Training and resources to develop digital skills for remote working

This curated suite of digital skills training and resources is suitable for all staff and will help develop the skills and knowledge you need to use remote working technologies effectively. It can also be used as a general development pathway.

The toolkit is based on Jisc’s Developing Digital Capability model and the University’s Digital Skills Framework. It is divided into six modules to give structure and flexibility, and provides a variety of guidance and training. We recommend you use it on a pick-and-mix basis, identifying with your manager which areas are most relevant to your role and school.

The six modules are:

1. Getting set up for remote working,
2. Communicating by email,
3. Holding and attending meetings and events,
4. Sharing and collaborating on documents,
5. Managing your teams and projects,
6. Behaving safely and respectfully online.

Each module aligns with several digital skills competencies.

Learning outcomes

On completing the learning activities in the toolkit you will be able to:

1. Get set up for remote working e.g. remotely connect to University computers or services, be aware of which device to use and take part in online meetings.
2. Communicate by email using the University mail systems including Microsoft Outlook.
3. Hold and attend meetings and events using one or more of Blackboard Collaborate, Microsoft Teams and Zoom.
4. Share and collaborate on documents using Office 365’s OneDrive and SharePoint.
5. Manage your teams and projects online including using tips for successful virtual meetings, and supporting you and your team to work remotely.
6. Behave safely and respectfully online including being wary of phishing scams, using antivirus and the University VPN, and being mindful of digital safety and citizenship.
Using the toolkit

The toolkit covers a very wide range of tools and technologies used in remote working and you may already have a good idea which of these your role requires. We suggest you look at the sections and identify, with your manager or another colleague if appropriate, those that are most relevant to your role. You can then build your development programme:

1. Prioritise your areas for skills development.
2. Structure your programme around the dates on which webinars and live events are running, and book your place.
3. Schedule time to complete self-study activities such as reading and digesting web-based content and user guides. Where LinkedIn Learning resources are listed, you can also browse the LinkedIn Learning catalogue for other software versions and related content.
4. With your manager, add in any local context, tools and practices.

It will probably take you a few weeks to work through your programme.

If you are short of time at the moment, and you currently only need to find information on a few topics you may wish to look at each of the headings and/or use the search facilities in Adobe Reader or your browser to find the link to the topic you need.
Module 1: Getting set up for remote working

This topic aligns with the **Digital Proficiency and Productivity** competency on the Digital Skills Framework.

**Guidance and web pages**

Information Services provide a range of webpages available via the [Off Site Working](#) page. These include various methods of remotely accessing services, computers and file stores from out with the University. The sections of this page include:

- **Getting Set Up** which provides preparatory advice on remotely connecting to University computers or services including What device should I use, Office 365, Teaching remotely, Online meetings, Restricted and unrestricted services, Remote desktop, Information Security and Health and Safety.

- **Remote Desktop** taking you through how to remotely connect to your office computer from another device via the University’s Remote Desktop gateway including preparation, connecting, and testing your connection.

- **Connecting to University file storage** provides links to how to access University network home drives and shared drives in Windows, macOS and Linux.

- **Online and Digital Events Service.** This service helps you choose the best tool for running your event and provides information to help you make your event a success including which tool to use, information on supported tools, examples, useful links and additional advice.

- **Cloud-Based File Storage** provides details of cloud-based file storage services offered at the University including Microsoft OneDrive for Business and SharePoint Online.

- **Accessing other University services off-site** This page provides links to methods of accessing a variety of further University services while away from campus including BI Suite, DiscoverEd, E-Recruitment, Email (Office 365 and Staffmail), EUCLID, Finance Applications - Requires VPN connection, HR, Learn, Moodle, MyEd, and PebblePad.

- **Helping you work remotely** contains links and guidance notes on connecting, accessing, saving and staying secure including staying safe, broadband assistance and guidance and a link to the Microsoft Teams FAQ page.

**Online videos (LinkedIn Learning) for getting set up for remote working**

The collection [Remote Working: Setting Yourself and Your Teams Up for Success](#) has been put together by the Digital Skill and Training team and includes videos on:

- **Remote Work Foundations**
- **Time Management: Working from Home**
- **Productivity Tips: Finding Your Productive Mindset**
- **Thriving @ Work: Leveraging the Connection between Well-Being and Productivity**
- **Managing Stress for Positive Change**
- **Building Resilience**
- **Developing Resourcefulness**
Module 2: Communicating by email

This topic aligns with the Digital communication, collaboration and participation competency on the Digital Skills Framework.

