

BULLETIN 3.01 – IT

1. **Context.** This bulletin concerns IT hardware and software to support remote working and support procedures following the effective closure of the MSB to all but essential staff.
2. **Support for School computers at home.** Staff who require support for a School desktop or laptop should contact medhelpdesk@st-andrews.ac.uk as usual for advice. Support will be provided remotely where possible. There might be cases where the LT Team are physically unable to help, but these will hopefully be rare.
3. **GDPR.** Staff should assume that they may use personal IT hardware for work purposes without infringing GDPR regulations providing that work does not relate to employment contracts, ethics, FtP or assessment etc.
4. **Peripherals for home working.** Small purchases to enable home working e.g. cables, adapters, mice, keyboards, headsets, may be purchased by individuals. At the end of the homeworking the expense may be claimed back from the school, noting that the peripherals then belong to the school. Most of these devices may be purchased online through sites such as Amazon.
5. **Home broadband.** This is beyond the scope of the LT team however as of 27/03/2020, BT, Virgin Media, Sky and Talk Talk have all advised that none of their home broadband packages will have monthly data caps. Both Sky and Virgin Media have also provided mobile data customers with a one-off extra 10GB of data.
6. **Setting up a second monitor.** Once connected, to set up so that the desktop is spread across the screens press the Windows logo key (⊞) + P and select the extend desktop option. This [website](#) will also help you set it up.
7. **Microsoft Teams.** Staff should install Teams which will be used for collaboration and communication in addition to normal email. Use of Teams for files (typically working documents) is sanctioned for information up to and including that classified as strictly confidential. To minimise confusion staff are advised not to create new Teams or channels unnecessarily. More information on Teams is available [here](#).
8. **Medinternal** continues to be the main repository for documents that are critical to School business.
9. **Out of Office.** Please adjust your footer to indicate that you are working from home and use 'out of office' if you are unavailable due to leave, caring or illness
10. **Virtual meetings.** Teams should be used for virtual meetings/video calls. If a telephone dial-in is required VScene can be used (instructions on [Medhandbook](#)). Some tips for ensuring meetings run smoothly include:
 - Mute your microphone if not speaking.
 - Consider stopping your video in favour of audio if your connection is poor.
 - Use the chat/conversation feature to indicate you wish to speak in larger meetings.