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INTRODUCTION

Use this guide of **Tech Tips** to help you to telecommute from any location.



1. REQUESTS

All telecommuting requests and issues should be made by **opening a ticket**:



Service Desk Portal – click on Open an Incident. Please use your computer login credentials.
Service Desk Portal Phone: 901-636-6100

Note: Please have your asset tag number (on the yellow sticker) handy.

2. CONNECTING WITH TEAM MEMBERS

ISD recommends that you set up meetings using the following applications:

- Microsoft Teams – View our [Microsoft Teams QRG](#). (Preferred)
- Goto Meeting - Setup a new account by visiting <https://www.gotomeeting.com/>.

3. HOW TO COLLABORATE

Microsoft Teams is recommended for collaborating and working remotely. Once you are signed in to Microsoft Teams, you can call, chat, and video conference with team members. You also have the ability to set up meetings and manage your Outlook schedule. View the Teams Quick Reference Guide to get started today.

- [Microsoft Outlook Training Videos](#)
- [Microsoft Word Training Videos](#)
- [Microsoft Excel Training Videos](#)
- [Microsoft PowerPoint Training Videos](#)
- [Microsoft OneDrive Training Videos](#)
- [Microsoft OneNote Training Videos](#)
- [Microsoft Planner Training Videos](#)
- [Microsoft Stream Training](#)

4. HOW TO STAY SECURE

After requesting VPN Access you will receive a **DUO** enrollment link to sign up. Please do not share this enrollment link because it is person-specific. Once enrolled in **DUO**, please view our Telecommuting VPN Anti-Virus Instructions which walks you through the steps of manually updating the **Symantec Endpoint Protection** client. From here, view the GlobalProtect VPN Guide which lists the final steps to set up your VPN and **DUO**.

5. HOME NETWORKING TROUBLESHOOTING TIPS

Speed Test = <http://www.fast.com> (if this returns results consistently slower than the speed tier that you pay for, you may consider contacting your service provider to troubleshoot. This test should be run while NOT connected to the VPN, it will not work over the VPN.)

Reset Router/Modem, this actually works and there's a reason tech support always asks you to do this. Resetting your router/modem flushes the memory on the device and brings it back up in a clean state. This will usually resolve a lot of problems with speed and quality of connection.

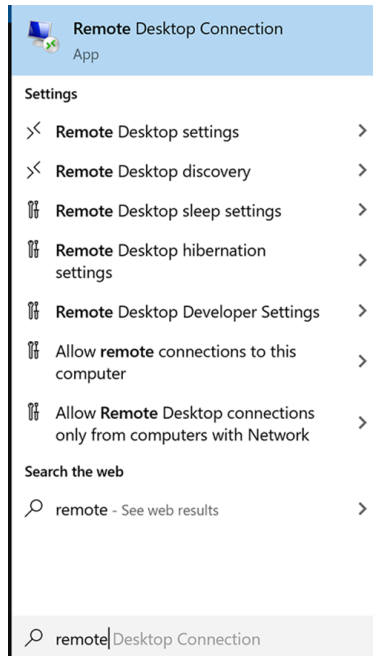
If other people are also home with you, their Internet usage will affect you. Streaming video and music such as Netflix and Youtube can affect your connection. Also online video games, phones connected to your home wifi, users on Facebook etc... can also adversely affect your connection quality.

Most home Internet equipment provides a 2.4ghz wireless connection and a 5ghz wireless connection. The 5ghz connection will be faster and should be used if available.

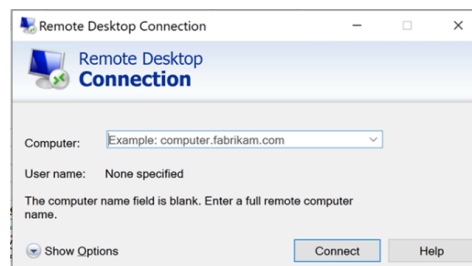
Distance to your wireless access point will also affect the quality of your connection. You should be close enough to the router/modem to have full bars on your connection indicator. Avoid wireless repeaters/range extenders if at all possible.

