

Working From Home - Technology Toolkit



With the increase in flexibility across in-office, hybrid, and remote work environments, we have put together a toolkit to help you work effectively away from the office. Below you will find a list of resources and links that will help you hit the ground running. Stay tuned for additional remote working content in [AcadaMe](#) and [AcadaMe Connect](#), and on the [PeopleFirst Development Group](#) on Workplace!

GETTING STARTED



Guide to Working Remotely

Required reading for working from home! Use [this guide](#) to ensure you have access to your desktop computer and other resources when working outside the office. Includes instructions for the first time download of the FortiClient VPN software, locating your computer name, and starting a remote desktop session. Using two monitors for your home setup? Use [this one-pager](#) for more information.



Using Microsoft Authenticator

Log in to multiple websites and systems including the PeopleFirst Portal, Egnyte, Salesforce, Marketing Exchange, and so many more all from the Microsoft One Access page.

1. Download the Microsoft Authenticator app from the Google Play or Apple App Store
2. Reference the [Registration and Login Guide](#) to set up the app properly
3. Bookmark the [Microsoft One Access](#) page and confirm you have access to everything you need to perform your job. This should include email, file/folder/document access, and third-party systems.
4. If you find you are missing functionality that you need, please put in a ticket through the [ServiceNow](#) portal requesting remote access to the applications you need.



Preparing Your Phone System for Home Use

There are 3 options for getting your work calls directly when working out of the office.

See the [Mitel User Guide](#) and [Mitel Quick Reference Guide](#) for more detail on the following processes.

Preparing Your Phone System for Home Use (Continued...)

1. The most common way people deal with phone calls today is to leave the work phone in your office as-is, and receive auto generated email that you have a voicemail. If this option works for the way you normally conduct business, then no additional action is required to manage your in-bound calls remotely.
2. The second option is to forward your work phone to another phone line including to a cell phone. View the [Mitel Phone Forwarding Procedures](#) to understand how to set this up. If you have any issues put in a ticket through the [ServiceNow](#) portal.
3. Finally, if you are in a position that makes it essential for you to get calls at your work phone number while working remotely (where getting a voicemail and calling back is not an option) you will need a “soft phone” to successfully receive calls while out of the office. This option is meant for employees that directly take support calls from our clients or are part of a call queue. If you fall into this category and need a soft phone, should the need arise for you to work remotely for an extended period of time, please put in a ticket to [ServiceNow](#) requesting assignment.

Those not using NFP’s Mitel phone system should reach out to their vendor on supporting your system and request forwarding information.

COLLABORATION TOOLS



Accessing Outlook on your Mobile Device

Access your company email from your mobile device. You can access your email from the [Microsoft One Access](#) page. Please see the [Registration and Login Guide](#) for more info on setting up Microsoft Authenticator.



Microsoft Teams

Microsoft Teams is a communication, productivity, and collaboration platform that provides workplace chat, video meetings, file storage and editing, and application integration. . Find more training on MS Teams in [AcadaMe](#) and [AcadaMe Connect](#)! You can also access training within the app – the help button on MS Teams provides links to Microsoft-produced videos and training guides.



Workplace and Workplace Chat Apps

[Workplace](#) is your place to share and create community with your coworkers and NFP family. Stay informed and productive by visiting the News Feed, share industry trends and thought leadership, and stay connected to your coworkers. Access Workplace from your MS My Applications home page and download the Workplace and Workplace Chat mobile apps from the Apple and Google Play stores. See the [WorkPlace User Guide](#) for more info! **NOTE: Not all individuals will have access to Workplace.**



Zoom: Your Tool for Hosting Remote Meetings

Today’s mobile professionals need to be able to work and video conference wherever they are. Zoom allows you to join and host meetings and webinars from any computer or mobile device. Zoom uses a combination of computer microphones, telephone dial-ins, and webcams to provide an interactive and immersive meeting experience. Access the [Zoom Help Center](#) for short training videos on how to use the tool! **NOTE: Not all individuals will have Zoom licenses. If you need access to Zoom, put a ticket in through the [ServiceNow](#) portal.**

Using Egnyte to Send Large Files



Collaborate on files and folders in Egnyte. You can also use Egnyte to share files that would otherwise be too large to fit within an email. Check out [Egnyte University](#) for more information or visit the Egnyte [Getting Started](#) course!

SUPPORT

Technology Services

For technical assistance with email, internet connections, voicemail, network drives, VPN, accessing email on your phone, and all other tech-related questions. Submit an assistance request through the [ServiceNow](#) portal (found on the [MS My Applications](#) home page) or call directly at 212-301-1111. See the [ServiceNow Quick Reference Guide](#) for more information about using this tool.

Talent Development

For training questions, contact the Talent Development team at learning@nfp.com.

Human Resources

For general human resources questions, contact humanresources@nfp.com.

Additional Contacts

Please see [this list](#) for additional support contacts.