

## IT Tips & Tricks for Working Remotely

### Security Reminders:


As many of us are excited to be among the first cabinet agencies Wisconsin to have nearly 80% of staff working remotely, we know that some want to show their pride by sharing snaps or pictures of their home setup on social media. While there is nothing wrong with showing your pride, we want to remind you to be hyper-vigilant about protecting what's on your screens as we've a lot of private and sensitive information.

The state has seen an uptick in the attempts of "bad actors" to infiltrate and compromise our systems. Email is the primary tool that they use for such attempts, and while DCF has been very fortunate to avoid major impacts thus far, we are asking you to continue to be hypervigilant in only clicking links or opening attachments from sources you know and trust.

### Displays:





Don't have a second monitor? Did you know that you can press the Window button and the Right/Left arrows to equally space 2 applications across your screen? Also, in most cases "flat screen" TVs can be attached to your computer or laptop with the use of a dongle and/or cable. See our [guide on attaching monitors](#).



- **Did you know a TV can be used as an external monitor?:** In volume 1 of our "IT Tips for Working Remotely" series, we shared a [guide on attaching monitors](#) to your computer. Many of you have been able to do this without any issues and some have even shared pictures with us of how they've used the guide to attach a TV as an external monitor (kudos for thinking outside of the box).
- **Adjusting Screen Resolution/Extending Displays:** Our Service Desk has noted that once connected some have had questions about text being larger or smaller than you'd like (screen resolution) or that it "Mirroring" your existing monitor, but you'd rather "Extend" it to have more applications visible at once. You're certainly welcome to call us and ask questions but for those that are shy or just want visual reference, we have created a handy guide called [How to Adjust Settings for Multiple Monitors](#).
- **Moving Between Applications:** Did you know that you can press the Windows button and Tab to see a task view of all your open applications? From there you can quickly select one.  +



### Other Fun Tricks:

-  +  Now that we're all typing more, why not speed things up with emojis? This trick will open an emoji selector so you can more easily show people how excited you are to work from home as well as any number of other expressions...
-  +  Here you can enable Clipboard history, and easily recall/paste anything you recently copied.

### Printing:

We've extended the queue length for DCF printers to 7 business days. Did you know you can have a printer delegate? This is someone that, upon swiping their smart card at a DCF printer, would be able to print the documents you sent to the printer too. Setting up a Printer Delegate is as easy as emailing the [DCF Service Desk](#). Staff should check with the managers to identify their team's procedure for handling documents that need to be printed and their retrieval.

### Faxing:

Albeit a 1970s technology ([wiki article](#)), we understand that it remains vital to some processes within DCF. As such, we wanted to remind staff that you can send a PDF document via email to a fax machine or have your fax numbers changed such that incoming faxes will go to a shared email box. Please our see [RightFax \(E-Fax\)](#) service on DCFWeb for more information.

### Teleconference:

Knowing that meetings must go on, we've added a plethora of additional conference bridges. Both new and old can be booked in Outlook under names that begin with "DCF TEL CONF". Upon booking, you will receive a confirmation email with the applicable phone number, host code, and attendee code if one is set.

### Phones:

**Soft Phones:** For those with a desire to make calls, we've deployed Jabber (a software-based phone) that will essentially bring your desk line(s) to your VDI for inbound/outbound calls as well as the ability to check voicemail and forward calls. Instructions on [installation](#) and a [user guide](#) can be found on <https://dcf.wisconsin.gov/employees>.

**Voicemail:** For those that want only to check their voicemail, you can also use the [Voicemail](#) link within Internet Explorer Favorites under "DCF Links".

**Call Forwarding:** If you just want your desk phone forwarded, feel free to email the [DCF Service Desk](#) and provide the full 10-digit number you'd like us to set for you.


### Virtual Meetings and Collaboration:


For those of you that were here, it's been a couple of years since the very exciting Windows 10 training where we talked at length about Skype 4 Business (Skype), so we thought we would share a few of our favorite tips that everyone can use. Skype isn't just an instant messaging tool, it remains one of the most

powerful tools in our arsenal for real-time sharing, collaboration, and remote meetings. Our full guide is available [here](#), and whether ad-hoc collaboration or a scheduled meeting the following tips are bound help you interact with co-workers and partners.

**Schedule a meeting (internal or with partners):** Simply click the “New Skype Meeting” button in Outlook. You’ll also want a conference bridge, we covered that under **Teleconference** in the last edition.



**Inviting Others to an Ad-hoc collaboration:** If you’re already collaborating with someone in Skype and want to bring more people into the fold, click the “Invite”  button in the upper right corner of your window to add one or many more.

**Screen/Window Sharing:** Click on the “Sharing”  button within Skype to share your whole desktop, a single screen, or even a single window.

**Whiteboard/Polling/Q&A:** Select the “More” option from the “Sharing” button (above) and you’ll get 3 more great options.



Some of you have indicated that you’ve been invited to attend meetings with other partners leveraging their virtual meeting/collaboration. While DCF is not currently licensed to host on any platform other than Skype for Business (S4B), we would like to ensure that you can attend when invited to services like Zoom, WebEx, Adobe Connect, and GoToMeeting. This link will provide instructions on [how to install approved virtual meeting software](#). If you’re looking to host a meeting and have questions about how to use S4B, don’t forget about our [Quick Reference Guide for Skype for Business](#).

**Coping Without a Printer (AKA - Editing and Signing Documents):** Did you know that Acrobat Reader DC is installed by default on DCF VDIs? It includes great features for commenting/highlighting/drawing/signing, and it can even be used for filling in forms (yes, even many non-fillable varieties). We’ve a [guide for signing documents](#) (via mouse, touchscreen, etc.), as well as a [quick reference for comment and markup](#) features. In short, the “Comment” and “Fill & Sign” buttons on the right side of an open document are all you need to unleash these great features. As a free application, you can even leverage it in your personal life via computer, smartphone, or tablet during this time of social distancing.

**Pro Tip:** You can even “Save As” a document in MS Word to make it a PDF file, and then open in Acrobat Reader if you’d like to sign or use other markup features.

*Note: When signing documents, it is important to understand if the recipient has any restrictions on receiving an electronically signed document. In many cases they see it as similar to receiving a scan of a paper document that you signed.*



**Bonus for Supervisors:**

If you're interested in seeing that your staff have signed in for the day (including if in the Office/Remote), we've added a link to Internet Explorer (IE) Favorites under "DCF Links" called "[Daily Staff Login Report](#)". You can click "Expand All" or drill down manually by clicking the + beside a name. If you click on an individual's name you can see up to 7 days of their FIRST login for each respective day.

**Service Desk Reminders:**

While we love to be able to help you, leaving us a voicemail and emailing about the same issue results in duplicative tickets being generated in our issue tracking system and reduces our overall productivity. If you would like to call and email us, please email first (make sure to include your preferred contact number), then reference the existing ticket when speaking with our friendly staff.