



Advice for working away from the University

This guide will help you access the resources you need to continue working.

You do not need an LJMU laptop/tablet to work from home using these instructions – they will work from your home PC or Mac provided it is connected to the internet

Please read and follow these instructions in advance of the need to work from home. There are some steps you need to take BEFORE you leave your usual workplace

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General Information

You should always follow official advice, which can be found on the staff news pages:

<https://www.ljmu.ac.uk/about-us/news/staff-news>

All staff should follow the steps in “Important Checklist” below at the earliest opportunity in preparation for working away from LJMU.

Where possible, if you do not have an LJMU Anywhere device, please use tools such as Microsoft OneDrive, the Office 365 applications (you can install up to five copies of these on your own devices) and web based email to work from your home computer. Core University business systems are accessed via a web browser and the majority of their features work perfectly well remotely.

Should you require access to your M: drive, a shared drive or software that is only available on your office computer, you can follow the simple steps in “Accessing your usual PC from another Computer” to connect to your PC.

IT Help

If you need help with IT, contact the IT Services Helpdesk:

For non-urgent enquiries and requests, please use the **HelpMe** Portal and your ticket will be routed to the correct support team:

<https://helpme.ljmu.ac.uk>

If you have any urgent IT issues you can call us:

Monday – Friday

08:30 – 5pm

(0151) 231-5555 (Option 1)

Important Checklist

IT Services advise that you make sure you do all of the following in preparation for working from home. See Appendix 2 for a simple form to complete for recording this information, and some guidance on completing it:

- Make a note of your University telephone extension number and remember your PIN
- Make a note of the full details of any shared drives that you use (e.g., [\\JT2\YourShareName](#), not just the drive letter such as X:).
- Note the asset number of your PC/laptop (*from the sticker on your PC base unit (not the screen)*)



or hover your mouse over the orange LJMU HelpMe icon on your desktop – you should see JMxxxxx – that’s the number you need).

- Note the addresses of any SharePoint sites that you use (e.g., your department site, committees. The address will look something like this <https://teams.ljmu.ac.uk/1/ITS/.....>).

Move any important documents that you are working on (or reference frequently) from your M: drive to OneDrive.

- Understand your responsibilities for protecting data while working from home – see Appendix 1 - GDPR & Information Security Considerations
- IT Services recommend that you change your password before working from home for a while as it will help to avoid difficulties that could arise with an expired password.

Accessing services with an LJMU Anywhere mobile computer

If you have an LJMU Anywhere mobile computer (laptop, Surface etc.) you can still access all services as normal including email through Outlook which is already installed on your device.

For more information on LJMU Anywhere, ITS have created some help pages

<https://www.ljmu.ac.uk/ithelp/it-equipment/ljmu-anywhere>.

It is imperative that you keep your LJMU Anywhere device up to date at all times – instructions are included in the above pages. IT Services strongly advise that you use your device prior to working from home to ensure that it has received all relevant updates.

Accessing your usual PC from another Computer

If you do not have an LJMU Anywhere laptop and need to access your M: drive, shared drives etc., the simplest way to work from home and use everything you normally have access to may be to connect remotely to your PC in work.

***** IMPORTANT: DO NOT SHUT DOWN YOUR PC WHEN LEAVING THE OFFICE *****

You can use this method from any internet-connected computer (PC or Mac).

Make sure you have recorded all the information you need

- Your Computer Number from the sticker on the PC base unit (**not the monitor/screen**)
- Your Computer's name: This will be JM followed by the Computer Number e.g. JM12345

The last page of this document provides space for you to record this information, along with other details that you may find helpful while working from home.

When you have gathered all the information, follow the steps in the document: '[Connecting to your LJMU Desktop PC From Another Computer](#)'

Panopto

Panopto does not work via a VPN connection (as described in the previous section) because you cannot access the audio on your office PC.

Please follow the steps below if you need Panopto while working from home:

- Download the software onto your computer https://itech.ljmu.ac.uk/?page_id=8010
- Do a test recording https://itech.ljmu.ac.uk/?page_id=8021
- Then do the real recording https://itech.ljmu.ac.uk/?page_id=8015

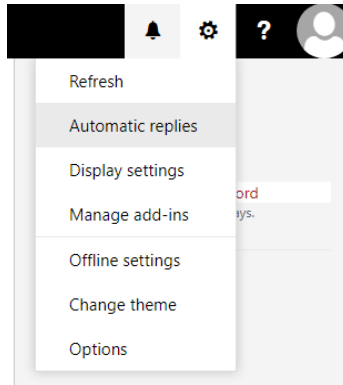
Email

You can access your email from any web browser through Outlook Web Anywhere (OWA) by browsing the LJMU homepage and clicking **email** from the **Quick Links** or using the following link:

<https://excasowa.ljmu.ac.uk/owa>

This latest version of the Outlook Web Anywhere app even works well on mobile devices!

