

# Tips and Tricks when Working from Home

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## 1. Numbers for support

Contact BPD if you are struggling to connect in from home

01422 306448

[bpd@marshalls.co.uk](mailto:bpd@marshalls.co.uk)

Contact the Helpdesk as normal issues unrelated to home working

## 2. General Things to Remember

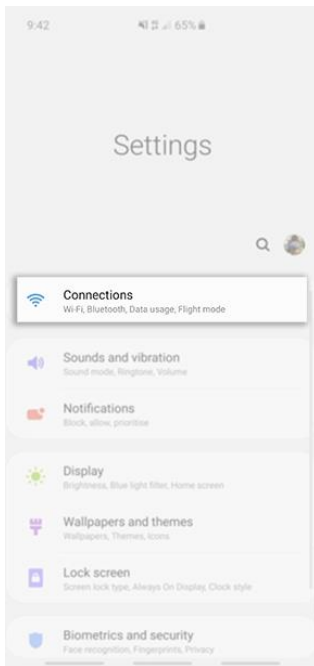
- Keep your PC locked when not in use
- Disconnect from Marshalls whenever you don't need to be on-line
- If you are using your personal PC - shut down properly at the end of each working day
  - Especially if shared with family
- If you are using a Marshalls Laptop and have been working off line, reconnect after normal working hours
  - This will sync anything that needs to be synchronised without impacting the network during the day
- Remember, other household traffic will slow down your connection
- Voice takes more network bandwidth than data. So email is better than a phone call.
- When working with large Office documents (Excel, PowerPoint etc), that are stored on a network location (e.g. shared drive, or SharePoint) then it's better to copy these to your local PC drive (C: drive) to work with, then save it back when finished. This will help avoid slowdowns/freezes.
  - Obviously you can't do this with shared docs
  - Be mindful of data protection principles
- Redirect your desk phone to your home phone if you are not in a hunt group

- Avoid streaming video. If your need to do this, if possible do this on another device rather than your work laptop. This will avoid impacting network bandwidth to Marshalls.
- Close any other programs that are running on your PC that you don't need open, particularly if you have an older PC or slower internet connection.
- Can't hear anything through your headset? Check the sound isn't muted and that the volume is turned up on the local PC, as well in the RDS web desktop

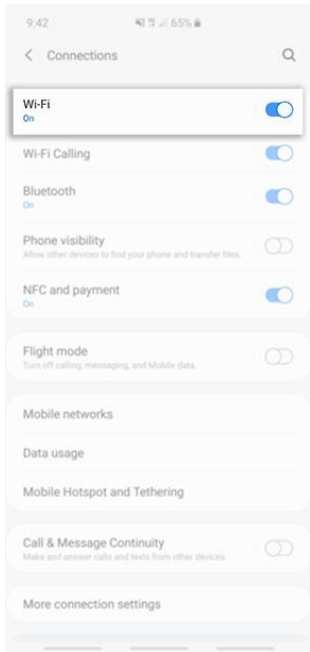
### 3. Make sure your Mobile Phone is Linked to your WiFi

#### 3.1 Connect Your Works Mobile to WiFi

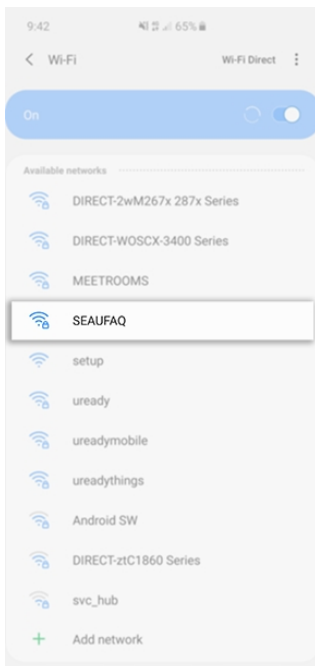
Head into your Settings > Connections



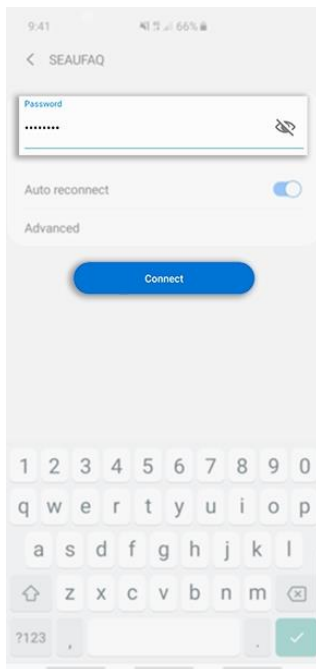
Toggle on the switch to **turn on Wi-Fi** then tap again to view more settings



