



Alberta Health  
Services



UNIVERSITY OF  
CALGARY

# Remote Work Guide

Guides & Resources for Administrative  
Staff Working Off-Site

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## Getting Started

### Permission & Groundwork

#### Managerial or Direct Report approvals

Discuss moving to remote work with your manager or direct report to both ensure that the goals of your role are achievable remotely and to receive official approval to do so. Approval is necessary for operational reasons as well as for the request process to obtain remote access to the AHS network.

#### Work Area & Equipment

Ensure there is a space within your home that you can work securely and have the ability to maintain confidentiality and privacy for the data/materials that require it. You must have:

- A computing device (desktop computer, laptop, etc) that is no older than 7 years and has an operating system version no earlier than Windows 7(PC) or macOS Mojave (Mac)\*.
- An active, permanent, secure, internet connection. The use of mobile phone hotspots or public wifi signals is prohibited and may be considered a network security breach.

*\*If you have been assigned an AHS laptop you are assumed to have the current standard for working on the AHS network.*

### Requesting Access

There are two different tracks for access requests depending on your method of accessing the AHS network:

1. Remote User Network Access (RUNA) is for staff who do not have an AHS laptop assigned to them. They will be using a web portal and a soft token app to access their AHS applications and network share drives on their home computer.
2. Netmotion is for staff who have been assigned an AHS laptop, they will access the AHS network as normal.

#### RUNA:

1. Head to <https://iam.albertahealthservices.ca/portal/home> and login if necessary.
2. Click 'Request or Modify Access'.
3. If the request is for yourself, click the 'Myself' tab. If not, then enter the name of the staff member you are submitting the request for in the 'Find a User' field. Click the 'Select' button next to the appropriate listing from the search.
4. On the following page to click 'Change Access' next to 'Remote User Network Access (RUNA)'.
5. Click 'Next'.
6. On the next page, under 'Request Type' select 'New'.
7. Under 'RUNA Request Type' select 'New'.
8. Under 'Token Type' select 'Soft Token'.
9. Under 'Access Information', check the boxes next to 'MyApps' and any other software or service in the list that you require access to. If something is not on the list, it is likely accessed through 'MyApps'.

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10. In the field marked 'State the reason the user needs Remote Access' state your business case for needing to work remotely. Be thorough but try to keep it within one or two paragraphs. Mention that you have been approved for remote work by your manager or supervisor, and include their name.
11. If your work directly affects patient care and/or you require an escalation, be sure to outline this in the 'Additional Request Comments' field.
12. Click and read the 'Review Alberta Health Services Strong Authentication Device User Policy', when finished check the box next to it.
13. Under 'Select Approving Manager', enter the name of your manager or supervisor and click 'Select' next to the appropriate listing from the search.
14. Review all information, if it is correct, click 'Submit'

You will receive an email confirmation as well as updates when your request moves to a new stage in processing.

### Netmotion:

1. Head to <https://itservicetoolprod.albertahealthservices.ca/production/core.aspx?lite> and login if necessary.
2. Click 'Submit a Request' and then 'IT – Store Hardware, Software, Mobility, etc.'
3. On the next page, click 'Order' under 'Desktop Software'.
4. On the following page, under 'IT Service Desk', select 'Calgary Zone'.
5. Fill in all required information under both contact and delivery information.
6. Enter the barcode for your assigned AHS laptop under 'AHS asset tags/barcodes/computer names', and select your barcode from the generated list below.
7. Select 'Yes' under 'Do you require additional software that is not in the list above?'.
8. Under 'Do you require additional software that is not in the list above?' enter 'Netmotion w/ account'
9. In the field marked 'What are your Business Requirements for this additional software?' state your business case for needing to work remotely. Be thorough but try to keep it within one to two paragraphs. Mention that you have been approved for remote work by your manager or supervisor, and include their name.
10. If your work directly affects patient care and/or you require an escalation, be sure to outline this in the 'Any additional information necessary to ensure you receive the requested items?' field.
11. Click 'Submit'

You will receive an email confirmation as well as updates when your request moves to a new stage in processing.

