**Remote Working using Practice PC**

This afternoon or tomorrow morning, someone will be calling the practice to talk about your requirements to get staff working remotely.

As you know, we do not have enough laptops to supply everybody with one. There are a number of laptops already available to general practice. Some of these we can see are in use, and some have not been seen on the network for some time. A member of the digital team will discuss the use of laptops with you.

It is also now possible for staff to take their desktop PC home and use it with their home Broadband connection (BT Homehub etc), connected via a cable. This may not be a suitable option for all staff but should give some the ability to work from home. As with the laptops, this will give you access to your clinical system but not to documents and files on the GP practice server.

During the call, a member of the digital team will confirm whether the requirements of all practice staff can be met using either one of the laptops you already have, or by taking home the desktop PC.

Please keep a note of any IT kit that a staff member takes home.

The PCs are not encrypted so use should be restricted to the staff member only, and they should maintain normal IG precautions when at home, such as locking the PC and closing down properly in the evening.

Staff can take their PC home and use it from their home broadband, connected either via cable or wireless dongle. We have not yet sourced any wireless dongles, and these may require installation, so it is our preference that access is via cable.

Staff will need to have a wireless broadband router at home, and if connecting via cable, it must be possible to use the PC in a location close to the router although we can get you a longer cable if needed (up to 100m)

To do this, staff need to follow these steps first whilst at the practice;

1. The staff member needs to have logged onto the PC that they are taking home at least once in order to have a profile on it
2. Swivel VPN needs to be installed on the device – to have this installed, please email the service desk with COVID 19 in the subject line, include the PC name (visible on the desktop) and the name of the user, and request the installation of Swivel VPN.

Once those steps are completed, the PC, keyboard, mouse and smartcard reader (if not built into the keyboard), also webcam and headset if using for video consultations, can be disconnected and taken home by the staff member.  If connecting to the router by cable, please also take home the network cable. Leave as many cables plugged in as possible or take pictures so you remember how it is all put together.

When at home;

If using the cabled method, please site the computer near to your wireless router (BT HomeHub etc).  Connect the cable to the PC and then into the port on the router. This may be labelled “Ethernet” or if using a Homehub, will be in the yellow section.

If using the wireless dongle method, site the computer as desired and insert the dongle to an available USB port on the PC.

Connect the monitor, mouse and keyboard, and switch the computer on. If you have used a wireless dongle, you will have to enter your broadband router credentials, usually a password, just as you do when you connect to your home wi-fi with a Smartphone or tablet or other device.

You should now be able to use the Swivel VPN and connect to the NHS networks.

Please note that Emis or SystmOne or smartcard validation will not work if you have not connected via Swivel VPN.

Unfortunately, AGEM will not be able to support users in setting the PC up in their own home. Please only do this if you are confident or perhaps practice colleagues can assist. Should there be any failure of the device whilst at home, please return it to the practice where an engineer can attend or support it remotely.