



This guide is designed to help you settle into your new position at Gilbert + Tobin. It will take you through setting yourself up at your computer when you first sit at your desk or whilst working remotely.

Please read this guide today so you're across important information to get you IT ready at G+T.

### Computer access

For any IT related questions or issues, please log a call with our IT Service Desk by:

- opening **Microsoft Teams** > selecting the **Calls** pivot in the vertical toolbar
- in the search field above the dial pad search for **itserv** or enter **4500** then click the purple **Call** bar; or
- from your mobile, call **02 9263 4500**; or
- send an email to [itservicedesk@gtlaw.com.au](mailto:itservicedesk@gtlaw.com.au).

### Changing your password

To change our password:

- press **Ctrl+Alt+Del** and select **Change a password**.
- enter the **Old Password** then create a **New Password**:
  - minimum length 10 characters
  - containing an uppercase character
  - containing a numeric or a special character
- re-enter your password and press **Enter**.



**Warning:** you'll need to change your password every 60 days and will receive email reminders leading up to the deadline. It's important to change your password before the 'cut-off' date to avoid being locked out. Remember to create a new password each time you're prompted as the system keeps track of the last 24 passwords you've used.

### Technology Use and Monitoring Policy

Please do not use personal email for the receipt or transmission of any G+T or client information. You should only use the G+T provided tools and methods for accessing and transmitting information. Please also see:


- [Technology use and monitoring policy](#)

### Acknowledge the laptop acceptance form

You will receive a laptop acceptance link via email. Please read, sign, and return it at your earliest convenience.

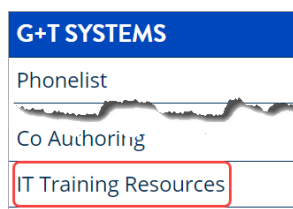
### Always lock your laptop when unattended

This is especially important when working from home.

- to lock your computer, press the **Windows key**  + **L**.
- to unlock your computer, press **Ctrl+Alt+Del** and enter your password.

### IT Training Resources

We have a diverse range of training materials available for your reference. Access them via the **IT Training Resources** quick link on the home page of the Intranet.



### G+T People

Use G+T People to:

- apply for leave and check leave history and balances
- view salary details, pay history and print payslips
- access and update your personnel information and view emergency contact information.

### Opening G+T People



**Information:** Access to G+T People requires multi-factor authentication via Microsoft Authenticator. To install and configure Microsoft Authenticator please refer to the [Microsoft Authenticator and SSPR registration quick guide](#).

- launch your favourite browser to view the G+T Intranet.
- beneath **G+T Self Service** click **G+T People**.
- select **Send Push** to send a push notification to your mobile device.
- acknowledge the push notification via your mobile.



**Information:** For further information, please refer to the [G+T People quick guide](#) found under the User guides > Payroll + leave heading on the IT Training Resources page of the Intranet.

### G+T Academy

G+T Academy is where you will find your learning records, track your progress for your CPD compliance, access on-demand learning and find out about upcoming interactive sessions.

Access [G+T Academy](#) on the G+T Hub, under the Quicklinks heading and **G+T Self Service**.

### Egress Prevent + Defend

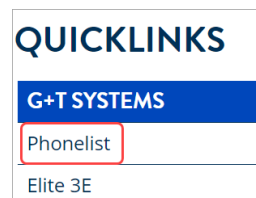
At G+T we use Egress to check inbound emails (**Defend**) and outbound emails (**Prevent**) for threats like phishing, misdirected emails, unauthorised emails and non-compliance.

For full details on Egress, please refer to the [Egress Prevent + Defend quick guide](#) found in the IT Training Resources area of the Intranet.

### Internal phone list

To access the internal phone list via the home page of the intranet:

- click the **Phonelist** quick link to view the full phone list; or



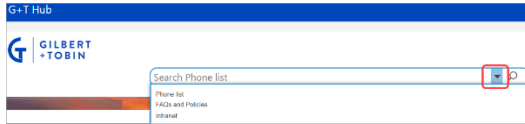
- use the **Quick search** field at the top of the window.





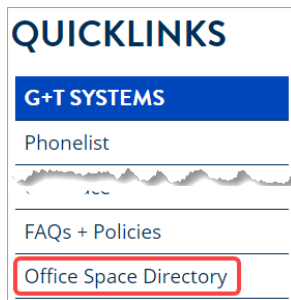
### FAQs and policies

You can access G+T's FAQs and Policies from the **Quick search** field on the intranet. Use the down arrow to select either **FAQs and Policies** or **Intranet** to search on.



### Floor maps

Access floor plans for all offices by selecting **Office Space Directory** under the Quicklinks **G+T Systems** heading.



### G+T Library

The Library provides access to primary and secondary legal resources in both hardcopy and electronic format as well as maintaining a comprehensive collection of links to internet resources (both subscription based and free).

You can access the Library resources by selecting the **Knowledge + Research Tile** on the home page of the Intranet.



### Communication tools

We use MS Teams Calling virtual phone for making phone calls, and Teams chat for messaging.

#### Calls

##### Making a call

- 1 Click on the **Calls** pivot (icon) in the vertical toolbar on the left.
- 2 In the **Dial Pad search bar**, enter a name or number. **There is no need to prefix a number with a zero when calling externally.** Dial the area code then number, eg **02 9123 4567** or **0411 324 678**.
- 3 Click the **Call** bar.

##### Answering a call

Click anywhere on the notification screen (except the red **decline** button).

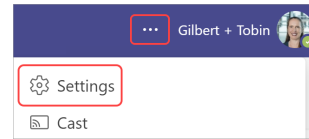
#### Voicemail

Please take a few moments to record a personalised voicemail greeting. It matters! It strengthens your professional image and builds a stronger connection with your clients and others.

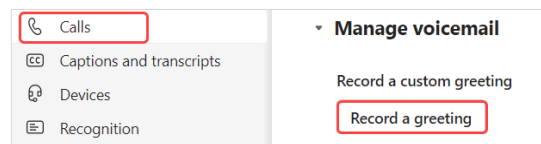
### Record a voicemail greeting

To set up your voicemail greeting:

- 1 Click on the ellipses **More** button at the top right of the Teams window and then **Settings**.



- 2 Select **Calls** from the left hand panel.
- 3 Under **Manage voicemail** heading, click the **Record a greeting** button.



*An incoming ringtone will call several times before the prompts are announced.*

- 4 To play and record your **Personal Greeting**, press **1**.
- 5 Follow the voice recorded prompts to set up your greeting.

#### Examples of standard greetings

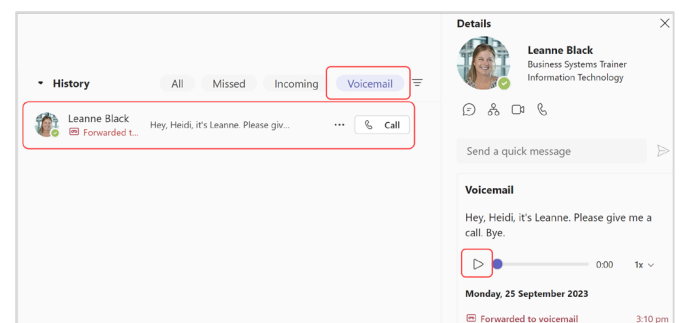
Record your standard personal greeting by using one of the following short messages or similar:

- You have reached [X] of Gilbert + Tobin. I'm unavailable to take your call at the moment. Please leave a message and I will get back to you as soon as possible.
- OR
- Hello/hi you have called [X] of Gilbert + Tobin. I can't take your call at the moment. Please hold to leave a message and I'll get back to you as soon as possible.

### Retrieving your voicemail messages

Voicemail messages left for you can be accessed either:

- in **Outlook** – you will receive an email with the message attached as a sound file as well as a transcription.
- | From               | Subject                 | Received*            |
|--------------------|-------------------------|----------------------|
| +61 414 [redacted] | Voice Mail (13 seconds) | Fri 22/09/2023 11:57 |
| Heidi Henderson    | Voice Mail (12 seconds) | Fri 22/09/2023 11:53 |
- from **Teams** – internal messages will also be visible in your Voicemail call History list and will include a transcript of the message.
- Information:** You can filter your call History to show only Missed calls, Incoming calls, or Voicemail
- select the voicemail message in your list to display the text of the message as well as a playback option if you want to listen to it.





For full details on Voicemail, please refer to the [Voicemail quick guide - Microsoft Teams Calling](#) found in the IT Training Resources area of the Intranet.

### Support teams contact details

For a full list of our support teams, their roles and contact details, please click the **Support Teams Contact Details** quick link on the home page of the Intranet.

G+T SELF SERVICE
Support Teams Contact Details
IT Requests
Document Request Form (WP)

### Useful numbers

The easiest way to make a call in G+T is to search by name. You can use the extension number for a "queue" also as follows:

Internal call queues	DID	Extension
IT Service desk Queue	02 9263 4500	4500
Sydney Reception	02 9263 4373	
Melbourne Reception	03 8656 3499	
Perth Reception	08 9413 8499	
Service HQ Queue	+612 9263 4700	4700
Billing Queue	+612 9263 4750	4750
Services Queue	+612 9263 4400	4400
Document Specialists Queue	+612 9263 4600	4600