

2020 Pay-It-Forward Project

Remote Workers



Content Agenda



New Employee
Remote Set Up



Citrix Manual



MS Teams Manual



Service Portal
Guide



Help Desk FAQ



Team Engagement
Recommendations

Setting Up Your Workspace

New instructions for setting up equipment

- Branded with WPS
- Checklist with real photos
- Clear Instructions on how to setup for all types of employees

Beginning Assembly - Monitor

This next section will cover how to properly assemble the monitors. Before you begin assembly, make sure you have a flat, clean working area to avoid any bumps or damage during assembly. This step will be repeated for each monitor that you plan to use with your thin client machine.

Assembling the Monitor Stand

First, we will put together the stand that the monitor will rest upon. It comes out of the box in two pieces: the base, and the arm of the stand. To join the two pieces together, take the fittings from the bottom of the arm and place them into the respective holes inside the base as shown below. Once inserted, twist the base clockwise until the notches are resting at the end of the smaller opening.



6

Setting Up Your Workspace

Thin Client Setup



Laptop Setup



Citrix Handbook

- Comprehensive Handbook

Contents

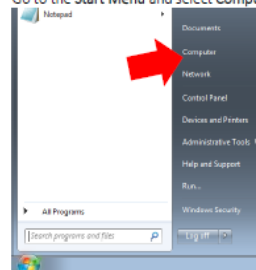
What is Citrix?	3
Limitations of Citrix	3
When to Use Citrix vs Not	3
Preparing to Move	3
Back Up Data to F: Drive	3
Transferring Favorites	6
Exporting Favorites to Citrix	6
Getting Started in Citrix	8
Logging into Citrix	8
Logging out of Citrix	9
Setup Outlook	9
Adding shared email account to Outlook	9
Adding Signature in Outlook	12
Adding a Printer	13
Missing a Drive?	17
Setup Your Browser	18
Importing Favorites to Citrix	18
Change Tab and Window Behavior	20
Expanding Citrix Screen to Multiple Monitors	20
Application Help	23
Adobe Acrobat DC Sign In	23
Method #1	24
Method #2	24
Microsoft OneNote	25
Reflections (Mainframe)	27
Reflections Set Up for ExPres Users	27
Reflections Set Up for MCSDT Users	30
Configure Reflections Settings to Persist in Citrix	33
Key Mappings	34
Macros/Hot-Keys	37
	1

Missing a Drive?

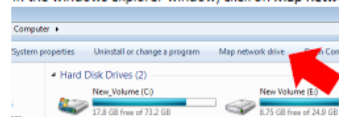
Follow these steps to map a drive in Citrix.

Please obtain the path of your desired drive before beginning.

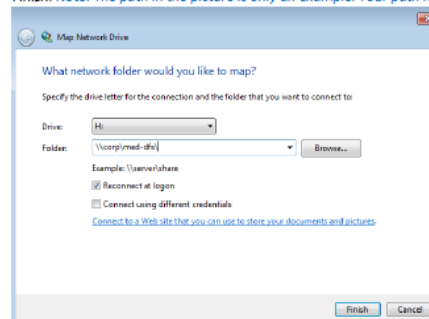
1. Go to the Start Menu and select Computer



2. In the windows explorer window, click on Map network drive near the top.



3. Select Drive letter from drop down box and type your drive path in the text box next to Folder. Click Finish. *Note: The path in the picture is only an example. Your path may be different.*



4. You have successfully mapped the drive and it should open and populate in your list of drives.

MS Teams Manual

- [Complete Manual on Office360 SharePoint](#)

Microsoft Teams Basics

Contents

Microsoft Teams is your go-to tool for collaborating at WPS!	2
How to Open Microsoft Teams	2
Opening in Windows	2
Opening in Citrix	3
Microsoft Teams Replaces Skype for Business	3
Skype for Business	3
Microsoft Teams	5
Creating Teams	8
Team Setup and Customization	8
Joining a Team	10
Creating a Channel	11
Meetings in Microsoft Teams	12
Creating a Meeting	12
Joining a Meeting	13
Audio Options	14
Share Your Screen During a Meeting	15
Navigating Other Features in a Meeting	15
Ending a Meeting	16
Use Microsoft Teams and Start Chatting	16
Start a Chat	16
Pin, Hide, or Mute a Chat	19
Delete Messages	19
Send a Message to a Channel	20
Create, Edit, or Delete a Contact Group	21
Make Calls	22
How do I control my notifications in Microsoft Teams?	23
Audio Troubleshooting with Microsoft Teams	24
Adding Apps to Microsoft Teams	25
Using Microsoft Forms within Teams	25

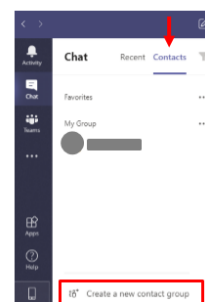
1

Create, Edit, or Delete a Contact Group

You can organize your contacts into groups to find them more easily.

