

1. Remote working during coronavirus
2. Accessing the SCOTS network when working remotely
3. Connecting to Wi-Fi when working remotely
4. Working from home - best practice
5. Remote working - mobile and desk phones
6. Remote working - meetings

1.1 Remote working during coronavirus

If you plan to work from home during the coronavirus outbreak - particularly if you don't regularly connect to SCOTS remotely - you need to take steps to check you can log on. You should:

- take your laptop home and test it before you need to use it. Your home broadband may have changed and/or your SCOTS laptop may have been upgraded since the last time you connected
- if you don't have a laptop and need to work from home can request a laptop or mobile phone via iFix. Agency colleagues will have their own processes for requesting laptops
- make sure you know your home Wi-Fi password - iTECS won't know it and can't deal with your broadband supplier on your behalf
- make sure you've got a **comfortable and healthy working environment** with the equipment you need
- connect while in the office first - this will sync your email and any important files so that you can work even if you can't get connected

1.1.1 How to log on

1. Log on to your machine using your **BitLocker code**, SCOTS username and password.
2. When logged in, click on the Wi-Fi network icon in the bottom right hand corner of the screen.
3. Select the network you want to connect to and click 'Connect'.
4. Enter the Wi-Fi password if required.
5. Your machine will connect to SCOTS.

1.1.2 Passwords

You should change your password using **SCOTS Password Manager** when you're asked to do so - you should be able to do this when you're connected to the network, either from home or in the office. Read more about **changing passwords**.

To reduce the risk of remote password expiry during the outbreak, the password policy has been changed and passwords will now only need to be changed once every 12 months.

Passwords will continue to lockout after eight incorrect attempts. If this happens, log a call via the iFix portal.

1.1.3 iTECS preparations

iTECS have taken steps to prepare for increased demand. These include:

1.5.3 Connecting with colleagues

You can use teleconferencing and Skype for Business to network but think of others when doing so. We all have a responsibility to use the Scottish Government network wisely. When using Skype for Business, use audio mode only - not video.

Non-SCOTS platforms

Keeping in touch with colleagues and having social and business contact during this time is vitally important. Apps like Zoom, Slack and WhatsApp can be downloaded on your SCOTS mobile but must be used in a responsible, professional manner. When using them remember:

- apps are for official info only
- messages are only encrypted when in transit - as soon as they arrive on your device it depends on your security settings
- messages are subject to Freedom of Information (FOI)
- messages should be transitory and not used as the official record
- messages should be deleted as soon as they are no longer needed

1.5.4 Using your C drive

You can save documents to your C drive but any documents or data stored on your C drive will not be backed up. You should remove these documents from your C drive once you've saved them securely.

1.5.5 Email

To minimise the impact on the SCOTS network, you should use your work mobile for email when you can, to read and respond to emails.

You can also use Skype instant messaging and presence indicators from the Blackberry Connect app on your smartphone.

Mailbox size

Many colleagues are asking for an increase in their personal mailbox storage space. However, to ensure the stability of the SCOTS platform and make sure mail services remain operational, mailboxes are not being increased. You should use good email **housekeeping** and make use of the Enterprise Vault to reduce mailbox size.

1.5.6 At the end of the day

When you're finished working for the day, you should use the 'shut down' option on your laptop. This ensures you don't remain connected to the SCOTS network.

1.6 Remote working - mobile and desk phones

1.6.1 Forward your Mitel phone to a mobile

Restrictions on forwarding from Mitel phones to mobiles have been lifted. You can now forward your Mitel desk phone to a mobile number of your choice. To do this: