Staff Phone Guidance

The introduction of mobile phones to the Service will allow communication between staff and line management, send and receive emails, use resourcelink for submitting leave requests/overtime claims as well as carrying out vital e-learning and video training.

This booklet provides information and guidance regarding your work phone and apps.

Please use this when you have queries regarding your phone or when you encounter any problems before contacting your line manager as these answer most common problems.

Your devices will come with a charger cable and plug, in the event of you needing a replacement of either please speak to your line manager.

Please remember these mobiles are for work related tasks only and as such related policies and behaviours must be kept to.

Cyngor **Sir Gâr**
Carmarthenshire
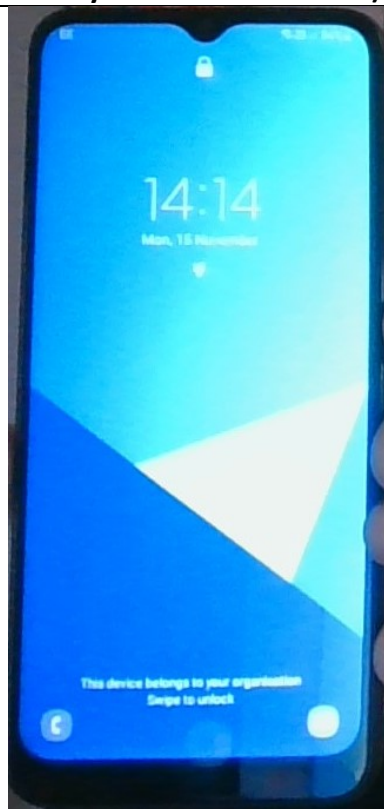County Council

Phone Overview

Name:

Your Phone Number is:

Your phone IMEI number is:

Your Email address is:

Pin: You have to have a PIN set up for securing the phone, you will have set a PIN during initial device set up and you must remember this.

Below are screens that you will see when the device is locked and unlocked.

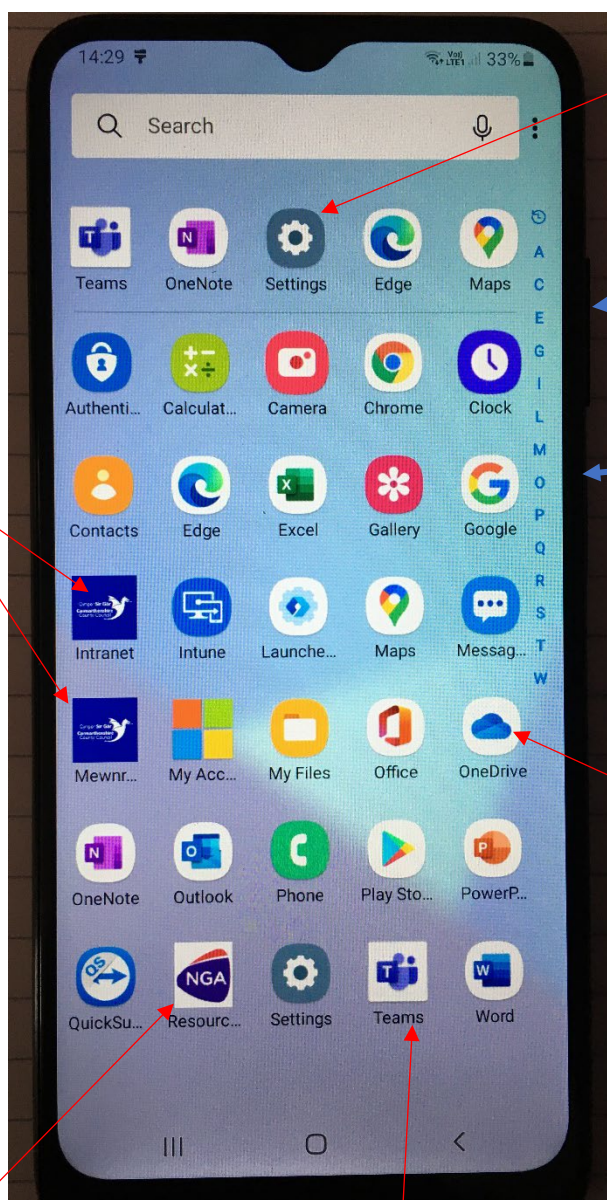| This screen is currently locked (note the padlock icon above the time). To start unlock process swipe up from the centre of the screen and you will be prompted to enter your PIN and click OK).	Once PIN has been correctly entered the screen will now be unlocked as shown below.
	  • **To access all your phone's Apps, including Settings, swipe up from the centre of the screen**

Below is a screenshot of the typical layout of our staff's work phones.

Your Homepage will be set up automatically, with the key apps you will be using.

Settings: **To edit any particular setting such as battery, WIFI set up, check data usage, etc.**

+/- buttons: **To increase / decrease volume and brightness.**

Power Button: **To Switch your Phone on and off, hold down the button.**

Intranet/Intranet Welsh v: **Look up CCC policies, latest news and useful information.**

Outlook (Work Email):

Through this you will be able to communicate with the Service such as your supervisor and colleagues. We also send out important Newsletter and updates via email.

Resourcelink:

This app is where you can view payslips, enter leave requests (if applicable to contract) and enter timesheets for additional hours worked.

Teams:

This app is where you can make audio or video phone calls (useful if you need to show your area manager something), send messages to colleagues or area manager and open documents.

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QUICK FIXES

Resource Link:

To contact the Resource Link Team, call 01267 246193

You can now view the Council's intranet on any device…including your work phones. Use the link below and select **MyView** or select the Resourcelink icon on your work phone.

http://ourpeople.carmarthenshire.gov.wales

Network / Sim Issues

If you are experiencing any signal issues such as being unable to make a call, or having no data please turn your phone off and take out your Sim Card, re-enter it and switch your phone back on.

Email Password

If you require your email password, you will need to call **I.T** on **01267 246789**. Once you have got through to someone on the I.T Helpdesk, please state that you work within the cleaning service and that you need your password. If they do not have your password, please ask for a non-expiry one to be created.

Mobile System Updates

Please make sure your phone is as up to date as possible, if you see the below notification, please follow the steps to download and install it during your Downtime. Please also ensure you connect to the Wi-Fi to avoid mobile data usage.

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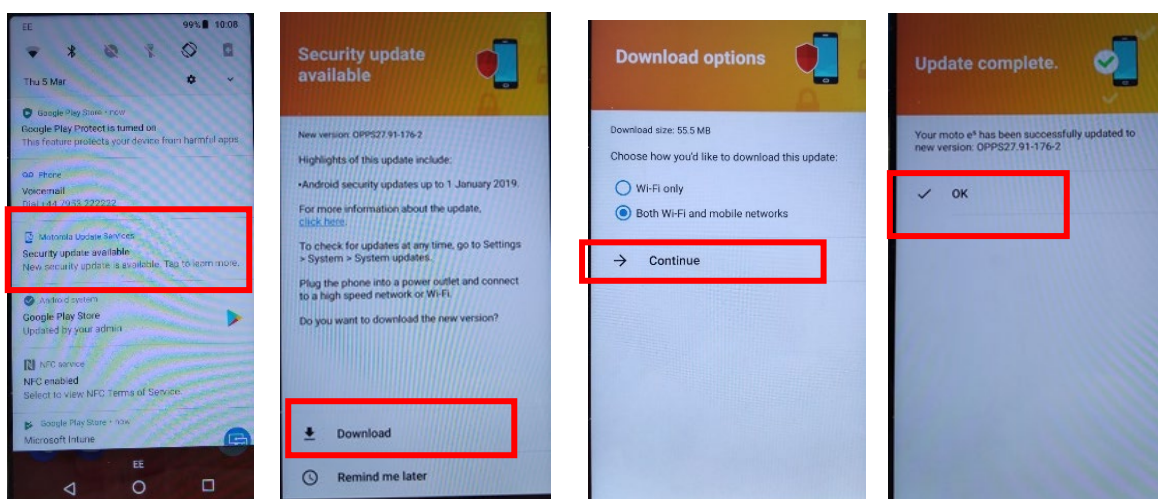
Wi-Fi Guide

Your Mobile Device has a limited Data amount, to ensure you have enough Data whilst undertaking e-learning/training **please connect to Wi-Fi whilst using your Work Phone at home or at your place of work.**

To minimise the amount of mobile data used up please connect to the Wi-Fi when carrying out E-Learning and virtual calls or training via Microsoft teams/zoom.

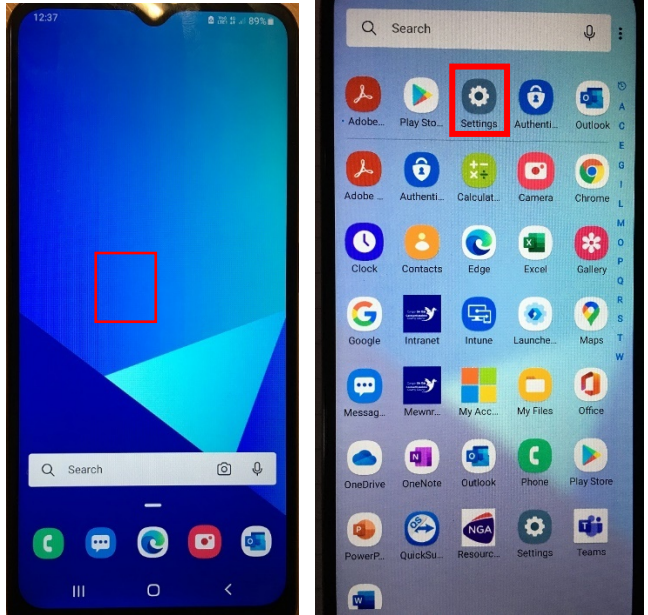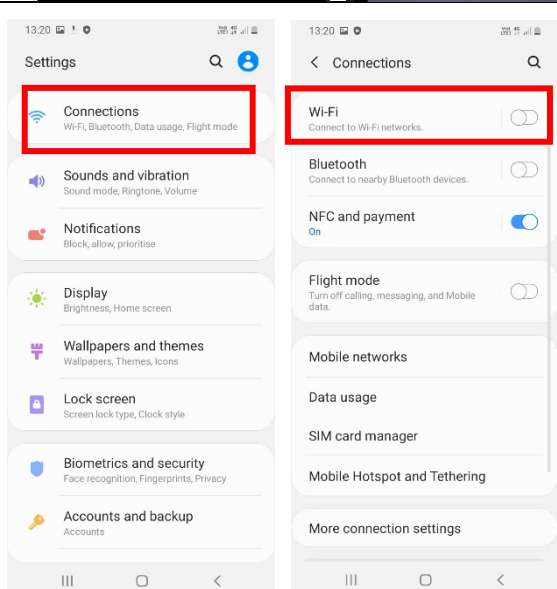Please see the below instructions if you are unsure on how to connect your phone to Wi-Fi.

If you are still unable to connect to the Wi-Fi after trying the above, please try connecting in a different room, where the Wi-Fi connection may be better.

If you are completing any online training at home, please remember to connect to your home Wi-Fi to minimise the use of Data, providing this is available to you.
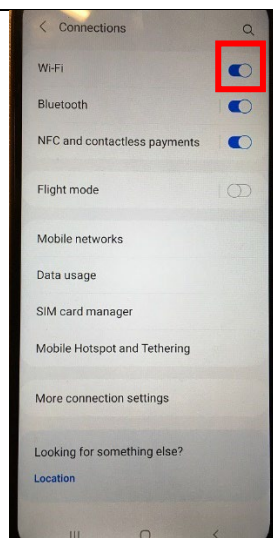
To know how much mobile data you have used (and to set a limit) there is guidance in the next section on this.

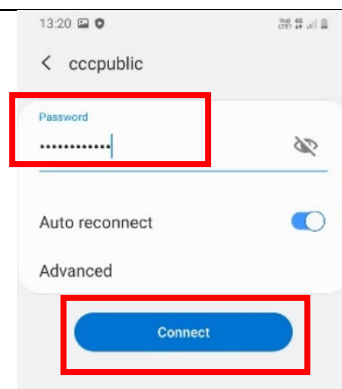## Step by step process using the Samsung Handset

Please follow the steps on the next page on connecting to a WIFI signal:

| Step	Image Guide
1. From your Home Screen, swipe up to access all your Apps and select **"Settings"**	
2. In Settings, select **"Connections"**, and then select **"WI-FI".** This will switch on WI-FI so that your phone looks for any available WI-FI signals.	

3. Swipe the icon onto "On" and the switch will show as blue to indicate on.	
4. Select the Wi-Fi you would like to join and **enter the password** (this will be on the back of you Wi-Fi box), and then press "**Connect"**	
5. You are now Connected. This icon in the box will show you are connected.	

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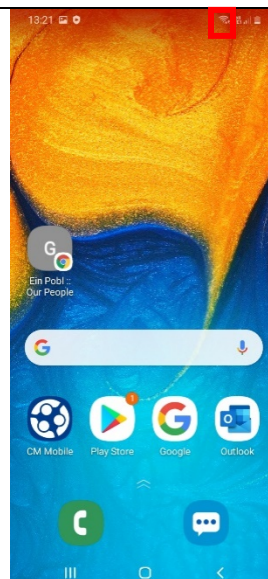
Limiting Your Mobile Data Usage (to avoid mobile data over-usage)

In order to avoid additional charges for exceeding your mobile data usage (which is 2GB), you can either;
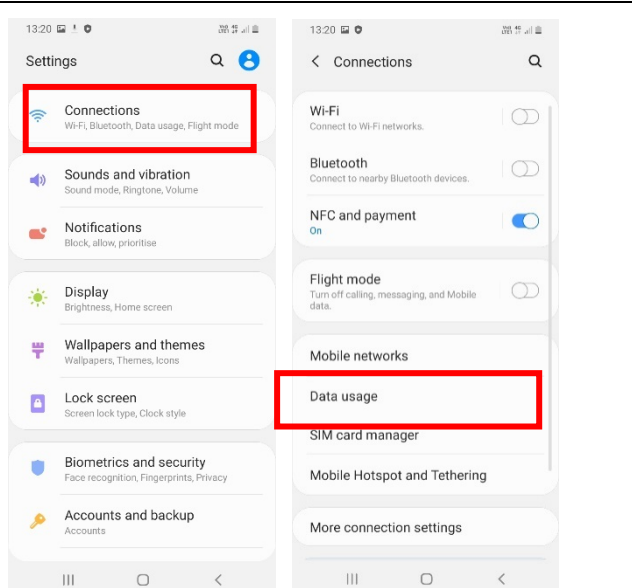
1. Switch off mobile data and use your workplace/home WIFI for using the apps or browsing the internet. Turning on mobile data if the workplace/home WIFI is not providing network access and turning off when finished using the device.
2. Set a limit so that no further mobile data is used when you reach that limit. This may have been done on set up so refrain from changing this.

Switching off mobile data

This can be done quickly via the "quick icons" menu when you drag the screen down from the top of the screen (drag two times to expose the full menu as shown below). In this menu you can turn off mobile data just by pressing the "Mobile data" button, which changes from blue to shaded (on to off).
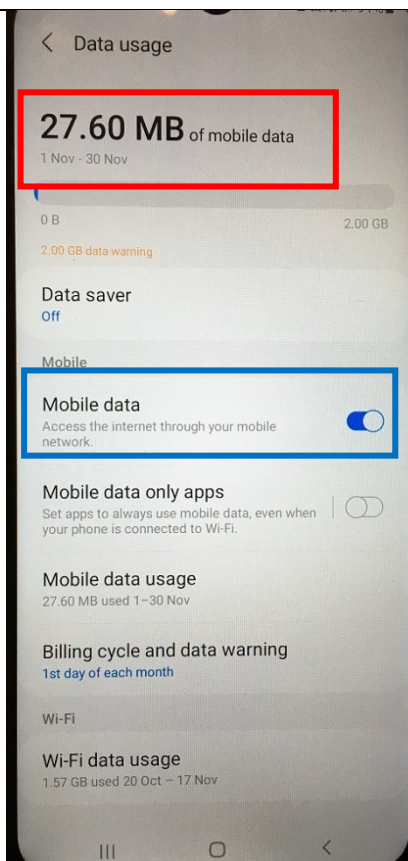

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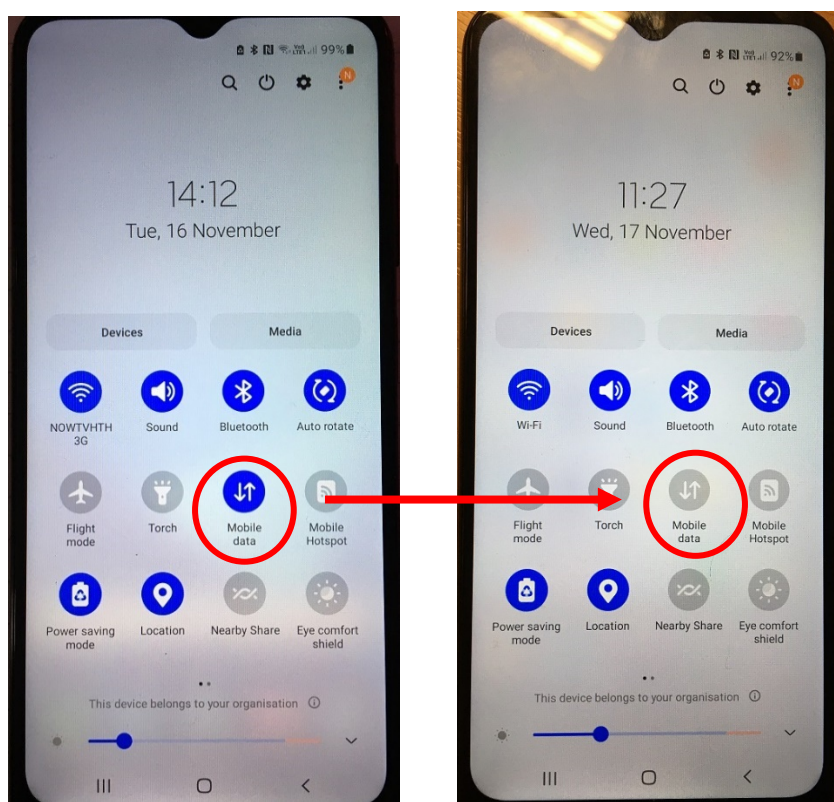
Or you can view the mobile data usage (and set a limit) by going into Settings.

Step	Image Guide
1. From your Home Screen, swipe up to access all your Apps and select **"Settings"**	
2. In Settings, select **"Connections"**, and then **"Data usage".**	

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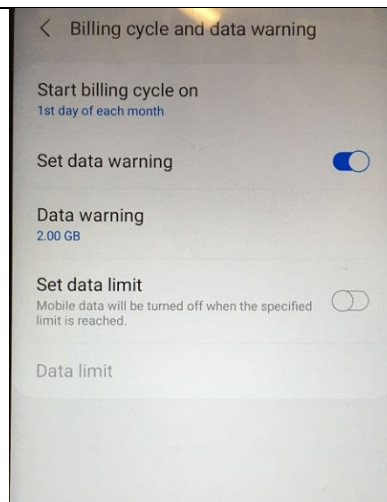|	
The next screen will show you how much mobile data you have used in the current period (default period is 1st to last day of current month). 3. You will also be able to turn off mobile data by swiping the mobile data switch from right to left (blue square). 4. Select Data saver and proceed to step 6. 5. Select Billing cycle and data warning and proceed to step 7.	
6. Selecting Data saver will help reduce mobile data, this should be set to on by swiping the switch icon left to right (red). Then return to previous page by pressing the backward arrow (blue).	