Select the **Wi-Fi** network you would like to connect to



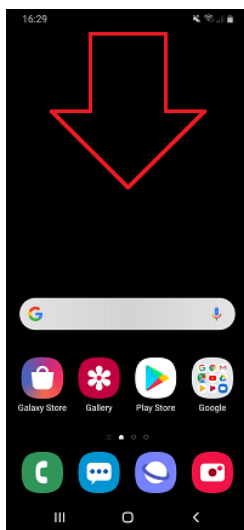
Enter the **Password** then tap **Connect**



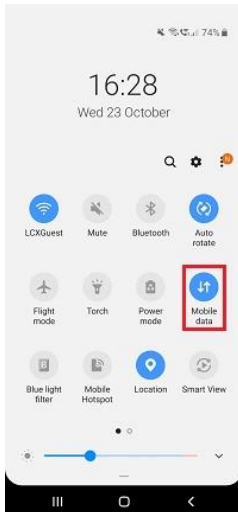
### 3.2 Disabling Mobile Data on you Works Mobile

Through your quick settings

**Swipe down from two points at the top of your screen, to access your quick settings**

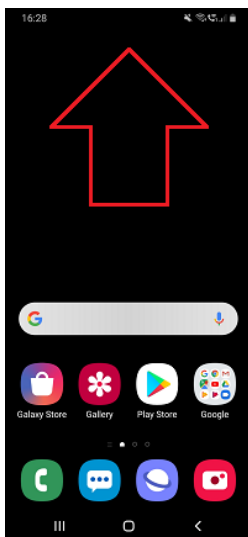


Tap Mobile data to turn it on or off



Through your settings

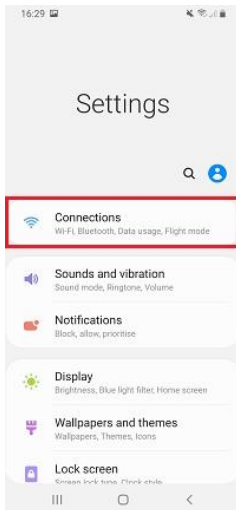
**Swipe up** on your home screen, to access your apps



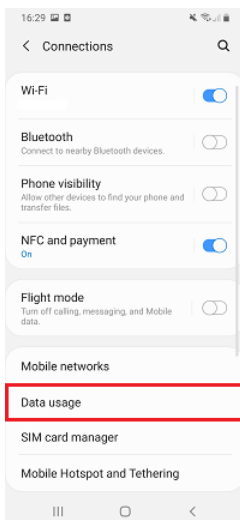
Tap **Settings**



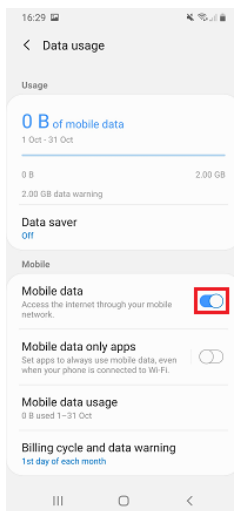
## Tap Connections



## Tap Data usage



Tap the **switch** next to mobile data



#### 4. Connecting your Home Printer

- If you are using your home PC to connect to Marshalls, your printer should work as normal
- If you are using a Marshalls laptop, just connect your home printer to it
  - Windows should detect the printer and install the drivers
- Once connected, your printer will be visible in Ax.

**IMPORTANT – Connect your printer BEFORE connecting into Marshalls to ensure it pulls through correctly.**

**Please contact the Marshalls Helpdesk if you are having printing problems.**

#### 5. Troubleshooting Guide IT are using to help homeworkers with connection issues

Below are the notes that the BPD team have been given to help them resolve incoming connection issues.

So feel free to read through to see if you can resolve yourself. But don't worry if it makes zero sense – the BPD notes came with training and some practice!

##### **Questions To Ask an Employee with Connection Issues**

- Have you been given a Marshalls laptop?
- If yes, are you in a call centre function
  - Are you in MLP, NSP, Premier? – Route 4 with Finesse
  - Or are you in CPM, Edenhall or MNV – Route 4 without Finesse

