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## **Working from Home**

### **Information Governance and IT advice and guidance**

If you are asked - or need - to work from home, we trust you will try your hardest to keep LOROS functioning and to the usual high quality. While we need to continue to deliver our services to those in need, we still need to ensure that we comply with the law, including data protection legislation.

The risks of data breaches and mistakes will be even greater, with people potentially taking confidential and personal data home with them, or working in differing home situations.

The public will have an expectation that whilst we continue to work, whether from home or office, we will still keep everyone's personal data secure.

The following are some dos and don'ts, advice and guidance for all staff to read and comply with when working from home.

### **If you are using your own device from home**

- Do not save or download any document with sensitive information or personal data onto your own device.
- Documents containing sensitive or confidential information or those with personal data must only be saved onto your One Drive account.
- Some devices will have autosave set up for any documents you may be working on. Check your settings, and if this is the case, you may need to turn this off or redirect the function.
- Ensure you are not making changes to something that someone else is also working on from home – keep version control and keep communicating or a log of who is updating what, to prevent any errors.
- If the device you are using at home is used by others in your household, set up your own profiles to prevent others from accessing what you have been working on.
- Keep up with good practice like installing anti-virus software on your own devices and ensuring your passwords are secure and complex. Ensure your internet access is secure and avoid public wi-fi.
- Use Microsoft Teams to conduct meetings, keep in touch with your teams and others. Video conferencing is hugely beneficial for this. Just be aware of who may be in the background at your home, or listening in, and what is being discussed.

## **Guidance for everyone working from home - on LOROS laptops or your own device**

It is inevitable that email traffic will increase. Be aware that:

- Most of our breaches occur when people forget to use the blind copy function to send group emails. Remember to use this. If in doubt, use it.
- Forwarded emails will show all emails in a thread. Be aware of what, and whose details, you are sending on if you forward an email.
- Emails are disclosable when people request copies of their personal data, so be aware of what you are saying or sending as they may be requested at a later date. Keep up with good housekeeping on your emails and delete what you don't need - the more information we hold, the more we have to provide, the greater the risk we carry.
- An increase in emails will also mean an increase in the risk of a phishing attack. Be aware of how to spot an attempted attack and the action to take if you think you are subject to one.

It's worth bearing in mind that during this time other people are also likely to be at home while you are working. What can they see and access of the work you are doing? Is it sensitive in nature and do you therefore need to take extra precautions?

### **If you are working on hard copy files or documents:**

- Much of the same advice applies – take sensible precautions, especially with sensitive and confidential or personal data. Ensure you are able to lock it away from others to prevent access and/or damage. Only take what you need. Ensure the security of any documents when you are travelling.
- Are people in the office aware of what files you have removed? Set up a register to record who has taken what files from the office, and to log them back in when they return.

### **Advice for everyone**

- You all need to be aware of the relevant policies and procedures. Reinforce your knowledge of them now, in particular:

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- 6.4 Mobile and Home Working - [G:\13. Organisation Information\Policies\Section 6 - Information Governance & Information Technology](#)
- 6.10 Data Protection, Personal Data Breaches - [G:\13. Organisation Information\Policies\Section 6 - Information Governance & Information Technology](#) as well as our breach process and guidance 6.10 - [G:\13. Organisation Information\Process and Guidance Documents](#) so that we all know what is a breach, and how to report one.
- Don't share your accounts or passwords with anyone else. When you do this, you are sharing access to personal data, delegating authority and giving someone else the ability to reset your passwords and responsibilities.
- Avoid the use of WhatsApp if possible, but if you do use it, do not share any personal data or confidential information.
- Only log IT helpdesk queries if you have exhausted other avenues – it is highly likely that the IT staff will experience a higher volume of tickets at this time, and they will not be able to fix problems with your own devices.
- Keep in constant and close contact with your line manager, team and/or staff, to ensure your and their wellbeing and knowledge of the situation.
- If you are unsure about what you should be doing with personal data, or have a question about it or information breaches, speak to your line manager or Naomi Lunn, Information Governance Lead.

