on the version of Android you have on your phone.

⚠ Make sure you turn off Wi-Fi on your phone when setting up hotspot if not prompted to do so.

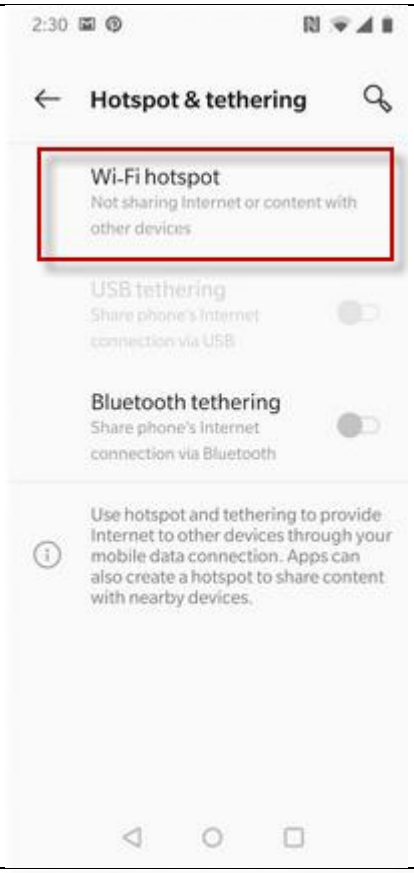
⚠ Turn off Bluetooth to save on mobile phone battery.

On your Phone

1. Press the menu icon or slide down from top of screen.	
2. Press Settings. 	

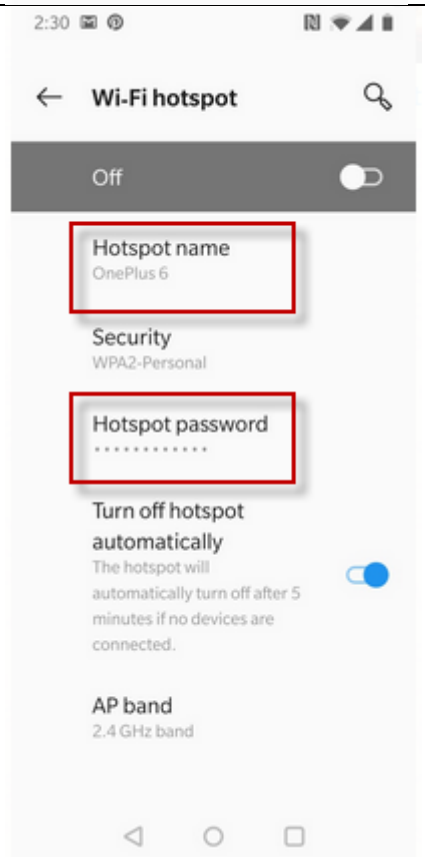
3. Press Wireless & networks. (Wi-Fi & Internet). Note that this may be nested under “Connections” heading – it will depend on which version of Android is running on your phone.	
4. Press Tethering & portable **hotspot**. (Hotspot & tethering)	

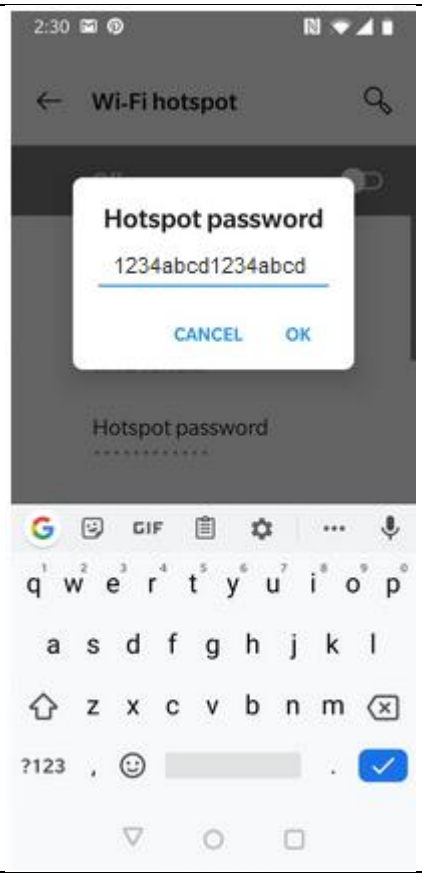
5. Press Portable Wi-Fi **hotspot** (Wi-Fi hotspot) to turn on the function. Again, the wording may be slightly different, depending on the Android version – it may be “Mobile Hotspot”, etc. Turn this on.



6. Make note of:
    a. Hotspot Name
    b. Hotspot password
        i. Click to see password

⚠ This is important as you will be prompted for them when connecting to the hotspot.




2:30
Wi-Fi hotspot
Hotspot password
1234abcd1234abcd
CANCEL
OK
Hotspot password
GIF
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123

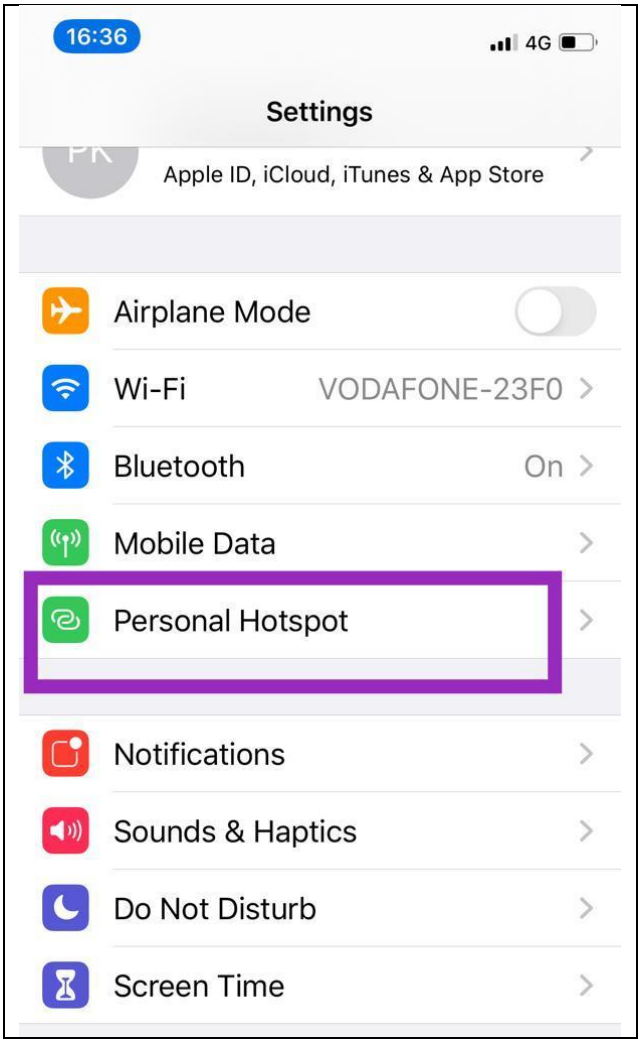
4 How to make your iPhone a Wi-Fi Hotspot

Steps may vary depending on what software version is on your phone.