##### **Notes for this option**

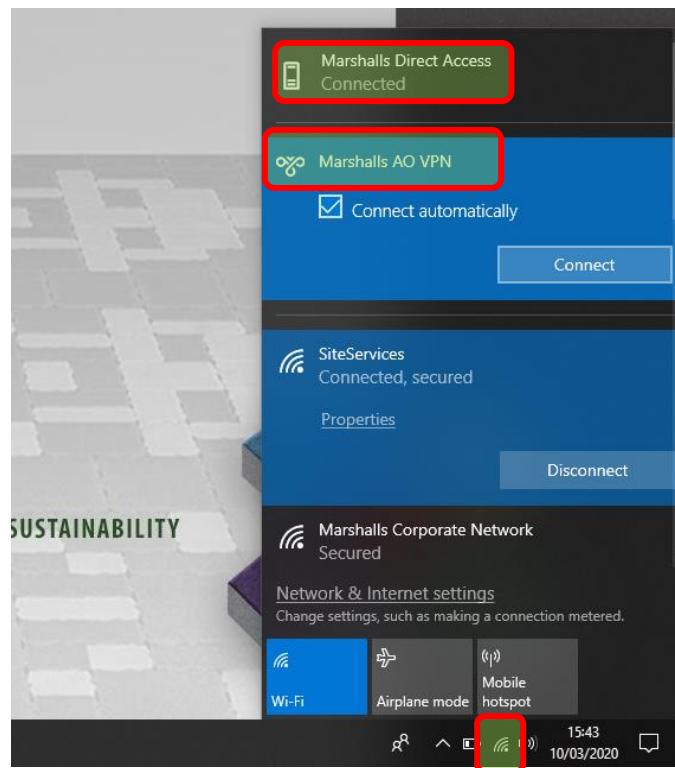
People given a loan laptop need to use “always on” VPN. (AO VPN in the WiFi list)

Employees who use the Finesse call centre have a user name and password. Employees should know this if they use Finesse – they use it every day.

## Known Issues for this option

### 1. Check that Jabber and AO VPN has been installed.

The Always on VPN should appear in the WiFi menu :-



Cisco Jabber should be an icon on the desktop :-



### 2. AO VPN not connecting

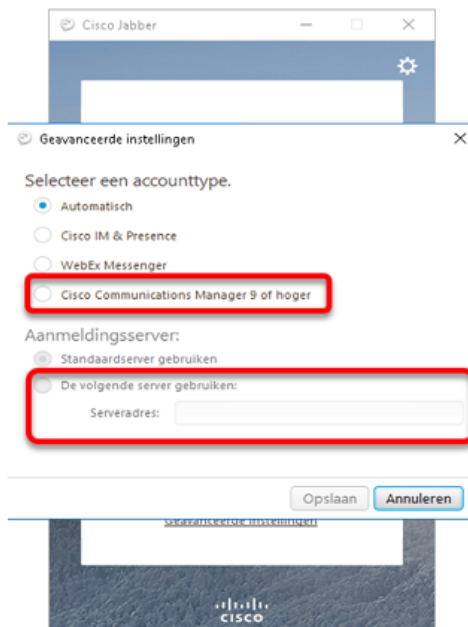
The biggest issue we had during testing was Direct Access (DA) conflicting with AO VPN.

- Make sure DA is disconnected.
- Try to connect to AO VPN again
- Go back in to check DA – it may try to reconnect and need disconnecting again
- In rare cases, DA may not disconnect properly –reboot and try again
  - Of course, DA will then kick in again and need disconnecting

### 3. The CISCO Jabber screen is asking for an email rather than user name and password, If Jabber is asking for your username in an e-mail address format (@), please enter your username as above combined with "@10.101.164.86" – E.g. [BloggsJ@10.101.164.86](mailto:BloggsJ@10.101.164.86)



Username with @ (BloggsJ@10.101.164.86)



If your username is not accepted, or there is a failure to sign in.

Click "Advanced Settings", which is highlighted in the screenshot above.

From the *advanced settings* window, select the two options highlighted in the screenshot to the left, and enter the server address = 10.101.164.86.

Click Save/Accept and try signing in again.

- If this still doesn't work, ring BPD.
  - o You will need a reinstall

**Next Question**

If you have NOT been given a laptop....

- Are you using your home PC?
- Is it a windows PC?
- Are you running Internet Explorer?
  - o Click on Windows icon and type "Internet" to find it.
  - o Open IE and type in the link from the documentation

#### **Known Issues for this option**

- 1. You get a Firewall authentication message**
  - o You haven't been put into the AD group – Ring BPD
- 2. You don't get a phone call to complete the authentication**
  - Have you provided your home phone number – either mobile or landline?
    - o If not, get that info and email to BPD
- 3. Do you need to connect into the Finesse phone system?**
  - o Have you been given a 4 digit call extension (between 1201 and 1260)?
  - o If not, ring BPD

NOTE. Using Finesse to make calls means Marshalls pick-up the cost.

#### **Other stuff**

##### **Your mapped drives may not have pulled through.**

- o Look at the helpdesk software FAQs. – Click on Helpdesk from the sharepoint home page.
- o Example topics covered in the Self Service Guides
  - o How to change password on a remote desktop session
  - o How to map a network location
  - o How to map a shared mailbox
  - o How to access emails on your Android device
  - o How to send large files through WeTransfer
  - o How to map a network printer
  - o How to configure the authenticator app