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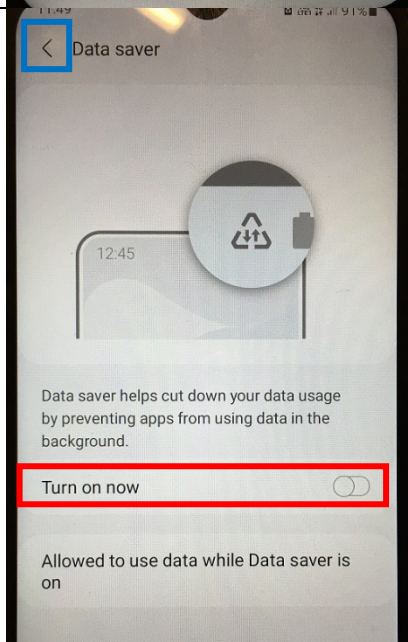
|	
7. Billing cycle and data warning screen where you can change the date period to reflect your billing period. You can also set a data warning (to warn you that you are approaching your contract mobile data limit) and a data limit to ensure no further mobile data is used once you reach the limit. The screen on the left shows the default settings, you can change these by selecting the area or turning on/off.	
8. For the data warning, if off, swipe the switch to "on" (blue square). Then to change the warning size, press the data warning (red square) to pop up the menu and keypad, you can now change to a size of your choice (e.g. 1.5GB). Then press "Set" and the warning has now been changed.	
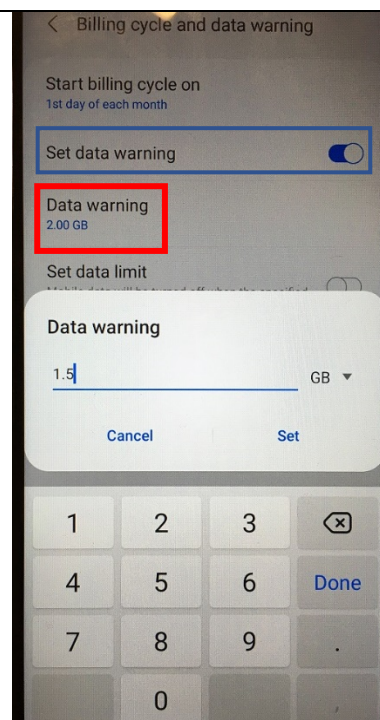
9. For the data limit, if off, swipe the switch to "on" (blue square). Then to change the Data limit size, press the data limit (red square) to pop up the menu and keypad, you can now change to a size of your choice (e.g. 2GB).
Then press "Set" and the limit has now been changed.
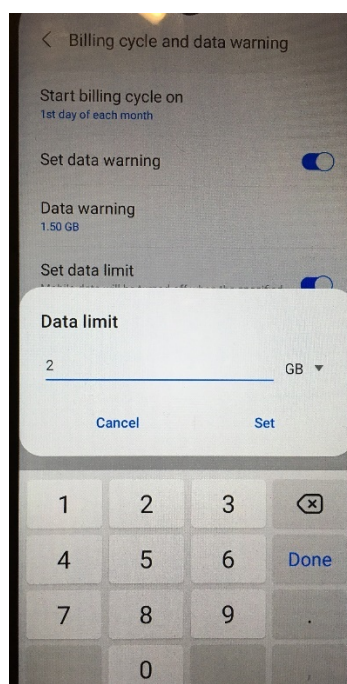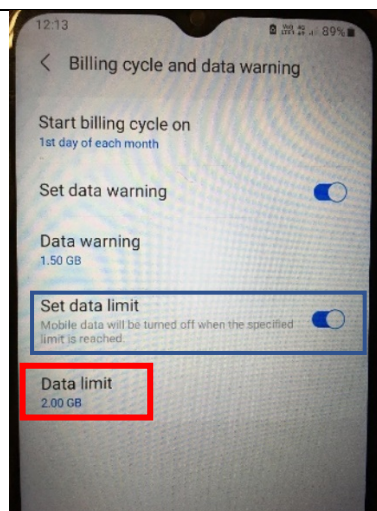
Installing a new App

Steps

1. Swipe up and go onto your full App menu.
2. Select PlayStore.
3. Once in Playstore, scroll down and select the App.
4. Select Install.
5. It will take a few moments to download onto your phone. Once installed, you will find it on the full App Menu on your Phone.
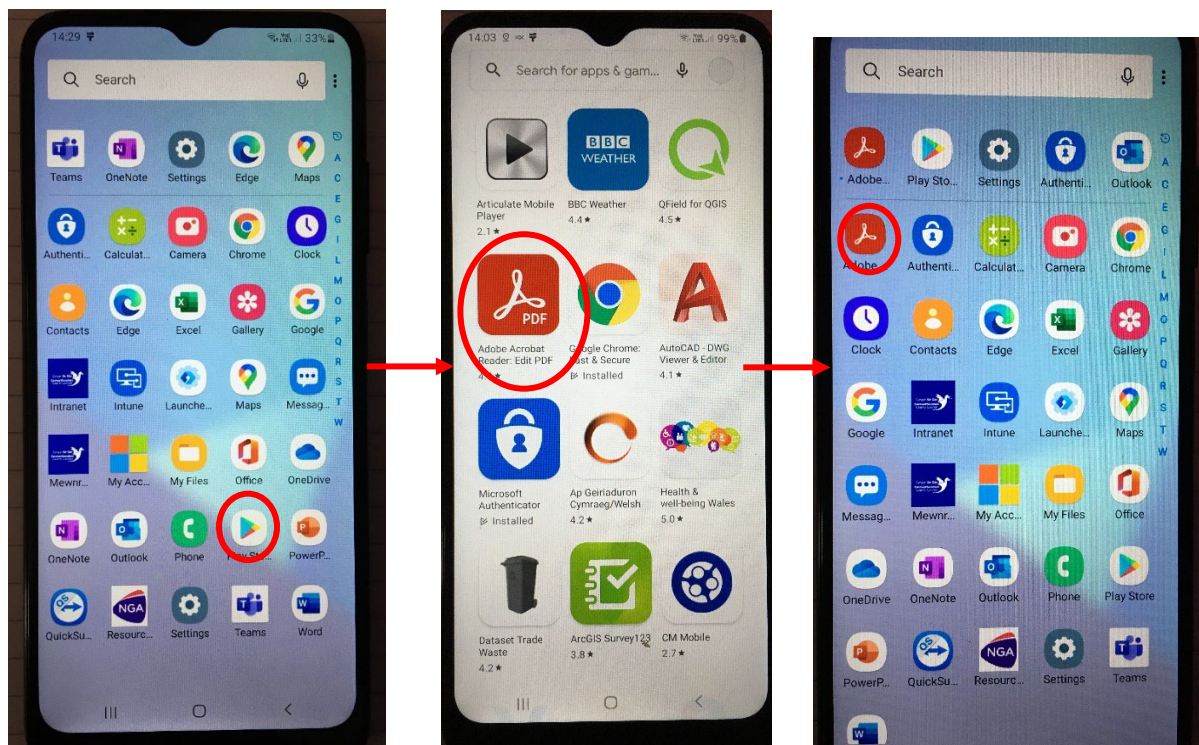
Phone Battery Saver Guidance

It is important that your phone has enough battery life to see you through your shift. To help ensure this we have put together this hints and tips guide.

Please remember to check your work phone battery before your shift starts and put it on charge when required.

Power Saving Mode

To switch on this mode, see the below images:

1. Pull down from the top of your phone screen to reveal the quick icons and click on the icon "Power Saving Mode".
2. Once selected, the icon will turn blue and you should notice the screen dims a little.
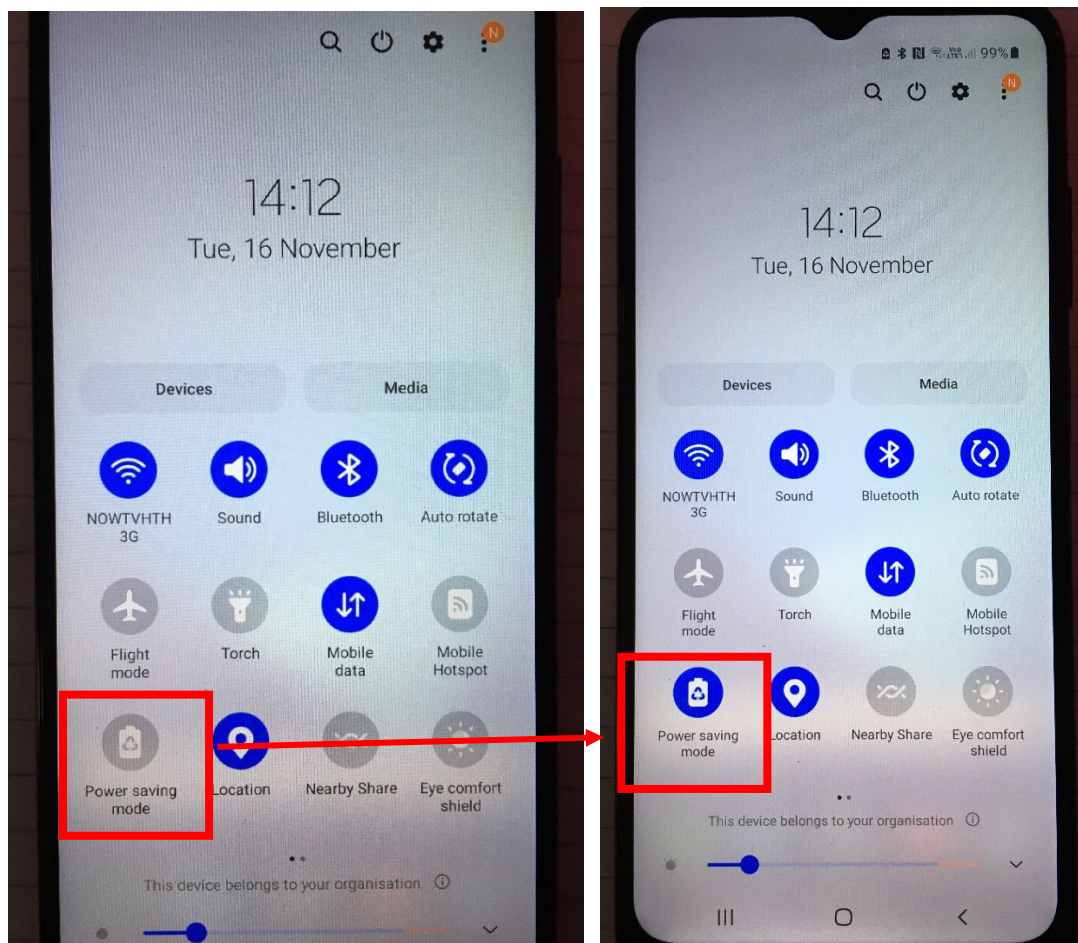
Hints and Tips