Here you can set your Automatic replies (Out of Office) and other email options such as setting a signature, managing mailbox rules etc:



Password Changes

Current policies require you to change your password regularly. (It is recommended that you do this prior to working from home). If you want to reset a forgotten password, change your password, or change your security questions and answers you can do all of that from any web browser from the following link:

<https://myaccount.ljmu.ac.uk>

For advice on setting a secure password we have a handy page with all the information you need:

<https://www.ljmu.ac.uk/ithelp/password-advice>

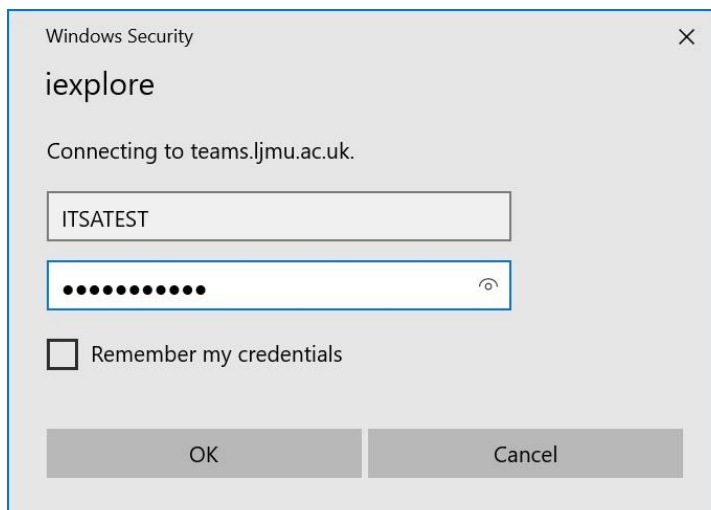
Remember: You need your staff card to reset a forgotten password

SharePoint

SharePoint is accessible from any modern web browser and works in Internet Explorer/Edge/Chrome/Safari/Firefox and many more, however, for full functionality and a smoother file editing experience, use Internet Explorer or Edge.

Record the details of the SharePoint Sites you use in the form at the back of this document.

You can login to your SharePoint Site using your username and password:



The SharePoint Help Portal has useful information on how to use a site and can be accessed from:

<https://teams.ljmu.ac.uk/1/SharePoint>

Phones & MiCollab

All the phone lines in LJMU are now digital and can be accessed from any smartphone with the MiCollab mobile app. You can divert work calls to your mobile and receive and make calls from your university assigned number as if you were using a desktop phone – i.e. if you make a call from your usual number through the MiCollab app, you will be calling from your LJMU phone number, not your mobile.

NB: When you are using the app in this way, you are using the 'Soft-Phone' feature of the MiCollab system. Once you have the app installed, you need to ensure that Soft Phone is switched on to receive calls.

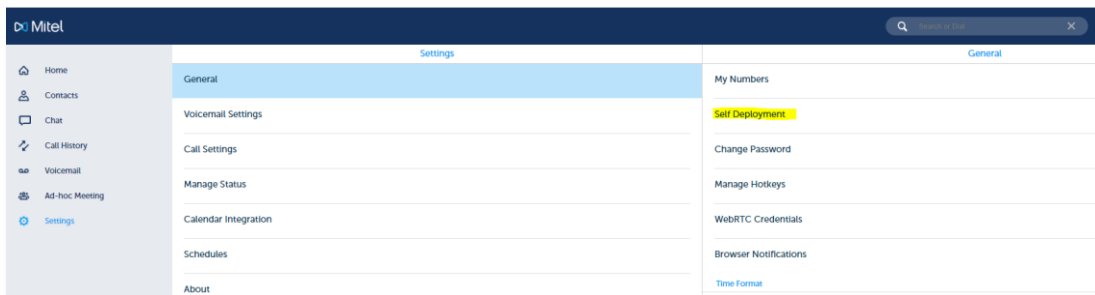
Please note that calls made through the MiCollab app will not be charged to your personal mobile account, but may use your personal mobile data allowance if you are not connected to Wi-Fi.

Before working from home, you should make sure you know your extension number and your PIN, so you can access your University voicemail – available through the app. You can request a reset of your PIN via the IT Helpdesk through the HelpMe portal – instructions on page 10.

The steps to install and use the MiCollab app are:

1. Download the **MiCollab for Mobile** App for your device from your usual App Store.

2. On a computer or another device (not your phone), browse to <https://micollab.jmu.ac.uk/ucs/micollab/> and log in using your normal LJMU username and password.
3. Select Settings – General, Self Deployment.