Guidance and web pages

The University mail, email and phones page contains information on email, phone systems and the directory. More material on email services for staff and students can be found on Information Service’s Email page including a section on Office 365 Email which is Microsoft’s email platform provided with The University’s Office 365 subscription.

As part of this subscription staff and students are entitled to install and activate up to five copies of Microsoft Office software on personal computers or mobile devices for as long as they remain members of the University. Please, do not install this Office software on University-managed computers as this may cause existing deployed ones to no longer function correctly.

Installing Microsoft Outlook

Details of how to install the software can be found at the Get the latest Microsoft Office software page. Further documentation on how to access and use email and calendar and set up accounts in client software, such as Outlook, can be found at Information Service’s Email and Calendar page.

If you’re unsure about which guidance to use, you can check the Mail Service record in your profile: Check my mail service.

Further information is also available on the Staffmail legacy email platform used by some email accounts.

Email directory and other related services

Mail directories

Search the directory of email address contacts, get added to the directory or opt-out, see the directory policy.

Mailing lists

Create mailing lists to reach out to your target user group audience with a single mailshot.

Email delivery & relay services

Advice about services which generate email, safe delivery of email, rejection errors explained and more.

Email policy for ex-staff

Online videos (LinkedIn Learning) for communicating by email

This LinkedIn Learning video on Communicating via email provides email communication tips. The course Up and Running with Outlook 2016 takes you through adding email accounts, how to use the interface, organising and searching your mail. It also contains videos on attachments and Contacts.
Module 3: Holding and attending meetings and events

This topic aligns with the Digital communication, collaboration and participation and Digital Learning, Development and Teaching competencies on the Digital Skills Framework.

Several tools are available for online meetings and events. The Online and Digital Events Service web pages provide a comprehensive overview including a tool selector to help you decide which tool is most suitable for your needs. The tool selector is a questionnaire providing the option to choose from an online meeting, 1:1, interview, workshop, seminar or conference. It suggests options such as Blackboard Collaborate, Microsoft Teams and Zoom and outlines the features of the tools such as voice and video chat, and shared workspace.

**Blackboard Collaborate**

Blackboard Collaborate is the University supported virtual classroom/meeting tool which comprises audio, video, interactive whiteboard, PowerPoint display, application sharing, polling, breakout rooms and session recording. It is integrated with Learn, Moodle and MyEd. An introduction and video can be found at Information Service’s Introduction to Blackboard Collaborate page. Further help can be found at the Blackboard Help webpages.

**Online training**

Introduction to Collaborate Ultra live webinars are bookable via Event Booking in MyEd. This training is aimed at new users.

In addition, the University's Blackboard Collaborate via MyEd page includes the following links:

Blackboard Help: Collaborate Homepage

Getting started in Collaborate: Moderator

Getting started in Collaborate: Participant

Roles within Collaborate

How to Manage Participants

**Microsoft Teams**

Microsoft Teams is a secure hub for 1:1, group chat, and audio/video meetings with up to 250 participants.

Teams has a chat interface to start a call and speak to one or many people at once. You and your colleagues can collaborate on Office files concurrently live within Teams, and it seamlessly integrates with the University Outlook address book, Calendar and other Office 365 apps like MS Planner, Word, PowerPoint and Excel. You can also share your screen to easily demonstrate something on your own computer or device.

Teams is part of Microsoft Office 365. Office 365 meets our compliance needs and is the global leader in secure cloud platforms. Many other chat platforms are not compliant. If you use these, please be aware that you may expose the University to risk of legal action.

Further information can be found at Information Services Teams Page and Teams FAQs webpage.
Online training
The Digital Skills and Training team run a [Getting Started with Microsoft Teams Webinar](#) available for booking via Event Booking in [MyEd](#), the University’s web portal. It covers:

- Accessing the app
- Joining and creating Teams and managing roles
- Organising Team content using Channels
- Instigating, replying to and reacting to Conversations and private Chats
- Scheduling and managing online meetings
- Customising settings to manage your notifications

Online videos (LinkedIn Learning) for Microsoft Teams
[Microsoft Teams Essential Training](#) covers the essential features in Microsoft Teams, and the [Microsoft Teams Tips and Tricks](#) course focuses on extra features that enhance or speed up your work in Teams.