Other ways to save your battery include:

1. Turning your Bluetooth off (if on and not required). Refer to previous page and when quick icons are shown, deselect the Bluetooth icon so it goes from highlighted to shaded.
2. Close all windows when not needed. Press the three horizontal line icon which appears bottom left of the screen (circle icon in image below). Then click "Close all" (square icon in image below).
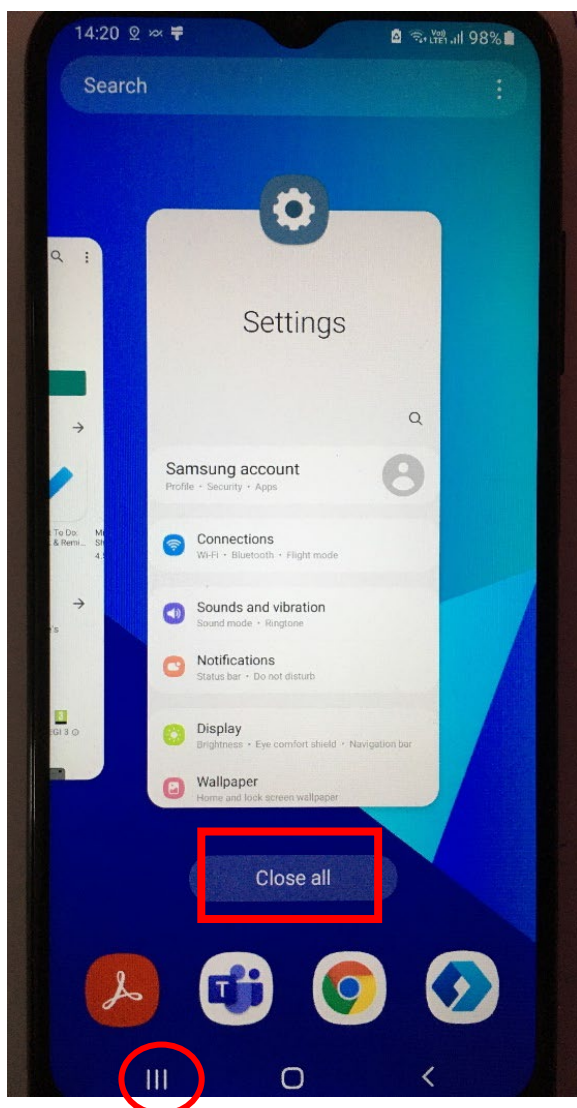
INTRANET / RESOURCE ACCESS

You can now view the Council's intranet on any device…including your own personal laptops, computer, tablets and work phones.

- Making it easier to keep you informed about what's going on in your workplace at any time.
- http://ourpeople.carmarthenshire.gov.wales

Should you have any issues accessing the intranet, please contact your area manager.

Add Link to Homepage:

To add a link to the homepage of your chosen device…

1. Click on the right top corner (the 3 dots),
2. Select "Add to Home Screen",
3. Next you will have the option to rename the app if you'd like,
4. Select "Add Automatically",
5. An attachment to the link will now be on your phone (swipe left as this may appear on a different page, to where your current apps are) – It will look like the image in this box.

You will now be able to go directly to the Our People Page via this link.

From this link you can also access your Resource Link which is titled "My View"

The link will appear like this on your phone. You may have to swipe to the left page from your homepage to find where it has been places.
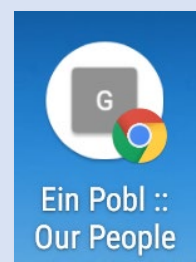
ResourceLink Guidance

Using the OurPeople link located on the homepage of your mobile phones you will be able to access your **ResourceLink**, the staff intranet as well as the public CCC website.

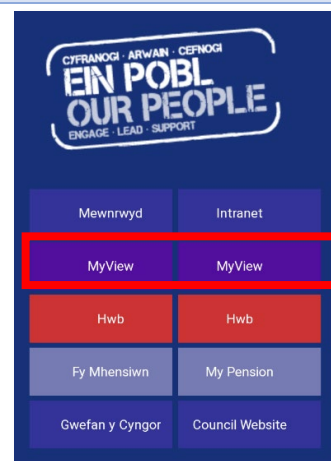ResourceLink will all you to:

- Access your **Payslips**, request
- Track your **Annual Leave/Sickness**,
- Update your **Personal Details**
- Submit annual leave and unpaid leave requests
- Submit additional work/overtime claims (appendix A page 38)
- Upload and access important documents relating to you.

How to Log On	
1. **Click on the OurPeople Link on your homepage**	
2. **Select "My View"**	

3. **Enter your Log In details**
   - **Username = your employee number**
   - **Password**

Once you have entered the above, press "Log In", you will be asked to enter the answer to your selected security question.
   - **Security Question**

If you are having trouble logging in or have forgotten your password, click on the "forgotten your password" link.

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Welcome.

Please enter your login details:

your username

your password

Log in

Forgotten your password?

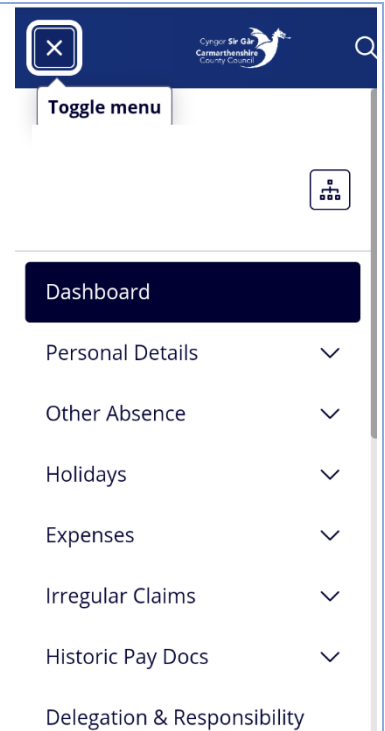## Basic Overview

Dashboard:
This is the homepage of you ResourceLink, here you will be able to see essentials such as:
   - **your Payslips,**
   - **Annual Leave**
   - **and if applicable your Authorisations (Line Managers function only)**

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Welcome ELERI

Holiday

Authorisation

Pay Documents

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Menu:
Click on the 3 lines in the top left corner, here you will be able to access your:

- **Personal Details**
- **Other Absence (Sickness etc.)**
- **Holidays (Booking and Reviewing your Annual Leave)**
- **Expenses (submitting travel claims etc.)**
- **My Forms (e.g. Declarations of gifts / interests etc.)**
- **Training History**

Toggle menu

Dashboard

Personal Details ⌄

Other Absence ⌄

Holidays ⌄

Expenses ⌄

Irregular Claims ⌄

Historic Pay Docs ⌄

Delegation & Responsibility

Logging Out:
To log out (or change the language to Welsh) click on the three dots in the top right corner.

Account

View My Details
Security Settings
About MyView
⊕ Change to Welsh (CYM)
⏻ Sign Out
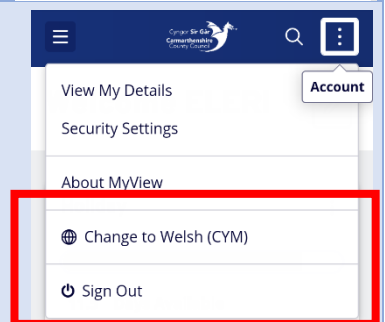
Top Tip: Make sure your Chrome App is up-to-date, to check this open your PlayStore, select the Chrome App, if an update is due, it will either say "update" or "download", click these.

Extra Help: If you come across any problems that you are unable to solve yourself, contact the ResourceLink Team on:

- resourcelink@carmarthenshire.gov.uk
- **OR** call **01267 246193**

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Outlook Guidance

When you receive your work mobile phone, you will already be logged into your outlook account. The outlook app allows you access your work email account, improving communication and access to information and updates.

The below provides a brief overview of what the app will look like, along with some quick fixes and information.

The Basics:

- The App will be on the homepage of your mobile, click on it and you will go straight into your main (focused) inbox.

Click here to access other folders such as your Sent Items, Deleted etc. as well as Help & Feedback and Privacy Settings

Your emails are defaulted to appear in date order. They will display the sender, date received and the subject header. Click on the individual email to open.

