# IT Home Working Guidelines

This document acts as help and general guidance on working from home using a University of Greenwich managed laptop.

## Information Security

All remote workers must be fully conversant, and comply with, the following university policies:

- [Information Security Policies](#)
- [Policy for Mobile and Remote Working](#)
- [IT Policies and Procedures](#)

## IT Equipment

All staff are entitled to a university laptop which they are expected to keep secure.

## Home Working Setup & DSE Requirements

The [standard staff setup](#) does not provide for home working equipment or additional equipment.

Please refer to our [DSE pages](#) for advice on working from home If you need additional equipment for working at home or on campus due to DSE grounds, please speak with your line manager or local DSE representative/contact.

## Home Internet / Broadband

All internet providers detail the upload and download speeds you receive as part of your package. For basic homeworking including the use of Teams video for meetings the recommended minimum speeds are:

- Download Speed:     15Mb/s - 30Mb/s or higher
- Upload Speed:        5Mb/s or higher

## Tips on using your internet connection effectively and troubleshooting issues:
### Check your speed

You can use online tools to check the speed of your home broadband, such as [https://broadbandtest.which.co.uk/](https://broadbandtest.which.co.uk/). If you are not getting the speeds you are paying for then contact your service provider, who may be able to help.

### Router location and connection

Most home users will connect to their home router wirelessly. If you are having connection issues then try moving your laptop closer to the router, as being nearer will always help. Ideally a direct line of sight is best. Common issues are metal objects or large electrical equipment being between you and your router.

Use a network (Ethernet) cable for the fastest and most reliable connection to your router. Most university-issued laptops do have ethernet sockets. Connecting by cable will often give you a more stable connection as it is less affected by interference. Please take care to not create a trip hazard.

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If you need to work in a more remote location within your home, then you could buy a wireless extender to boost your broadband signal.  Alternatively, you could install a Powerline Ethernet Adapter.

Avoid being close to other electronic devices (microwaves, cordless phones, baby monitors), as these can cause interference with wireless networks.

Your router should be positioned as close to the centre of your home as possible. This helps to ensure an even and consistent spread of Wi-Fi coverage in all rooms.

## Shared internet connections

If you are having issues with speed while working from home, check what others sharing your connection at home are doing. If someone in your household is streaming video, playing an online game, or in an online video meeting this may affect your connection. In a busy home, the more people connecting, the more issues you are likely to have.

If you are experiencing online call quality issues, try turning off video, as using audio only requires less bandwidth.

## Using a 4G/5G router or phone tethering

A 4G/5G router is a router with SIM card installed and can be used as an alternative to a traditional router to provide internet in your home.

You can also set up a mobile hotspot on your mobile phone and connect to this. Check with your provider to avoid any potential data costs, as this is not always included in mobile contracts.

Both 4G/5G routers and mobile hotspots require a good 4G/5G connection to provide adequate speeds.

## Connecting printers & monitors

Installing a printer - [Install a printer in Windows - Microsoft Support](#) . This guidance covers network, wireless, Bluetooth, wired and local printers.

Setting up dual monitors - [Set up dual monitors on Windows - Microsoft Support](#)

## Support at home

If you are working remotely, please raise any IT issues with the [IT Service Desk](#).

The IT Service Desk does not make home visits but can remotely connect to managed staff laptops when required and can troubleshoot and resolve issues this way.

Where issues cannot be resolved remotely or over the telephone, staff will be required bring their device to the nearest campus for the IT Support team to resolve the issue.