Guidance relevant to clinical staff only on Information Governance, has been issued by the ICO and NHSX <https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance>. If you would like more detailed guidance for LOROS staff, speak to your line manager or Naomi.

## Introduction to Office 365

This document provides high-level information about the Microsoft Office 365 service, including information regarding specific apps (software) available within the service.

### Overview

All LOROS staff have access to the Office 365 service, which provides apps (software) that will be useful to aid communication and to create, and amend documents when working away from the hospice. The following apps are licensed for all LOROS staff:

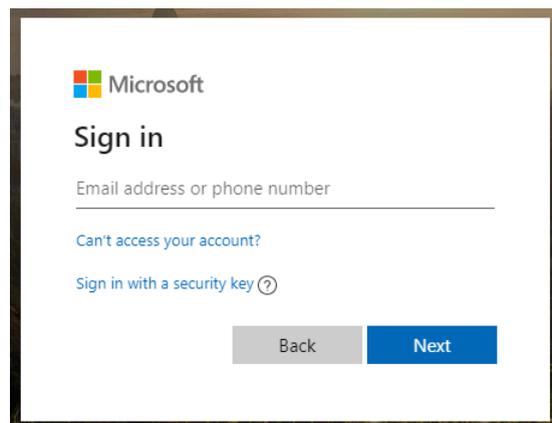
- Outlook – email messaging
- OneDrive for Business – store and share work documents
- Office for the web
  - Word – web-only version of Word
  - Excel – web-only version of Excel
  - PowerPoint – web-only version of PowerPoint
  - OneNote – web-only version of OneNote
- Microsoft Teams – instant messaging, voice and video call, document sharing

### Logging into the Office 365 Portal

The Microsoft Office 365 portal is available from any computer or tablet with connection to the internet at the following address:

<https://login.microsoftonline.com>

You are prompted to sign in to the service, as follows:



Please be aware that while the Microsoft prompt requests an email address or phone number, you are instead required to enter your LOROS login name, plus @loros.co.uk

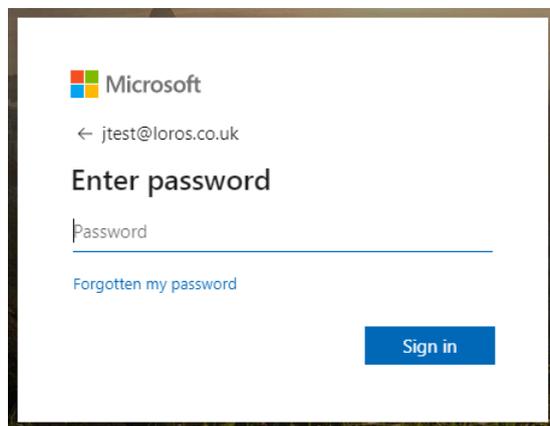
i.e. *yourloginname@loros.co.uk*

Your login name is the same as you would enter to log into a computer when onsite at LOROS. For example, the user Justin Test is entered as *jtest@loros.co.uk*:

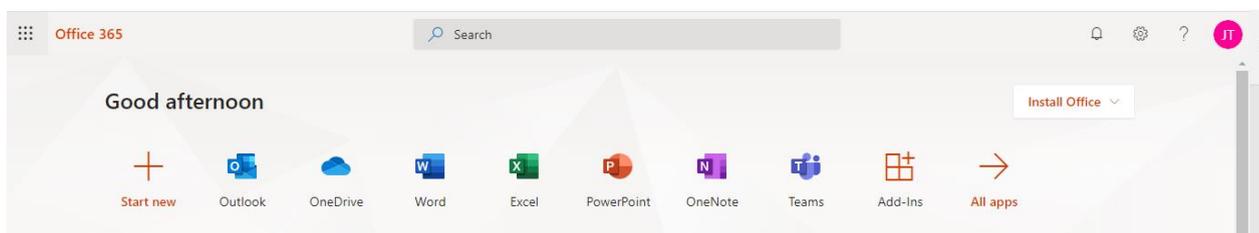
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Having successfully logged into the Office 365 portal, you will see the following apps available on the homepage:



At the top left-hand side of the screen is the App Launcher button, which is present whichever app is launched, and can be clicked to open a different app or to return to the above screen:

