

Technical Guidelines and Equipment for Remote Access

A. Equipment on Loan



All participants in the Remote Work Program will receive the following items:

1. Dell Laptop with laptop bag
2. Two Dell Universal Docking stations (Home and Workstation)
3. Two monitors
4. Keyboard
5. Mouse

These items will be put together in a care package for you to take home after the



training session.

B. Equipment Care and Security

In addition to the employment conditions already agreed to in the Clerk's Employee Handbook and Administrative Policies, remote work employees are expected to:

- take care of loaned equipment and to keep it in good working condition;
- protect equipment from theft and damage;
- immediately report if equipment is lost or stolen;
- understand equipment is for work purposes only;
- not use device(s) to access Clerk data in a public location;
- bring device(s) in for physical asset inventory if requested;
- not attempt to circumvent any security controls or software put in place to protect the device(s), app(s) and operating system; and
- understand that the loaned equipment is the sole property of the Clerk's office and must be returned immediately upon the ending of the Remote Work Agreement or upon separation of employment.

REMINDER: The Clerk's office reserves the right to audit computer usage to verify compliance with Clerk policies and procedures.

C. Returning Equipment

To return IT equipment, please open a ticket with the IT Service Center. The IT Service Center will assist with coordinating the date, time, and location of where the equipment can be dropped off. Upon receipt, the IT Service Center staff will verify that all items that were signed out are accounted for and issue the return paperwork.

D. Docking Station

The docking station serves as the port replicator. You will plug the monitor, keyboard, and mouse cables into the docking station. When you plug the laptop into the docking station, the laptop display will extend to the monitors.



The power cable for the docking station is included in the box, and has been tagged with the **green** label.

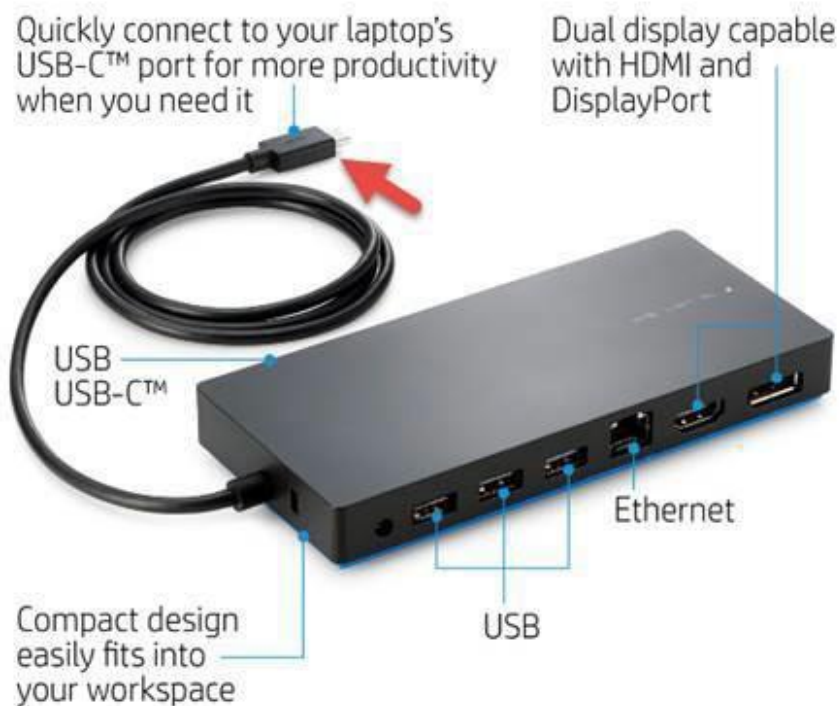
The monitors have been preassembled and have been tagged with the **blue** label. The keyboard has been tagged with the **red** label.

The mouse has been tagged with **yellow** label.

****Please plug the cables into their proper inputs on the docking station. You may use the green, blue, red, and yellow arrows as a reference.****

E. Connecting your Laptop to Your Docking Station at Work

Your laptop will replace your desktop computer at work. You will be provided a docking station, monitors, keyboard, and mouse at your assigned desk. On the days you report to the office, please connect your laptop to your docking station with the USB-C cable, as shown in the picture below.