Microsoft Teams Live Events
Microsoft Teams Live Events is an extension of Teams meetings that enables you to schedule and produce events that stream to a large number (up to 10,000) of online audience members. You can find an overview at Information Service’s [Teams Live Events](#) page.

Zoom
Zoom is a web conferencing platform that facilitates high-performance video and audio conferencing both internally and externally.

The University’s Zoom video conferencing service can be used for informal, non-confidential meetings, collaboration with external colleagues and, where required, for facilitating University research.

Please be aware that there have been a number of security concerns raised in relation to Zoom. The University has procured an enterprise account for Zoom and it is important, for security reasons, that you use this supported version. Users of the platform also have a responsibility to ensure their own meetings are as secure and private as possible.

Further information can be found at Information Services [Zoom](#) page.

Online videos (LinkedIn Learning) for Zoom
[Learning Zoom](#)
[Zoom: Leading Effective and Engaging Calls](#)
Module 4: Sharing and collaborating on documents
This topic aligns with the Digital communication, collaboration and participation competency on the Digital Skills Framework.

Guidance and web pages
You can use OneDrive or SharePoint to share and collaborate on documents with colleagues. The University webpage OneDrive for Business FAQs contains answers to questions on managing your documents in OneDrive and sharing the files you have saved. The webpage on the SharePoint Solutions Service includes links to information on how to access SharePoint Online and User Guides and Training Resources.

Online training
Introduction to Microsoft Office 365 webinar
This webinar covers:
- Logging into Office 365 and exploring the main interface
- Viewing and managing account settings
- Launching and switching apps using the Apps Launcher
- Downloading and installing your five free copies of Microsoft Office Suite
- Outlook, Calendar and Directory (creating and sending emails, adding events to calendar and searching the staff/student directory)
- Word, Excel and PowerPoint Online (creating and saving new online documents)
- OneDrive (uploading, managing, and sharing files with others through OneDrive).

Online videos (LinkedIn Learning) for sharing and collaborating on documents
Learning OneDrive
SharePoint 2019 Essential Training: The Basics

Module 5: Managing your teams and projects online
This topic aligns with the Digital creation, problem solving and innovation competency on the Digital Skills Framework.

Guidance and web pages
For most of us, our ways of working have changed with the move to hybrid working. Learning and Development’s Managing Remotely Toolkit provides some guidance, hints and tips for supporting your team to work remotely.

Further resources for people managers and team leaders can be found on Human Resources’ Management page.

Online videos (LinkedIn Learning) for managing your teams and projects online
Executive Presence on Video Conference Calls
Leading at a Distance
Managing Virtual Teams
Leading Virtual Meetings
Module 6: Behaving safely and respectfully online

This topic aligns with the Digital Identity and Wellbeing competency on the Digital Skills Framework.

Guidance and web pages

The Information Security team provides a Guidance for Home Working page. This includes sections on:

Home Working Guidance

Being wary of phishing scams, using anti-virus, a link to the LastPass password manager, avoiding downloading work data to your local device, using the University VPN for sensitive information on a non-supported device.

Using a personal device

Encrypting the laptop, protecting your passwords and backing up all important files onto a supported University network file store.

Broadband tips – Making Home Working Easier

Including using Ethernet cables if necessary, position of router, restarting your router and scheduling any large application updates to happen overnight.

Dos and Don'ts of home working

An extensive list of dos and don'ts of home working including only accessing confidential data on approved IT equipment, reporting any suspected data security incidents immediately to your relevant teams, ensuring the data you need to access is saved in University cloud storage such as OneDrive or SharePoint and being aware of phishing emails.

Digital Safety and Citizenship

Digital Skills and Training’s Digital Safety and Citizenship web pages provide information about digital safety and citizenship and how these issues impact you as a member of the University of Edinburgh community. Find curated resources to help keep you safe and secure while engaging online.

LinkedIn Learning resources on behaving safely and respectfully online

Security Tips Weekly

Learning Computer Security and Internet Safety