

WORK FROM HOME IT TELECOMMUTING GUIDE

Helpful information to assist you on your telecommuting journey!



Group Information Technology

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2 INTRODUCTION SUMMARY

This guide will assist you to set up most requirements for working from home or remotely. Please note that you are responsible for adhering to the requirements of the Eskom Information Security Policy (32-85) at all times when dealing with Eskom equipment and access to Eskom information. Your responsibility, should it be negligence under the PFMA, is to pay for such miss-use of Eskom's equipment, or disciplinary action could be taken in terms of non-adherence to Eskom's policies and procedures for information, documentation and records management.

Why is it important to make use of approved tools?

Even during difficult times where people may be required to change how work is usually done; we remain responsible to Eskom, our customers and colleagues to treat information with the same level of responsibility, as we would normally do. Whilst we are creating temporary reprieve, adopting and scaling technology to enable remote and homework for all employees, we do not want to create additional and permanent vulnerabilities in the Group IT estate.

When working from home, each of us must make sure that we use system, network and information resources responsibly.

At the same time, criminal elements are already looking to exploit the situation so we need the protection of approved tools, but we also need to be extra vigilant. Some tips are provided below.

What to keep in mind

When working away from the office it is important to keep in mind that the network connection will be shared with people in your vicinity. If you are working from home, your internet service provider may have multiple people in your neighborhood working from home which could impact the response of the application, so it is important to limit the number of applications using bandwidth at any given point in time to the minimum required.

This is also true for large numbers of 3G connections that may be connecting to a single cellular tower in the area.

We also need to limit the number of connections to the Eskom network to ensure enough connections are available for everyone to perform their work. These connections referred to as VPN (Virtual Private Network) connections and here the rule is that **“sharing is caring”**. It is important make use of a VPN connection when required and only for as long as is required to perform the required task.

What connection to use

Once your laptop is connected to the internet via either a 3G dongle or your home Wi-Fi you can make use of the instructions below to setup a connection to the internet or a VPN connection.

Ensure your Wi-Fi is secure

Remember to setup a strong password for your Wi-Fi.

There are two basic must-do's to set this up securely: Change your default router password. If you are still using "admin/admin," "admin/password" or something similar to log into your router itself. Change it.

Next, when setting up a password for your Wi-Fi network, make sure you choose **WPA2** and whatever you do, do not run an open (password-free) Wi-Fi network.

Do not leave your computer device logged on and un-attended (log-off from networks when not making use of it).

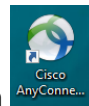
3 VPN – OTP CONNECTION & HOW TO UPDATE YOUR CELL NUMBER ON ZENZELE

**** BEFORE YOU LEAVE THE OFFICE, TAKE YOUR CHARGER, PLUG AND UPDATE YOUR DETAILS / CELL NUMBER ON ZENZELE****

If your cell number is incorrect check and update so that the OTP number goes to the correct cell number

The CISCO AnyConnect application should be installed on your Eskom laptop;

From you desktop screen you should see the icon

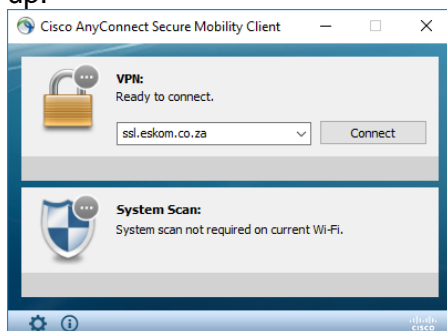


If it is on your Task bar, you will see the icon



Currently the MFA (Multi-functional Access) has been initiated where you will need to ensure that your cell number is correct on the system in order for you to receive an OTP (One Time Pin) number when logging into the Eskom VPN (Virtual Private Network).

Once you click on the CISCO AnyConnect Icon and you have internet connection either with your home Wi-Fi or with your Vodacom 3G card issued by Eskom, the screen below will pop up:

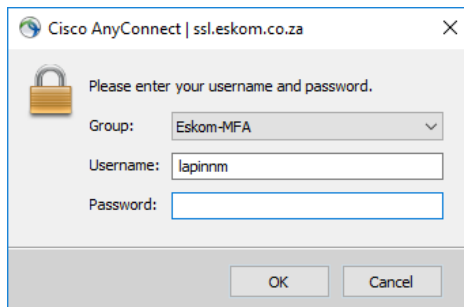


Ensure the address displayed is **ssl.eskom.co.za**. You may also use **vpn.eskom.co.za**

If it does.....

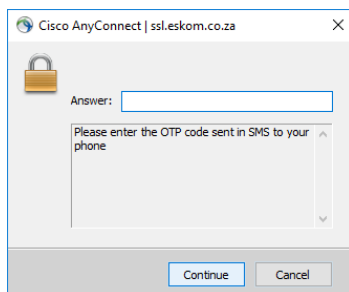
Click Connect

A pop up will request you to capture your password



Enter the password that you would normally use to access the Eskom network

A pop up will require an OTP which would have been sent to your cell phone



Capture the OTP and then click continue. You should now be on VPN connection and will be able to access the Eskom Applications as you are now on the Eskom network.

Remember to disconnect when you are done;

You do not need VPN to work in TEAMS or Emails for telecommuting.

If YOUR settings are incorrect according to this guide, please contact **ITCARE** via phone **0860 724 365** or by one of the methods detailed under “Frequently Asked Questions”

Jabber – registration to ensure connective

If Jabber is not installed, please log an ITCARE (via phone **0860 724 365** or by one of the methods detailed under “Frequently Asked Questions”)

Request to install the application, as this enables you to phone from your computer.

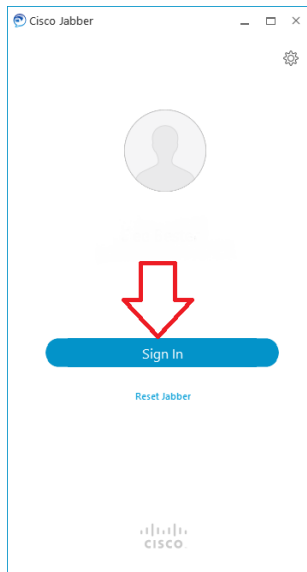
The facility gives you chat facilities and enables you to share your screen with colleagues

Logging into Jabber

Click on the ‘**Cisco Jabber - Shortcut**’ icon on your desktop

The Cisco Jabber application would open.