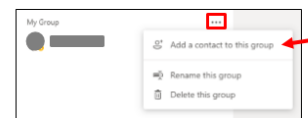
Create a group

Click on **Chat**, then click on the **Contacts** tab. At the bottom of the tab, select **Create a new contact group**. Name your group and click **Create**. You can always rename or delete your group later.



Edit a contact group

To add people to a contact group, click on **More options** beside the group's name. Then, click **Add a contact to this group**. Type the name of the desired team member, and then click **Add**.



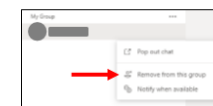
To rename a contact group, select **Rename this group**. Type a new name and click **Save**. (Note: You can't change the name of the **Favorites** group.)

To remove someone from a contact group, click on **More options** beside the person's name. Then, click **Remove from this group**.



Delete a contact group

To delete a contact group, click on **More options** beside the group's name. Then, select **Delete this group**.

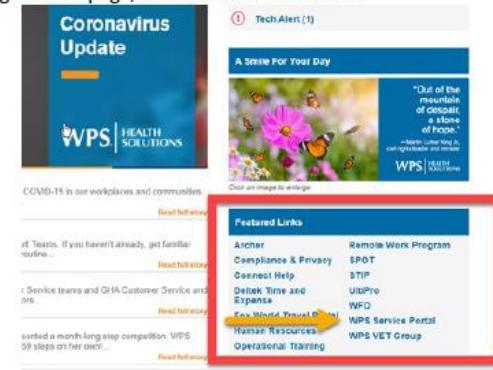


Service Portal Recommendations

- [Click-through document for easy access](#)
- Includes description and requirements for request
- Suggestions for improvement where needed
- Highlighted where immediate changes are needed

How to Use the Service Portal

1. Log on to Citrix and open Connect on a browser. Under **Featured Links** on the lower right of the page, click **WPS Service Portal**.



2. Once on the Service Portal landing page, you have two options. First, you can search for what you are looking to do and select the task.



3. OR you can click the **"Request Center"** link, taking you to the Service Catalog

Help Desk FAQ

Included in the Service Portal Recommendations

- Thorough FAQ list that employees can review before contacting Help Desk
- Includes helpful links, priority guidelines and how to create a Help Desk ticket

FAQs

Q: What does the Help Desk do?

A: The Help Desk provides Information Systems support for Applications and Systems.

Q: When should I contact the Help Desk?

A: Contact the Help Desk whenever you experience a technical problem that affects your ability to work. Identify if your technical problem is personally affecting you, a few coworkers, your department, or the entire company.

Q: How should I contact the Help Desk?

A: If you have an urgent or time sensitive technical problem, call the Help Desk using the phone numbers listed in Contacts. If you have a non-urgent or not time sensitive technical problem, submit a ticket on [ServiceNow](#).

If you still need help, please visit this [video demo on ServiceNow](#). At 8:48 there is an explanation on submitting a ticket.

Q: How do I know if the technical problem is affecting the entire company?

A: Navigate to the [IS Outages and Alerts](#) page to see if the technical problem has been reported.

Q: I have been locked out, what should I do?

A: Call the Help Desk with the number provided in Contacts. The prompt for password related issues is #5. Please note that RSA Tokens and P8/Trip8 accounts will unlock automatically after 15 minutes.

Q: How do I know the urgency of my technical problem?

A: Please reference the table below to identify the urgency/priority of your technical problem.

Team Engagement

- Document to live in the Culture and Engagement hub in Connect
- Aligns with current goals already in place
- Focuses on engaging employees in a new environment and integrating engagement into our culture

Connecting with Your Team Remotely

Working remotely has become more and more common with new technology and flexibility throughout the company. While working remote can benefit both the company and the employee with increased moral, flexible work hours and overall financial savings, there can be some challenges. Team collaboration, innovation, and communication can be hindered without the typical office setting. Being intentional with communication, including recognition, relationship building and socializing, can create a more cohesive remote team.

Leadership Tips

Set Expectations

Set team expectations around communication. Provide where updates will be posted and how often; share how team members can get in contact with you and how you can get in contact with team members.

Create timelines and deadlines for all projects and clearly communicate these expectations with your team.

Encourage use of Technology

Get comfortable with Microsoft Teams and use it daily. It doesn't have to be used for video meetings – the chat function adds an easy communication method to share ideas, ask questions, or just chat! Create a group chat for small teams, or a new Team page for department wide communication.

The easiest way to stay connected is with a simple phone call or text. FaceTime or Teams on your phone make for a quick video chat option without too much interruption.

Meet Regularly

Meet throughout the week as a team to touch base on everyone's plans for the day, what roadblocks anyone is encountering, check on status on what was accomplished since the last meeting, and answer any questions team members have. Spend the first few minutes of the call for non-work items. Ask questions about their night, plans for the weekend, new favorite show to binge watch on Netflix, etc. This will also encourage continued interaction and collaboration across the team.

Hold regular 1:1 meetings with each team member and check in through Teams, email, and phone calls throughout the day as you would normally in the office setting. Your 1:1 is a great time to track progress on projects and assignments the team member is working on and set goals. Ensure team members aren't feeling isolated from you or from their team members. Ask how they are doing and listen to their concerns.

Show Appreciation