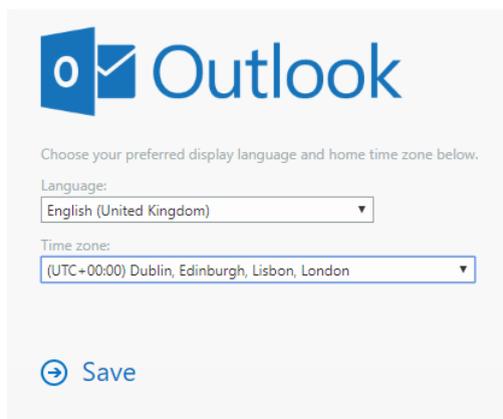


The following provides more specific information regarding each app. Quick Start guides are provided for each app within appendix A of this document. A website address providing more information for each app is also provided within information for each app within this document.

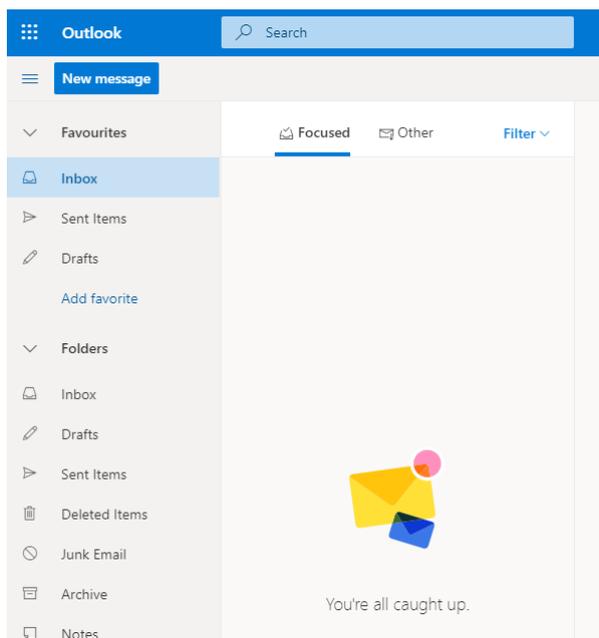
**Please note – this document will be updated by LOROS IT Services as the Office 365 apps are used to a greater degree within the organisation. App behaviour is subject to change as services are developed, modified, or security is improved, both by LOROS IT Services and by Microsoft.**

## Outlook

Outlook provides email-messaging services. If prompted for a location and time zone, select the following:



Outlook will open and display the normal folders that you will be used to seeing, with access to the LOROS global address list when sending new email messages:



To open an alternative app or return to the Office 365 homepage, click the App Launcher button on the top-left of the screen:



More Outlook information - <https://support.office.com/en-us/article/sign-in-and-create-a-signature-for-outlook-on-the-web-676b32bc-b486-468d-b1f2-883569298b58>