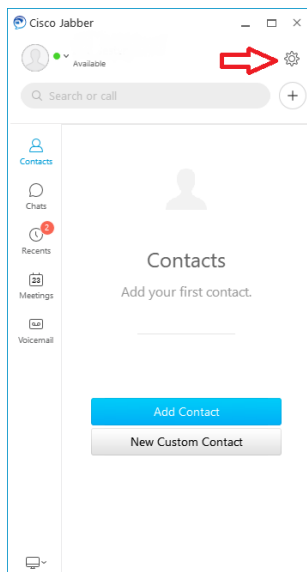
Click on “**Sign in**”:



Enter your **username and password** accordingly (*i.e. for clarification purposes, it is the exact same username and password you would enter to log into your laptop daily*).

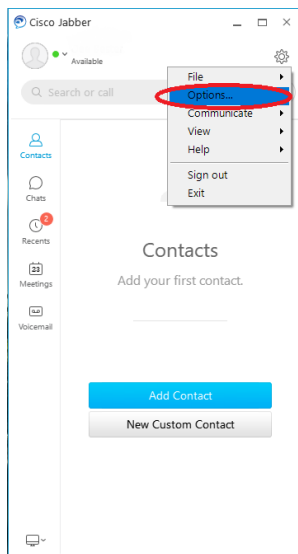
To automatically log in when logging into your laptop, do the following:

Click on the **“Menu”** icon:

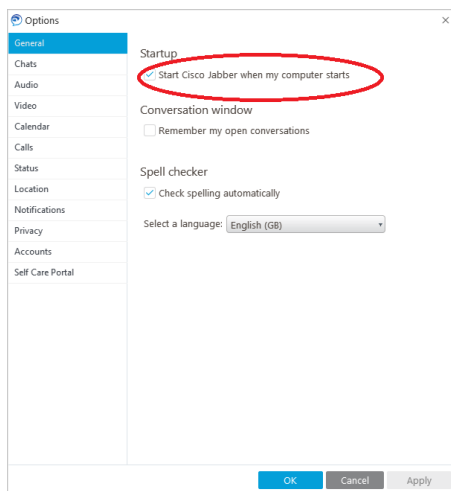


A grey menu will pop up.

Click on **“Options”**:



Click on **“General”** on the menu on the left:



Check the **checkbox** for **“Start Cisco Jabber when my computer starts”** as highlighted in the image above.

Click the **“Apply”** button and then click the **“OK”** button. The settings would be applied accordingly.

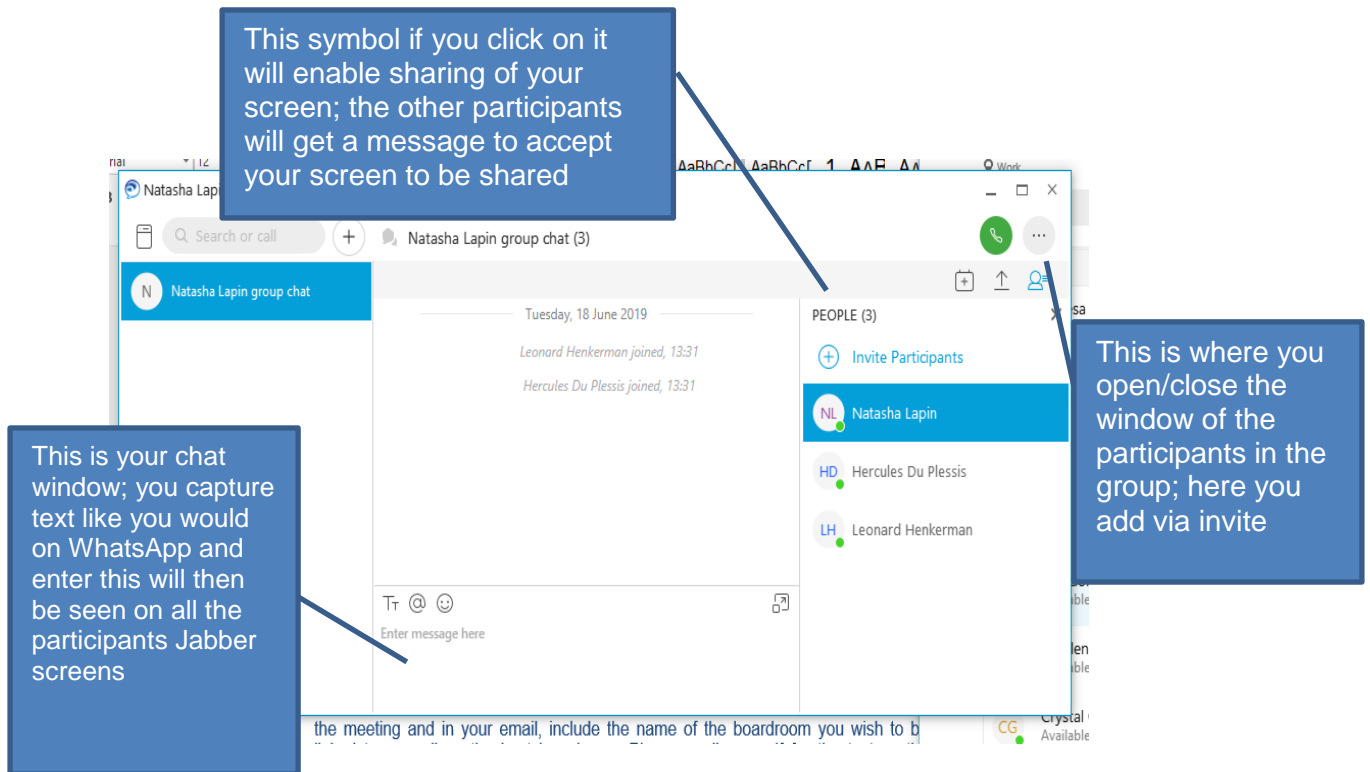
Guide for alternative virtual meeting spaces Using Jabber & UC:

Teleconference Option; (this may also be used if it is a one-one link up)

Email VCConnections@eskom.co.za 24hours before the meeting and request UC teleconference connection. You will be issued with a rendezvous number (985xxx) which you and all your invited members can dial from your Cisco phone or via Cisco Jabber.

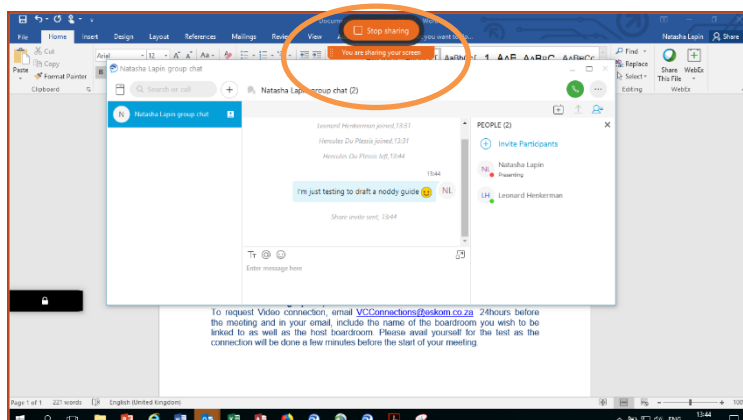
Using Jabber chat connect all **participants** in the meeting so that you are able to share your screen. (Note all participants of the meeting must be logged into Jabber so that you can pull them into the group to share the screen option)

e.g.



When you've clicked to share your screen you will get a pop up at the top of your screen e.g. below. When all participants have accepted they will be able to see your screen.

If you want to stop sharing your screen click on the STOP SHARING pop up at the top.



Video Conferencing Option; (this is still using a rendezvous number UC an VC link up)

To request Video connection, email VCConnections@eskom.co.za 24hours before the meeting and include the name of the boardroom you wish to be linked to as well as the host boardroom. Please avail yourself for the test, as the connection will be done a few minutes before the start of your meeting.

For assistance call your IM Operations team member; if you do not have Jabber please log a request with ITCARE (via phone 0860 724 365 or by one of the methods detailed under “Frequently Asked Questions”)

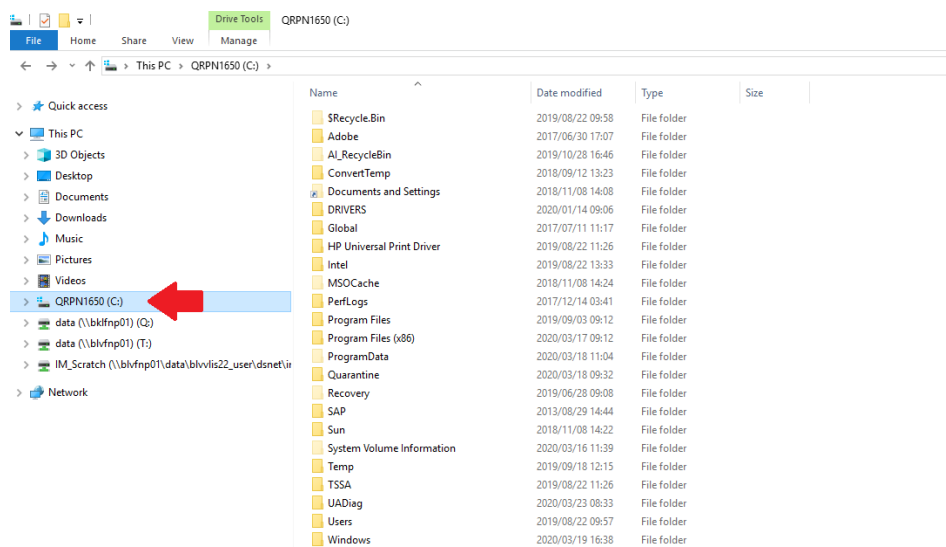
How to create a shortcut to Jabber on my desktop

Click on the ‘**File Explorer**’ icon on your taskbar

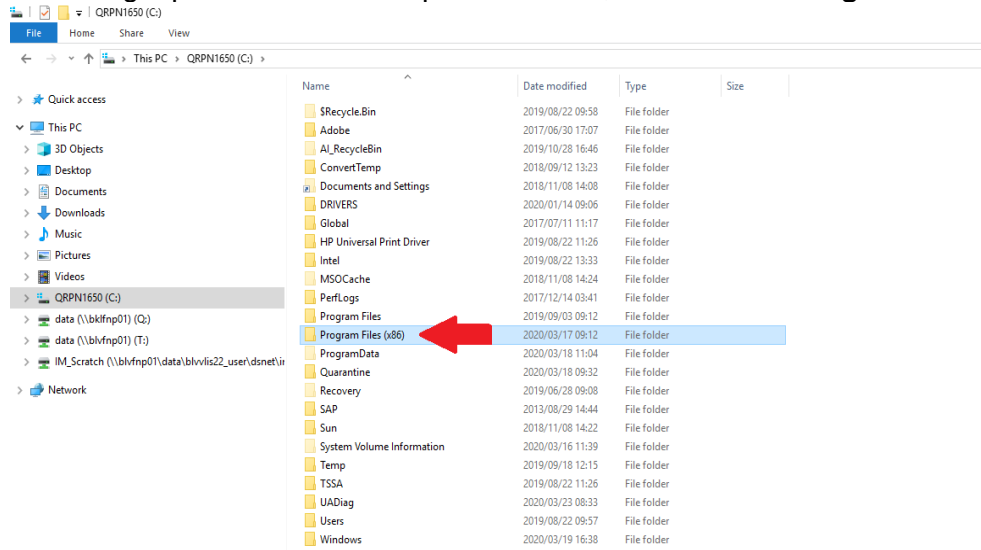


The File Explorer window would open.

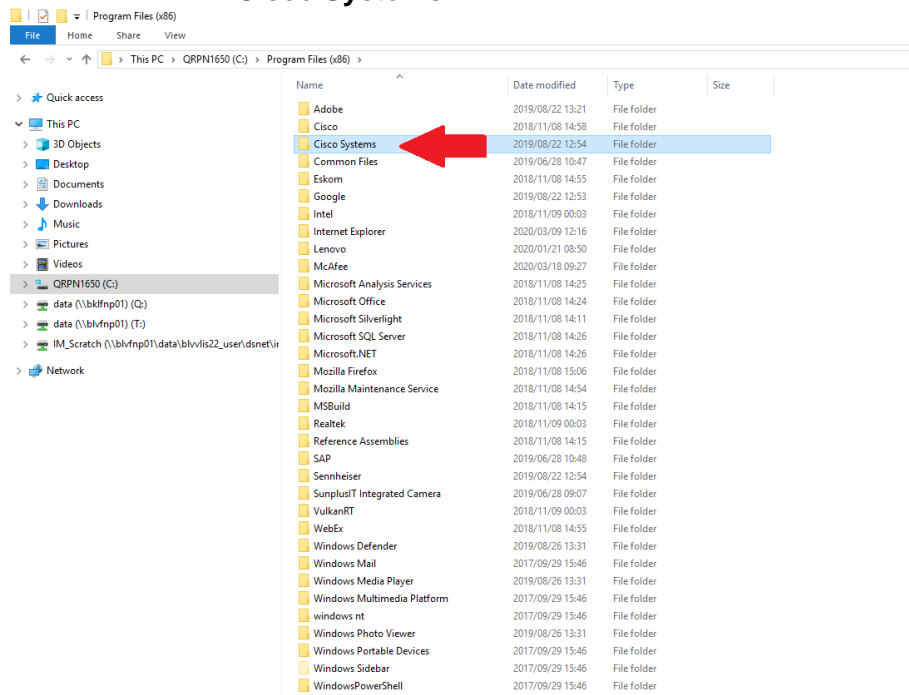
In the left panel of the File Explorer window, double-click on “**This PC**” then double-click “**(C:)**”



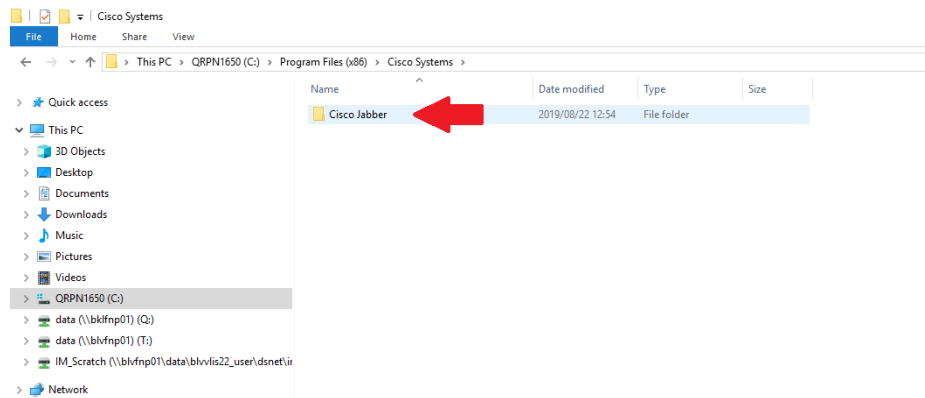
On the right panel of the File Explorer window, double click “**Program Files (x86)**”:



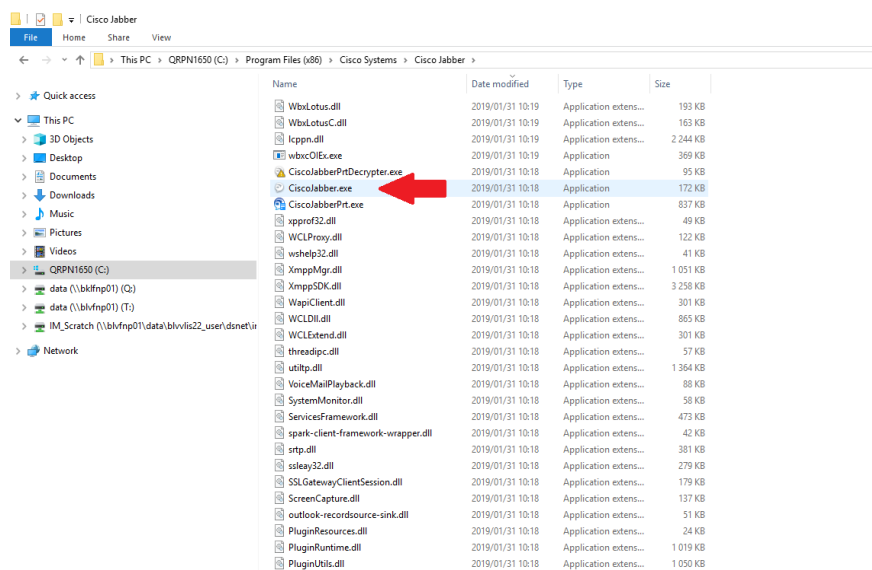
Double click the “**Cisco Systems**” folder:



Double click the “**Cisco Jabber**” folder:

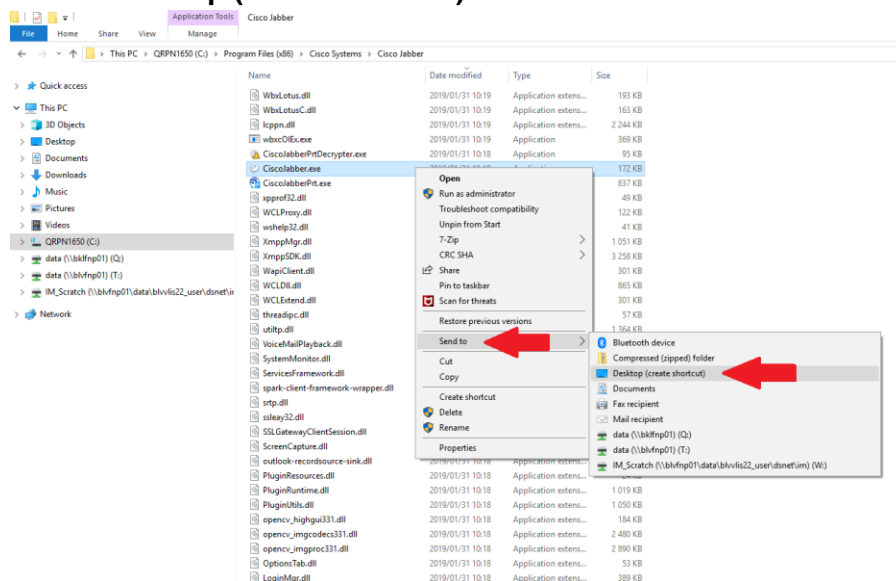


In the right panel of the window, scroll down to find **“CiscoJabber.exe”**:



Right click **“CiscoJabber.exe”**.

On the popup menu, mouse-over **“Send to”**. Another popup menu would then be displayed. Select **“Desktop (create shortcut)”** as follows:



On your **desktop**, there should be a “CiscoJabber – Shortcut” icon:

4 WHERE TO GO FOR SUPPORT IF NOT ABLE TO CONNECT REMOTELY

Firstly call **ITCARE** (phone 0860 724 365 or by one of the methods detailed under “Frequently Asked Questions”)

The support person will log your call and a technician will call you to identify the problem and help you as much as possible remotely.

5 WEB MAIL LINK

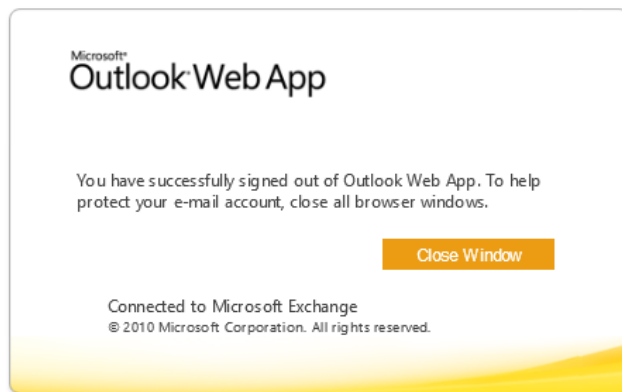
If you are connected to the internet and want to view your email via the internet, either on your phone or on your computer, go to the URL: <https://mail.eskom.co.za/owa>

You will need to use your username with **elec** in front and then the normal password you use to access the Eskom network. (As seen below)

Remember if you have archived your mail to your hard drive on your machine, you will not be able to see these emails in your live inbox.

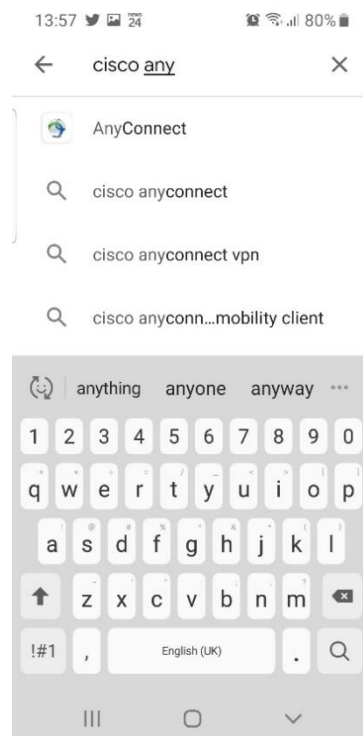
Remember please to sign out before leaving. DO NOT leave your mailbox unattended especially if you are using a public device.

Sign out screen:



6 ANYCONNECT VIA CELL PHONES

To acquire Cisco AnyConnect via your cell phone, go to your play store on your phone and search for Cisco AnyConnect.



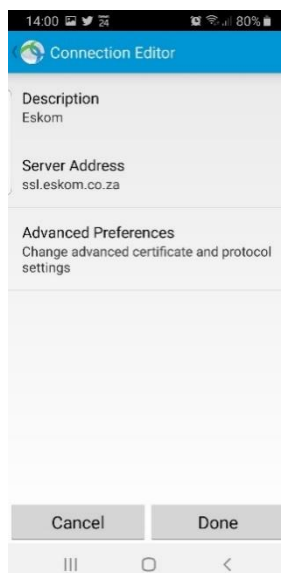
Install on your phone



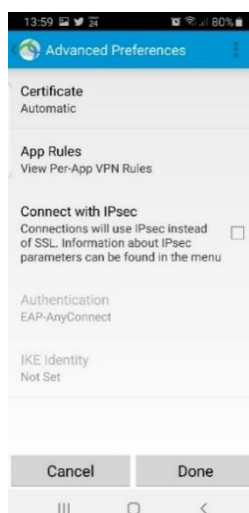
Open the app

Add the connection name ESKOM

Select the settings as seen below:



Advanced Preferences: You need not change or add anything here



Set the VPN Eskom **ON** (*please remember once you are done using this you should switch it off*)

Login using your normal username and password details.



7 SETTING UP EMAIL ON YOUR CELL PHONE

When Setting up your Eskom email on your phone go to the email icon and open it;

1. Go to Settings (*normally a little cog wheel icon*)
2. Add account
3. Go to the Exchange server settings

Type in mail.eskom.co.za

Click on Use secure connection (SSL)

A. Under Account capture your details:

Email address

e.g. lapinnm@eskom.co.za

Domain\username

e.g. elec\lapinnm

Password

e.g. ***** (This is your normal password that you use to get into the ESKOM network)

You may need to change some of the preferences in your account on the phone, particularly if you do not want all mail to come through and the synchronization of information could use up much of your data. Here are some guideline settings to establish:

B. Synchronize setting:

Sync emails – YES

Sync Calendars – YES

Sync Tasks – YES

Sync Contacts – NO (WARNING: only do this the first time when you have Wi-Fi links as it is the entire Eskom contacts address book)

Email sync schedule

Auto (When received)

Email folders to sync

You can go into this to set which folders you would like to synchronise to your phone:

Main ones would be

Inbox

Sent

Calendar 7 day

Email sync period

1 day (however, you may choose differently, one day is sufficient for on the go mobile email and does not use much data. You can always search for an email if necessary)

Limit retrieval size

50 KB

Limit retrieval size while roaming

2 KB (more will use more data)

Calendar Sync Period

Always stay synced

In case of sync conflict

Prioritise server

C. Account Settings

Account name and colour

This is your email account

username@eskom.co.za

If your phone has the feature, you can choose a colour as you may have a few email accounts listed and set.

Always Cc/Bcc myself

None (unless you want to or do this under normal practice – remember you will have this email in your sent items anyway and it will increase email traffic)

Signature

You can set this up as a standard or not YES or NO

Show images

No (rather select in the email if you want to show images this will ensure the email does not use much data when it comes through to your mail box)

Auto download attachments

No (rather select to download once you read the email)

Out of office reply

You can set this as you would your autoreplies from your normal outlook on the computer

Empty Recycle bin

You can do this periodically when you go into settings to keep your mailbox from becoming too full.

D. Advanced settings:

Security options

Preferable leave it, don't make changes

Exchange server settings

This is the same as above in point A

Your mailbox should be set up on your phone and ready for viewing.

8 HOW TO SET UP MEETING/SHARE SCREEN EITHER JABBER OR TEAMS

1. Employees will require internet connectivity, either LAN, Wi-Fi or 3G. Note that you can use Teams and email by just connecting to the Internet, **no VPN required**.
2. Only use the VPN when you need to access Eskom applications (i.e. CC&B, SAP, Zenzele). Please log out if you have finished using the Eskom applications. (Make use of Cisco AnyConnect to connect to the VPN).
Ensure that you use <https://sspr.eskom.co.za> to update your cellphone number to ensure you receive the OTP.
3. Use Cisco Jabber to enable telephony services to make calls. (If this is not installed and you are not logged in, please contact ITCARE to log a request.)
4. Install Teams on your machines by following this link
<https://teams.microsoft.com/downloads>. (Guide attached.)
This will enable employees to collaborate on internal chats, meetings, and audio calls
5. Please visit the Teams SharePoint site for a more [comprehensive guide](#)

Kindly note the following restrictions apply when making use of Teams:

- Employees are **not permitted** to place confidential information on Teams, use email to share such content.
- Note that the use of video is **prohibited** due to the impact it would have on the network.

Please ensure that you adhere to the documentation and records management protocols; Hyperwave is still the official document system in Eskom; and SharePoint is our collaboration system.

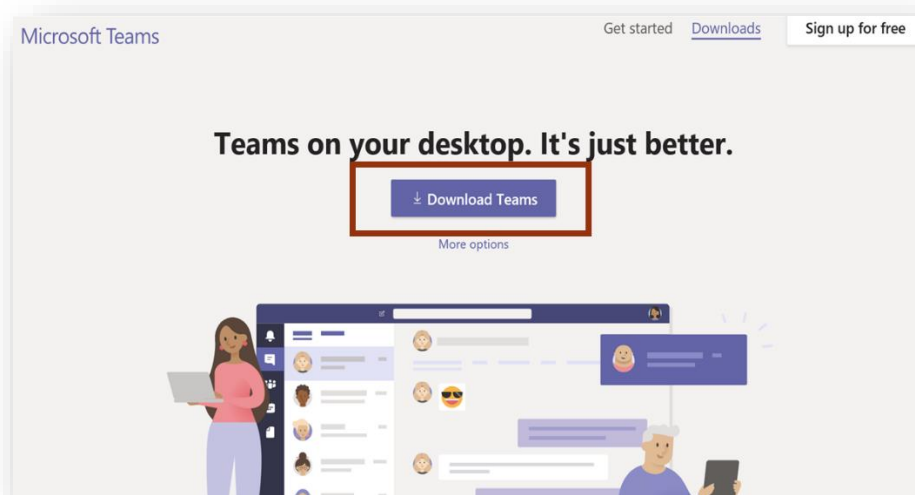
Due to the urgent nature of these installations, we encourage Guardians to explore self-learning opportunities before contacting the support team.

Guardians are encouraged to download the software while in the office.

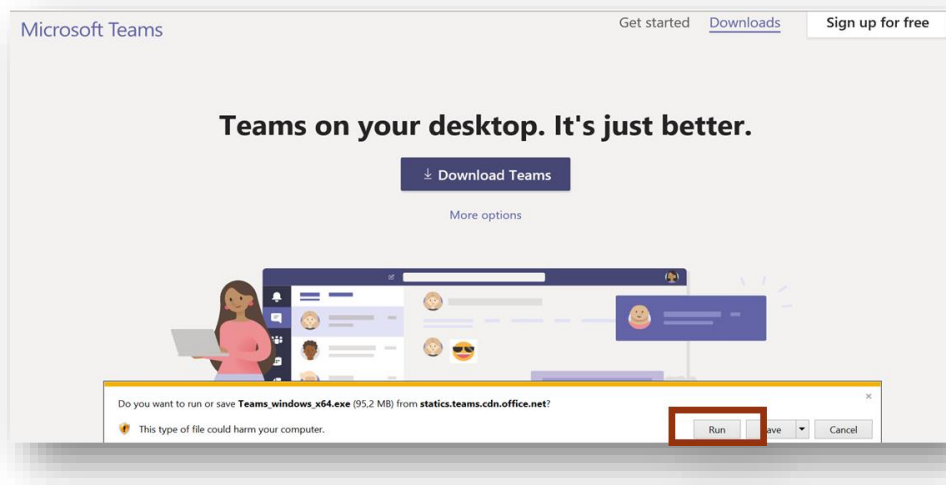
You may also load TEAMS onto your phones by going to the your Play Store, search for Microsoft TEAMS and install

9 INSTALL MICROSOFT TEAMS

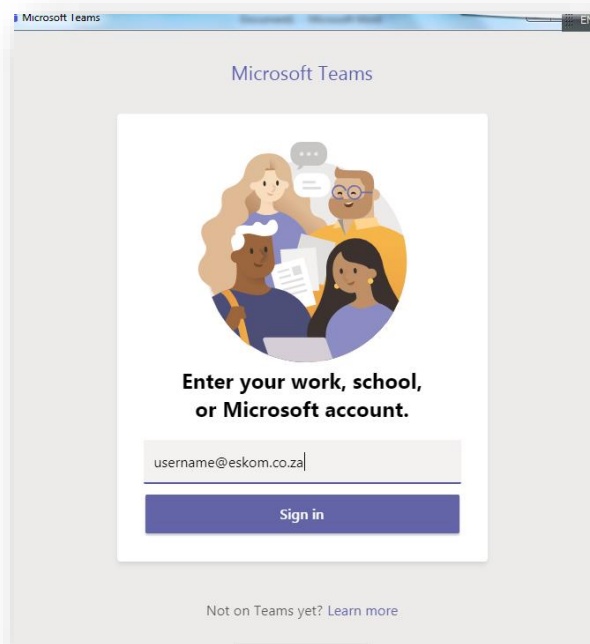
1. Click on the following link to start the download process
<https://teams.microsoft.com/downloads>
2. Click on **Download Teams**



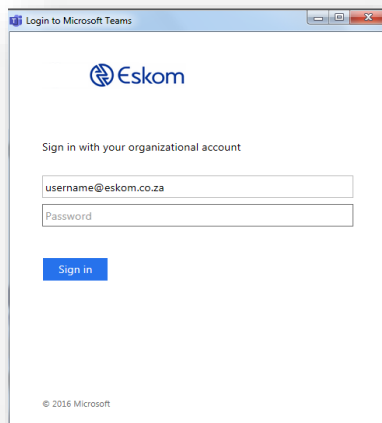
3. Click on **Run** and wait for the application to download



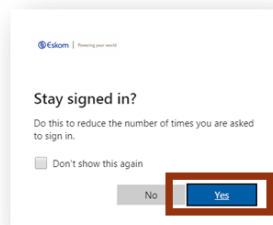
4. When prompted to login, enter your Eskom email address in the format username@eskom.co.za and click **Sign in**. The Username must be the ELEC username that you use when logging into your workstation e.g. blogs@eskom.co.za



5. You will be sent to the Eskom sign in page. Enter your username as password and click **Sign in**

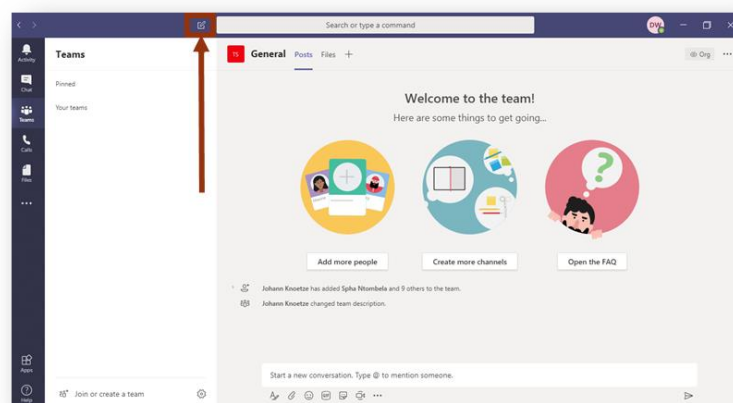


6. You may be prompted to sign in more than once. Click **Yes** to stay signed in

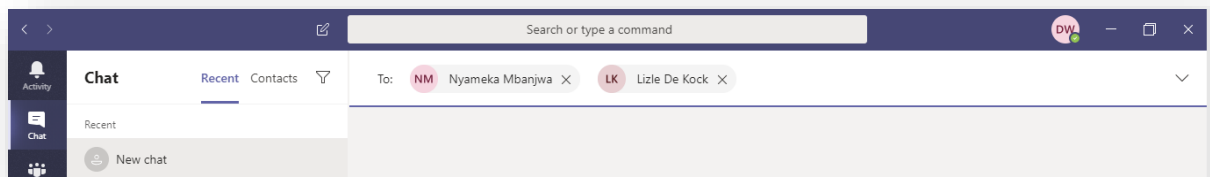


Start a chat

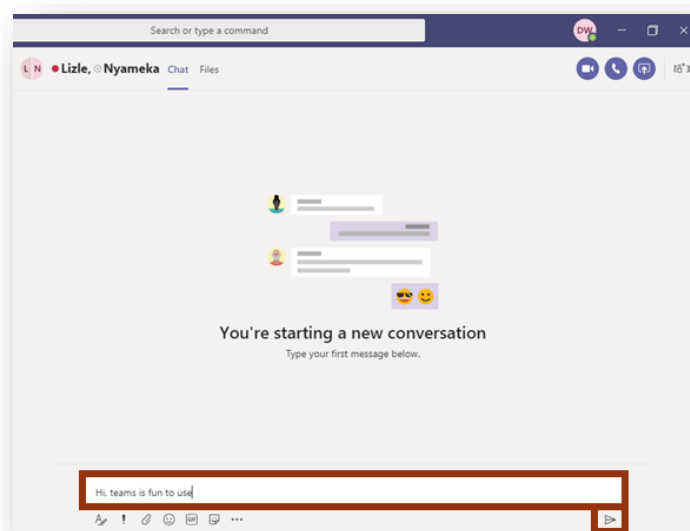
Click on the **New Chat** icon



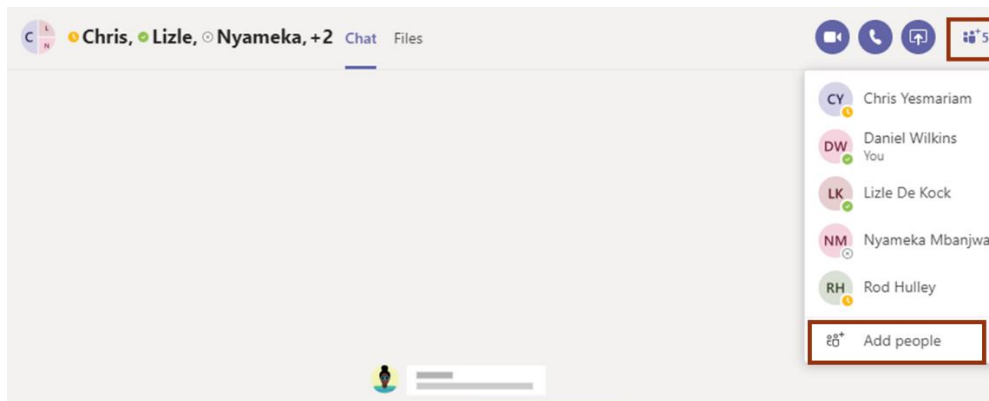
Enter the name of the contact you wish to chat with in the **To** box. You can enter multiple names to start a Group Chat.



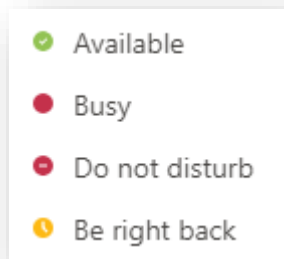
Type your message in the **Type a new message** box and then press **Enter** or click the send button



You can add more contacts to the chat by clicking the **Participants** button and then **Add people**



The icon next to the contact's name indicates whether they are logged in and available.

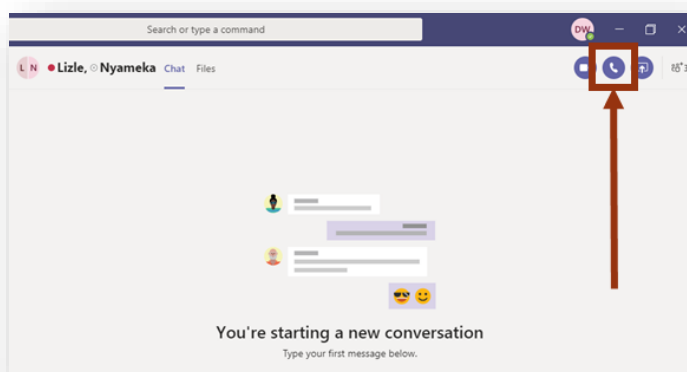


Make an audio call

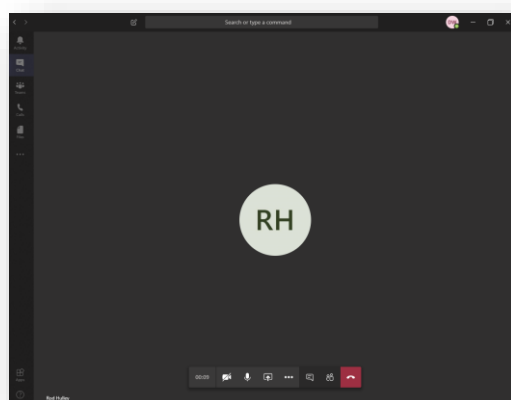
Start a chat with the intended contacts.

Verify that the participants are online by checking the status indicator next to each person's name.