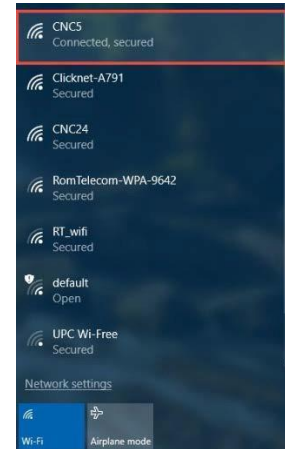


F. Connecting to your Remote Work Wi-Fi

1. Select the network icon located on the system tray



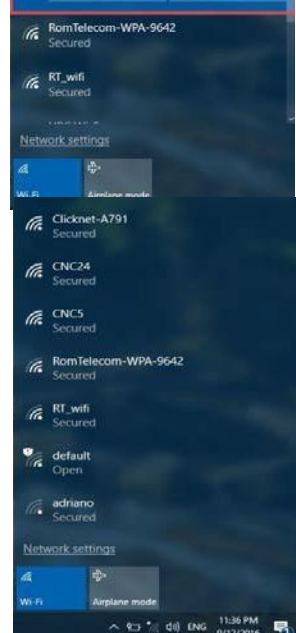
2. After selecting the network icon, you will be presented with a menu of available Wi-Fi networks. Please select your remote work secured Wi-Fi name.



3. After you select your remote work secured Wi-Fi network, enter your network security key or password.

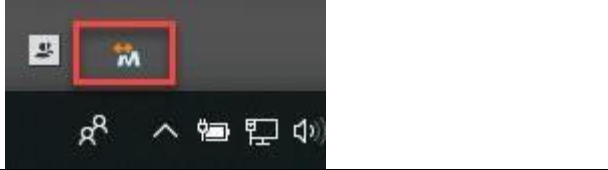
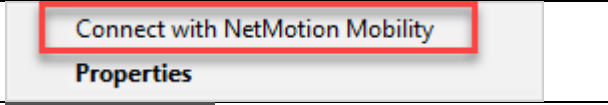

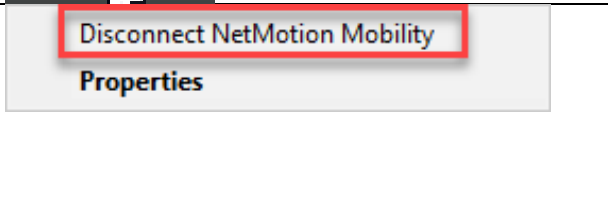


4. Once you have entered the network security key or password, you will be connected to that Wi-Fi network.



G. NetMotion VPN

The instructions listed below will assist you with connecting to VPN using the NetMotion Mobility Client.

1. In the Windows systems tray, select the Show/Hide arrow. You will select the NetMotion icon.	
2. Select the “ Connect with NetMotion Mobility ” option.	
3. Once you are connected, the NetMotion icon will turn green.	
4. When you are ready to disconnect. Right-click on the NetMotion icon in the Windows systems tray, and select the “ Disconnect NetMotion Mobility ” option.	

H. Skype for Business

Skype for Business is an application that is included in the Microsoft Office suite. It is used to send instant messages with other employees online and can also be used to set availability.

Find and Add a Contact

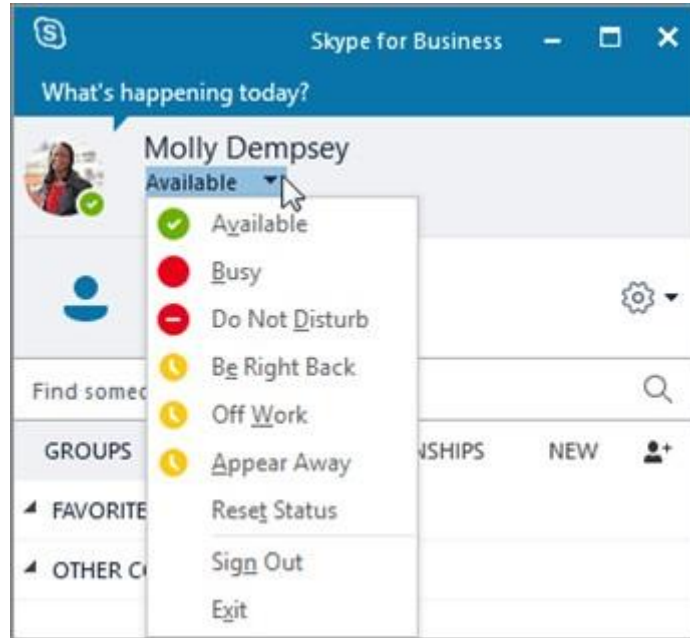
1. On the Contacts tab, in the Find someone box, type a name or email address.
2. In the search results, right-click the person you want to add, and select Add to Contacts List.
3. Select the contact group you want to add the person to, if you have contact groups set up.