Search your inbox (and emails you have sent) here, entering either a name, date or key word to filter it down
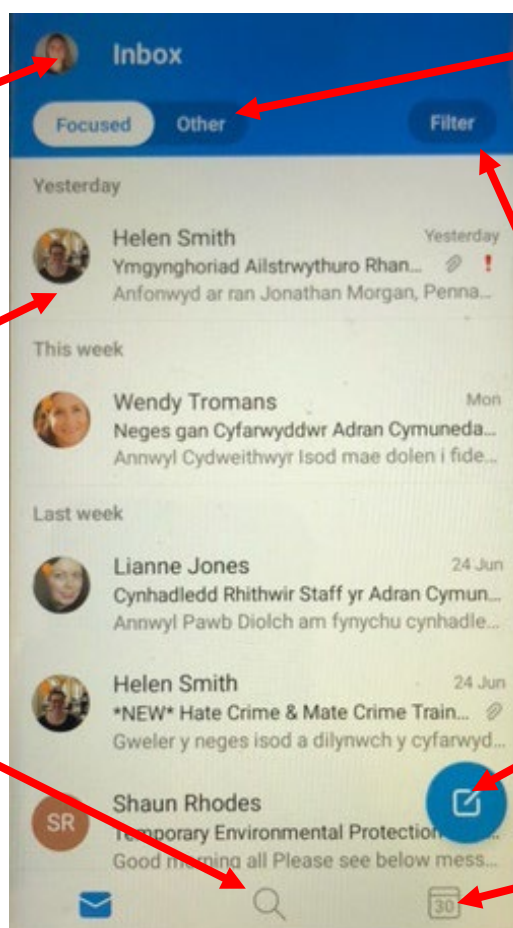
Click on the "Other" inbox to access emails that might be considered Junk/Spam.

Top Tip- sometimes emails are filtered to the "Other" inbox by accident, if you can't find an important email, check here.
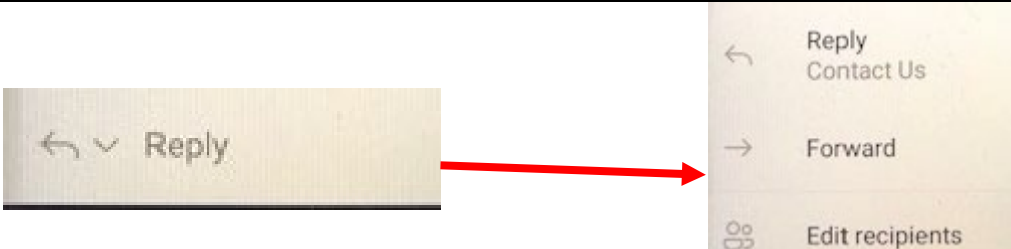
Filter: this will allow you to add filters to your inbox to make it easier to find a specific email.

To write an email click here

To access your work calendar, click here

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A Closer Look:

Writing an Email:

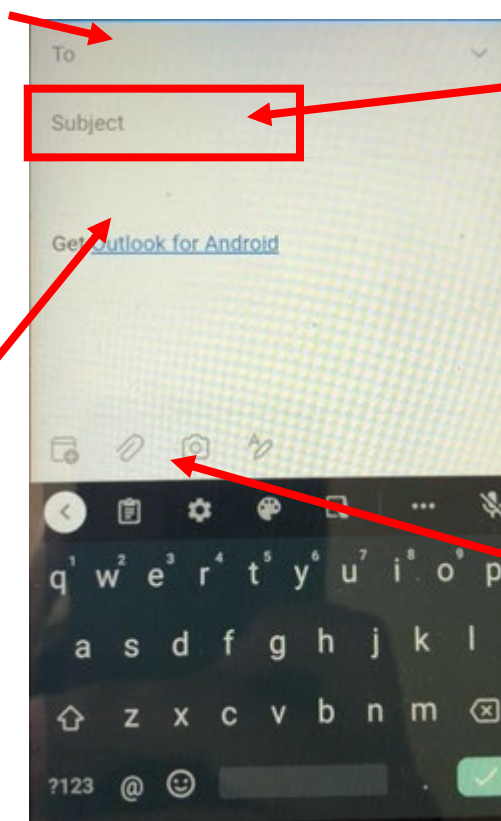| To write a new email, click on the blue icon	Reply to an email you have received, open the email, at the bottom select reply to reply to the sender or forward the email on to someone else.
	*If more than one person is copied into the email, you will have the option to "Reply to All", please make sure you only reply to the people that are needed.

The following will appear:

Enter the name of the person you would like to email (the directory system will filter potential names for you)

If you are replying directly to an email, the name will be entered for you.

Enter a brief description of the email here e.g. Training or Annual Leave Request.

If you are replying to an email, this will automatically be filled.

Enter you email here.

Top Tip- remember to sign off with your name, job role and a contact number/email if applicable.

Searching:

You can also add attachments: e.g. documents, pictures etc. if needed.

Top Tip- make sure the attachment is the right size, otherwise it may take longer for the email to be sent.

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The Search tab will allow you to search for a specific email, your calendar event, a contact and recent files. Simply enter key words into the search bar or see the recommendations which will show your most recent work.
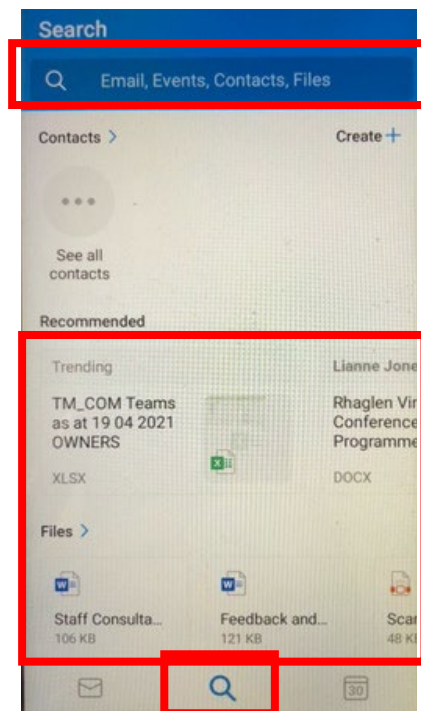

Calendar:

To view your calendar, click on the bottom right tab. Here you will see a breakdown of your day, as well as being able to look forward into the week and add in blocks such as meetings, focus times etc.

Date Range

Your Schedule

Add an event

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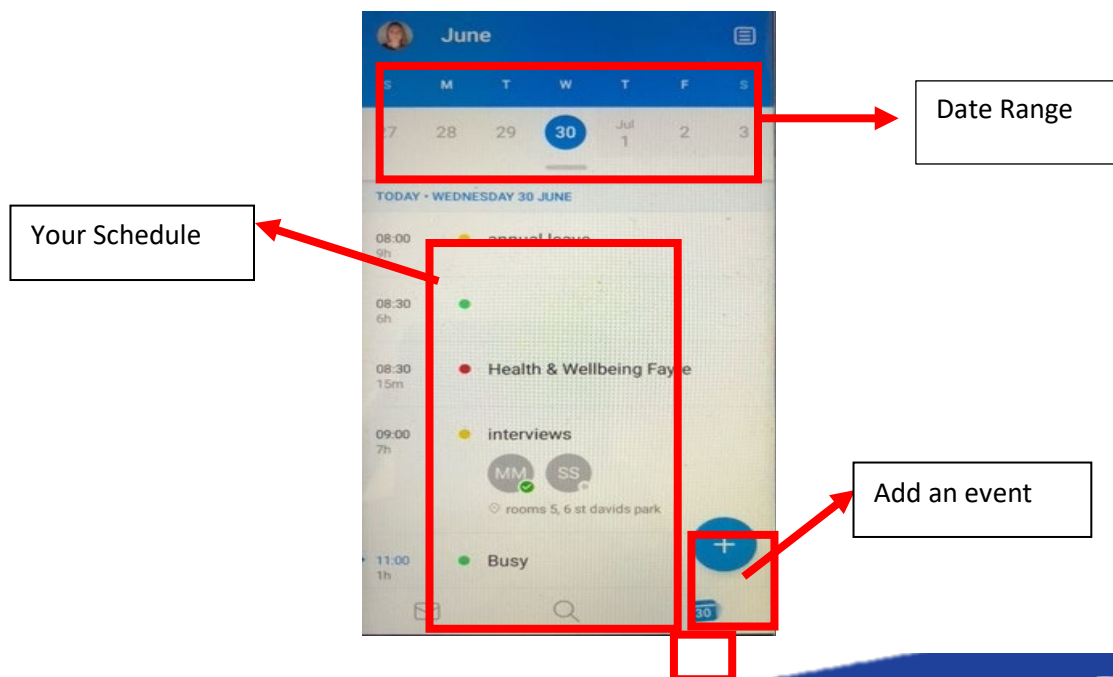
Additional Information:

To access more information such as you Sent emails, Help & Feedback or the edit your Outlook Settings, select your icon or picture, the below screen will appear.

