

Working from home – top tips

Working from home can provide lots of benefits and some challenges – make sure you can work, and rest, at home, and know where you can get further information and support. Here are some top tips to help you. Please continue to talk to your manager and we'll continue to update these top tips, so check back soon.

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✓ Be prepared

- Chat with your manager, and other colleagues, about how you're working from home, what your priorities are, what work you'll be doing, and how you'll keep in touch with each other 
- If you've [redirected your phone](#) to your landline or mobile phone:
 - think about how you answer that phone as you may not know if it's a personal or work call 
 - check the outgoing voicemail message to make sure it's suitable for work calls
- You only need to change your computer password once a year, but if you have any issues, please call the CGI Service Desk on 0800 085 7232 
- [Keep any documents you've taken home safe](#) at all times
- Make sure you know our key policies and standards on keeping our information safe including the [ICT Acceptable Use Policy](#), [Code of Conduct](#), [information governance](#) and [cyber security](#). 





✓ At home

Your space to work

- Make sure have a place where you can work comfortably, find some quiet space if you can
- Use WiFi where possible so you don't incur data charges
- Check to see where you WiFi or internet connection works best in your home
- Structure your day, and try to keep home life and work separate if you can
- Some people find it helps to dress for work to differentiate between work and home
- Try not to get distracted with household chores – perhaps you can pop the washing on before your start working so it doesn't bother you 

- Discuss with the other people you live with how you can work at home, what are the boundaries – we appreciate this may be difficult if you have young children
- Think about what people might see or hear if you're having a video or phone call – what can people see behind you, how can you manage any possible noise distractions such as dogs barking 
- Depending on the age of your children and your personal circumstances, we recognise that working from home may be challenging. Where possible, please work flexibly - doing what work you can when you can to support the city during this difficult time. 
- Keep in touch with your manager.

Your time to work

- If you can't use your work computer, or having issues with connecting to our systems you can set up [Outlook web access](#) which will give you access to work emails, calendar and Teams on your own device 
- If you only need to access your emails and not use other systems, please set up [Outlook web access](#) on your own device and don't login to your work devices – this will help to reduce the impact so only those who really need to use our systems can
- Don't have both your Outlook web access (your work emails) and personal email accounts open on your personal device at the same time
- Limit the number of emails you send - [use Teams](#) to send instant messages/chat, have video and phone calls instead – it's a good way to work together, as well as also keep email traffic low
- If you do need to send emails, limit when you need to use 'reply all' and the 'High Importance' and 'Low Importance' functions – these can also slow our systems down 
- Keep your email subject heading clear and include what's action is needed, such as For action, For review, For approval, Urgent, For interest
- Keep in touch with your colleagues, make sure you know what's happening and take the time to chat occasionally – human connection is really important 
- Only use the tools and channels you would at work
- Don't use external hard drives or flash / USB memory sticks, you should be able to save work information as normal
- If you're having issues connecting to the work systems, try the [remote access fixes](#) first
- Use electronic versions of documents, don't use a home printer
- Save your work regularly on to the G drive, and if you can't access the G drive make sure you save it on your H drive and move it across as soon as you can to avoid filling up your H drive or losing the work 
- Lock your computer screen when you're not working
- Keep sensitive phone/video calls private
- Save and close your documents every day, and switch off your computer every night – this helps to protect your work and our systems, and keeps our computers up to date.

Your time to rest

- Look after yourself:
 - take breaks
 - get some fresh air when you can
 - make sure you have a clear time at which you finish work, so you literally and mentally switch off
- If you're not well, make sure your manager knows, as you would do when you're at work
- Put on your out of office message if you're not working and provide an alternative person to contact.
- To talk through any wellbeing concerns, contact [PAM Assist](#) our employee wellbeing assistance programme. Username: CEC Password: CEC1



✓ Further information

- Speak with your manager
- Many of the links in the guide connect to our Orb pages, but you should also be able to access this guidance on our web pages too – see below.



Colleagues on the Corporate network

- You can read further the information about:
 - [working from home on the Coronavirus advice pages on the Orb](#)
 - [working from home on the Coronavirus pages on the website](#)



Colleagues on the Learning and Teaching network

- read working from home on your SharePoint site.

✓ Issues

If you have any:

- difficulty working from home, speak with your manager
- technical issues** about work equipment contact the CGI service desk on 0800 085 7232
- questions about **managing your information** contact information.compliance@edinburgh.gov.uk



Wash your hands.



Use a tissue for coughs and sneezes.



Avoid touching your face.

www.nhsinform.scot/coronavirus