

# Telework Procedures Manual

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Employee Signature: \_\_\_\_\_

## Document History

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**Teleworking is a privilege:** modify your Work Schedule accordingly to ensure maximum performance with your peers and program personnel; teleworking days may be increased or decreased depending on your performance results; and you may be subject to loss of teleworking privileges, performance improvement actions, or termination if misused.

The objective is that you are just as productive and engaged working from home as compared to working from the office, and that communications with your peers are just as if not more effective. Some positions may not be eligible for Telework, based on job requirements.

### ISN Employee Teleworking-Specific Procedures:

- 1) Your personal cell phone and personal computer must be used when teleworking – no additional ISN/government hardware will be provided unless approved.
- 2) Any ISN-furnished equipment is subject to inspection and monitoring.
- 3) U.S. Government Controlled Unclassified Information (CUI) or ISN Proprietary information must not be stored on personal devices (i.e. Government inspection results).
  - a) This means that all remotely-accessed files used for work purposes must remain remote-access only – they must not be saved or printed locally to/by someone's personal machine.
- 4) Any documents **which are not classified as U.S. Government CUI or ISN Proprietary information**, and which are necessary to complete your work, must be taken to your telework location.
- 5) You must use video conferencing, or audio conferencing until a webcam is made available, for meetings. If you do not have a webcam for your home computer, submit a ticket to the IT help desk to obtain one.
- 6) You must login to access a Team Chat channel with your department or team, as well as to display your availability, during your teleworking days using the available tools.
- 7) You must Share your Calendar to your manager and up to five (5) work associates for all teleworking days using the available tools.
- 8) You must forward your office phone line to your cell phone when teleworking.
- 9) You must submit a Telework Progress Report of activities for your teleworking day(s) to your manager twice a month, on the 15<sup>th</sup> and 30<sup>th</sup> /31<sup>st</sup>. The report must include pertinent activities and the progress made on tasks, projects, documents, and other activities.
- 10) You should respond to emails and phone calls within a reasonable amount of time unless on a published break, meeting, or lunch hour, as per your Schedule.

## *Tools for work:*

<u>Source</u>	<u>Application</u>	<u>Function</u>	<u>Appendix</u>
Jira ticketing	IT Help desk	Sending a Ticket to IT Help Desk	Appendix 1
Microsoft 365	ALL	Installing Microsoft 365 Applications	Appendix 2
Microsoft 365	Outlook	Accessing Email	Appendix 3
Microsoft 365	Outlook	Calendar Sharing	Appendix 4
Microsoft 365	Teams	Public Team Chat Channels	Appendix 5
Microsoft 365	Teams	Accessing Existing / Creating New Teams Video Conference	Appendix 6
Microsoft 365	Teams	Adding a Profile Picture	Appendix 7
Microsoft 365	Teams	Setting Your Availability	Appendix 7
ISN HQ Desktop	File Explorer	Relocating Local Files to ISN OneDrive	Appendix 8
Microsoft 365	OneDrive	Accessing OneDrive	Appendix 9
Nortel Office line	FWD feature	Forwarding Office Extension to Mobile Phone	Appendix 10
ISN	QTS NAS interface	Accessing ISN Secure MyShare Drive	Appendix 11

## Appendix 1

### Sending a Ticket to IT Help Desk

1. From your preferred browser, go to <https://isnsupport.atlassian.net/servicedesk/customer/portals>.
2. Enter your ISN email and click "Next".
3. Enter your ISN-assigned password (the one used to log into your HQ desktop) and click "Log in".
4. Select "ISN Headquarters" box in middle left of the screen.
5. Click "Submit a Ticket".
6. Fill out the "Summary" box with a basic description of your issue.
7. Fill out the "Description" box with all details pertaining to your issue, including when/how it occurs and any specific programs you are using in relation to the issue.
8. Select a Priority from the dropdown for your issue\*.
9. Add additional files, screenshots, etc. if you have them that may facilitate IT in finding a resolution more quickly.
10. Click "Send".
11. You will receive a confirmation email with your ticket request. From this point, IT will contact you to aid you as soon as they're able.

\*Note: The "Priority" dropdown menu should be regarded as follows: Low priority might be a document not correctly attaching to an email; Medium priority might be a need to access one of the MyShare drives to which you currently do not have access; High priority might be a problem with your Microsoft password.