*Please note that, as with all AHS software installations on an AHS laptop, your device will need to be on AHS property and plugged directly into a network data port for Netmotion to be installed.*

## Soft Token & Getting Started with MyApps

Once your RUNA request has been processed you will receive instructions from AHS IT via the email entered in your request ticket, follow these next steps to ensure that your work area is properly prepared for remote work. **Note: If you are using Netmotion on an AHS assigned laptop you may ignore this section:**

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1. Ensure that you've completed **all** of the instructions sent to you by AHS IT for activating your remote access PIN and setting up your soft key mobile application.
2. Head to either [my.ahs.ca](https://my.ahs.ca) or at [myapps.albertahealthservices.ca](https://myapps.albertahealthservices.ca) and log in with the instructions sent to you by AHS IT.
3. When MyApps finishes loading into the browser window click 'Apps' to see your MyApps virtual desktop.
4. If the desktop is empty or something is missing, call the AHS IT helpdesk (1-877-311-4300) or contact them via [livechat](#):
  - a. If missing, request they add the Microsoft Office suite, Windows Explorer (Files and network share access), and Internet Explorer.
  - b. Request any additional software that you use in your daily work. **Currently Adobe Acrobat Standard and Skype for Business are not available for use in MyApps.**
  - c. Ensure that you test each added application before ending the call or chat session with the technician.

*Tip: If you experience blank screens after activating an application in MyApps and have multiple screens enabled on your home computer, disabling all but one may correct the issue.*

### Setting up Skype for remote work on Your Home Computer

As noted in the previous section, Skype for Business is currently not available for use in MyApps. Instead use the following steps to prepare Skype on your home computer:

1. Using a web browser running from your home computer (not launched via MyApps) head to <https://support.microsoft.com/en-ca/help/3139711/how-to-install-the-skype-for-business-basic-stand-alone-client> and download the Skype for Business English (US) version, 32-bit.
2. Once installed, start up Skype for Business.
3. When prompted, enter your AHS email address (@albertahealthservices.ca, not @ahs.ca).
4. Click 'Submit'
5. When prompted enter your AHS password.
6. When asked if you would like to save your login information, agree. This will allow it to start up as normal whenever you start your computer.

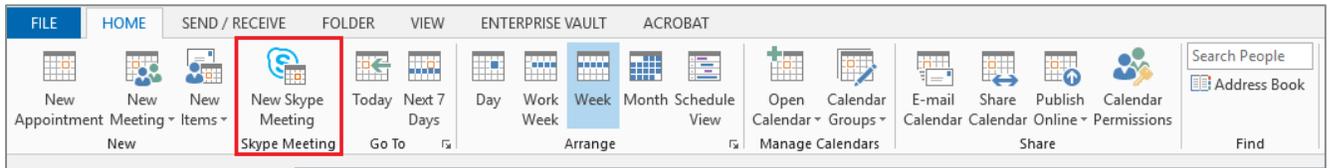
*Please note: if you do not have a headset at home you may need to use a phone for meeting audio, as normal.*

## Skype for Business

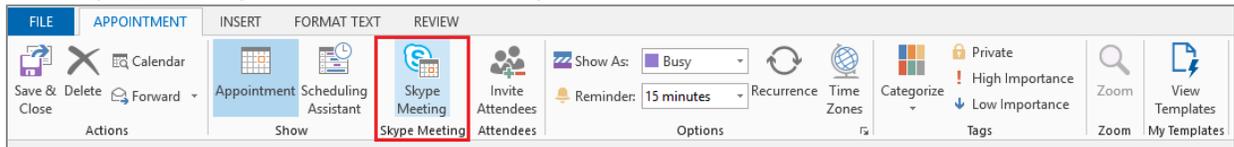
### Planning & Managing a Skype for Business Online Meeting

#### Sending out a Skype for Business Meeting Invitation

1. Create a new Outlook Calendar Skype Meeting invitation. You can set up the meeting invitation as a one-time event, or as a recurring series of events.

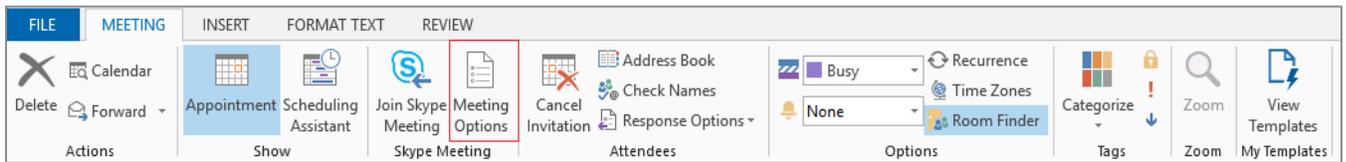


- a. If you initially created a regular Outlook Calendar Meeting invitation, you can change it to a Skype meeting by clicking on the 'Skype Meeting' button.



