Staff working from home

In the event that there is a need for you to work from home, please follow this guidance:

- Please take your laptop and/or College issued device home at the end of every day.
- Remember to pack your charger.
- If it is likely that you will be working from home for a sustained period, please take you peripheral items (mouse, keyboard etc.)
- Where possible, divert (forward) your desk phone to a mobile phone or set up voicemail advising people of how to contact you.
- TOPdesk is available from home and contains all IT guides and FAQ's for remote support. All hyperlinks below point to TOPdesk.

You can access your email, calendar, files and software from your own device as if you were using a College computer from anywhere with an internet connection.

Accessing TOPdesk.

Once you have connected to the internet and through any web browser:

1. https://escg.topdesk.net/tas/public/login/saml.
2. Click on "Use Self-Service Portal"
3. You will be redirected to the College external sign on page.
4. Enter your email address and network password.
5. A guide is available under the 'News' heading once logged into TOPdesk.

Accessing your email and calendar.

Either through a web browser or Outlook you can access your emails and calendar.

If you have a College laptop, Outlook will operate as usual once you have connected to the internet.

- You can get to your College email and calendar using the Outlook Web app.

Accessing your College drives, files and software.

The Medhurst dashboard lets staff access their network drives, files and College bound software from a web browser or remote session.

VPN access for core business users allows staff access to their network drives, files and College bound software from a College owned device.

- You can get to your drives and files using the Medhurst dashboard.
- You can get to your drives and files using a VPN connection.
- You can get Office Software on your home devices.

Accessing Web based Software.

Some services are available anywhere over the internet such as:

ProSolution Web	ProMonitor Web	MyView	Agresso Web
VTS	Moodle	Google Classrooms	Planet eStream
TOPdesk	BKSB	ProPortal	

Detailed information on all application can be found here

Accessing VLE Portals.

Access for Google Classrooms and Moodle can be achieved through a web browser from anywhere with an internet connection.

- You can get to your College Moodle page.
- You can get to your College Google page.

Skype and CISCO Telephony.

Skype for business accounts can be accessed from home with VPN connection on College devices and on personal devices.

CISCO accounts can only be accessed on site, users will have to leave a voicemail and forward the number.

Skype Users SDC & ESCG.

- Forward calls to a mobile in Skype.
- Record answer phone message.
- Install Skype on personal device PC.
- Install Skype on a personal MAC.
- Logging in to Skype from a Personal device.

Cisco Users SCCH.

- Forward calls to a mobile in CISCO.
- Record answer phone message.

Student Communication.

You can communicate with your students in various ways.

- [Communicate through Google Classroom and apps.](#)
- [Communicate through Moodle.](#)
- [Communicate through Staff College email to Student College email.](#)
- [Communicate through personal mobile.](#)

Accessing IT Support.

In the event of closure the IT team with set up a virtual IT Service Desk. The team will be spilt into two teams, Service Desk and Operations.

The following methods of support will be available:

- Email ITServices@escg.ac.uk
- Self-Service Portal [TOPdesk](#)
- Phone 0303 003 8666 for over the phone and remote software support.

Remote working Guides and FAQ's in this document and more are located on the front page of TOPdesk [here](#).