

# Telework Technology Getting Started Guide

## Purpose

This guide provides a quick (at-a-glance) overview of some of the basic technology you will need to have set up in order to stay connected and access information when teleworking. This is not meant to be a comprehensive user's manual on all the digital workplace applications available to employees. Additional resources for these applications are provided at the end of this guide.

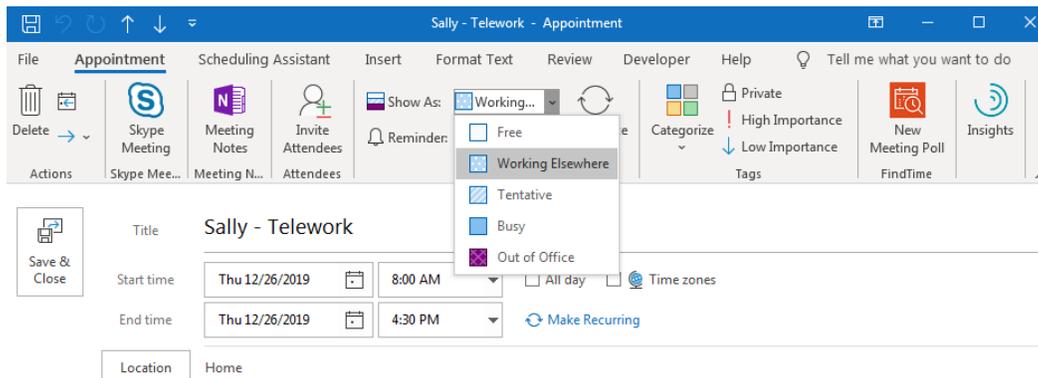
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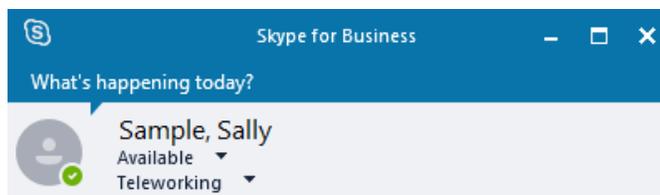
## Communicating Your Telework Schedule

First things first...be sure to let co-workers know when you are teleworking by doing the following:

1. Post a clearly visible sign at your workstation.
2. Add it to your Outlook calendar.
  - a. Create a new appointment for the hours you are teleworking and show as "Working Elsewhere" (under "Options").



3. Change your location in Skype for Business.
  - a. You may also want to add a note (under “What’s happening today?”) letting others know how they can reach you.



## Being Reachable by Telephone

You have three options to make sure you are reachable by phone while you telework:

1. Forwarding calls to your City-owned mobile phone,
2. Checking voicemail remotely throughout the day, or
3. Using Skype for Business to make and receive calls.

### Forwarding Calls

With the handset/receiver down (in its cradle)...

1. Press the **Forward** button.
2. Dial the phone number you wish to forward calls to. Include 9, 1, then your area code and phone number.
3. Press the **Forward** button again. A message will appear on your phone’s display stating that calls are being forwarded.
  - “CFWD” appears on the display and an arrow will appear next to the **Forward** button.
4. To cancel call forwarding, keep the handset in its cradle and simply press the **Forward** button.
  - “CALL FORWARD CANCELLED” appears briefly on the display, and the arrow next to the **Forward** button disappears.

### Checking Voicemail Remotely

Dial **206-684-7500** and follow the prompts for entering your 5-digit City Directory Number (the last 5 digits of your 7-digit phone number) and your voicemail password.

## Using Skype for Business for Calls

To call someone through Skype, after they are added to your Contacts, right-click on their name and click **Call**. For short “how to” videos on using Skype for Business as your phone, go to <https://app.quickhelp.com/Seattle/topics/381/categories/6628/content>

## For Employees Also on Compressed Workweeks

On your AWA scheduled day off, be sure to temporarily change your voicemail greeting.