*Note: Outlook Calendar Skype Meetings can only be sent from Outlook desktop software. You will not be able to send out Skype Meeting invitations using Outlook Web Application (OWA) or Office 365 Outlook Online.*

2. Determine whether the Skype Meeting should be hosted in **your dedicated meeting space (less secure)** or in a **new meeting space (I control permissions)**. You can change this in the Skype Meeting Options window.



- **My dedicated meeting space (less secure)**
  - This is the default setting for Skype Meetings.
  - Only allows callers and individuals within AHS– those joining the meeting via their AHS account (“my company” / “my organization”) to automatically get into the meeting.
  - Only allows individuals within AHS to act as presenters. Individuals from other organizations – including UCalgary – will not be able be presenters.
- **A new meeting space (I control permissions)**  
Allows you to set permissions for the meeting, including:
  - Who is automatically admitted to the meeting.
  - Who has presenter privileges.
  - Level of participation allowed for the meeting.

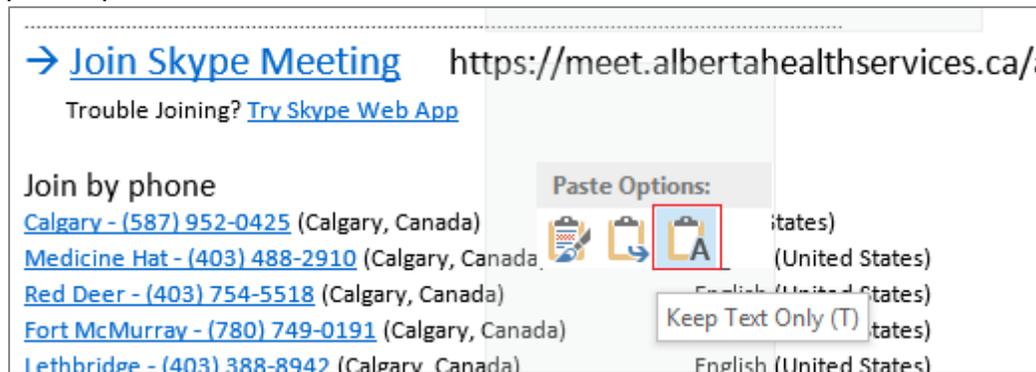
- **If your meeting includes presenters or attendees from other organizations – including UCalgary – we recommend that you use a new meeting space.**
- You can either specify which meeting participants will be able to present ('People I choose'), or you can allow all meeting participants to be able to present ('Anyone (no restrictions)').  
*Please note: in order to choose presenters, the individuals must first be added to the meeting invitation.*

3. Before sending out the Skype Meeting invitation, we **strongly recommended** that you:

- a. Copy the Skype Meeting link and paste the link text only within the Skype Meeting invitation.

We recommend doing this so that, in the event that the 'Join Skype Meeting' link gets broken, participants will still be able to join the meeting by copying and pasting the full link text into a browser window.

- i. Right click on 'Join Skype Meeting' and select 'Copy Hyperlink'.
- ii. Right click just to the right of 'Join Skype Meeting' and select the 'Keep Text Only (T)' paste option.



- b. Delete the 'TOLL FREE – (877) 352-4495' Join by Phone number.

AHS incurs charges each time the Toll Free number (1-800, 1-877) is used. As such, please encourage all participants to use the Join by Phone number for their local area instead of the Toll Free number, as it does not incur long distance charges. One way we can encourage this is by removing the Toll Free number before sending out Skype Meeting invitation.

## Working in a Skype Meeting

### Joining a Skype meeting

There are three main ways to join a Skype meeting:

1. Meetings Tab
  - a. In the main Skype window click the 'Meetings' tab.
  - b. Double click on the name of the meeting you would like to join.
2. Meeting Request
  - a. In the meeting request email click 'Join Skype Meeting'.
3. Meeting Reminder
  - a. In a meeting reminder pop-up click 'Join Online'.

There are four types of participants in any Skype meeting, they are:

- **Organizer:** The person who schedules the conference call.
- **Leader:** The first person to dial-in to the meeting from a Skype for Business (SFB) phone or by using Skype for Business.
- **Presenter:** The person currently sharing content to the meeting.
- **Attendee:** Someone attending the meeting that is not an Organizer, Leader, or Presenter.

### Manage meeting participants



1. Click  to open the Participants pane so you can see a list of everyone in the meeting.
2. Click 'Participant Actions'.
3. Click one or multiple buttons to apply these settings to all attendees.

### Choosing your view

1. In the conversation window, click .
2. Click 'Pick a Layout' and choose a view:
  - 'Gallery View': everyone's streams
  - 'Speaker View': presenter's stream.
  - 'Content View': meeting content.
  - 'Compact View': participant's pictures.
3. Click  for a large view of the video streams.
4. Click 'Pop' in the video gallery to show the gallery in the conversation window again.

### Sharing your desktop or a program

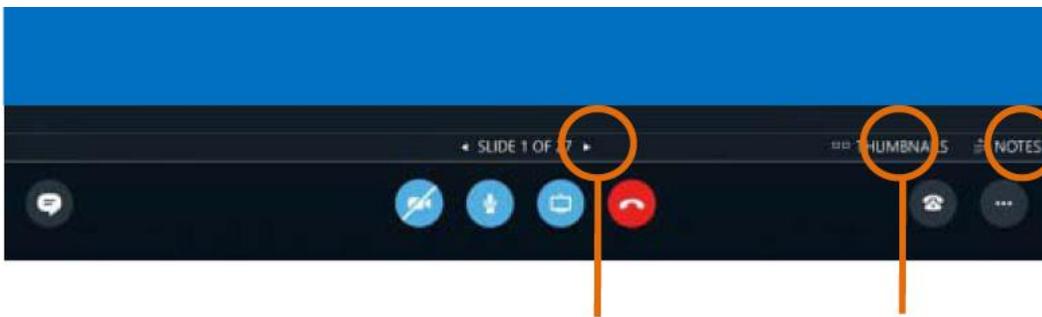


1. In the meeting window, click .
2. Click Present Desktop to show the entire contents of your desktop, or click 'Present Programs' and double-click the program you want to share.
3. When done sharing click 'Stop Presenting'.

### Sharing a PowerPoint presentation



1. In the meeting window, click .
2. Click 'Present PowerPoint Files'.
3. Browse to the file you want to present and click 'OK'.
4. When done sharing click 'Stop Presenting'.



Next slide.

Select the next slide to present.

Presenter's Notes: Only you can see them.

### Recording and playing back a meeting



1. In the meeting window, click .
2. Click 'Start Recording'.
3. After the meeting, go to 'Manage Recordings' to publish, play, rename, or delete the recording.

## Zoom Video Conferencing

All of the process steps in this section assume that you have gone to <https://albertahealthservices.zoom.us/>, configured your account, and are logged into the Zoom web application.

### Planning & Managing a Zoom Online Meeting

#### Scheduling a Zoom Meeting

1. Click the 'Meetings' tab.
2. Click 'Schedule a Meeting'.
3. Enter a topic, and a description if you wish.
4. Enter the desired date and start time for your meeting.
5. Enter the duration of your meeting. *Be advised that the AHS license allows a maximum duration of 40 minutes on meetings with three or more participants.*
6. Enter your time zone.
7. If this meeting is to be an ongoing event click the box next to 'Recurring meeting' and refer to 'Setting Recurring Meetings' below.
8. Choose whether you would like Zoom to generate an ID for this meeting or if you would like to use your account's personal ID. *Be advised that settings changed for meetings using your ID will apply to all meetings using your ID.*
9. If you would like this to be a secure meeting (i.e. the link is being posted on a public forum) click 'Require meeting password' and set the password in the field to the right. *Currently a password is required on all AHS Zoom meetings.*
10. Set your video options for yourself (host) and the attendees (participant).
11. Choose if you would like meeting audio to be handled by phone, computer audio (headset), or both.
12. Under 'Meeting Options' enable or disable any of the following functions:
  - **Enable join before host:** Allow participants to join the meeting without you or before you join.
  - **Mute participants upon entry:** This will mute all participants as they join the meeting. Participants will have the option to un-mute their microphone in the meeting.
  - **Enable waiting room:** Allows the host to control when participants join the meeting by placing them in a waiting room. By default, the waiting room will take precedence and will not allow join before host functionality, even if 'join before host' is checked. **Please note: the host is not able to admit participants to the meeting when sharing their screen.**
  - **Only authenticated users can join:** Restrict access to the meeting so that only signed-in users can join.
  - **Record the meeting automatically:** Check this if you want the meeting to be automatically recorded to your computer.
13. Click 'Save' to complete the meeting booking.