On your Phone

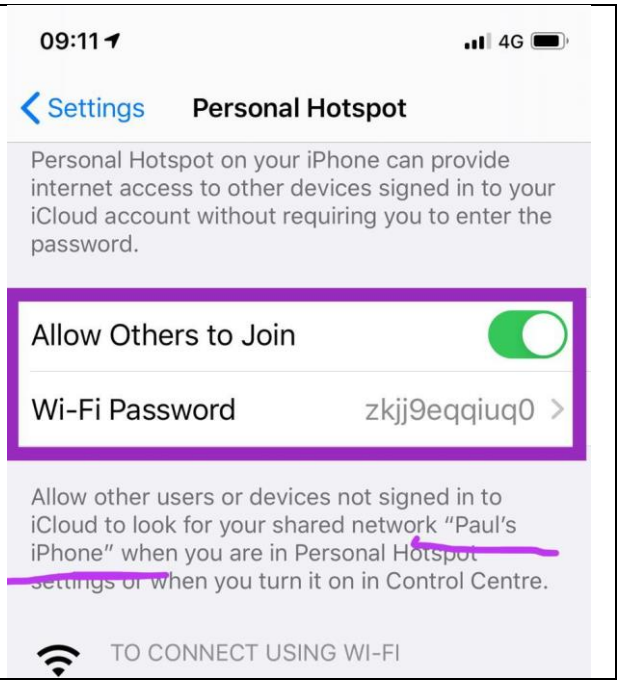
1. Press the Settings icon – you'll find the icon among your apps

2. Press the Personal Hotspot menu option.



3. Enable **Allow Others to Join**.
4. When connecting to your hotspot from your laptop, look for the phone name (in this case **Paul's iPhone**) and enter the **Wi-Fi password** shown here when requested.

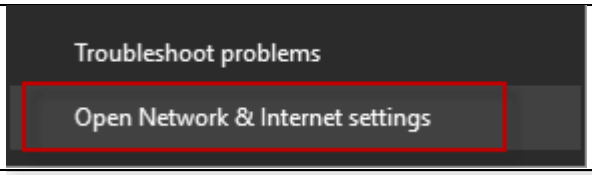
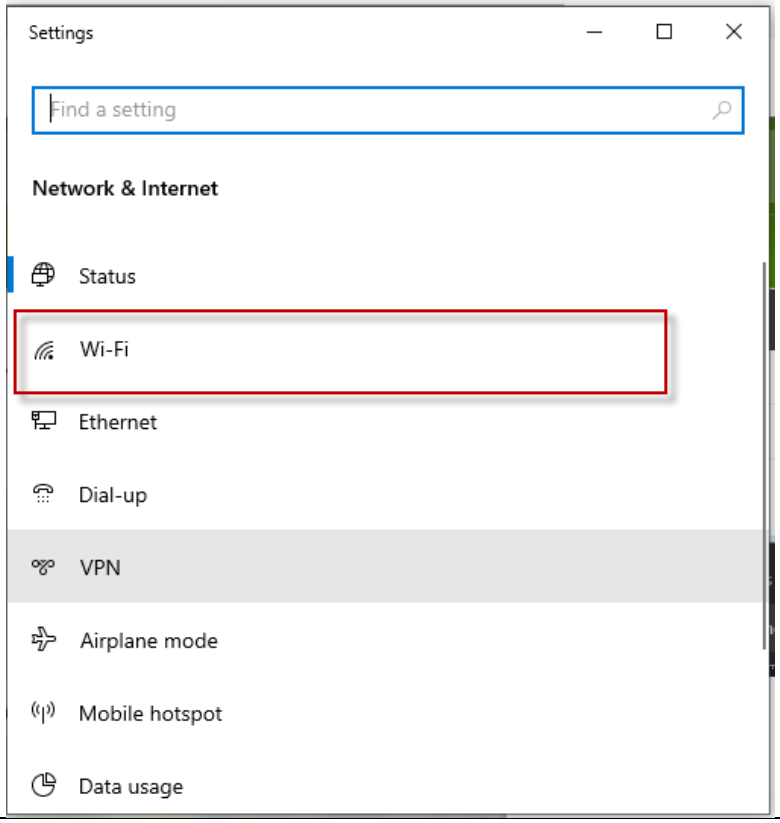
If the unlikely event that your Laptop is connected to the same iCloud account as your phone you will not need to enter a password on your when connecting to the hotspot from your laptop.

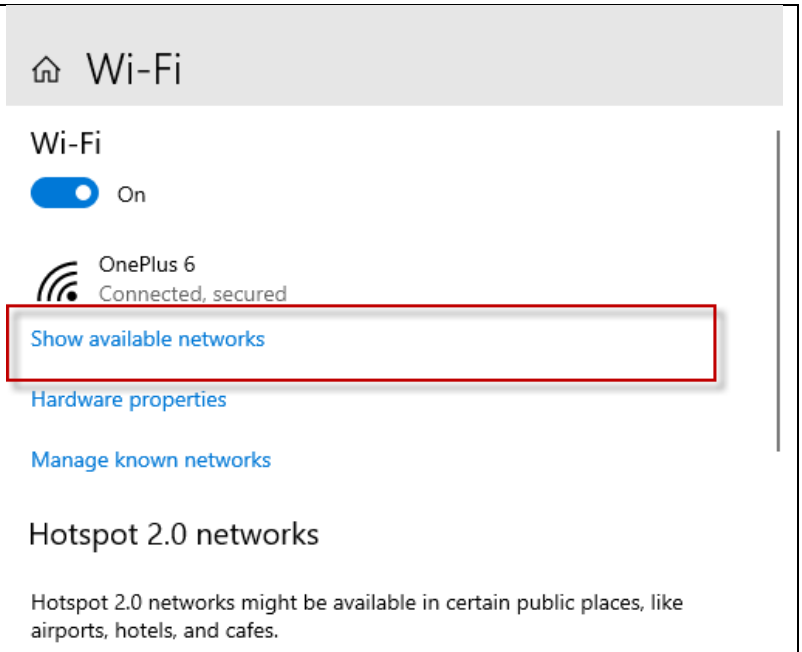
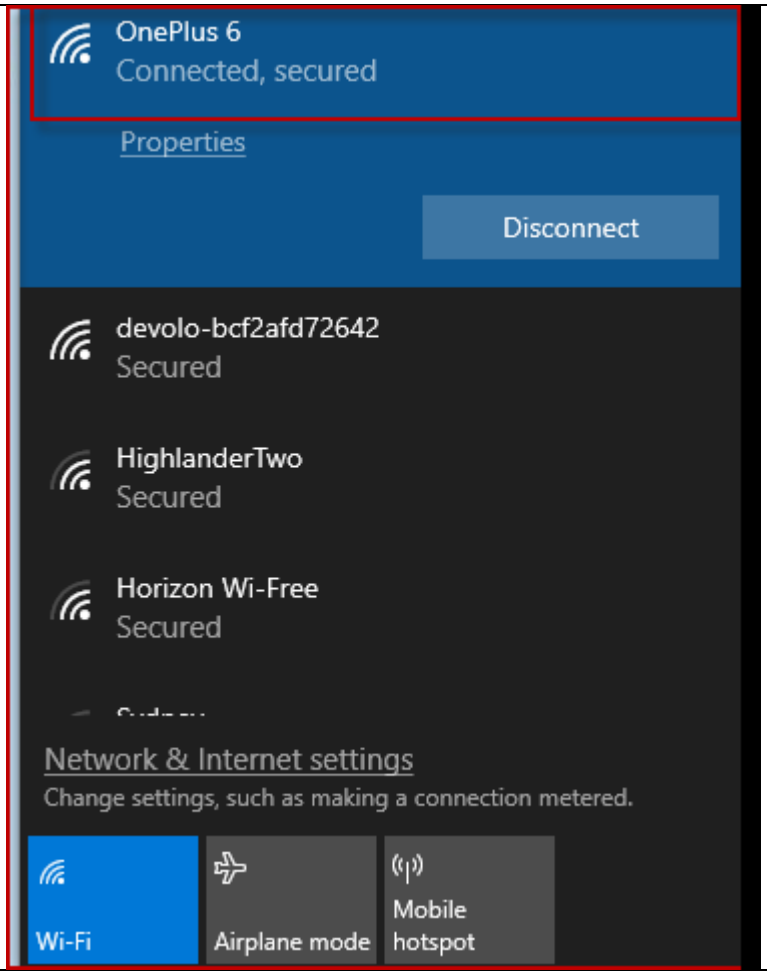


5 How to connect your Laptop to the Internet via a Mobile Phone Hotspot

5.1 Connect using an Android (Samsung etc.) mobile Phone

If you are in a location without available Wi-Fi you will need to use the Wi-Fi hotspot on your mobile phone. To use it use the following steps.

1. Select the **Network** icon on the taskbar. The icon that appears depends on your current connection state.	
2. Select Open Network & Internet settings	
3. Select Wi-Fi	

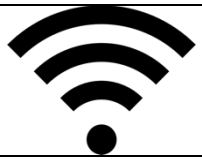
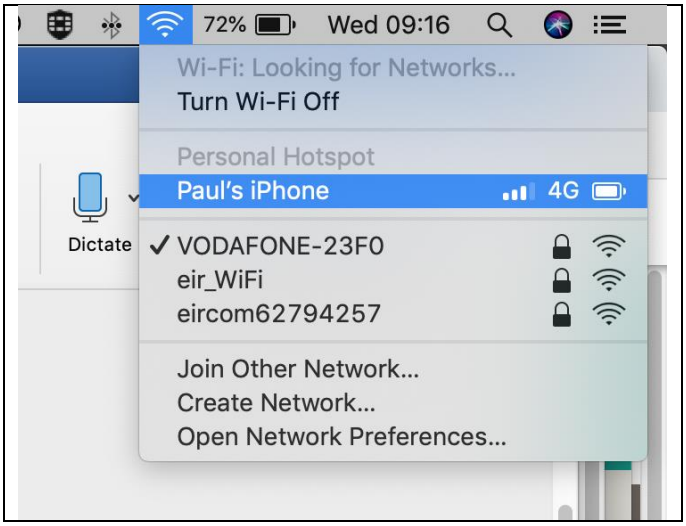
4. Select **Show available networks**.	
5. Click on your hotspot (it will be one you noted when setting it up).	
6. Enter password when prompted. Hotspot as noted previously). You can check you phone if you did not write it down.	

You are now connected to your Phones Wi-Fi hotspot and can now proceed to connect to the SJOG network via VPN.

5.2 Connect using Apple laptop and iPhone

If you are using an Apple laptop follow these steps to connect it to the internet using the hotspot on your iPhone.

On your Apple laptop

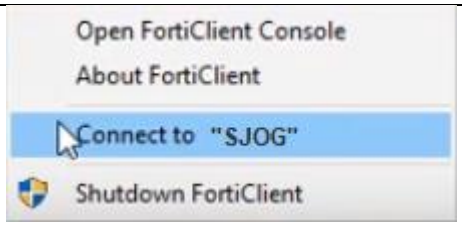
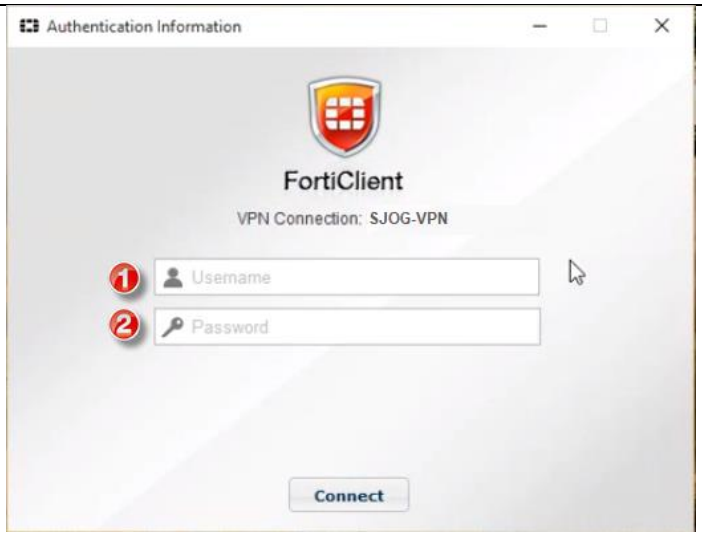
1. Click the **Wi-Fi icon** to show available connections	
2. It may take a few seconds for your phone to appear in the list but once it does, click it.	
3. If prompted for a password, enter the one shown on your phone.	