6. LOGGING INTO YOUR COMPUTER DAILY

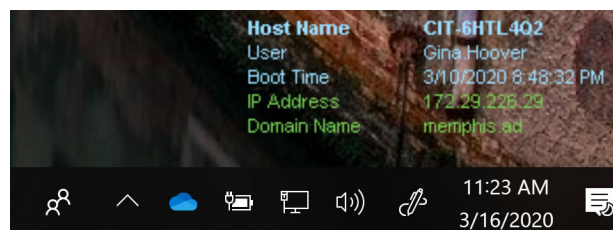
1. In the Windows search bar, type in Remote Desktop Connection and click on the icon like below



2. The remote desktop opens up and type in your desktop computers host name*:



*Note, your computer's host name comes from the desktop of your office computer screen. It is located on the far right-hand side of the screen like below:



Tip: Jot down your desktop host name in your phone's notes in case you need it again.

3. Click connect and you will be prompted to enter your City of Memphis credentials.

7. ADDITIONAL RECOMMENDATIONS



For printing, you will have to use your home personal printer or we recommend that you save your documents as PDF files on the computer. View the [Quick Reference Guide on Saving Documents as PDF files](#).



Favorites, we recommend that you keep a copy of the web addresses of websites that you visit regularly. Visit a favorite website, copy the url and paste it into a Microsoft Word document. Save the document and email it to yourself. Once you use your laptop, you will have a copy of your favorites in your Outlook email.



Never miss an important call! View the [Phone Forwarding Quick Reference Guide](#) for information on how to forward your Skype and Nortel office phones. If you have a ShoreTel office phone, you will need to open a ticket with the Service Desk to get this set up.



Telecommuting Tech Tips

Quick Reference Guide



Digital Workplace

A Day in the Life of a Remote Worker

Use **Microsoft Teams** to collaborate, create, and be more productive throughout the day from home or anywhere.



8:45 AM

Starts the workday at home, by checking the **Activity Feed** in **Microsoft Teams** to see if you have received any notifications that require an action from you.

9:00 AM

After morning coffee, open the **Microsoft Teams** mobile app to join the daily status **meeting** for your team..



10:15 AM

While working on the laptop, make a **PowerPoint** presentation on your project. Next **upload** the presentation in **Microsoft Teams** space to work on it with colleagues for review.



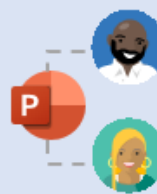
10:45 AM

When a colleague is on the go, they can open the document in **Microsoft Teams Mobile App** and reviews the first draft of the presentation. They can **add comments** in the presentation, that needs to be shared with other colleagues in the afternoon.



1:00 PM

Coming back from lunch, connect your laptop to Wi-Fi. You can see all the comments or modifications your colleagues did in the presentation. Now you are ready to share it with your manager, in the appropriate Microsoft Teams channel and **@mention** to grab their attention.



1:30 PM

After managers review, you and your colleague can **co-edit** the presentation in **real time** once again to finalize it. You both can easily work on one single version of the presentation together and changes are automatically saved – no more wasting time on work getting lost!

3:00 PM

You can **@mention** the whole Project team in the **Microsoft Teams** channel informing them that the presentation is ready and ask to provide **feedback**. She plans a **catch-up meeting** directly in the Microsoft Teams channel, via the **Calendar** tab for the next day.



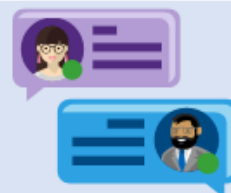
4:00 PM

Have a 1:1 with your manager. You both can connect directly in the Microsoft Teams and **join the meeting** they have already setup. By turning on the camera, it almost feels like a face to **face meeting** where everyone can participate in an inclusive way, even remotely.



5:00 PM

A colleague reviews the presentation via the **PowerBI** analytics embedded in Microsoft Teams.



5:30 PM

At the end of the day, you can have a 1:1 **Microsoft Teams** call to chat with a colleague, to catch-up what happened that day and share a 'virtual tea' together.