Emails you have Sent

Or

Recently Deleted

Help & Feedback
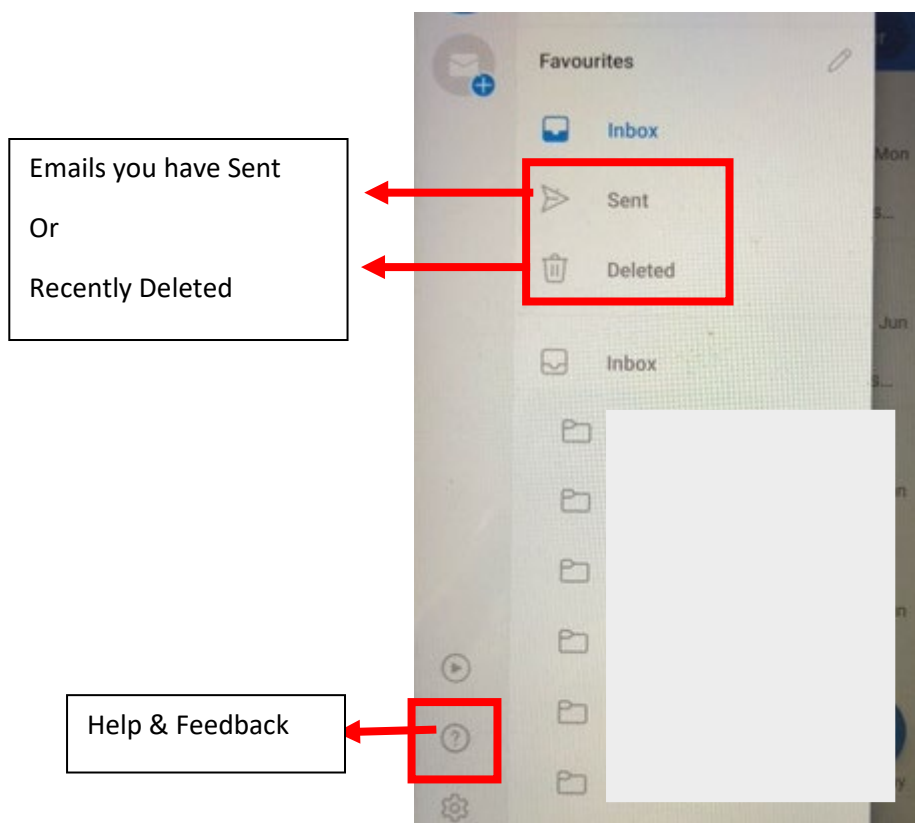
Fixing Problems and Top Tips:
Before escalating the issue to your area manager try the below solutions first.

Accessing your Emails:
On occasions your phone will log you out of your Outlook app. To log back in simply enter your email password.

- If you have forgotten your password, ring I.T Helpdesk on **01267 247789**, you will need to provide the following: your name, that you are a member of the Residential Care Service, and request a non-expiry password reset.

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Problems receiving or sending emails:

- Make sure you have good signal and Data (preferably 3G or 4G) or are connect to Wi-Fi.
    - Check out the Wi-Fi Guidance for more details.
- Clear your Cache Data (see instructions below)

Instruction	Photo
1.Swipe up from the **Home Screen**	
2.Scroll down to "**Settings**"	

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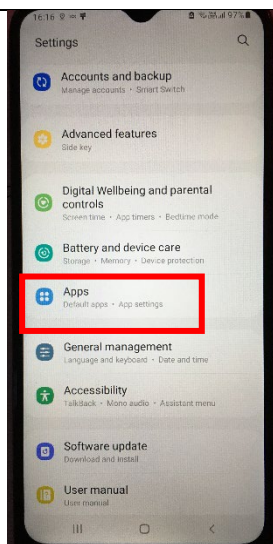
3.Select "**Apps**"	
4.Select "Outlook"	
5. Select "**Storage**"	
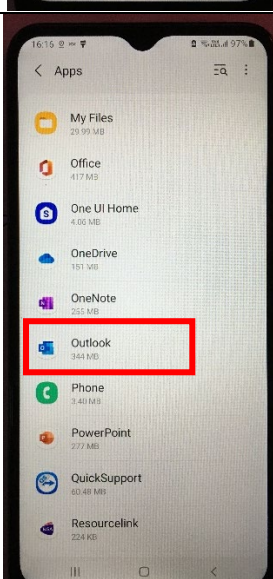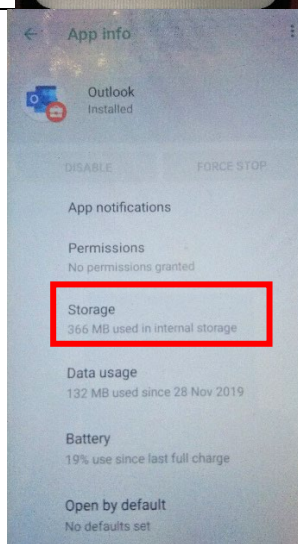
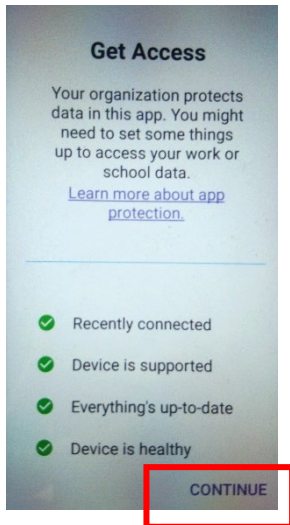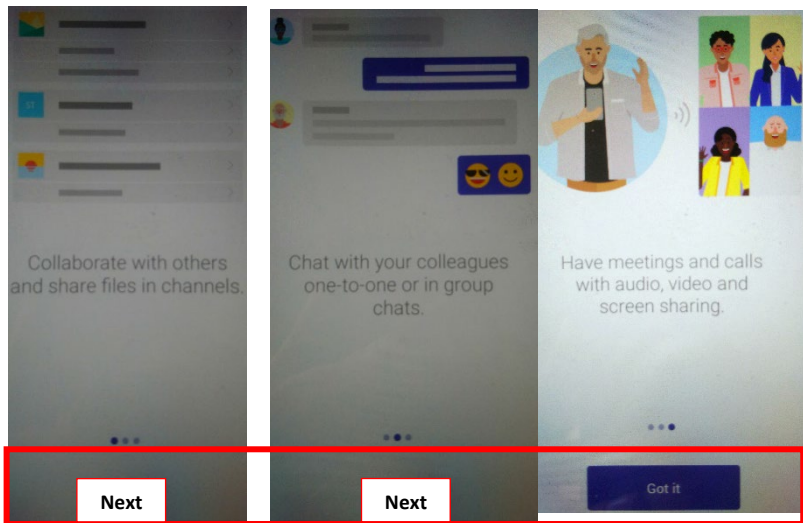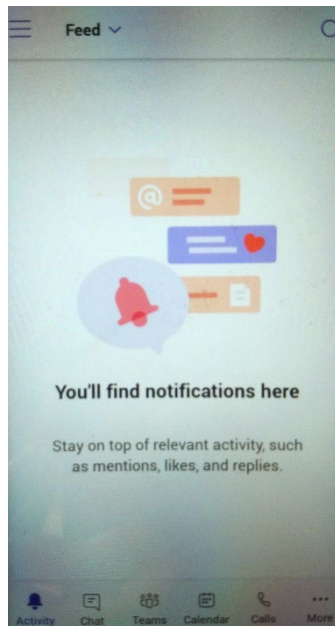| 7.Select "**Clear Cache**"	
8.Close down all Apps and re-open your Outlook	
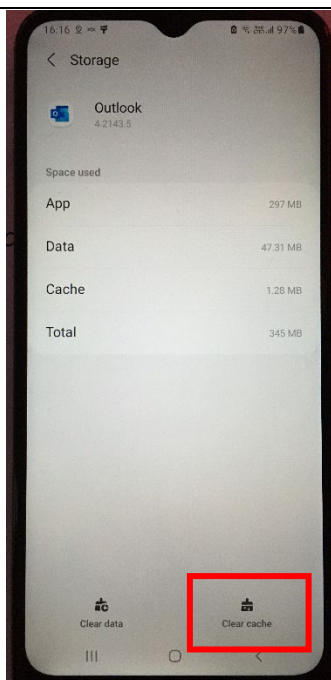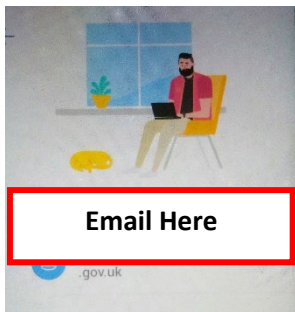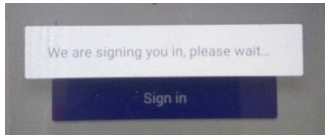
Microsoft Teams Guidance:

Logging on through your Laptop/Computer:
Teams will automatically open and log in.

Logging onto the App:

|		
1. Open the App from your main menu and click **Sign In** Microsoft Teams Welcome to Microsoft Teams! A happier place for teams to work together. **Sign In**	2. Your work email will appear, click on it. You may be asked to enter you email password, if you do not have this please call IT. **Email Here** .gov.uk 3. "A Please Wait" message will appear. We are signing you in, please wait... Sign in	4. This screen will appear, click **Continue.** **Get Access** Your organization protects data in this app. You might need to set some things up to access your work or school data. Learn more about app protection. ✓ Recently connected ✓ Device is supported ✓ Everything's up-to-date ✓ Device is healthy **CONTINUE**
5. These three pages will appear, click **Next** on the first 2 and **Got It** on the last. Collaborate with others and share files in channels. **Next** Chat with your colleagues one-to-one or in group chats. **Next** Have meetings and calls with audio, video and screen sharing. Got it		6. You are now Logged In Feed ∨ You'll find notifications here Stay on top of relevant activity, such as mentions, likes, and replies. Activity Chat Teams Calendar Calls More

Joining a Meeting: From your Mobile App

Join by link

If you have the app, select Join Microsoft Teams Meeting in the meeting invite to open the app and join the meeting.