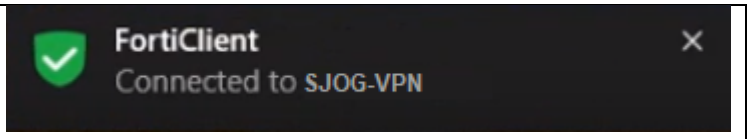
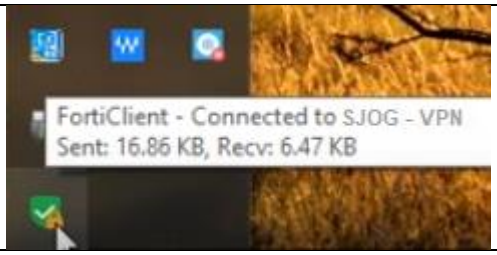
6 How to connect and disconnect to the SJOG Network using VPN

6.1 Connecting

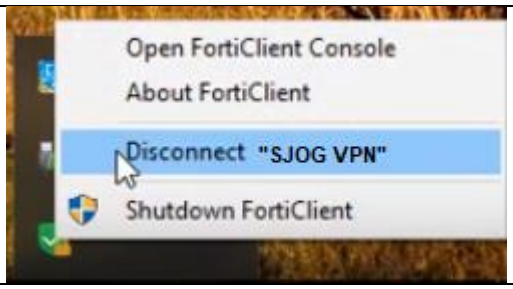
Your device will have an application called FortiClient installed on it which enables you to connect to the SJOG network.

You will need to login via the FortiClient before you can access such resources as your Z Drive or Outlook Inbox.

1. Select the FortiClient Icon on your Taskbar or Desktop	
2. Right click on the taskbar icon and select Connect to "SJOG"	
3. Enter 1. Your Windows user name 2. Your Windows password.	

4. You will see a message telling you that you are connected	
5. If you look at the VPN icon on status bar It will have a yellow padlock indication that you are connected via VPN	

6.2 Disconnecting

1. Right click on the VPN Icon and select Disconnect “SJOG VPN”	

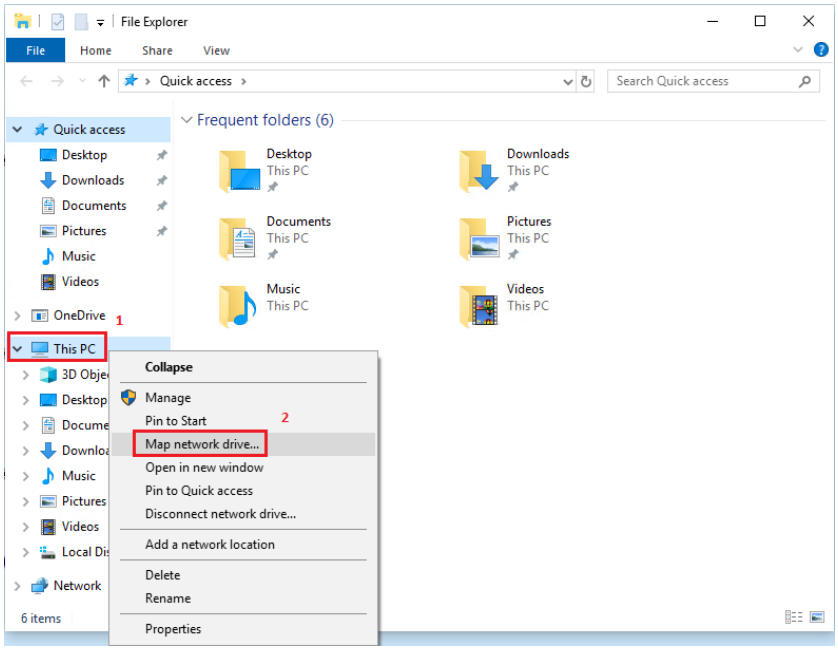
If you do not need to remain connected to the SJOG network make sure you **Disconnect Immediately**. There is a limit to the number of VPN client connections available in the organisation so please be aware that some of your colleagues may be trying to connect .

7 Mapping your Z drive

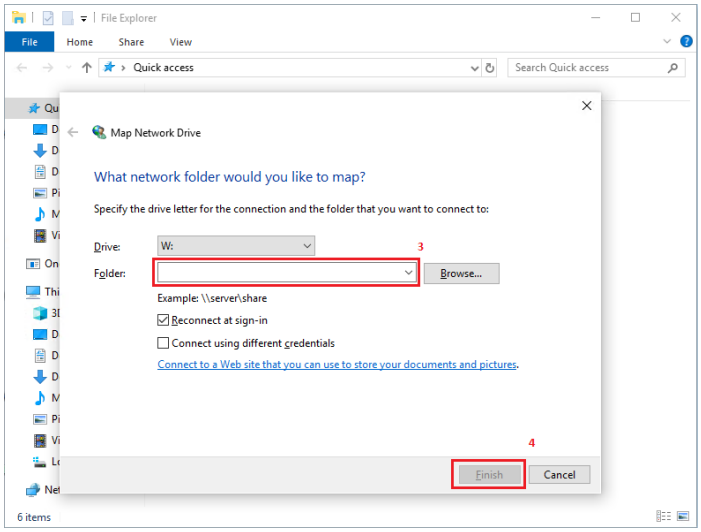
Please note when working over the VPN your Z Drive will not be visible in Windows Explorer. You must assign the share location to a drive on your device (Map your Z Drive). **If you do not know the location of your Z drive email ICT for its location.**

7.1 How to Map a drive on Windows 10

In the File Manager (Windows Explorer), *right-click* on **This PC** on the left hand side (1) and select '**Map network drive…**' (2)



In the *Map Network Drive* window, select the **Drive:** letter and type (or paste) the path to the shared folder (3), e.g. \\server\sharedfolder and press the **Finish** button (4).