## Appendix 2

### Installing Microsoft 365 Applications

1. *If using a personal computer, download and install Microsoft 365 applications via [www.office.com](http://www.office.com). You will be required to sign in with your ISN-assigned Microsoft password and authenticate prior to downloading the applications to your desktop / laptop.*

a. *After signing into the Office 365 homepage, click on "Install Office apps". Select the application you wish to download. This will begin the download. To complete installation, follow the prompts that arise on your screen, based on your operating system as below:*

b. *In Windows OS: Depending on your browser, click "Run" (in Microsoft Edge or Internet Explorer), "Setup" (in Google Chrome), or "Save file" (in Firefox).*

c. *If you see the User Account Control prompt that reads "Do you want to allow this app to make changes to your device?", click "Yes".*

d. *Your installation is finished when you see the phrase, "You're all set! Office is installed now" and an animation plays to show you where to find Office applications on your computer. Click "Close" when finished. You can now access your desired Microsoft applications for immediate use.*

#### **OR**

b. *In MacOS\*: The download will save to your Downloads folder - locate it in Finder and double-click the Microsoft Office Installer.pkg file.*

c. *On the first installation screen, click "Continue".*

d. *Review the software license agreement, then click "Continue". Select "Agree" to agree to the terms of the software license agreement when prompted.*

e. Choose how you want to install Office and click "Continue". Review the disk space requirements or change your install location if desired, then click "Install".

f. Enter your Mac admin password, if prompted to do so, and then click "Install Software". The software should now install to your machine.

g. Once Office installation is complete, you can click "Close". You can now access your desired Microsoft applications for immediate use.

*\*Note: If your personal machine is a Mac, some applications are not available for free download, even though ISN has a Microsoft 365 account to which your email is attached. In these cases, you will need to use the Web Client at [www.office.com](http://www.office.com) to access your files.*

2. If using an ISN-provided machine, all applications should be installed and ready to use. You may be required to sign in and authenticate the first time you use each application. If any applications are missing, contact the IT helpdesk immediately.

3. If using the Web Client at [www.office.com](http://www.office.com), select the appropriate application at the top of your browser\*.

*\*Note: Microsoft 365 currently functions within the most current versions of Safari, Google Chrome, Microsoft Edge, Internet Explorer, and Firefox. If you are unsure if your browser version is supported, check the up-to-date list at <https://products.office.com/en-us/office-resources?rtc=1>.*

4. If using a mobile device (cell phone or tablet), be sure you have the correct applications downloaded to said device. Apple iPhone / iPad users install applications via the App Store, Android users install applications via Google Play, and Surface users install applications via the Store app.

a. After the desired application is installed on your mobile device, open the application.

b. You will be prompted to sign in and authenticate your login the first time you open the application. Once you do, click "Verify".

c. Your desired Microsoft application should now open and populate with the correct information.



## Appendix 3

### Accessing Email

1. *Open Microsoft Outlook Desktop Application, Microsoft Outlook Mobile Application, or go to the Microsoft Web Client at [www.office.com](http://www.office.com) and click on the “Sign in” button.*
2. *From the Desktop Application/Mobile Application/Web Client, enter your email address and ISN-assigned Microsoft password.*
3. *You will be prompted to provide a two-factor authentication code from designated communication – enter this code and click “Verify” to authenticate your login.*
4. *Your email should correctly open\*.*

*\*Note: From the Microsoft Web Client at [www.office.com](http://www.office.com), once you are logged in, you will have to click the appropriate Application button to open it.*

## Appendix 4

### Calendar Sharing

1. From the **Microsoft Outlook Desktop Application/ Microsoft Web Client**, select the Calendar icon in the bottom left corner to open your calendar.
2. In the toolbar at the top, click the button labeled "Share Calendar".
3. Enter the email of your manager and up to 5 work associates in the "To..." box.
4. Ensure the "Allow recipient to view your Calendar" option is checked.
5. Select the "Details" dropdown and change it from "Availability" to "Full Details".
6. Click send. Your Calendar is now shared with these individuals\*.

\*Note: If an event in your Calendar is labeled as "Private", it will not display the details to anyone except the creator.

### Best Practices for Filling Your Calendar

- Once your calendar is shared with the appropriate people, be sure to populate your calendar with all Meetings, Projects, Breaks, etc. to encompass your workday.
- For ease of accessibility, creating Calendar events via Microsoft Teams instead of via Microsoft Outlook will automatically make the events Teams video conference-accessible - this is highly recommended for all meetings to take place on a designated telework day to ensure reachability.
- Designated meetings are best shown as "Busy" for your availability to prevent them from being interrupted, while times set in your schedule as catching up on emails or working on documents/spreadsheets/other editing could be shown as "Free" for your availability so that people know when you can take calls.

