

IT Services – Remote Working Guidelines

Logging onto your email

<http://mymail.lsec.ac.uk/>

You will be prompted to enter your LSEC email account in order to gain access to the Online Outlook.

Accessing SharePoint

<https://studentbromleyac.sharepoint.com/sites/LSEEG/SitePages/Home.aspx?wa=wsignin1.0>

You will be prompted to enter your LSEC email account in order to gain access to the SharePoint.

Accessing Student Portal

<https://studentbromleyac.sharepoint.com/sites/studentportal/SitePages/Home.aspx>

You will be prompted to enter your LSEC email account in order to gain access to the Student Portal.

Accessing OneDrive and moving Files from H:\ to OneDrive

You can access you email from home by logging onto [Office365](#) using your college email address followed by your password. Once you've successfully logged in you will be able to access, you're OneDrive.

It is important that you try to upload key files from you H:\ Drive to your OneDrive. By carrying out these actions it reduces the number of personnel needing to use remote desktop services which has limited connections. For guidance on how to upload from your H:\ Drive to OneDrive - [you can follow the instructions by clicking here](#).

Accessing Moodle

<https://moodle.lsec.ac.uk/>

Accessing eTrackr – USE GOOGLE CHROME

<https://etrackr.lsec.ac.uk/Noticeboard/HomePage>

Installing Office

All staff and students can install Microsoft Office applications including Skype for Business for free using their LSEC email account.

Instructions on how to do this can be found [HERE](#).

Online Meeting/Lesson Guidelines

When video conferencing (Skype, Zoom, etc) use a neutral space – be aware of what is behind you (preferably a blank wall).

Use your professional judgement and insist on the same from your students – an appropriate space (not their bedroom) and appropriate dress (not their pyjamas).

If you feel uncomfortable end the session – or record it and tell the student that that’s what you’re doing.

Don’t use social media – go through college systems, including email – for example use Skype for Business and log on with you college login.

To protect yourself follow safeguarding rules around not giving personal information.

Any concerns about a student must be reported to the safeguarding team immediately: safestudent@lsec.ac.uk.

Setup a meeting using Skype

All staff and students can use Skype to communicate and hold video conference sessions.

Please follow the instructions shown in this [VIDEO](#) on how to do this.

Setup a meeting using Microsoft Teams

All staff and students can use Microsoft Teams to communicate and hold video conference sessions.

Please follow the instructions shown in this [VIDEO](#) on how to do this.

Remote Desktop Services

The Remote Desktop Services platform enables you to gain access to the network from outside LSEC. The Remote Desktop Services platform has its own start menu and other features of a normal College Desktop environment, including almost all the software you will find by default on the desktop PCs on campus. You can access shared areas that are connected from your workplace computer. You can open and save files from these drives as you would at work. [A video guide can be found by clicking here.](#)

PLEASE LIMIT YOUR USAGE OF REMOTE DESKTOP SERVICES AS THE PERFORMANCE MAYBE EFFECTIVE SHOULD WE HAVE TOO MANY CONNECTIONS TO THIS SERVICE

Request for Help – IT Services

You can request Help from IT Services by emailing service.desk@lsec.ac.uk. You will need to provide your full name, summary of your issue and contact details. Once we have these a member of the IT Services Team will be allocated a call on the Service Desk and will assist you with your issue.

Forgot my Password

It is important that you setup your account with the Password Reset Utility. Instructions on how to do this can be found [HERE](#).

Once you have set this up you will be able to reset your own password. Click [HERE](#) to find instructions on how to do this.

However if you need your password to be reset you can email us at service.desk@lsec.ac.uk .

Students will need to email us from an alternative email address and provide us with their student I.D./Date of Birth/1st Line of address.

Staff will also need to follow the same procedure.

IT Security

Remote working' means working off campus or outside of the secure college computing environment. Remote working presents both significant risks and benefits for the college. Staff may have remote access to information held on secure campus servers, but without the physical protections available on campus and the network protections provided by firewalls and access controls there are much greater risks of unauthorised access to, and loss or destruction of, data.

Measures you should take to protect your data:

- Keep your password safe
- Use strong passwords
- Ensure your anti-virus is up to date
- Keep you software up to date
- Be extra vigilant whilst working online
- Report an suspicious emails to service.desk@lsec.ac.uk

You can find out some guidance on Phishing [HERE](#).

ALL HOW-TO VIDEOS CAN BE ACCESSED BY CLICKING ON THE LINK BELOW:

<https://web.microsoftstream.com/user/5face6a7-71bc-4485-9e8c-bfdf792cb879>

IT SERVICES CONTACT DETAILS:

Telephone No. 0203 954 5300

Email: service.desk@lsec.ac.uk