8 Teleconferencing

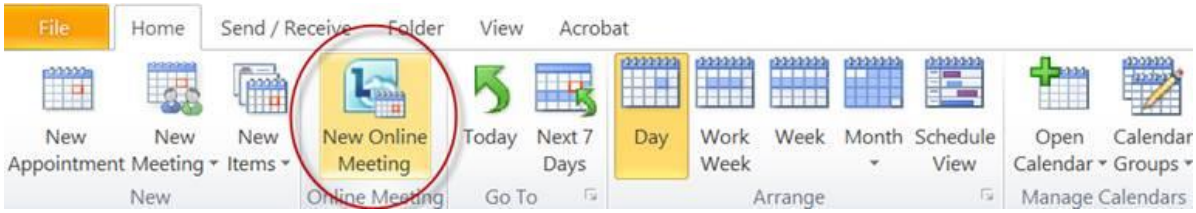
8.1 Lync Teleconferencing

The Lync system allows us to host our own teleconferencing sessions.

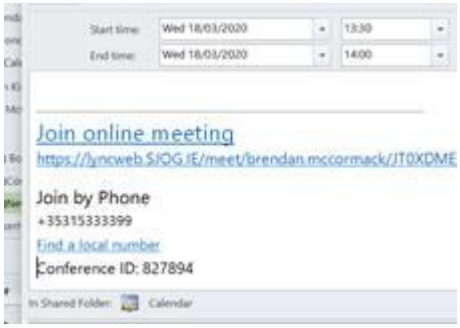
These can be set-up on the fly by starting a Lync call and inviting participants to join - but are best organised in advance.

To set-up a Lync Meeting

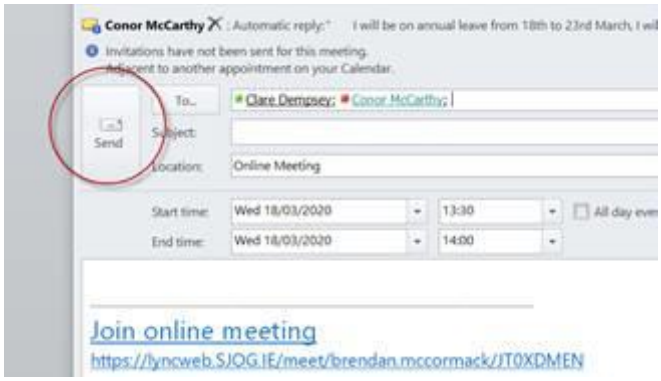
1. Go to Outlook, Calendar and
2. Click on the **New Online Meeting** icon



This action automatically generates the details needed to join the meeting at the appropriate time



and will be sent to any of the invitees you enter in the “To” line when the you send the meeting request.



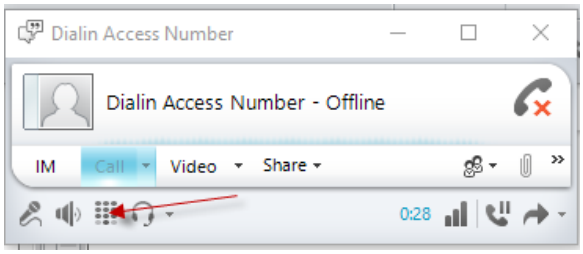
At the appropriate time people can join the meeting from Lync by clicking on the link in the meeting request

OR

By phoning the number on your phone or via Lync **01 533 3399 …. (For the UK +353 15333399 should work)**

And the relevant meeting/conference ID.

If connecting in via Lync please note the location to type in the conference id.



Please note the following:

1. At least one person needs to join the meeting by Lync – ideally the organiser. This session effectively acts as the host for all other participants.
2. A work laptop running Lync can be used from any location with Wi-Fi. Ideally you would have a VPN connection on BUT it will work from a public network if you click past the security warning you will get.
3. With regard to telephone calls;
    a. A landline will always work – unless there is a local issue with the provider. (Note a landline through a broadband operator as opposed to a dedicated Eir phone line may be subject to local broadband issues.)
    b. Phone calls from all our campus landlines should always work.
    c. A mobile phone should always work – however our work phones were having problems connecting to 01 533xxxx number today – due to a Vodafone issue outside our control.
    d. Personal mobile phones with other carriers should always work

It is not recommended to have all participants connecting by mobile phone. In this situation alternative teleconferencing options such as Zoom - would be more appropriate.

8.2 Zoom Teleconferencing

For information on how to access and sign up to the SJOG Zoom organisation please refer to **this document** on the **SJOG Working from Home site**.

9 Reporting issues

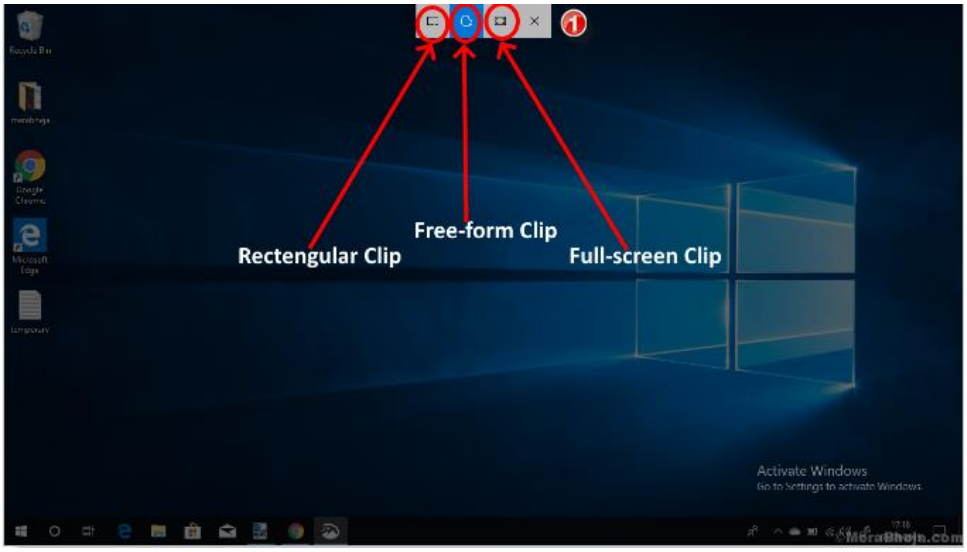
9.1 How to take and edit a screen shot in Windows 10

While working from home you may want to report an issue you encounter. It is a great help to ICT if you include a screen capture in you report (email).

A new Windows 10 tool can be used to capture Screen Shots. **Snip & Sketch** can be accessed in Windows 10 using several methods but this is the one we recommend.