- *It also would be prudent to mark your telework day on your calendar at the top to remind yourself and your coworkers where you will be – doing this allows you to label your physical availability as “Working Elsewhere” across the entire day, thereby making that day stand out on your calendar for both yourself and others.*
- *It is also useful to note that calendar events created in Microsoft Teams will automatically have video conferencing capabilities attached, whereas events created in Outlook will not unless you add the link during creation.*

## Appendix 5

### Public Team Chat Channels

1. *Log into Microsoft Teams Desktop Application, Microsoft Teams Mobile Application, or go to the Microsoft Web Client at [www.office.com](http://www.office.com).*
2. *Ensure you are in the correct Team by having the Team leader / manager add you to the group if they have not already.*
3. *Select the Teams tab (left-hand side on Desktop Application/Web Client, bottom on Mobile Application) and click on the correct Team name to connect.*
4. *Inside your team chat, the Team leader can create and designate chat channels for sub-team use. Ensure you have the correct permissions to the correct channels with the Team leader.*
5. *Once this is verified, you should see the public Team chat posts and associated information as well as your assigned channel chat posts and associated information.*

### For Managers: Creating a Team

1. *From the Desktop Application/Web Client, select the "Teams" tab on the left-hand side of the window.*
2. *Select "Join or create a team" at the bottom left corner of the window, then select "Create a team".*
3. *Follow the prompts to create your Team. Click the "Create" button when you are finished.*
4. *Add members to your team by typing in either a name or email address. Click "Add" to add this person to your Team.*

## *For Managers: Other Important Team Information*

*From the Teams tab inside Microsoft Teams, the name of your created Team displays on the left-hand side of the window, followed by an "...".*

*Clicking on the "... " gives you options for managing and editing your team, adding more members, copying an invitation link to the team (which can be emailed to someone for quick-joining), and for creating channels inside your team to help manage discussion topics within your Team's public chat.*

## Appendix 6

### Accessing an Existing Teams Video Conference

1. From the Microsoft Teams Desktop Application, Microsoft Teams Mobile Application, or the Microsoft Web Client, open your Calendar\*.
2. If you have (created yourself or sent from someone else) a scheduled Teams Meeting on your Calendar, open the item to view it.
3. Click the “Join” button and you will automatically be brought to the call\*\*.

\*Note: In the Mobile Application, the Calendar will appear as a list of events as opposed to a typical view of a Calendar.

\*\*Note: if a webcam is not connected and available to your machine, you will not be able to provide a video feed to the meeting – something that is required.

### Creating a New Teams Video Conference for a Future Time

1. If you wish to create a new Teams Meeting, from the Desktop Application/Web Client select the “+ New meeting” button in the top right corner above your calendar; from the Mobile Application, select the button in the top left that looks like a mini-calendar with a + on top of it.
2. Populate the meeting information and invitees as you would a normal calendar meeting.
3. Click send.
4. When you wish to join the meeting, open the event in your calendar.
5. Click the “Join” button.

## Creating a New Teams Video Conference for Right Now

1. If you wish to invite someone immediately to a new video chat, from the **Desktop Application** select the “Meet now” button in the top right corner above your calendar. This will allow you to create an immediate Teams meeting.
2. Select your audio and video settings and title your meeting.
3. Press the “Join Now” button to connect to the meeting.
4. From this window, there is a search bar to the right where you can invite attendees immediately to the meeting\*.

\*Note: you will have to individually invite people if you create a meeting this way.

### Best Practices for Video Conferencing

- During a video conference, use a headset or mute your sound input when you are not speaking - this will greatly diminish audio feedback during the call.
- Ensure lighting in the room is adequate for others to clearly see you during the video conference - a screen that is dark due to a lack of proper light, or a screen that has been whited out by too much light, is unprofessional.
- During a video conference, you have the ability to blur out your background if it is too distracting from the meeting simply select the “...” from the toolbar in the meeting and select “Blur background”.
- While you may not be in the office, you are still working during your posted hours - it is best to maintain a professional appearance during this time. Business casual wear and appearing groomed and composed is a best practice.





## Appendix 7

### Adding a Profile Picture

1. From the Microsoft Teams Desktop Application or Microsoft Web Client, click the profile button (the circular button located in the top right).
2. Click the "Change Picture" button directly below your name (in the Desktop Application/Web Client).
3. Click the "Upload picture" button and select an image file to upload.

OR

1. From the Microsoft Teams Mobile Application, click the three parallel lines in the top left corner of the screen.
2. Click the circular button directly above your name in the top left corner.
3. Click the "Edit" button and then "Choose existing photo" to select a picture from the available images on your mobile device.