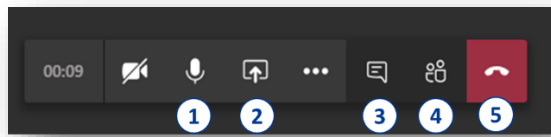
Click the **Audio call** button to start the call



The call window will open once the first participant has answered



Use the call toolbar to control the call

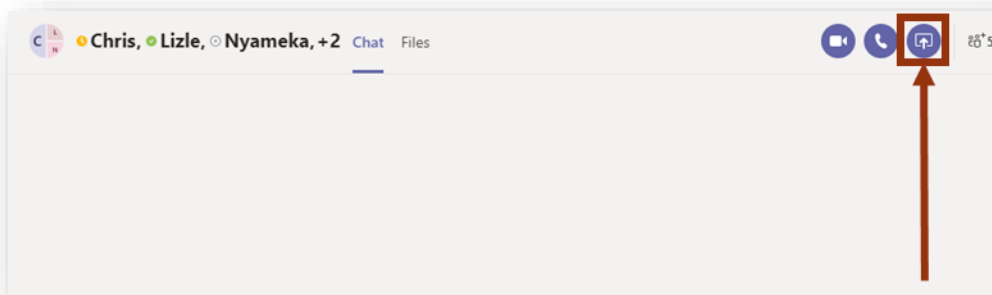


- | | |
|--|----------------------|
| 1. Mute / Unmute your microphone | 4. View Participants |
| 2. Share your desktop or selected window | 5. End call |
| 3. View Chat | |

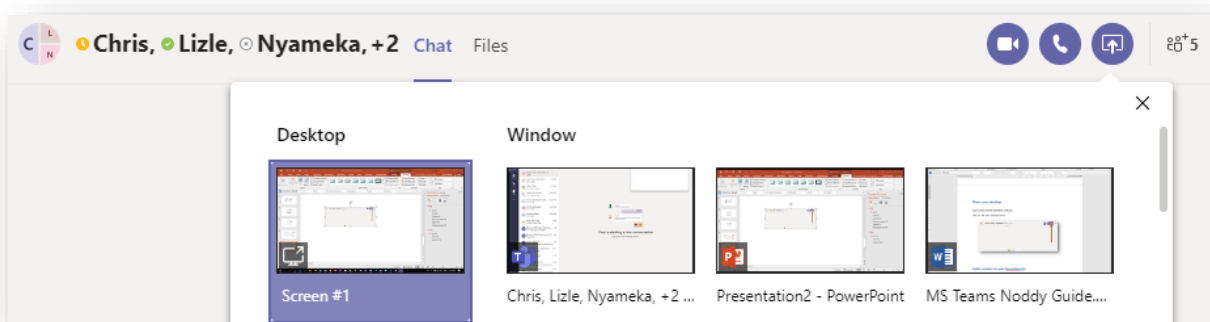
Share your desktop

Start a chat with the intended contacts.

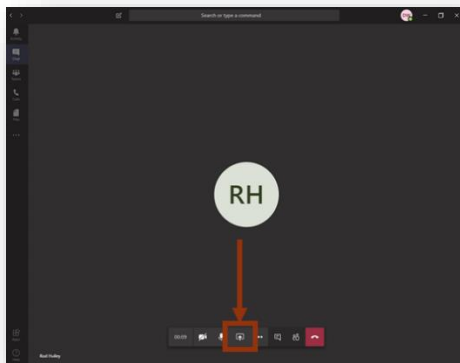
Click on the Start sharing button



Select the Window or Desktop that you want to share

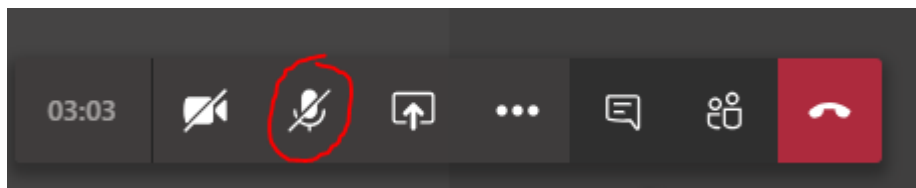


You can also share your desktop from within an Audio call by clicking on the **Share with** button from the call toolbar



Principles when making a Teams call from Chat

- 1) The Chairperson makes the call (or the alternative Chair makes the call)
- 2) All members answer the call and place their speakers on mute



- 3) Members that join later can join the call by pressing the Join call telephone



***Please remember to mute your speakers

- 4) Please only answer on 1 device (either your cellphone OR your laptop)
- 5) When speaking, remember to unmute and thereafter mute again.

10 SELF-SERVICE PASSWORD RESET

Open your internet system; you do not need to go via VPN.

Capture this URL: <https://sspr.eskom.co.za/sspr/private/login>

You need to login like you would normally and follow the instructions to change your password.

11 FREQUENTLY ASKED QUESTIONS & ANSWERS

Q: I cannot contact ITCARE through the normal numbers and short code;

A: Try one of the following methods

- **E-mail**

1. Complete the ***[template](#) to ensure that the Service Desk receives the minimum information to be able to submit a ticket.
2. Once the form is completed, attach the form and any attachment (optional).
3. Indicate your Unique number in the subject line and
4. Send an e-mail to ITCARE@eskom.co.za

***** This form is located on Hyperwave and you need to be connected to VPN in order to access and save the form**

- **ESS - Employee Self Service Portal**

To access the ESS Portal, click on the link(s) below:

The portal enables employees to:

- [Log incidents and requests](#)
- [Update and view a history of existing calls](#)

Q: My Teams is not installing

A: Did you follow the noddly guide? <https://teams.microsoft.com/downloads>

- 1) Still not working? Try and click the **Save as** button instead of the **Run** button. Once it has saved, then click the run button.
- 2) Still not working, log a call with ITCare (via phone 0860 724 365 or by one of the methods detailed below)

Q: My Teams opens but I cannot do anything in it

A: Log out of Teams and log back in again

Q: I cannot hear anything on Teams

A:

- 1) Did you unmute your speakers?
- 2) Is your pc perhaps on mute?
- 3) If all else fails, reboot your pc

Q: I have changed my password and now MS Teams is not synchronising with my new password

A: Please log out of Teams and then log back in again.

12 VIDEO GUIDES

The following short videos are available (*click on hypertext*)

- Watch the [Welcome video](#) to get an **overview of Teams**.
- Download the [Quick Start Guide](#) to learn the **Teams basics**.
- Watch a series of short [Quick Start videos](#) for a **walkthrough of Teams**.
- Watch the [Meetings videos](#) to learn how to use **meetings in Teams**.

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