- Press **Win+Shift+S** keys together on your keyboard

- Windows 10 will launch Screen Snip tool.



- The screen will dim.
- You can choose the type of snip you want to use by selecting an option from the toolbar shown ❶ at the top of the screen.
    - **Rectangular clip:** It allows you to draw a rectangle for the specific area you want to snip.
    - **Free-form clip:** Allows you to snip the area in free form and use it for editing.

- **Full-screen clip:** Allows you to take a snip of the full screen for further editing.
- Select the area of the screen you wish to capture and release the cursor.

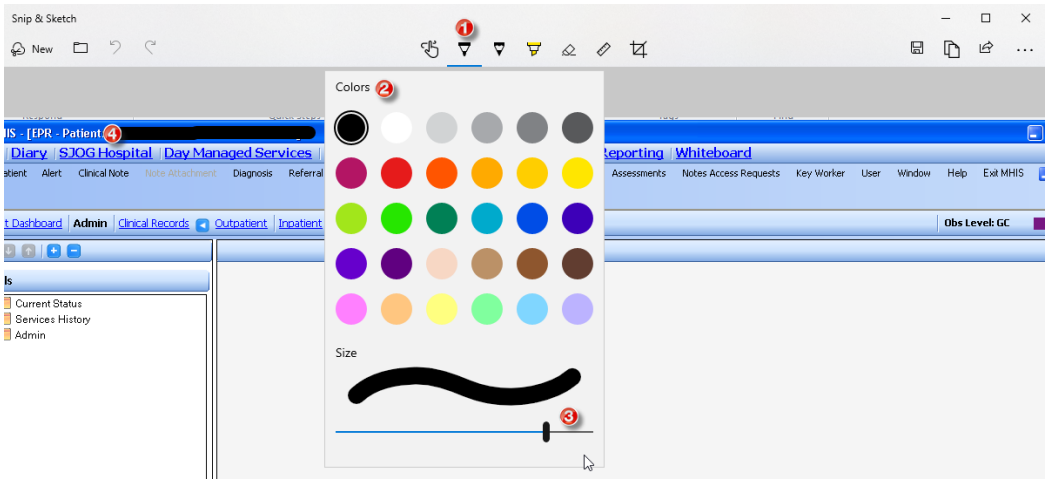
Once you take screenshot, Windows 10 will open the Snip & Sketch (usually at the bottom right had side of your screen) app where you can edit and save the screenshot.

> ⚠ When capturing screen shots that contain sensitive and/or personal identifiable data, especially from applications like MHIS, IDIS, RMS, Core, Exchange etc ensure you black out any identifiable information.

9.2 How to Black Out information from Snip & Sketch.

Having taken your screen shot you should modify your Ballpoint pencil settings to allow you to 'Black Out' personal recognisable date (you will only need to do this once).

1. Select the Ballpoint pen tool
2. Select you colour (Black)
3. Increase the width of your line



4. You can now 'Black Out' areas of the capture (like patients name above) with your Ballpoint pen.

Your edited screen shot can now be:

1. Copied and then pasted to an email etc.
2. Saved for future usage.

10 Tips on improving performance when connected to SJOG VPN

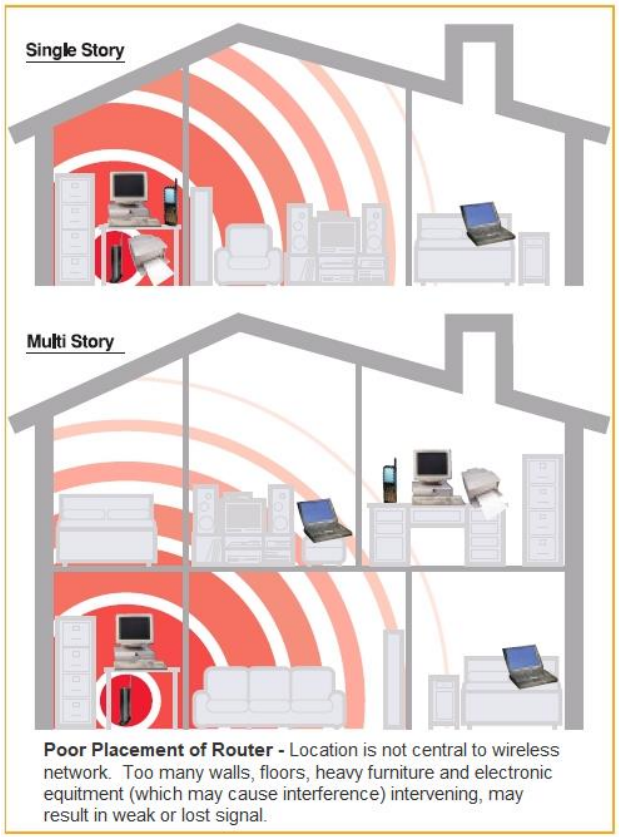
10.1 Optimise your Wi-Fi signal.

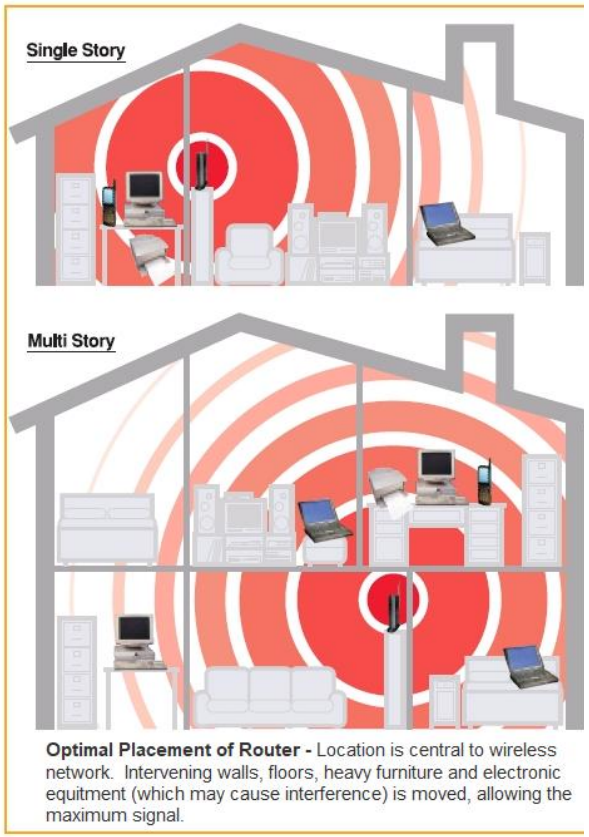
It may not always be possible but try to reposition your router to a more optimal position.

