

HR GUIDANCE/ WORKING FROM HOME: STAFF GUIDE



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Introduction & scope

This document is designed to support staff at the University of Kent to work from home via laptop, desktop PC or paper-based work during any sustained period of home-working as a result of COVID-19. This document should be read in conjunction with [the University of Kent's policy on working from home](#).

Roles and responsibilities

Line managers

During a period of home working, as a line manager or supervisor, you are expected to:

- Help your team understand and digest this guidance and support staff to find arrangements that enable them to work from home effectively. This might include talking to your team to help prioritise tasks in light of circumstances.
- Ensure there is regular planned communication with each of your line reports. This should be by email, telephone or video calling as appropriate.
- Ensure that risks associated with home working are identified.

All staff

During any period of home working, as a member of staff, you are expected to:

- Work through this document to ensure you are ready to work from home – you may need to talk to your line manager.
- If you regularly handle sensitive data, ensure you have the Kent VPN installed and that it works.

Equipment

Many staff will be able to work using their personal equipment. If you do not have the equipment needed to work at home, you should speak to your line manager.

Setting up your workstation and Display Screen Equipment (DSE)

Setting up your workstation correctly at home is just as important as in the office.

When setting up your workstation, you should consider the following:

- Find a posture in which you can keep your wrists straight (neutral, in line with your forearms), your shoulders relaxed and your back supported, and in which you feel comfortable
- Set your screen so that it is level with your eyes. If using a laptop adjust the screen angle and, if possible height, to reduce stretching your neck
- Re-position your screen / laptop if glare or reflections are a problem
- Align your computer centrally with your body – don't twist round to use it
- Position your mouse so you do not have to work with your arm outstretched
- Change your position regularly to keep your muscles relaxed and don't work at the screen for too long before taking a break

You can use the [DSE checklist here](#) to help you set up your workstation. If you have concerns about your ability to work safely at home, speak to your line manager.

Redirecting your office phone

For a user to divert a call to a mobile number they have to have the correct class of service, 85% of extensions do have this set but some may not.

To divert calls from your office phone, press *8 followed by the number you want calls to be diverted to (including 9 for an outside line). You should hear a broken dial tone (for example, *8 9 07000 000000). Test that the redirect has been effective.

If you have difficulty setting up the divert, or need to set up the divert remotely, from home, you should contact Telexchange@kent.ac.uk

Security when using personal computer

Any personal laptop, PC or other device that you use to access the Kent network from home must meet the [University's IT security requirements](#).

Transporting and storing computer equipment

When transporting computer equipment between the workplace and home (or elsewhere), such equipment must not be left in an unattended vehicle, unless:

- The vehicle is locked, it's keys, key card or remote control transmitter are removed and all windows are securely closed and all security devices to protect the vehicle are set to operate
- The vehicle is kept overnight in a securely locked building, compound or enclosure (unless it is aboard a ship or ferry)
- The property is concealed from view or stored under the parcel shelf where such facilities are available

Information technology

VPN (Virtual Private Network)

The VPN allows staff to access network-restricted files and services from home. Using VPN when you are working on your home computer provides additional security to the data. You should also use the Kent VPN service when using a public Wi-Fi network. There are a number of IT services (as outlined in this document) that require you to have a VPN connection.

[Information on setting up your VPN Connection is available here.](#)

Accessing your email

You can access emails online via [Office 365](#).

Using Office 365

All University of Kent staff and research postgraduates have access to Office 365. This allows you to remotely access emails, edit documents in online versions of Word, Excel, PowerPoint, store and share files via SharePoint and OneDrive, and collaborate with Microsoft Teams.

You can access all these [Office 365 services here](#). Please log in using your standard Kent email address and username. As well as using the online programmes, you can download and [install the full Microsoft Office software](#) onto your computer for free.

Accessing, storing and sharing files and sensitive data

Once you are connected via the Kent VPN, you can access your shared folders and network drives remotely, by [following the process here](#).