1. Log in to your desk phone.
2. Press 8-2-3 for your temporary greeting.
3. Press 5 to record, then press # when you're done recording.
4. Press 9 to set the expiry date and time.
  - Enter the month, day, and time, pressing # after each entry.
  - For a time setting of 8:00, press 800#. For AM, press 1. For PM, press 2.

## City Smartphone and Mobile Device Policy

The City's [smartphone and mobile device policy](#) is available on the Seattle IT SharePoint site.

## Help with City Phone Access

For help with forwarding phones, checking voicemail remotely, or other telephone-related questions, visit the Seattle IT Telephone Services SharePoint site at:

<https://seattlegov.sharepoint.com/ITD/engineering-operations/telephone-services>

## Connecting to the City's Network

### VPN Access

VPN stands for Virtual Private Network. It enables you to remotely connect to the City network using a City laptop. It also enables you to use your personal computer to remotely connect to your City desktop computer. For more information on how to access the City VPN, and connect your device, go to <https://seattlegov.sharepoint.com/covid-19/SitePages/VPN.aspx>

### Accessing Documents without VPN

Not all telework requires VPN access. Most work, including email correspondence, creating/editing documents, Skype meetings, filling out timesheets, and completing online training, can be done through web-based applications.

## Cybersecurity and Data Protection

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To familiarize yourself with the City's cybersecurity and data protection guidelines, visit Seattle IT's Digital Security and Risk SharePoint site at <https://seattlegov.sharepoint.com/ITD/digital-security-risk/>

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### Security

Consistent with Seattle IT policy expectations of information security for employees working at the office, you are expected to ensure the protection of proprietary, sensitive, and confidential information accessible from your home/satellite office when you telework. These teleworking requirements are described in the **City AWA Guidelines**.

To further reduce your vulnerability to a cyberattack...

- Use a private internet connection such as a home network or the City's Virtual Private Network (VPN). Do not conduct City business over public Wi-Fi such as those found in coffee shops and libraries (unless connecting through VPN).
  - Disable the VPN or other connection when you are not using it.
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**Note:** The City of Seattle has the right to monitor all information generated and actions performed using remote access technology while you are teleworking.

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### File Storage

If you are using your own equipment to conduct City business, you are expected to comply with City recordkeeping requirements, and provide responsive records to public disclosure requests. However, City data should never be downloaded to, or stored on, non-City owned devices. With VPN access, OneDrive for Business, Office 365, and Skype for Business, there is no need to download any City files onto your personal devices.

### Public Disclosure

To protect your personal devices from a public records request or other legal obligations, do not download City files onto your personal devices. Work-related texts and voicemail left on your personal phone can also be subject to a public records request.

### Data Subject to Regulatory Standards

Some Departments have restrictions on the use of personal devices and/or Cloud-based storage for some or all employees due to heightened security regulations that impact their work. If your work is subject to one of these regulatory standards (such as NERC, FERC, PCI DSS, or HIPAA), you are expected to understand the nature and proper classification of the data you generate

and use, and to handle that data appropriately. Any questions should be directed to your Compliance Officer.

## Digital Workplace Apps

### Accessing Frequently Used Applications and Websites

The following applications do not require VPN access, as they can be accessed from any web-enabled device with an Internet connection.