Open door of room in which router located and also the door of room where laptop / PC located to improve signal.

If internet Wi-Fi is not working before you connect VPN, please switch off router for 10 seconds, restart and wait for 3 minutes, router can be switched on and off at the plug.

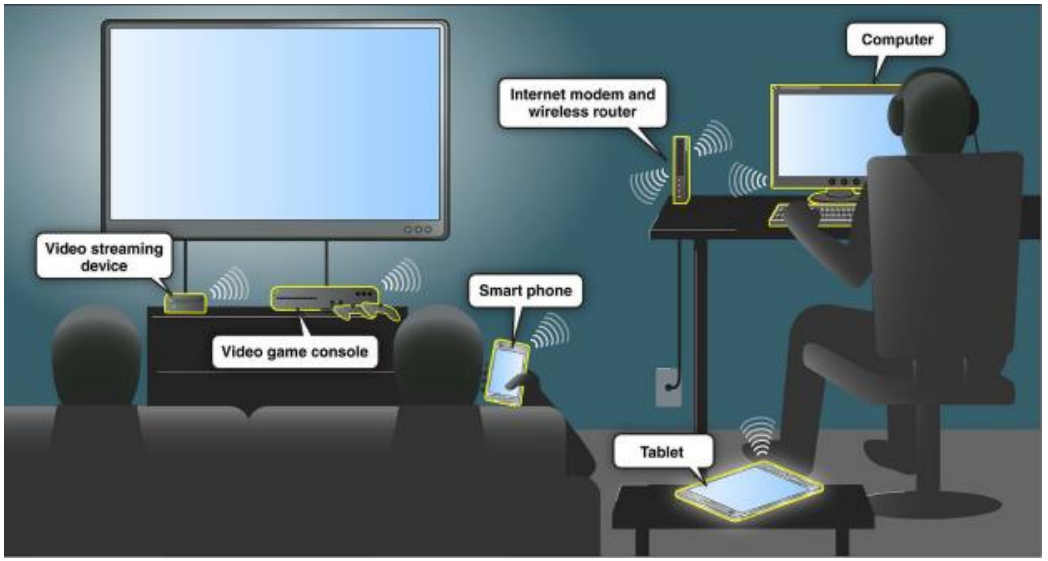
If your house has particularly thick walls you might consider installing a Powerline adaptor.
Powerline is a simple-to-install digital home technology that can provide faster speeds than Wi-Fi for connecting devices to your network, regardless of whether or not they're in the same room as your router.
It uses your home's mains power wires to create a network connection that - in many cases - is faster than Wi-Fi.
Note: In nearly all cases Powerline adaptor is the better option over Wi-Fi extenders.





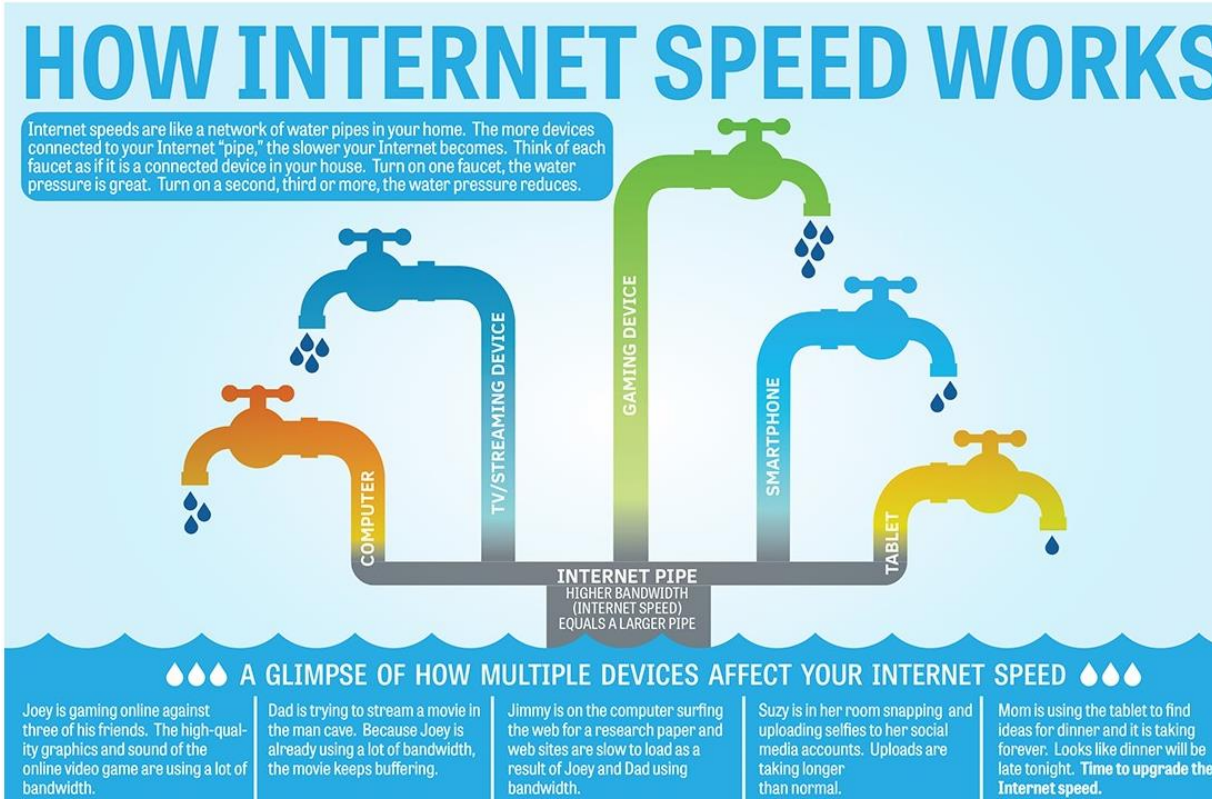
10.2 Limit the number of devices connected.

You would be surprised the number of devices you might have connected to your home network at any one time. Consider turning off connected devices when not been used.