Alternatively, many teams and projects are now choosing to organise their files within SharePoint. You can access [SharePoint online here](#). You can also use Microsoft OneDrive and Microsoft Teams [to store and share files](#). You may wish to talk to your manager about how they expect you to work with files and folders during a period of prolonged remote working.

Storing sensitive data

OneDrive and Teams are suitable for [storing personal sensitive data and information](#). As with all digital communication tools, make sure when you share a document that it's only shared with appropriate colleagues or contacts. If you're not sure how to check who you're sharing files with, contact the [IT helpdesk](#) for advice.

Skype for Business

Skype for Business is an instant messaging, voice and video calling and web conferencing service available to all staff. During a period of extended working from home, we are likely to increase our reliance on voice and video calls and conferences. You may want to talk to your manager about plans to use Skype as part of your team's operations during any extended period of home working. If advised to do so, [download Skype for Business by following these instructions](#).

Staff Connect

[You can access Staff Connect to manage your any annual leave or absences as normal here](#). You must be connected to the VPN if you want to edit personal details.

Other Services

[Information about how to access other IT services is available here](#).

This includes instructions for how to use the following software:

Aggresso/UBW	Dreamweaver	EvaSys module evaluation
Kent Academic Repository	Kentplayer	Mailing lists system
Moodle	Qlikview	Site Editor
Student Data System	Symphony	

Phishing precautions

Hackers may use some of the uncertainties surrounding the response to COVID-19 as an opportunity to increase their activities. At this time, the University may receive more phishing emails, which may be COVID-19 themed. For more information about how to spot a fake email and what to do if you have received one, [please see here](#).

Filing & protecting sensitive information

Paper filing

Unless there is a legitimate need to do so you should avoid keeping work documents at home. If you are required to do so, you should ensure that any paperwork is kept securely and that no one else can access the paperwork. Any such documents must be returned to the office as soon as possible, and filed appropriately or destroyed.

Digital filing

Staff should avoid saving any documents onto your personal drives. If there is a need to do so you must ensure that any document is secured by password, particularly if it is likely that your personal device will be used by others. On your return to the office, ensure that any files are transferred to the University network or SharePoint and removed from your personal drive.

Working in public spaces

If, for any reason, you need to work in a public space, you should exercise caution when accessing university data. Members of the public may be able to view your screen or overhear your conversations. When working in public, you should:

- Avoid viewing special category data
- Avoid logging on to Kent systems using a public computer
- Ensure any Wi-Fi network you use is genuine
- Ensure your laptop is encrypted and the encryption password is not kept with the computer and lock your computer away when you are not using it

Wellbeing

The health and wellbeing of our staff is very important to the University, particularly in light of the impact COVID-19 is having on our families and communities. When working from home, staff will continue to be able to access the University's suite of health and wellbeing resources. [You can find out more about support available here.](#)

Insurance

The University of Kent's insurance arrangements extend to home workers, subject to compliance with University policies and procedures. You should also check with your home insurer that home working does not invalidate your own policy.

Reporting

Accidents and incidents that occur when working from home should be reported via [the standard University process](#).

Key resources

- [University of Kent policy on working from home](#)
- [DSE evaluation information](#)
- [Support with phone redirect](#)
- [University's IT security requirements](#)
- [VPN Connection](#)
- [Office 365](#)
- [Mapping network drives](#)
- [SharePoint](#)
- [Install Microsoft Office instructions](#)
- [Download Skype for Business instructions](#)
- [Staff Connect](#)
- [IT helpdesk](#)
- [IT arrangements- more information](#)
- [Wellbeing support](#)
- [Incident reporting information](#)

Checklist: working from home

Task	Done?	Comments
Working from home guidance read in full		
Equipment in place for home working		
Workstation set up/assessment complete		
Phone re-direct		
Computer security compliant		
VPN connection set up		
Network folders mapped (if required)		
Microsoft Office installed (if required)		
Skype for Business installed (if required)		
Other software installed (if required)		
Any requests for further IT support or software requests made to IT helpdesk		
Check home insurance policy to ensure home working won't have an impact		