A QR code will be displayed on the right hand side of the screen - this code only lasts for a limited time so you will need to do this at a time when you are ready to do the next step. If the code expires while you have it on screen, you can click 'Refresh' to generate a new code, or you can simply repeat this process from step 2. NB: This QR code is unique to you and will not work for other users.

4. Start the MiCollab app on your phone and accept the end user licence agreement.
5. Tap the button 'Scan QR Code'
6. Scan the QR code on your computer screen with your phone camera.
7. Enter your normal LJMU Password when prompted.

If you have difficulty scanning the QR code with your phone, please follow the steps in the next section to request a QR code email. When your request is processed by IT Services, you will receive an email (from noreply@mitel.easydeploy.net) that contains a link you can open on your phone to configure the app – see below for a sample of the relevant part of the email. Follow the instructions in the email to configure the app.

NB: If you don't normally receive your LJMU email on your phone, see the information in the email section of this document for accessing your email on the web.

Step 2:

If you are reading this on your mobile phone, and you have downloaded and installed the MiCollab for Mobile application, then please use the following direct link to start the deployment process: [click here](#)

If you are reading this e-mail on your PC, or your administrator printed the e-mail, and you have downloaded and installed the MiCollab for Mobile application, use a QR-code reader application on your mobile phone to scan the QR-code below. You can also start the deployment process by launching the MiCollab for Mobile application on your phone. The client will request an authentication key.

Please use the following key: 08b368fb36b448c237c7bb44ba291057

NOTE: This is an automatic e-mail notification. Please do not reply to this email. Replies will not be read.



How to request a QR Code Email or reset your Voicemail PIN

Login to the HelpMe portal (link below) and in the Service Catalogue, look in the **Network & WiFi** category for the links to “Request a QR code” and “Reset your PIN.”

<https://helpme.ljmu.ac.uk/#servicecatalogue>

Help Using MiCollab

Take some time to familiarise yourself with the MiCollab software. We have provided a quick start guide for using the MiCollab Mobile client:

[https://teams.ljmu.ac.uk/1/ITSDocs/Documents%20Approved%20\(Staff\)/MiCollab_Client_Mobile_QuickStartGuide.pdf](https://teams.ljmu.ac.uk/1/ITSDocs/Documents%20Approved%20(Staff)/MiCollab_Client_Mobile_QuickStartGuide.pdf)

There are also many video guides and training videos for the MiCollab applications:

<https://www.ljmu.ac.uk/ithelp/user-guides-and-training-packs/telephony-training-videos>

Video & Audio Conferences

As you are away from the office you might want to make a conference audio or video call which can be done easily from a computer using the MiCollab app:

<https://www.ljmu.ac.uk/~media/staff-intranet/help/mitel-awv-guide-v2.docx?la=en>

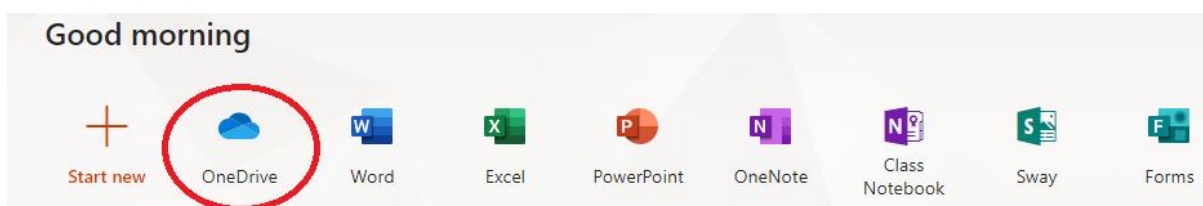
How to access your files on OneDrive while home working

Storing your files in OneDrive is the easiest way to make them available wherever you are. Microsoft OneDrive is accessible through your web browser by going to the following link:

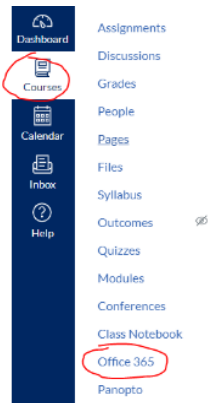
<https://www.office.com>

Sign in with your university credentials. This will be username@ljmu.ac.uk, and your password will be the same password you use to logon to LJMU computers.

Select OneDrive from the list of applications, as shown below:



OneDrive can also be accessed via Canvas. When in the course view simply click on “Office 365”



For further details on accessing OneDrive visit the following link on the LJMU IT Help Section of the Staff pages:

<https://www.ljmu.ac.uk/ithelp/saving-and-sharing-your-data/onedrive>

How to access Staff InfoBase

Staff InfoBase is available through the quick links section of the Staff page on the university website, or can be found at the following link:

https://ebzsss.ljmu.ac.uk/OA_HTML/AppsLogin

Accessing Other Corporate Systems

All the University Corporate Systems can be accessed from the Quick Links on the Staff Homepage:

<https://www.ljmu.ac.uk/staff>

SIS

SIS is accessible from any web browser using this link:

<https://pcs.ljmu.ac.uk/psp/CSPROD>

You can log on using your standard LJMU username and password (you will NOT need to add @ljmu.ac.uk).