Join from calendar

Select Calendar on the bottom of the app to see your meetings. Find the meeting you want, and then select **Join**
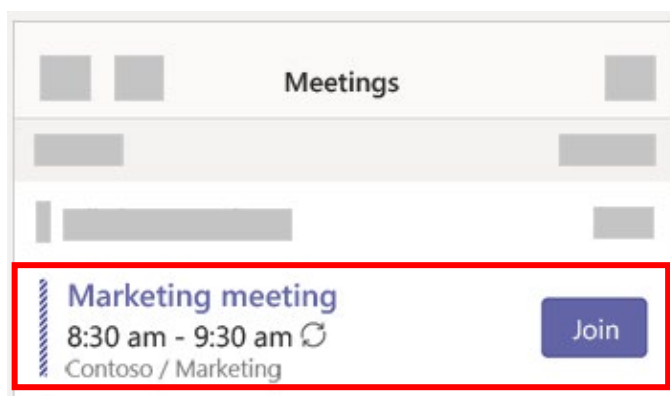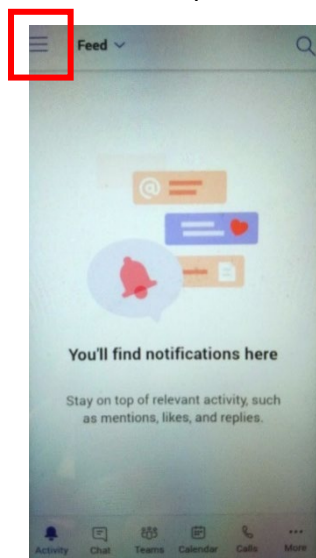

Making a Call:

Click Video Call or Audio Call to call someone from a chat. To dial a number, click Call on the left and enter a phone number. View your call history and voicemail in the same area.

Video Call

Audio Call

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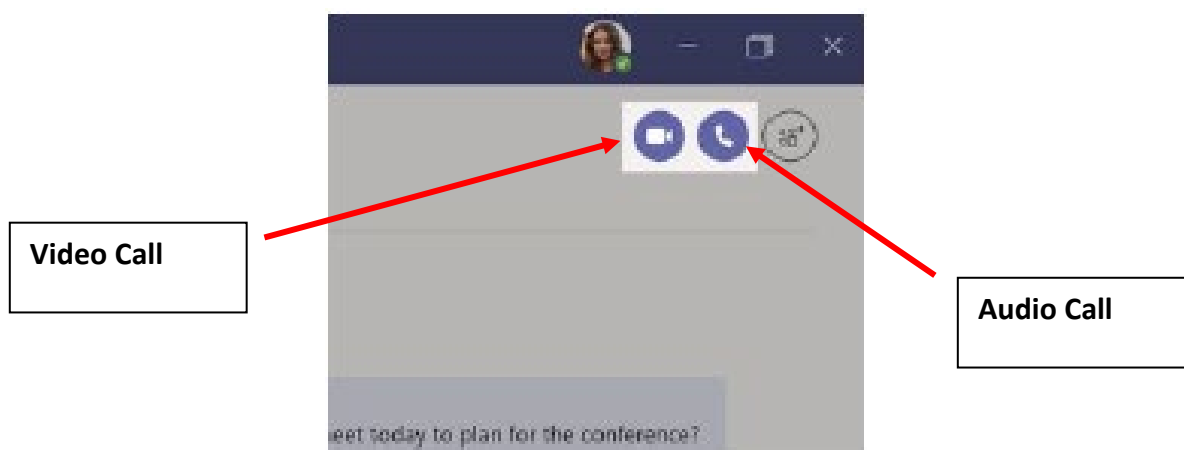
Further Help:

If you need any help navigating Teams on your phone, follow these steps:

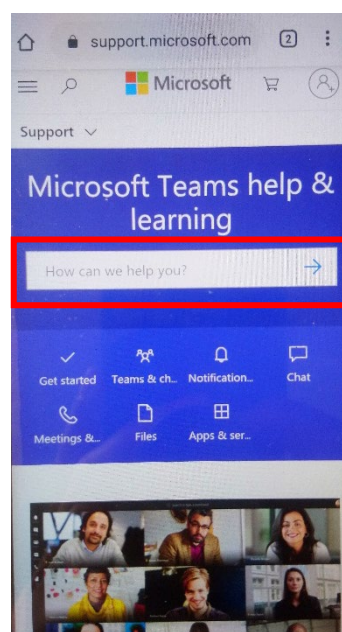| 1. Click on the top left	2. Scroll down to **Settings**.	3. Select **Help & Feedback**
corner		
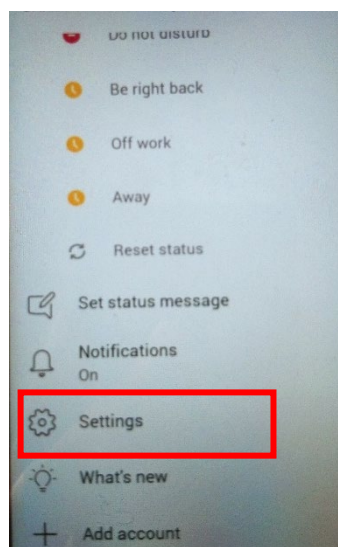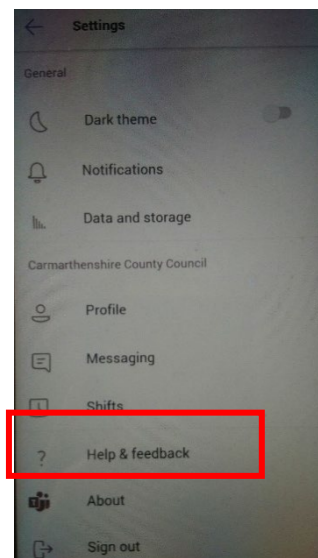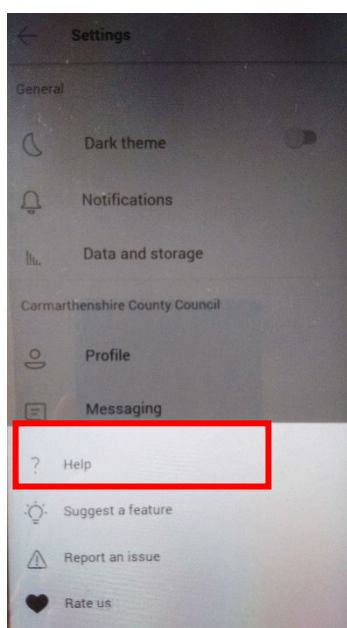
4. Select **Help**	5. The following tab will open, here you can search what you need help with:

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Zoom Guidance

Some of your training is now taking place via the Zoom App.

The app has now been installed to your work devices, however if you cannot find it on your main menu or are a Samsung user you will have to instal the app by going into PlayStore. Click Here for instructions.
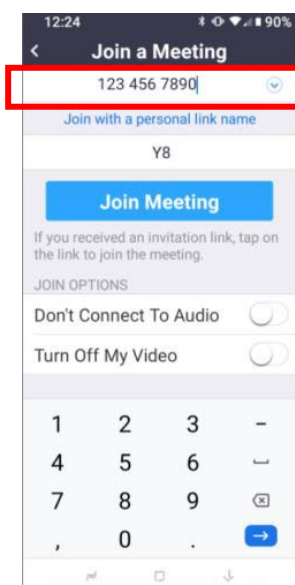
Using the App

1.When you open the app the below screen should appear. There is no need to sign in or sign up if you just want to join a meeting. **Please DO NOT sign up or sign in.**
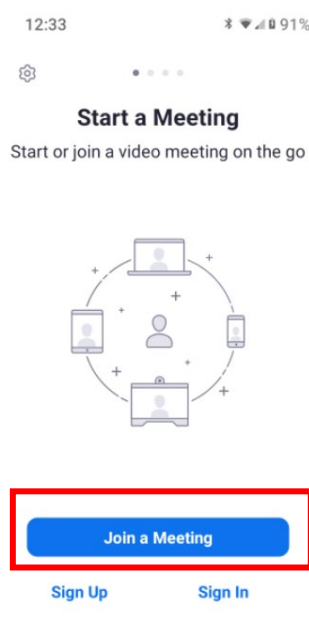
2. Tap onto 'Join a meeting'. On the next screen a keyboard should appear. Type in your 9-digit or 10-digit join code (without dashes) at the top where it says in grey 'Meeting ID'

3. Optional: below the words in blue 'Join with a personal link name' you should see your smartphone's make/ name displayed. Tap on that and enter your name:
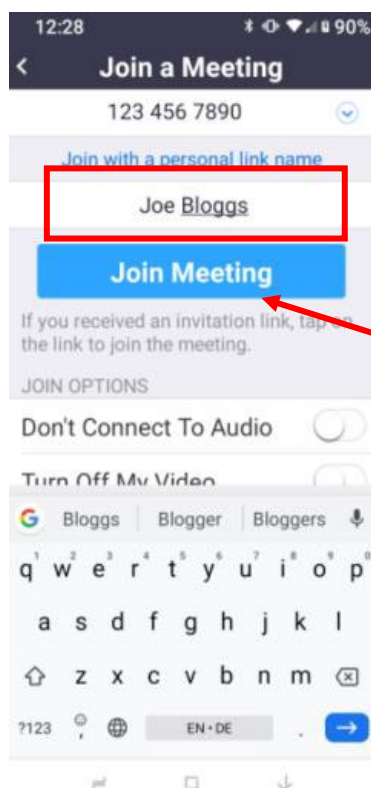
Tap on the blue '**Join Meeting**' button when you are ready.

