

## IT Services: FAQs for business critical users

### I am a business critical user and have been provided a desktop/laptop with Direct Access. What does this mean?

If you are a business critical user you may have already received an EA Direct Access enabled device from ICT Services.

Direct Access is a remote link back to EAs Corporate Network using your home broadband connection. This means that you can work from home as if you were in the office, with connectivity to applications and shared drives.

You will know if the device has Direct Access if you click on the connections icon on the bottom right of your screen and the top line below is displayed - **UTM HA DirectAccess EA Connection 01**. The 2<sup>nd</sup> line below will be your home internet connection.



### Can I use MS Teams/Skype with a Direct Access device?

Yes. MS Teams/Skype should work from home using a Direct Access laptop in the same way as the applications would from within the EA network.

## Can I use business critical applications with a Direct Access device?

Yes. Applications should be used in the same way as they would in the workplace.

## Can I use the teleconference facility from home for meetings?

Yes. You can dial into a teleconference from home, using the details received from the host. If you wish to setup a Teleconference you no longer need to get ICT to set it up, instead you can set up your own conference and refer to this [teleconferencing user guide](#) for assistance.

## ICT Services: FAQs for other users

### Can I get Direct Access?

EA are currently reviewing their list of business critical services. Once agreed they will advise ICT on who should be granted Direct Access to facilitate home working.

### I currently have Direct Access – will this be removed?

There are currently no plans to remove Direct Access from users. Direct Access capacity is under continual review and this position may change.

### Can I see my work emails at home?

Yes. Staff can access webmail from their home computer (preferably using Internet Explorer or Edge browsers). While under normal circumstances, we would not advise the use of non-EA computers for work purposes, at this time the advice is to use this facility with caution. It is safe to open emails, reply to them, or create new emails using webmail. Please do not however download attachments, or attach documents produced on your home computer, unless this is completely unavoidable.

Webmail can be accessed from any internet-enabled device at <https://webmail.eani.org.uk>

### Can I use other applications from home?

No. Other applications that require access to EA's network are only available to those staff who have direct access.

### Can I take my work desktop home?

No, please do not. EA continue to review the list of critical services and where appropriate will instruct ICT to provision a wireless dongle to allow you to take your desktop home. Staff should not remove equipment without management authorisation.

Without a wireless dongle your desktop computer is not configured for remote working in the same way that laptops are – you may not be able to log on at all, and if you can, you will not have access to the facilities you need such as your shared drive. We understand that staff are attempting to deliver services as best they can, under very difficult circumstances – unfortunately, this remote working solution will not work. Very simply, most desktop devices do not have WiFi capability and

as such will not be able to connect to a network. ICT are contacting business critical users when appropriate to take their desktops home along with a dongle which enables Wi-Fi capability.

### Can I take a printer home?

No, please do not. Your printer at work is a networked device and cannot be easily connected directly to your laptop.

## ICT Services: FAQs for all users

### Can I install remote working applications such as Zoom or Microsoft Teams on EA devices?

Microsoft Teams is EA's supported product of choice for collaboration and staff, where possible, should be using Teams. Additional functionality will continue to be released and advice is available [here](#). If you are planning a MS Teams video call for more than 50 users, please consult ICT in the first instance.

Zoom and other similar products are not supported by ICT and meetings should be carried out via MS Teams wherever possible. Should you use a tool other than Microsoft Teams, you must understand the terms and conditions that you are signing up to. Remember, it is your personal responsibility to keep EA data, personal data and Intellectual Property, entrusted to you, safe at all times. This has never been more important than it is now, as we are nearly exclusively working in an online environment and we must be extra vigilant as we share and communicate information.

### Can ICT Services provide support for other ICT queries at this time such as using my home printer with my EA device?

No. ICT Services are focused on delivering business critical services during this period. No support will be offered in the short term outside of this.

### There is 'intermittent access' to Direct Access and applications – what can I do?

The EA Infrastructure and Network has sufficient capacity to meet service demands. This capacity is under continual review. Broadband suppliers have been under increasing pressure as demand for bandwidth has increased dramatically due to the consumer demand for home working and entertainment services such as Netflix. Intermittent access is usually attributed to either home broadband capacity or the traffic on the broadband supplier side.

### Does the EA Network and Infrastructure have capacity to meet demand?

As per the above, the EA Infrastructure and Network has sufficient capacity to meet service demands. This capacity is under continual review.

## I am working from home and my password has expired – what can I do?

Telephone the helpdesk on 028 25661166 and a helpdesk operator will reset your password. You will be asked to quote your staff no to verify your identity. If you don't know your staff number, a line manager can submit the password reset request on your behalf.

## How do I contact ICT for support?

ICT are fully engaged facilitating the delivery of Business Critical services in order that they continue to operate. This has been accomplished by a reduced number of staff working from offices where social distancing has been implemented. In order to ensure that ICT staff can continue to work onsite for the provision and support of these critical services we ask that the following guidance is adhered to :

- Requests for laptops and/or Direct access, or the re-purposing of existing devices must be routed through Assistant Directors for onward submission to Silver command structures. These requests must not be made directly to ICT staff. It should be noted that only requests that are deemed business critical will be progressed.
- All requests for support must be made via the 'Log an ICT Help call' service or by contacting the ICT helpdesk on Ext 661166 or by dialling :028 25661166 externally. Helpdesk calls are being managed during business hours with a majority of issues being solved remotely by Helpdesk staff. The helpdesk service remains the most effective way for ICT requests to be properly triaged, assigned and resolved. Therefore, requests for ICT assistance should not be made via email or by telephone directly to onsite ICT staff. Access to ICT suites is strictly by prior agreement only.
- ICT support calls which cannot be resolved remotely will be scheduled for repair based on business critical need. Users may be required to attend the office in such cases observing social distancing at all times.