If you find that you are unable to access a part of SIS which you require please follow the instructions for “Accessing your usual PC from another Computer” earlier in this document, or, if you are unable to do so, log onto OffCampus and then log into SIS from there.

CRM

CRM is accessible from any web browser using this link:

<https://crm2016.ljmu.ac.uk>

You can log on using your usual LJMU username and password (you will NOT need to add @ljmu.ac.uk).

Please note, if you need to upload documents you will be prompted to log in again. Use the same username and password as you did previously.

Canvas

Canvas is accessible from any web browser using this direct link – there is no need to log into OffCampus first:

<https://canvas.ljmu.ac.uk>

You can log on using your [username@ljmu.ac.uk](#) and standard LJMU password.

Please ensure you access Canvas via the Google Chrome web browser.

OffCampus

Please do not log onto OffCampus unless absolutely necessary as the majority of LJMU applications are accessible off site via the internet, or by starting a Remote Desktop session to your usual PC in work (see “Accessing your usual PC from another Computer” earlier in this document).

Possible reasons you may need to log into OffCampus include:

- To access a Shared Drive
- To access your M Drive
- To access some restricted functionality of SIS or InfoBase

You should only use OffCampus if you are unable to use the Remote Desktop method referred to above.

Instructions on how to connect and log into OffCampus can be found here:

<https://www.ljmu.ac.uk/ithelp/off-campus-applications>

Or you can go straight to the logon page here:

<https://offcampusstore.ljmu.ac.uk/logon/LogonPoint/index.html>

How to access our home use software products

IT Services provide several software packages that can be installed directly on your own machine. These can be accessed through the Home Use Software section of our website, at the following link:

<https://www.ljmu.ac.uk/ithelp/software-for-staff-and-students>

Each package has its own set of installation instructions, please follow the guidance on the web page.

Appendix 1 – GDPR & Information Security Considerations

When accessing University data on your home computer, you must comply with the requirements of the General Data Protection Regulation and the University's Information Security Policy.

Most importantly you **must not download any personally identifiable data** to your computer. To prevent the need to do this, work on documents in Microsoft OneDrive or SharePoint as far as possible, both of which can be accessed remotely with your University credentials.

More Information on data protection go to: **Policy Centre - IT, Records Management & Data Protection section:**

<https://policies.ljmu.ac.uk/UserHome/Policies/Default.aspx>

You should also review the **Information Security Policy**

<https://policies.ljmu.ac.uk/UserHome/Policies/ViewPolicyDisplay.aspx?&id=244&l=1>

Appendix 2 – Record your Information

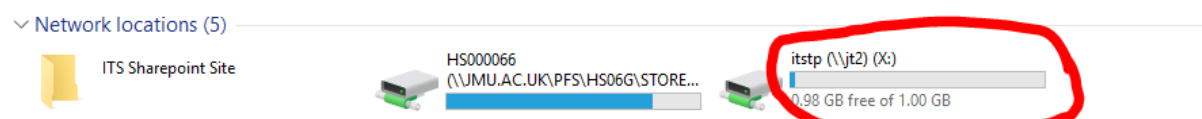
My Computer Number:

Record this in case you need help in accessing anything that might only be available from the PC you normally work on (e.g. specific software). Look for a sticker like this one on your PC base unit (not the monitor), or look on your PC desktop for the LJMU Helpme orange icon – hover the mouse over it and note down the 5 digit number beginning **JM**.



My Shared Drives

If you normally connect to file shares – often referred to as ‘Z drive’, ‘Y drive’ etc. – you will need to know the location of each share you use to connect to them from another location. To do this, double click on ‘This PC’ on your desktop. In the right side of the window, under ‘Network Connections’ – in here you will see various things that you are connected to. Each shared drive will have a share name, followed by the server that the share resides on and the drive letter it is currently connected on (both in brackets). Here’s an example



Drive	Path	Description
X:	\\jt2\sharename	
Y:		
Z:		

My SharePoint Sites

The addresses for these will normally take the form: <https://teams.ljmu.ac.uk/n/xxx> where n is a number and xxx is representative of your department, project, committee, etc. The addresses are partially completed for you below:

My Department Site:	https://teams.ljmu.ac.uk/
	https://teams.ljmu.ac.uk/
	https://teams.ljmu.ac.uk/
	https://teams.ljmu.ac.uk/
	https://teams.ljmu.ac.uk/

My Phone

My Phone Extension: