

A reminder of how to access information whilst working at home

If you do not need access to shared drive folders, Trust intranet and clinical systems, you can still work remotely. You can check emails, connect with colleagues through messaging, online voice and video calls, and access your Electronic Staff Record (ESR), without logging in to a secure connection and without using Smart Card or Swivel application to the Remote Access Service (also known as RAS or VPN).

The Trust recognises it can be lonely working remotely and is here to help and provide support to give you the tools to keep connected. Since we migrated to NHS mail colleagues can do all of the following using only an internet connection:

- **NHS Mail**

Your Trust laptop connected to your home wifi will allow you to receive emails and view your work calendar via Outlook. You can even do this on your personal computer, tablet or smartphone if you prefer. To access your email and calendar remotely please visit the [NHS Mail login page](#). For more support with NHS Mail's **Outlook Web App** please use the [help search option](#). If you have access to a shared mailbox, you can access that remotely via the NHS Portal – [follow the instructions](#).

- **Microsoft Teams**

Microsoft Teams helps to connect you with colleagues via chat instant messaging, online voice and video calls. You can share screens, presentations and documents, allow colleagues to take control, and collaborate. Learn more about [NHS access to Microsoft Teams](#) and support guidance. Microsoft Teams should already be downloaded to your Trust device for both laptops and desktops. If not, you can also [download the Microsoft Teams app](#) yourself. This link can also be used if you are experiencing issues with your Trust device where Outlook does not have the option to create a new Microsoft Teams meeting. Downloading the application again should help add Microsoft Teams within Outlook. Microsoft Teams can also be accessed online via web browser as well as via downloading a local application, although the online version has fewer options. You can also download Microsoft Teams onto your personal home computer, tablet or smartphone. Whether you are using a Trust or personal device, you will just need to log in and verify using your NHS.net email account. If you use RAS secure connection while using Microsoft Teams and similar tools for online voice and video calls, you are likely to experience issues with poor quality sound and video, 'freezing' or increased interference.

- **Electronic Staff Record – ESR**

[ESR can be accessed](#) remotely without needing a Smart Card or secure RAS connection. You can't use a manager role to perform tasks with your team but you can use your own personal role. This means if you get the chance you can still catch up and complete e-learning remotely as well as update personal details and check your online payslip.

You can select the option for user name and password. On the log-in screen there is a link to follow if you have forgotten your user name or password. This will trigger an email to your NHS.net email account for you to verify and progress with reset. ESR can also be used on both personal and Trust devices.

Remote Access Service (RAS)

If you have **RAS** access and need remote access to shared drive folders or clinical systems (Paris, TPP SystemONE, Summary Care Record for example) or the Trust intranet, please test the connection occasionally so you are confident that you will be able to access if needed urgently. There is a [guide to using the desktop Swivel application](#) to connect securely using RAS.

Don't have **RAS** and need this? You will need a Trust laptop first; these are in high demand and priority is for clinical areas. We are waiting for a new delivery before being able to send more out to staff. If you have a laptop and don't have **RAS**, please speak to your line manager and get them to log a call with IT Service Desk to request access on your behalf.



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