### Inviting Attendees to Your Meeting

You may invite attendees to your meeting with two methods:

- Clicking 'Outlook Calendar (.ics)' to add it to your work calendar, then modify attendees as usual for an Outlook meeting request. *This method is not reliable and not recommended for use with AHS Outlook.*
- Click 'Copy the invitation' and paste the generated message into the body of an email or Outlook calendar invitation and send to your attendees.
  - If sending the meeting invitation details via an Outlook calendar invitation, we recommend that you copy the 'Join Zoom Meeting' link and paste it into the Location field.

### Setting Recurring Meetings

1. When you fill the check box for recurring meetings a dynamic pane will appear.
2. Set the recurrence frequency to 'Daily', 'Weekly', 'Monthly', or 'No Fixed Time'.
3. Set the number of units you selected in step 2 you would like the meeting to recur on (ie. How many days if you selected 'Daily').
4. Enter either an end date for the recurring meetings, or the number of meetings you would like in this set.

### Working in a Zoom Meeting

#### Joining a Zoom meeting

1. Click the link provided to you by the meeting organizer, typically in the body of an email.
2. If asked to open in the Zoom client click 'Ok' or 'Open Zoom'.
3. The Zoom application will load and you will join the meeting.
4. If you need to turn your mic on or off click .
5. If you need to turn your camera on or off click .

There are four types of participants in any Skype meeting, they are:

- **Host:** The user who schedules the meeting. They have full permissions to manage the meeting, there can only be one host of a meeting.
- **Co-Host:** This person is an assistant to the Host, typically they manage things like attendees. This role must be assigned by the Host during the meeting. Co-hosts cannot start a meetings.
- **Alternative Host:** This person has the same management controls as Co-Hosts, but can also start the meeting. This role can be assigned when scheduling the meeting.
- **Attendee:** Someone attending the meeting that is not a Host, Co-Host, or Alternative Host.

### Manage meeting participants

1. Click .
2. To set general participant options head to the bottom of the participants list, the following options are available:
  - **Invite:** Invite others to join the meeting.
  - **Mute All / Unmute All:** Mute or unmute all participants currently in the meeting.
  - **Mute participants on entry:** Automatically mute participants as they join the meeting.
  - **Allow participants to unmute themselves:** Participants can unmute themselves if they want to speak to others in the meeting.
  - **Allow participants to rename themselves:** Participants can change their screen name displayed to other participants.
  - **Play enter/exit Chime:** Play a sound when participants join and leave the meeting
  - **Lock meeting:** Don't allow other participants to join the meeting in progress.
  - **Merge to meeting window:** Merge the participants list with the main meeting window. This option is only available if you separated the participants list from the main meeting window.
3. For options for specific participants, hover over a participant and click 'More' for these options:
  - **Chat:** Open the chat window to send messages directly to the participant.
  - **Stop Video:** Stop the participant's video stream so they are unable to start their video. If the participant hasn't started their video, you will see the 'Ask to Start Video' option.
  - **Make Host:** Assign the participant to be the Host. There can only be one Host.
  - **Make Co-Host:** Assign the participant to be a Co-Host. You can have an unlimited number of Co-Hosts.
  - **Allow Record:** Allow the participant to start or stop a local recording of the meeting. Attendees do not have access to start a cloud recording.
  - **Assign to type Closed Caption:** Assign the participant to type closed caption during the meeting.
  - **Rename:** Change the participant name that is displayed to other participants. This change only applies to the current meeting. *Note: To change your own name that is displayed, hover over your name in the participants list and click 'Rename'. You can permanently change your name in your profile.*
  - **Put in Waiting Room:** Place the participant in a virtual waiting room while you prepare for the meeting. The host must enable waiting room for this option to appear.

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- **Put On Hold:** If the waiting room is not enabled, you'll see this option to place the participant on hold.
- **Remove:** Dismiss a participant from the meeting. They won't be able to rejoin unless you allow participants and panelists to rejoin.

### Sharing your desktop or a program

1. In the meeting window, click .
2. Select your screen or an individual application that is already open on your computer.
3. If desired activate/deactivate the following options:
  - **Share Computer Sound:** Any sound played by your computer will be shared in the meeting.
  - **Optimize for full screen video clip:** If you will be sharing a video clip in full screen mode use this to ensure the best experience. *Note: Do not check this otherwise, as it may cause the shared screen to be blurry.*
4. Click 'Share'.
5. Zoom will entire full screen mode, if you wish to exit this mode click 'Exit Full Screeb' or press the 'Esc' key.

If you would like to control who can share during the meeting do the following:

1. Click the arrow next to .
2. Click 'Advanced Options'.
3. Choose which meeting roles you would like to be able to present content during the meeting.

### Text chatting in a meeting

If you would like to send a message:

1. Click .
2. In the window that appears, type your message and select who you would like to receive the message.
3. Hit the 'Enter' key to send the message.

To receive a message:

1. Click .
2. You will now see all new messages.
3. Click the chat window and type your reply.
4. Hit the 'Enter' key to send the message.

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To share a file in the meeting chat:

1. Click .
2. Click 'More' in the bottom right of the chat window.
3. Select 'Share a file in meeting'.
4. Select the file and click 'Ok'.

To save a transcript of the meeting chat:

1. Click .
2. Click 'More' in the bottom right of the chat window.
3. Select 'Save chat'.
4. The file will be saved to the Zoom folder on your computer. *Documents/Zoom/Folder with meeting name, date, and time.*

### Recording and playing back a meeting

To record a meeting, as a host and while the meeting is active:

1. Click .
2. If a menu appears, click 'Record on this computer'.
3. Once the meeting ends, Zoom will convert the recording so you can access the files.
4. When conversion is completed, the folder containing the recording files will open. *Note: By default, the audio/video file (MP4) will be named Zoom\_0.mp4. The audio only file (M4A) is named audio\_only.m4a.*

To play back a recorded meeting:

1. While logged into the Zoom web application, click the 'Meetings' tab.
2. Click 'Recorded'.
3. Click one of the following items to open it in the manner you would prefer:
  - a. Click 'Open' to view the folder that the recording is stored in on your computer.
  - b. Click 'Play' to view the video in your computer's default video player.
  - c. Click 'Play Audio' to listen to the meeting in your computer's default audio player.
  - d. If you would like to delete the recording, click 'Delete'.

## Online Meeting Etiquette

### Meeting Participants

- Be respectful of your coworkers' time. Log in to the meeting a few minutes early, and check your audio/video (A/V) setup to ensure that your devices are properly configured. Check your Audio Device settings to ensure that the audio device you are using is set as the microphone (this setting often defaults to your webcam microphone if one is plugged in).
- Use a wired network. Using a wireless network will impact your audio quality, and, if you are speaking, will degrade the meeting experience for all the participants.
- Use one of the Microsoft recommended audio devices. Many laptop microphones, speakers, or webcam microphones introduce echo or audio issues, causing distractions or drawing unwanted attention toward you, and detracting from others' experience. It is important to note that the person causing audio issues rarely hears them.
- Mute your audio unless you are speaking. This will avoid introducing any unnecessary sounds and background noise.
- Find a quiet space. If possible, join the meeting from a place free of loud background noise, otherwise, each time you speak, the other participants will find it difficult to hear you.

### Meeting Presenter(s)

- Make the most of your participants' time. Upload documents, prepare programs, and organize presentation slides before the meeting starts.
- Encourage participation from remote participants. Often, those who are participating from outside the meeting room feel overlooked. As the presenter, it's a good idea to pause from time to time and ask for questions or comments from remote participants.
- Use your mute capabilities. If a participant is creating a poor audio experience for everyone else, mute that person or ask him or her to rejoin the meeting using a recommended audio device or their telephone.

## Technical Support Resources

### General Support

For technical issues with your remote access, AHS software, or AHS assigned devices contact the AHS IT helpdesk:

- Phone: 1-877-311-4300
- Online chat: <https://ithelp.albertahealthservices.ca/>

*Note: AHS IT policy is to decline technical support for issues on personal, non-AHS, devices. This is considered the responsibility of the staff member. **Network access concerns and software accessed through MyApps will be supported regardless of what device is being used for your work.***

### Skype for Business Support

For technical issues or further information on using Skype for Business:

- [AHS Skype for Business information page](#)
- Skype for Business support team: [skypeforbusiness@ahs.ca](mailto:skypeforbusiness@ahs.ca)
- Skype headset support: [ahsheadsetsupport@jabra.com](mailto:ahsheadsetsupport@jabra.com)

### Zoom Web Conferencing Support

For technical issues or further information on using Zoom Web Conferencing:

- [Virtual Health information page](#)
- [Zoom Virtual Health Support Kit](#)
- Virtual Health team: [virtualhealth.info@ahs.ca](mailto:virtualhealth.info@ahs.ca)
- [Zoom Help Centre](#)