### Best Practices for Choosing a Profile Picture

This image should be clean and clear and professional. If you have no such image, please reach out to IT and they can help facilitate you in creating one.

### Setting Your Availability

1. From the Desktop Application, Mobile Application, or Web Client, select your profile (your picture bubble at the top on Desktop Application/Web Client, or the three parallel lines in the top left corner on Mobile Application).

2. *Current online status displays, along with a dropdown that allows you to change it. Select “Available” so that you correctly display as online\*.*

a. *Options for status include “Available” (green bubble with check), “Busy” (red bubble), “Do Not Disturb” (red bubble with white line), “Away” (yellow clock bubble), and “Be Right Back” (yellow clock bubble).*

3. *Below these options is a text box that allows you to type in a custom message detailing what you are currently doing, which can be displayed to everyone when they are in chat with you.*

*\*Note: this will auto-update with your calendar meetings throughout the day (if you set your availability as “Free” during an item on your calendar, your status will read “Available”; “Busy” will display for “Busy”; etc.).*

## Appendix 8

### Relocating Local Files to ISN OneDrive

1. On your ISN desktop at HQ, open File Explorer.
2. Locate your Local master file (most people create one on their Desktop labeled with their name).
3. Right-click the location where the file is established and select "Open in new window". Now you should have two File Explorer windows open. Maneuver these windows so they are side by side without overlapping (this will make it easier to see what you are doing).
4. Using the first File Explorer window you opened, Select "OneDrive - ISN Corporation" from the available files on the left-hand side of the window.
5. From your local file location, left-click and hold to drag the master folder to the OneDrive - ISN Corporation window. As you do this, the file will have "Move to" accompanied by the new location next to your mouse cursor.
6. Allow the files to load from one location to the other. Your local files are now saved to OneDrive and can be remotely accessed.

### Best Practices for OneDrive File Saving

Once your files have been relocated, it is best to save all future files to OneDrive by default as opposed to your desktop. This will help prevent lack of file access down the road and will protect any U.S. Government CUI and ISN Proprietary files from being inappropriately saved to a machine outside of ISN HQ.

## Appendix 9

### Accessing OneDrive

1. *Open the Microsoft OneDrive Desktop Application\*.*
2. *Locate and click on "OneDrive – ISN Corporation".*
3. *Your main name file should appear for immediate access.*

OR

1. *Open Microsoft OneDrive Mobile Application, or go to the Microsoft Web Client at [www.office.com](http://www.office.com) and click on the "Sign in" button.*
2. *From the Web Client/Mobile Application, enter your email and ISN-assigned Microsoft password.*
1. *You will be prompted to provide a two-factor authentication code from designated communication – enter this code and click "Verify" to authenticate your login.*
2. *OneDrive should correctly open\*\*.*

*\*Note: opening File Explorer on your office desktop should already give you immediate access to OneDrive – it should not require you to log in and authenticate. However, logging into OneDrive on a remote desktop will require logging in. Also note: if your desktop at home is a Mac, you'll need to use the Web Client.*

*\*\*Note: from the Web Client at [www.office.com](http://www.office.com), once you are logged in, you will have to click the OneDrive button to open your shared files.*

## Appendix 10

### Forwarding Office Extension to Mobile Phone

1. Prior to leaving the office the day before your Telework day, press the button labeled "FWD" on the right side of your Nortel office phone.
2. Enter "9", then "1", then your mobile number.
3. Select the top right button digitally labeled "OK" to set your call forwarding.

**\*Note: this must be done manually.**

### Cease Forwarding Office Extension to Mobile Phone

1. Upon returning to the office the day after your Telework day, press the top right button digitally labeled "FWD#".
2. Your mobile number should then digitally display, along with the top left button digitally labeled "OK" and the top right button digitally labeled "Cancel". Press the top right button again to cease call forwarding to your mobile phone.

**\*Note: this must be done manually.**

## Appendix 11

### Accessing ISN Secure MyShare Drive

1. Open your preferred browser on your computer and go to [myshare.isncorp.com](http://myshare.isncorp.com).
2. Type in your login as follows: "isncorp\username".
3. Type in your password assigned to you by ISN to log into your HQ desktop computer. Click "Login".
4. Once on the main screen, you can access the MyShare Drives to which you've been given permission via the "File Station" folder.

*\*Note: Your username should be the same username as your ISN email (i.e. John Smith's login = isncorp\jsmith\*\*).*

*\*\*Note: The login utilizes a backslash (\), not a forward slash (/).*