Agile Working – are you prepared?

MID MERSEY DIGITAL ALLIANCE

STEP 1 – Using your own home computer

VMware Horizon
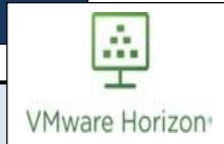
Virtual Desktop Infrastructure (VDI) – This is a way of using your own personal PC or laptop to access your email, files and some applications you use whilst at work.

This is a great if you do not have good internet or wi-fi connection at home, or are unable or not had chance (eg you may have to self-isolate suddenly) to take a Trust PC or laptop home with you.

The systems and applications that can be accessed when using VDI are:-

1. Careflow
2. EMIS Web
3. RiO
4. CRIS
5. PACS
6. ESR
7. JAC
8. Microsoft Office
9. Shared Folders

Contact the Service Desk via the Portal to log a request, or if you are unable to access the portal, call the Service Desk to log your requests and our Service Desk Team will help you set this up.

**IT SERVICE DESK TELEPHONE NUMBER
0151 676 5678 (from a non-Trust telephone or mobile phone)
Ext 5678 from a Trust landline telephone or softphone on a PC**

STEP 2 – Using Trust equipment

PC – If you are taking your own PC from your usual location, ensure it is set up on VPN (see VPN section), **prior to taking home**.

Remember to take your keyboard, mouse, monitor and cables. There is a guide on the COVID Microsite here to guide you through setting your PC up at home

Laptop – will already be set up to work away from your usual location.

Telephone – We can set up a "Soft Phone" onto your PC or laptop which means you can make and receive calls on your usual telephone extension number, but using your PC or laptop and a headset, which can be ordered through the IT Purchasing Order Form on the IT Intranet page here

To request a soft phone to be installed on your PC or laptop, simply raise a request through the IT Service Desk Portal from the link on your PC or laptop desktop.

Headsets/cameras/monitors/docking stations/additional equipment – please order any additional equipment through the usual IT Purchasing Order Form

Please note: Equipment cannot be delivered to a home location. Safe collection from a Trust site can be arranged. All orders are subject to a 10 day lead time, and subject to stock availability.

STEP 3 – Get connected with VPN

Virtual Private Network (VPN) – This is a piece of software which must be installed onto your PC before you take it away from its usual location.

VPN allows your PC to connect onto the Trust network and access all your files, folders and applications that you would usually access from your usual Trust location.

Most PCs have got VPN installed, so before you take your PC home, please check by:-

1. Clicking the Start Button on the bottom left hand corner

2. Type the word "Cisco" in, (you don't need a search box, just start typing!)

3. If you have the VPN software on your PC, you will see this:
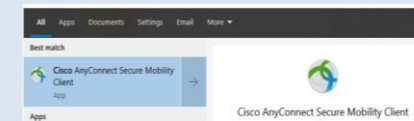
4. If you don't see this box, you do need VPN installing onto your PC, so please contact the Service Desk to request this, giving as much notice as possible.

It is really important that your PC connects to the Trust network with the new VPN **BEFORE** you take it home. Our Service Desk Team can help you with this.

Laptops – will already be set up to work away from your usual location.

STEP 4 - Helpful Hints

Helpful Tips

Trust COVID Intranet – holds a lot of information and "How to…" guides – click here to get to IT Information

Testing home internet connectivity – Ideally you need an internet connection over 10MB download and 5MB upload. To check this you can run a speed test by clicking this link from any device at your home location. **https://www.speedtest.net/ from any device you have at home.**

Additional Cables – If you need any additional cables, such as network or power cables, please call the Service Desk.

Power Sockets - A laptop alone will only need a single power socket, or two or more if you are using one or more monitors.

A desktop computer PC and monitor will need a minimum of two power sockets and more if you use additional monitors.

Keeping in touch

EMAIL

All Trust staff have been migrated to Office 365 which means your email and calendar can be accessed on your personal computers and mobile devices, as well as your Trust devices.

Use an internet browser and copy the address below onto non-Trust devices and use your Trust email and password:

https://mail.shk.nhs.uk

CLICK HERE FOR SETUP INSTRUCTIONS ON iPAD AND iPHONES

CLICK HERE FOR SETUP INSTUCTIONS ON ANDROID DEVICES

Telehealth for patient appointments

The Refero TeleHealth system is available for services who can conduct patient appointments using video.

Telehealth allows clinicians and patients to see each other in real time, using every day devices such as laptops, tablets or smart phones that most people own or can access.

TeleHealth is now widely used across the Trust by a number of services, to conduct outpatient appointments over video, where it is safe to do so, and when the patient is happy to have this type of appointment.

TeleHealth appointments are also saved in the Careflow EPR system, giving a permanent record of the appointment.

CLICK HERE FOR MORE INFORMATION

Please contact your manager if you want TeleHealth deployed within your department or service

Microsoft Teams for voice, video and messaging
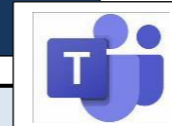
Microsoft (MS) Teams has replaced Skype as the primary system for keeping in touch with your Trust colleagues using video conferencing, audio, (just like using a telephone) and instant messaging.

MS Teams can also be used for meetings with contacts outside of the Trust, such as suppliers or clinicians from other organisations, as long as they also have access to the MS Teams application.

PLEASE NOTE: You will not be able to call or message external contacts directly. You will have to create an MS Teams appointment in your outlook calendar and use the link within that calendar appointment. External contacts can also initiate MS Teams meetings with you.

MS Teams Training is available from the IT Training Team, (email it.training@sthk.nhs.uk) or **CLICK HERE TO ACCESS MS TEAMS TRAINING VIDEOS**

Other solutions for staff

Other Video & Audio Conferencing solutions can be used by staff to keep in touch with anybody else outside of the Trust.

SKYPE – when all Trust users have been migrated to MS Teams you will not be able to set-up a Skype appointment. However, Skype can still be used but a Skype meeting can only be set up by someone outside of the Trust. A link will be included in their meeting invite to you, simply follow the directions within.

Skype is not supported by the Trust.

ZOOM – A Zoom video meeting can only be set up by someone outside of the Trust. A link will be included in the meeting invite, simply follow the directions within.

However, the trust has a limited number of Zoom Business licenses to support a small number of people to hold a Zoom meeting in where MS Teams or Skype are not sufficient.

Other than in the above instance, Zoom is not supported by the Trust.

Solutions for patients to keep in touch with friends and family

Our patients are able to use any application that they may have loaded onto their own mobile phone or tablet and can access the Trust's Wi-Fi network to keep in touch with their loved ones.

As well as Skype and Zoom which they can use for direct or group video calling, they could also use other Video applications such as:-

- **FACETIME**
- **WHATSAPP**
- **GOOGLE DUO**
- **ANY OTHER VIDEO APPLICATIONS**

Any applications used by patients on their own devices are not supported by the Trust.

VISIONABLE – There are a number of devices across the Trust that can be used by end of life patients to contact their loved ones.