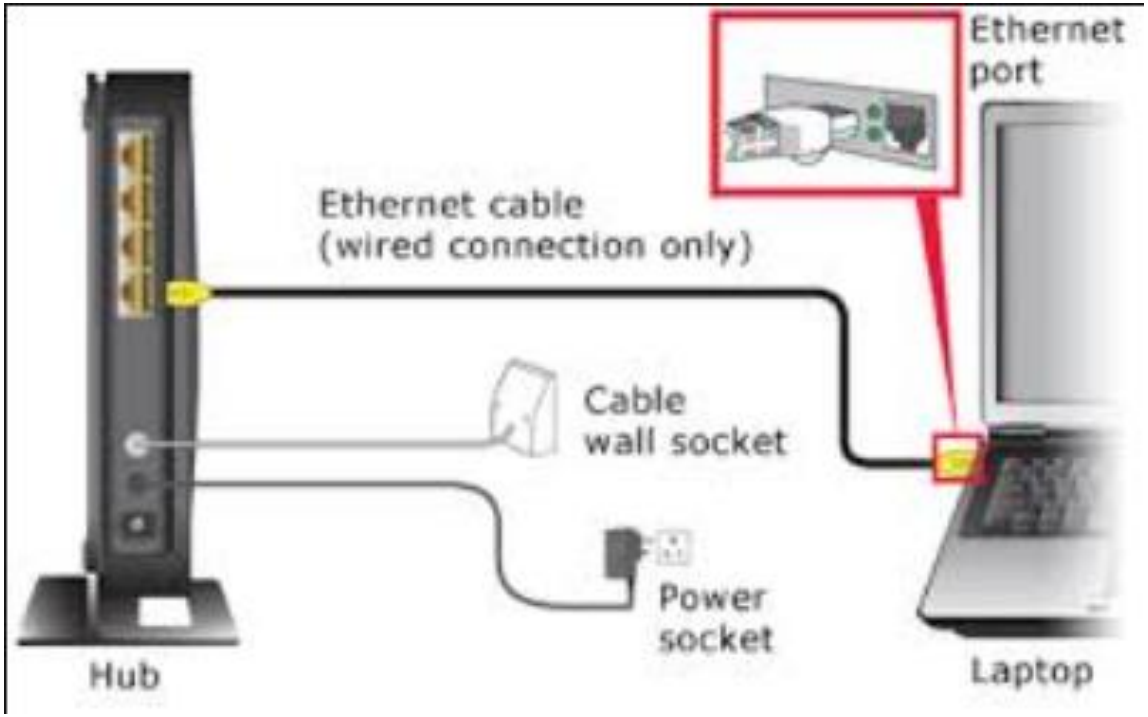
10.3 Limit the type of connections.

Watching a 4K movie on Netflix over Wi-Fi is going to utilise way more of your home networks bandwidth than working on the SJOG network via VPN. So consider your priorites.



10.4 Connect to your router via cable

When working from home try where possible to connect to your router via an Ethernet cable. Performance is significantly improved.



11 Appendix

11.1 Useful links

11.1.1 Microsoft Lync

Here are some links to some Microsoft Lync specific guides created by the ICT Service Desk.

Lync - Setting up a call

Lync – Guide to using Lync

ICT Service Desk Self Service Portal - How to guides

11.1.2 Test your local Wi-Fi

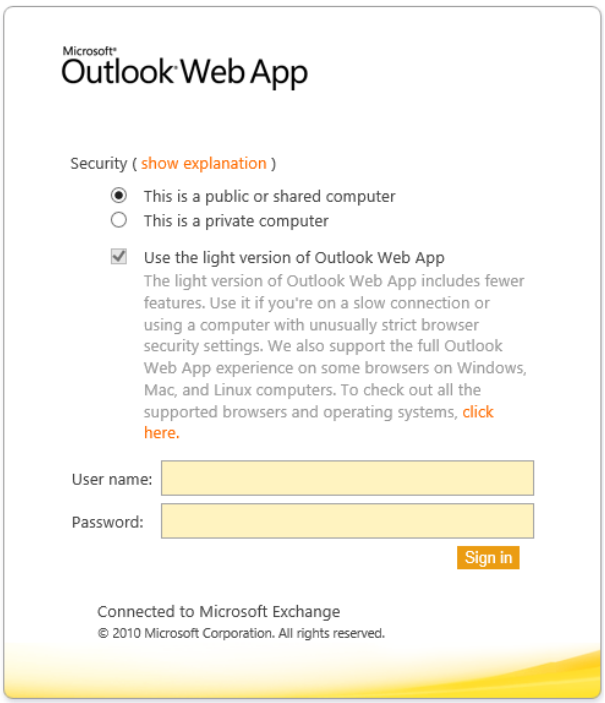
Type https://fast.com/ into Google.

Check out if there are many reported faults with your local Broadband provider https://downdetector.ie

If your download speed is 3 Mbps or higher you should readily work.

11.1.3 Access your email online

You can also access your email online, without being logged into the SJOG network with the following link https://owa.sjog.ie/owa/



12 GDPR Considerations

12.1 Data Protection Commission Advisory

An Coimisiún um Chosaint Sonraí
Data Protection Commission

Protecting Personal Data When Working Remotely

12th March 2020

Measures to control and prevent the spread of COVID-19 will involve more people working remotely than usual. Below are some tips to keep personal data safe when working away from the office. For more information you can consult our guidance on data security.

Devices

- Take extra care that devices, such as USBs, phones, laptops, or tablets, are not lost or misplaced,
- Make sure that any device has the necessary updates, such as operating system updates (like iOS or android) and software/antivirus updates.
- Ensure your computer, laptop, or device, is used in a safe location, for example where you can keep sight of it and minimise who else can view the screen, particularly if working with sensitive personal data.
- Lock your device if you do have to leave it unattended for any reason.
- Make sure your devices are turned off, locked, or stored carefully when not in use.
- Use effective access controls (such as multi-factor authentication and strong passwords) and, where available, encryption to restrict access to the device, and to reduce the risk if a device is stolen or misplaced.
- When a device is lost or stolen, you should take steps immediately to ensure a remote memory wipe, where possible.

Emails

- Follow any applicable policies in your organisation around the use of email.
- Use work email accounts rather than personal ones for work-related emails involving personal data. If you have to use personal email make sure contents and attachments are encrypted and avoid using personal or confidential data in subject lines.
- Before sending an email, ensure you're sending it to the correct recipient, particularly for emails involving large amounts of personal data or sensitive personal data.

Cloud and Network Access

- Where possible only use your organisation's trusted networks or cloud services and complying with any organisational rules and procedures about cloud or network access, login and, data sharing.
- If you are working without cloud or network access, ensure any locally stored data is adequately backed up in a secure manner.