## OneDrive for Business

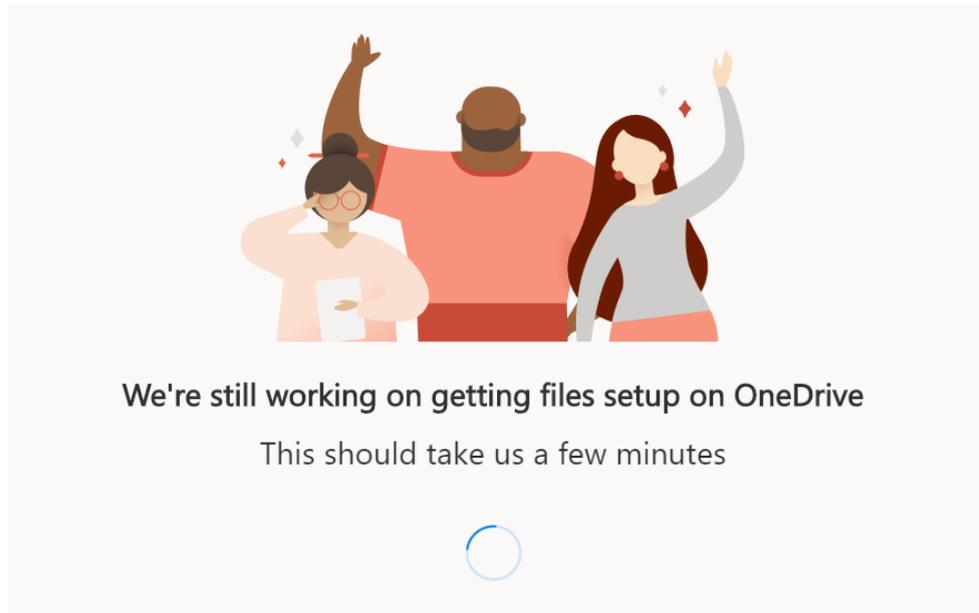
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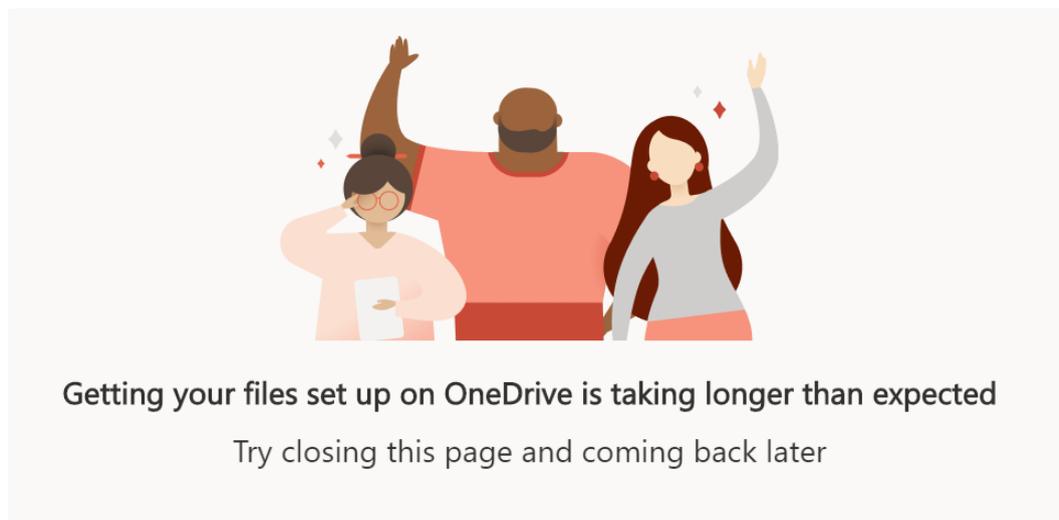
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OneDrive allows documents to be uploaded and saved and is a location specific to you as an individual.

When accessing OneDrive for the first time, it is required to be setup by Microsoft and you will see the following message:



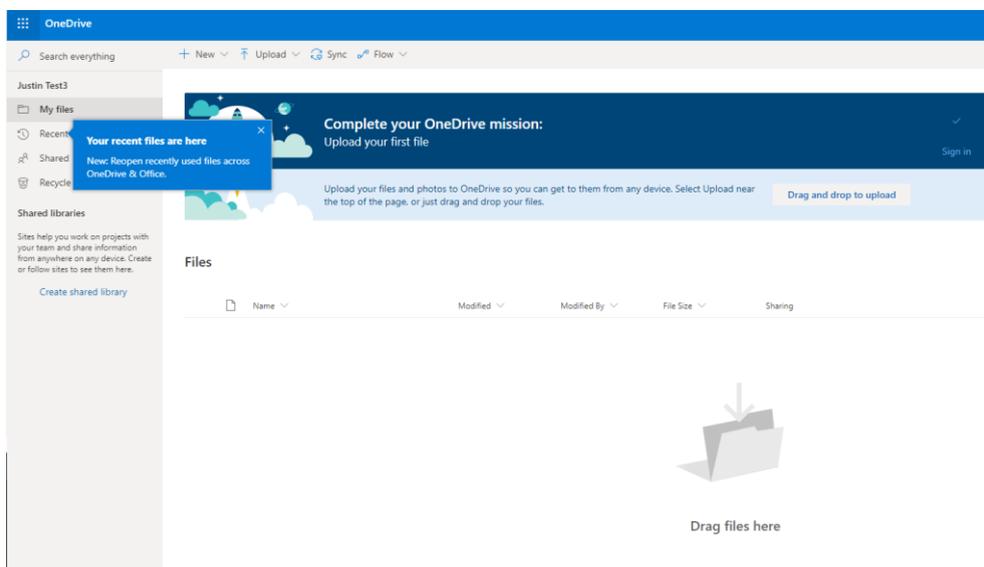
Setup of OneDrive may take up to 24 hours, and it is likely, that you will see a second message, as follows (please be patient):



