

Briefing for essential workers collecting and setting up your new laptop



OFFICIAL

Over the coming days we need to play our part by reducing as far as possible the number of people we have traveling to work, but we also need to keep delivering for the city.

You have been identified by your manager as someone who has essential tasks to deliver but can't currently fully work from home. We are now able to help you to work from home with a council laptop including remote access to email and other desk top applications.

To maintain the guidance from the government on social distancing measures, we are asking staff to come into 40 John Street at pre-arranged times and following the government's guidance on social distancing.

You will be contacted by phone to arrange a suitable time to come in. Please wait to be contacted before you come into the office. If you can't make your pre-arranged time then you should rearrange this, don't come into the office without an appointment.

CGI staff will be on site to give you a laptop and any other items you need to get started.

Remember, keep following the government guidance when you leave your home, you need to practise social distancing and keep at least two metres away from other people to protect yourself from catching coronavirus. If you can, avoid using public transport. At the moment you won't be charged for parking in a designated parking bay in the city.

Collecting your laptop - actions

You need to turn up at the exact time of your appointment at 40 John Street reception and don't bring anyone with you. You have to collect the laptop in person, you can't send another member of staff.

A CGI contact will be waiting in reception to direct you to one of the collection points. Once you arrive at your collection point please wait outside until you are requested to enter the room.

Setting up your laptop – actions

CGI staff will direct you to a specific desk and your new laptop will be on the desk. First of all use the wipes available to sanitise the laptop, when you have finished please place your wipes in the bin provided.

Create a Bitlocker pin: your new laptop will be plugged in and connected to the network via a network cable. You will be asked to turn the laptop on and set-up a Bitlocker pin code (a unique password you'll use every time you access the laptop).

Log-in to your laptop: you will need to know your log-in ID and password to test the remote connection to your normal desktop computer.

Remote access to your desktop: CGI will talk you through a six step process and you can also follow this guide below at home.

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If you experience any difficulties whilst logging into your laptop or connecting to the remote desktop, CGI staff will assist you, following social distancing guidelines.

Once you are up and running you can take the laptop away and leave the building via an emergency exit.

Working from home safely and securely

Before you use your laptop you need to read the council's guidance about how to work from home safely and securely.

[Staff information and security guidelines](#)

[Top ten cyber security tips for homeworking](#)

[Using display screen equipment at home](#)

[Supporting your mental wellbeing while working at home](#)

Contact CGI for technical support

Once you get home, if you have any issues with the laptop or connectivity, please contact the CGI Deployment Managers who will share their number with you. Your call will then be triaged accordingly.

Technical support guides

These guides are on the website at www.glasgow.gov.uk/staffupdates working from home section:

- Guide to using wifi at home
- Guide to updating the Bitlocker pin
- Guide to set up remote desktop access – six steps.

All staff updates

You'll find these guides and all information for staff at this time on the staff updates page on the website www.glasgow.gov.uk/staffupdates