4. A new window will pop up: Click on '**I agree'.** In the next pop-up window click **'Allow'** (your smartphone may ask slightly different questions or in a slightly different order)
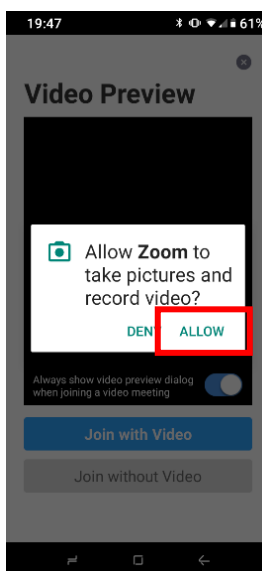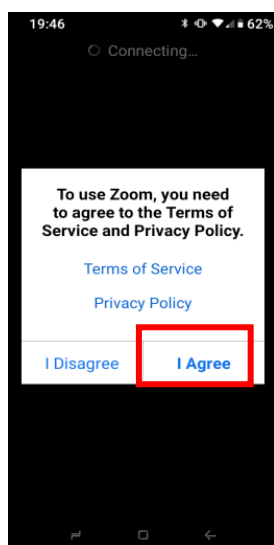
# Actif App

Chwaraeon a Hamdden / Sports & Leisure

The Actif App allows you to access the Sports & Leisure portal. Through the app you will be able to access information about your local leisure centre, book classes (in person and online sessions) as well as managing your membership.

The App will allow you improve your physical wellbeing at any time and any location.

Getting set up:

When you first open the app you will be asked to select your leisure centre, this will then be your default setting going forward. You will be able to add other centres and swap between them if needed.

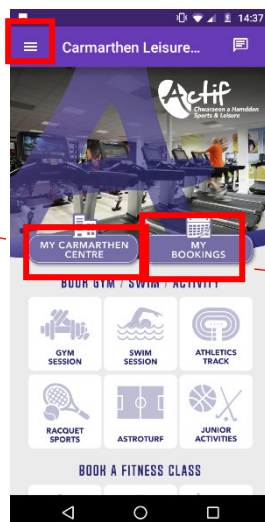Either search or scroll through the options, and the select.
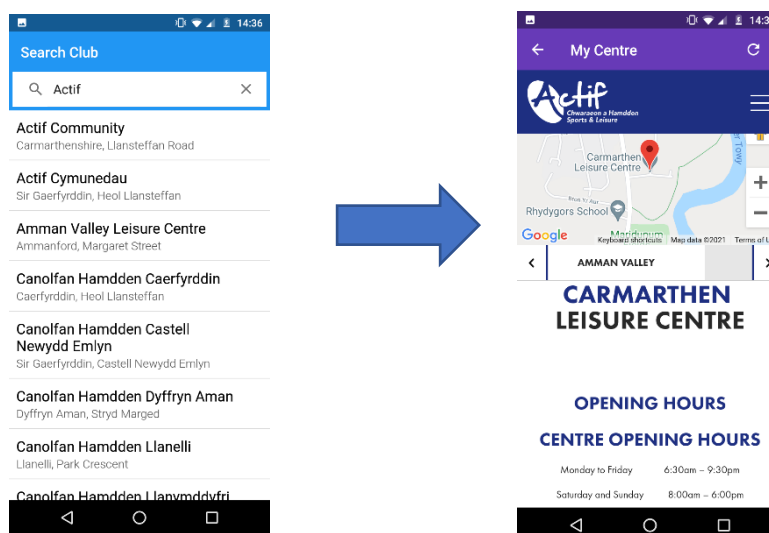
My Centre:

Once selected, your selected centred will be come the homepage. Here you will be able to access information and make bookings.

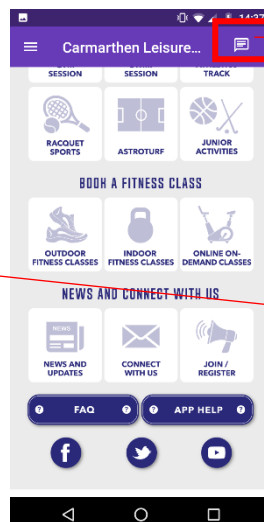Click here to add another centre and amend notifications

This will show you information relating to the centre e.g., opening times and facilities

Click here to access News and information related to your classes

This will show you what you have booked.

*you will need to login to see these.
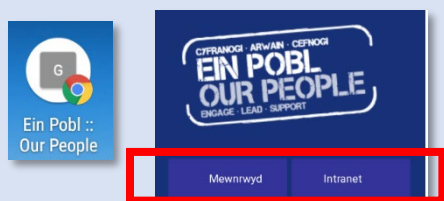
I.T Support Guidance

Contacting I.T

You can contact the I.T Helpdesk in two ways, firstly you can ring **01267 246789** or you can log a call via the I.T Helpdesk link.

To make it easier and quicker to access the link, first add it to the homepage of your mobile phone. See the instructions below:
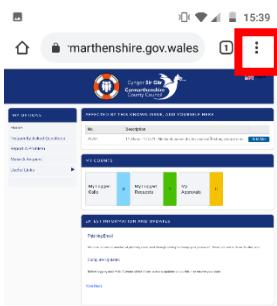
Add the I.T Support link to your Homepage

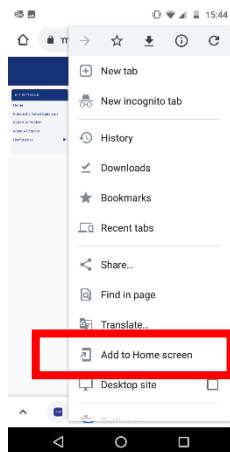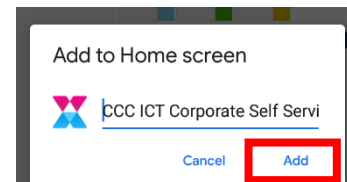| **Step 1: Click on the OurPeople link, already set up on your work device and select the Intranet**	**Step 2:** Click on the Menu to the top left of the Intranet page and select I.T Support and select Log a Support Call
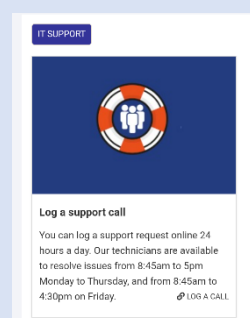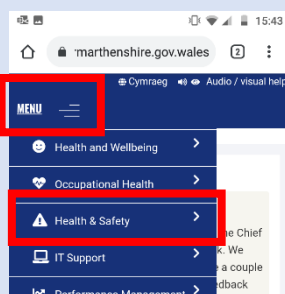
| **Step 3: This will take you to a new page, if required select Log In or Enter your details. This will take you to the following page, click on the three dots in the top right corner:**	**Step 4:** Select "Add to Home Screen"	**Step 5:** Click "Add"
		And then "Add Automatically"
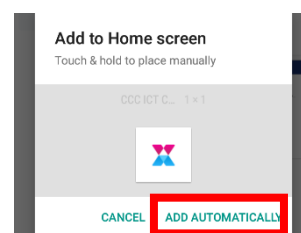
The I.T Support Link is now saved to your phone:
(It will automatically go on to the second page, swipe left from the homepage to find it. To move it to your front page, hold it down and drag back to the left.)
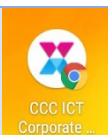
Basic Layout:

1) Homepage

This will show if there is already an issue I.T are addressing, click the "Add Me" if you are experiencing the same issue

MY OPTIONS

Home
Frequently Asked Questions
Report A Problem
Make A Request
Useful Links ▶

AFFECTED BY THIS KNOWN ISSUE, ADD YOURSELF HERE

No.	Description	
21241	11:45am - 1/7/21 - Network connectivity issues effecting a large num...	Add Me

MY COUNTS

My Logged Calls	0	My Logged Requests	1	My Approvals	0

Number of Calls you have logged (whether by phone or through this) – clicking on the box will provide details of each call.

Number of requests you have logged, such as a new app, new account etc. (whether by phone or through this) – clicking on the box will provide details of each call.

If you are a link manager, click here to approve any requests made by your staff.

Frequently Asked Questions
Report A Problem
Make A Request
Useful Links ▼
    Intranet IT Support
    Reset A Bitlocker Pin
    Konica MFD Help
    Register For Password Reset
    Reset Your Password Requ...
    Install Your Own Software
    Quarantined Emails
    MyView - Resource Link
    Intranet

For any problems with the phone, click this link to follow the steps to get it checked by IT services (see next page for overview).

Make a Request – where this is to make certain requests, such as access to an app which is not available on the play store to be installed on your mobile phone.

If you cannot remember your Windows login password then click here to request a password reset.

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County Council

2) Reporting a Problem

From the homepage, click on "Report a Problem" to log any issues you are experiencing. The following form will appear:

Enter your name and a contact number.

If you are logging an issue on behalf of someone else, tick the box. Boxes will then appear and ask you to enter this person's details.

If you are reporting an issue with a laptop enter the 4 digit number on the red label on the device.

Select whether you are able to continue working or not.

Add detail about the issue and attach any screenshots for extra detail. Then submit.

Select how you would like to be contacted. And whether an in-person drop-in session is required

Click on the 3 lines to see the drop-down list and select the option that most suits your issue.

Select one of the options:

- Individual
- Team
- Building
- Organisation

THIS FORM IS FOR REPORTING ANY IT ISSUES, FAULTS, SOMETHING ISN'T WORKING AS IT SHOULD.

▼ YOUR CONTACT INFORMATION

Your Name
Start typing...

Preferred Contact *

Telephone

Drop-in Preference *

☐ Tick here if the above contact details are incorrect or working from a different location

▼ IS THIS FOR SOMEONE ELSE?

☐ Please tick this box if you are logging this on behalf of another user.

▼ CALL INFORMATION

What does the call relate to? - Please click inside the box and press Enter, then double click to select an Option *
Please Select   × ≡

Computer Name if applicable
Start typing...

Can you carry on working (Fault only)   Impact *
Able to continue working   Individual

Description *

Attach File
Choose files   No file chosen

Submit   Save for Later   Cancel