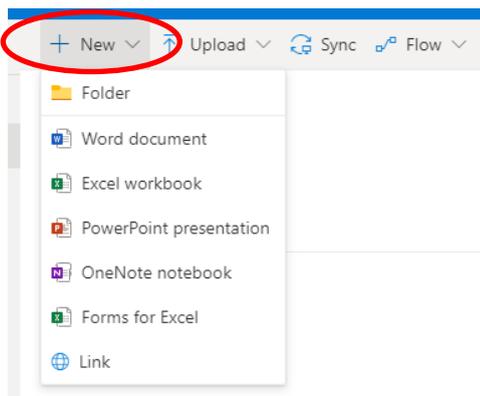
Once your OneDrive has been successfully created, you will see the following:

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New documents can be created direct from OneDrive, or documents can be uploaded to OneDrive by clicking on the Upload button and are therefore accessible from any computer with access to the internet:



**Please be mindful to upload only those documents that are essential to the work you are currently undertaking.**

**Documents will need to be uploaded from a LOROS computer BEFORE working from home.**

**Please do not download documents to a home computer or attempt to synchronise your LOROS OneDrive to your home computer.**

**Please share documents via OneDrive with LOROS colleagues only.**

**Please use OneDrive from within the web based Office 365 portal only; using the OneDrive app installed within Windows 10 on your LOROS computer may use all available hard disk space on your LOROS computer.**

More OneDrive information - <https://support.office.com/en-us/article/upload-and-save-files-and-folders-to-onedrive-for-business-a1397e56-61ec-4ed2-9dac-727bf8ac3357>

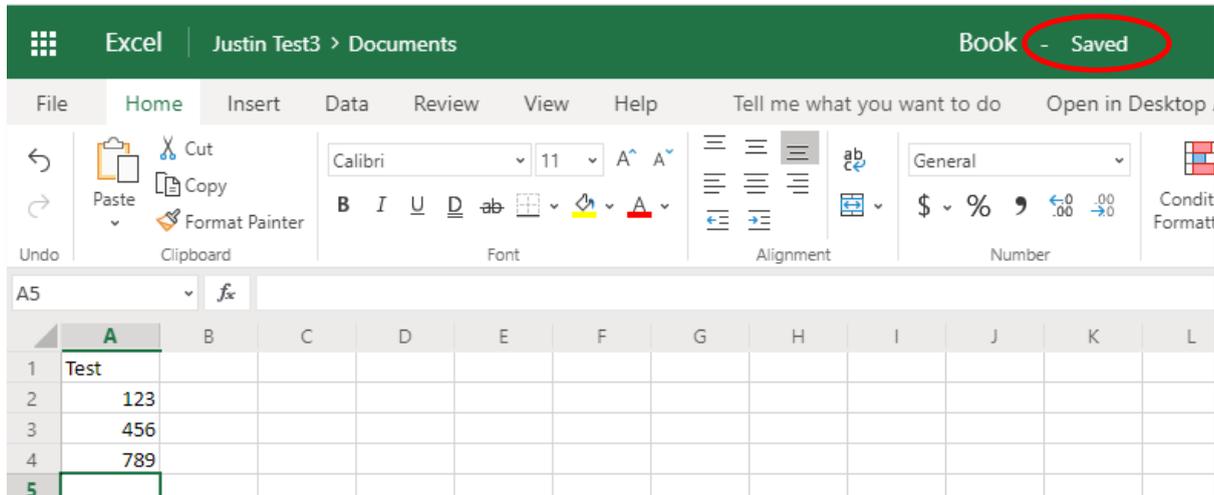
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## Office for the Web

Office for the web provides Office applications that are web-based only and designed to be used within an internet browser such as Internet Explorer or Chrome. The applications available are Word, Excel, PowerPoint and OneNote. Each provides a scaled-down version of the full Office application, but each should be familiar in terms of menu options.