When you add a person to your contact list, they receive a notification. External contacts must accept your invitation before you can see their availability.

Change Your Presence Status

Your presence status is automatically set based on your Outlook calendar. To change it:

1. Select the status arrow below your name.
2. Select the presence indicator you want to display.
3. To undo, or have Skype for Business automatically update your status, select Reset Status.



Start an Instant Message (IM)

1. On the Contacts tab, point to a contact's picture, and then select **Send an IM**.
2. To add others, select **Invite More People** in the upper-right corner.

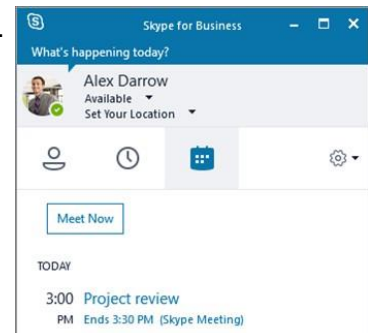
Tip: To IM with multiple people, you can also press Ctrl and select each contact. Then right-click and select **Send an IM**.

3. Type your message.
4. Select **Send** or press Enter.

Join a Skype for Business meeting

There are multiple ways to join a Skype for Business meeting:

1. Select the Meetings icon in the Skype for Business window, and then double-click the meeting to join.
2. Select Join Skype Meeting in an Outlook meetingrequest.
3. Select Join Online in an Outlook meeting reminder.



Schedule a Skype For Business Meeting


In Outlook or Outlook Online:

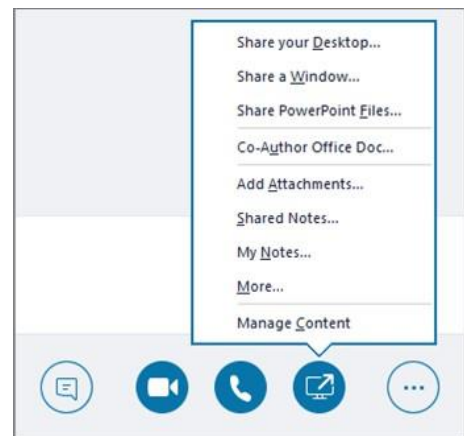
1. Open your Outlook calendar.
2. Select Home > New Skype Meeting.
3. Complete the meeting request.

Tip: Before you send the meeting request, set options, like who can get into the meeting directly, and who has to wait in the virtual lobby. For more, see Set up a Skype for Business Meeting in Outlook.

Share Your Desktop or a Program

In a conversation window or messaging window:

1. Select Share Content  and select an option:
 - Share your Desktop to show the entire contents of your desktop.
 - Share a Window and double-click the program or window you want to display.
 - The Currently sharing tab and yellow border around the shared content appears.
2. Select Stop Sharing when you are done.



Send a file in an IM

- Drag the file from File Explorer to the conversation window, or
- Copy the file or image you want to send, and paste it into the conversation

window. Everyone in the conversation receives a notification, which they can accept or decline.

Send a File When You're Not in a Conversation

1. Select the contacts from your contacts list.
2. Drag the file onto the selection.

The selected contacts receive a notification, which they can accept or decline.



I IT Issue Reporting Process

If you should experience any issues with the equipment or software, please contact the IT Service Center at 561 355-6720. The IT Service Center hours are Monday – Friday 7:00 AM to 5:30 PM. After-hours support is provided by Palm Beach County ISS from 5:30 PM to 7:00 AM Monday – Friday, and all day Saturday and Sunday.