Application	Function/Description	Web Address*	Login Information
<b>Outlook</b>	E-mail and calendar	<a href="https://outlook.office.com">outlook.office.com</a> or <a href="https://office.seattle.gov">office.seattle.gov</a>	Enter your City email address and password.
<b>Office 365</b>	Online version of Microsoft Office (Word, Excel, PowerPoint, OneNote)	<a href="https://office.seattle.gov">office.seattle.gov</a> or <a href="https://office.com">office.com</a>	Enter your City email address and password.
<b>OneDrive for Business</b>	Cloud storage & file sharing	<a href="https://office.seattle.gov">office.seattle.gov</a> or <a href="https://office.com">office.com</a>	Enter your City email address and password.
<b>HRIS Time and Labor</b>	Timesheet	<a href="https://timelabor.seattle.gov">timelabor.seattle.gov</a>	Enter your employee ID number and password.
<b>City of Seattle InWeb</b>	Intranet	<a href="https://seattlegov.sharepoint.com">seattlegov.sharepoint.com</a>	Enter your City email address and password.
<b>Seattle City Light InWeb</b>	Intranet	<a href="https://connect.seattle.gov">connect.seattle.gov</a>	Enter your Windows username (the one you use to log onto your City computer) and password. Realm: Select "Seattle City Light Users"
<b>IT Service Hub</b>	Request IT services and report issues	<a href="https://cityofseattle.saasit.com">cityofseattle.saasit.com</a> If outside City network, <a href="#">click here</a> .	Enter your City email address and password.
<b>Cornerstone</b>	Complete online training courses or sign up for in-person training classes	<a href="https://learning.seattle.gov">learning.seattle.gov</a>	Enter your City email address and password.

\* If you are using Internet Explorer or Microsoft Edge with the Bing search engine, and you are unable to open any of these websites, you may need to type "https://" or (in some cases) "http://" before entering the web address listed in the table above.

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Note: you will have to allow cookies for [seattle.gov](https://seattle.gov) for the above links to work.

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## OneDrive for Business Cloud Storage

All employees have access to OneDrive for Business, a City-approved\* cloud storage service that lets you securely store your work files in one place, share them with others, and access them from any device connected to the Internet.

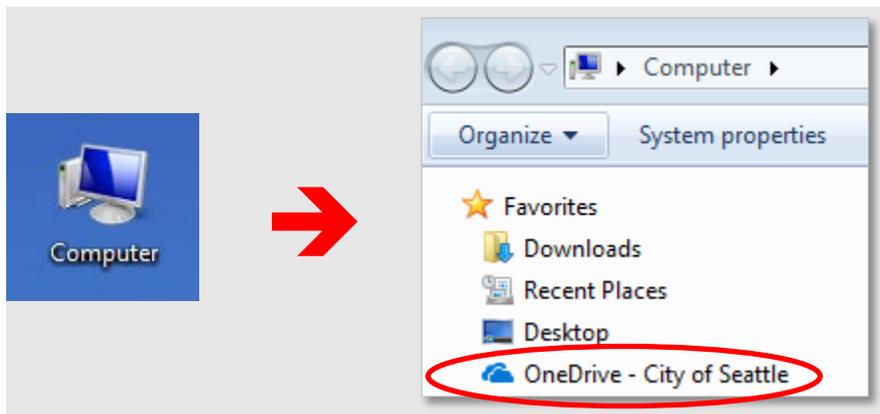
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\*If you are working with data subject to regulatory standards such as NERC, FERC, PCI DSS, or HIPAA, you should check with your Compliance Officer to understand where data should be stored.

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All documents created with Office 365 (the online version of Microsoft Office) are automatically stored in the Cloud in your OneDrive folder. For this reason, you are expected to use Office 365 instead of Microsoft Office applications installed directly on your personal computer if working outside the City network.

OneDrive files are automatically synced to your City computer. View your OneDrive folder from Windows File Explorer by clicking the **Computer** or **This PC** icon on your desktop, or by going to C:\Users\YourUsername\OneDrive - City of Seattle.



For more information on how to use OneDrive for Business, including how to share files with other people, visit the OneDrive for Business page on the **Digital Workplace Learning Hub** at <https://seattlegov.sharepoint.com/sites/O365HUB/SitePages/OneDrive-for-Business.aspx>

## Remote Meetings

Attending meetings remotely is easy with Skype for Business. City-owned laptops already have Skype for Business installed. But if you are using a mobile device or a personal computer, you will need to first install **Skype for Business**.