Documents are saved by default into OneDrive and are saved automatically; look for the saving/saved notification towards the top of each application:



**Please note that while it is possible to download a copy of a document to your local computer, via File > Save As > Download a Copy, care must be taken not to download documents containing sensitive or confidential information to a home or personal computer.**

More Word for the web information - <https://support.office.com/en-us/article/create-a-document-in-word-for-the-web-b406a6f9-341e-45f2-b9ac-ed85b6f7b8f6>

More Excel for the web information - <https://support.office.com/en-us/article/create-a-workbook-in-excel-for-the-web-63b50461-38c4-4c93-a17e-36998be0e3d0>

More PowerPoint for the web information - <https://support.office.com/en-us/article/create-a-presentation-in-powerpoint-for-the-web-21360025-7eef-4173-9d7c-08281d55f64a>

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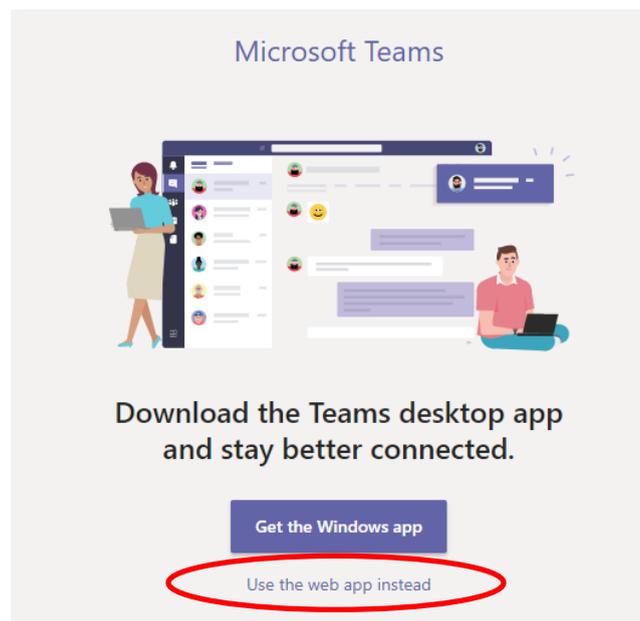
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## Microsoft Teams

Microsoft Teams is a tool that facilitates communication via instant messaging, voice and video calls and document sharing. Teams is available as either a desktop app or web app and provide very similar, if not the same, functionality.

**Please note that voice and video calls require use of a computer or tablet with a camera, microphone and speakers.**

On first use on a Windows computer, if the option to **Use the web app instead** is selected, the Teams web app version will open, depending on the browser version used, and will open by default whenever the Teams icon is clicked from the Office 365 homepage:



*Please note that the Teams web app is not supported with mobile phone or tablet browsers including Safari, Chrome or Microsoft Edge. At the time of writing, please do not attempt to download, install and log into the full Teams app on an Apple device; doing so will prompt for the device to be managed by LOROS, with device management requiring an additional license and adding complexity.*

For Windows computers, the option to download and install the Teams desktop app is provided at the bottom left-hand corner of the Teams web version. If using a Windows computer it is possible to download and install the desktop app if required, however; for home and personal computers, it is recommended to continue to use the Teams web app.

The quick start guide in appendix A provides more information regarding navigation within the Teams app.

More Teams information - <https://support.office.com/en-us/article/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d>

## Appendix A

The following are quick start guides for each of the above applications.

All are downloadable from - <https://support.office.com/en-gb/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e#ID0EAADAAA=Web>

### Outlook



Outlook QS.pdf

### OneDrive for Business



OneDrive QS.pdf

### Office for the web



Word QS.pdf



Excel QS.pdf



PowerPoint QS.pdf



OneNote QS.pdf

### Microsoft Teams



Teams QS.pdf

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