Skype for Business has more features than the personal version of Skype. You will also not be able to sync your City email or calendar with the personal version of Skype. Be sure to download the correct app—**Skype for Business**.

## Download and Install Skype for Business

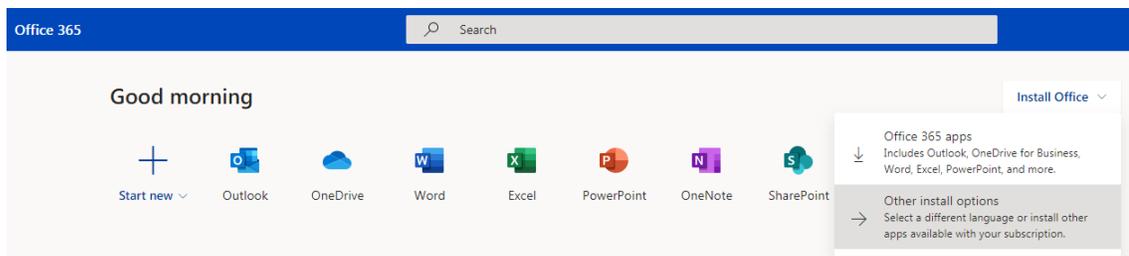
### For Your Mobile Device

Whether you are in the App Store or Google Play, be sure to download the **Skype for Business** app (and not any other version of Skype). It will likely not be the first app that appears so be sure to scroll down until you see **Skype for Business**.



### For Your Personal Computer

1. Log in to your Office 365 account at [office.seattle.gov](http://office.seattle.gov)
2. Click the **Install Office** button on the upper right corner of the screen (as shown), then click **Other install options**.



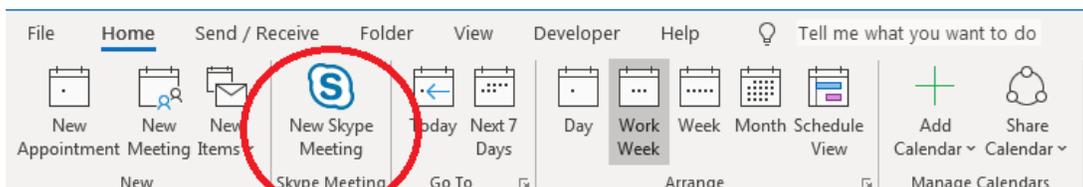
3. In the **Office apps & devices** tile, click the **View apps & devices** button.
4. For most personal devices, the standalone **Skype for Business 2015 Edition** is the preferred edition.

## Sign in to Skype for Business

1. Enter your City email, click **Continue**, then enter your password.

## Features of Skype for Business

- Set up a virtual meeting or conference call (where one or all participants can attend remotely).
  - Start by [scheduling a Skype for Business meeting in Outlook](#). The meeting link and call-in number will be automatically inserted into the calendar invite.



- Join a work meeting from your phone.
  - A headset (or earbuds with microphone) is typically needed to use Skype audio and video features.
- [Present your screen during meetings or give control to others.](#)
- Instant message (IM) anyone within the City of Seattle.
- [Make and receive phone calls](#) (voice only or video).
- See when your contacts are available online, in a meeting, or presenting.

For more information on how to use these features, including quick “how to” videos, visit the Skype for Business page on the **Digital Workplace Learning Hub** at <https://seattlegov.sharepoint.com/sites/O365HUB/SitePages/Skype-for-Business.aspx>

## Additional Resources

### Digital Workplace Learning Hub

For visual quick start guides and short “how to” videos on the many digital workplace apps available to City employees, visit <https://seattlegov.sharepoint.com/sites/o365hub/>

### Cornerstone

There are several online courses available to City of Seattle employees through LinkedIn Learning. Just log in to Cornerstone at [learning.seattle.gov](http://learning.seattle.gov) and search for Office 365, OneDrive, or Skype for Business.