STANDARD OPERATING PROCEDURES FOR WORKING FROM HOME
Drafted by: Faizal Mohamed
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Purpose

- To provide BEDB employees with the necessary steps to ensure that they can work and do tasks from home if required.
- To provide BEDB employees with remote access support in the event that staff is required to work from home.

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1. **Accessing BEDB from Home**
2. **Request for BEDB IT Remote Support**
3. **Accessing BEDB Network Server using VPN**
4. **Accessing BEDB Network Folders**
5. **Using Microsoft 365 Collaboration Services**

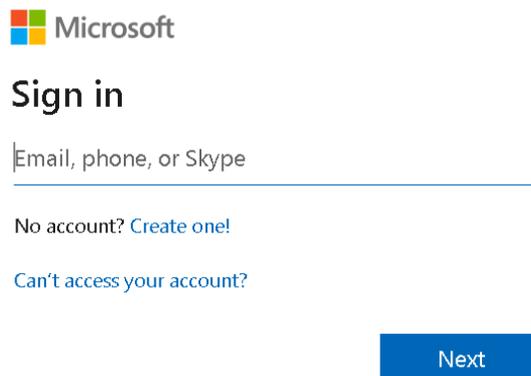1. **ACCESSING BEDB EMAIL FROM HOME**

   1.1. Open **any browser (Microsoft Edge, Google Chrome, Mozilla Firefox or Apple Safari)**
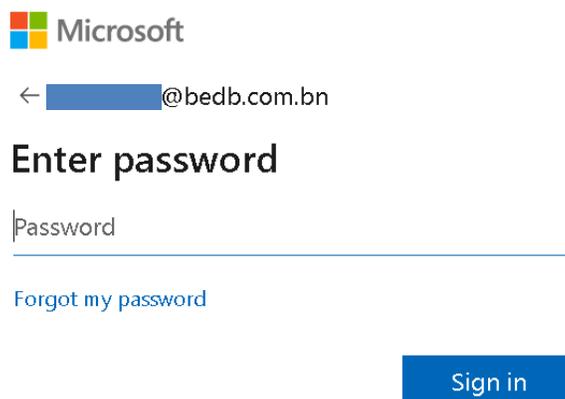
   1.2. Go to www.office.com

   1.3. Go to Sign In

   ## Welcome to Office

   Your place to create, communicate, collaborate, and get great work done.

   Sign in

   Get Office

   Sign up for the free version of Office >

   1.4. Enter your email account and click Next

   Microsoft

   ## Sign in

   Email, phone, or Skype

   No account? Create one!

   Can't access your account?

   Next

   1.5. Enter your password and click Sign in

   Microsoft

   ← _____@bedb.com.bn

   ## Enter password

   Password

   Forgot my password

   Sign in

1.6. You can chose to stay signed in by clicking on the box.

1.7. The Microsoft 365 menu consists of a number of applications that you can utilize such as:
➢ Microsoft Word Online
➢ Microsoft Excel Online
➢ Microsoft Powerpoint Online
➢ Microsoft Outlook Online
➢ Microsoft Sharepoint
➢ Microsoft Onedrive
➢ Microsoft Teams

1.8. Select Microsoft Outlook as highlighted in the image below to access your emails online.
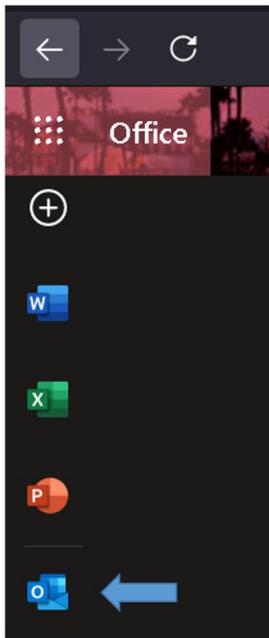
2. REQUESTING FOR BEDB IT REMOTE SUPPORT

2.1. Contact BEDB IT Support to request for remote assistance.

2.2. Download **ANYDESK** from www.anydesk.com

2.3. Install the software and follow the instructions for installation.

2.4. Run the software and provide BEDB IT Support with the desktop number for your existing workstation as per sample below:
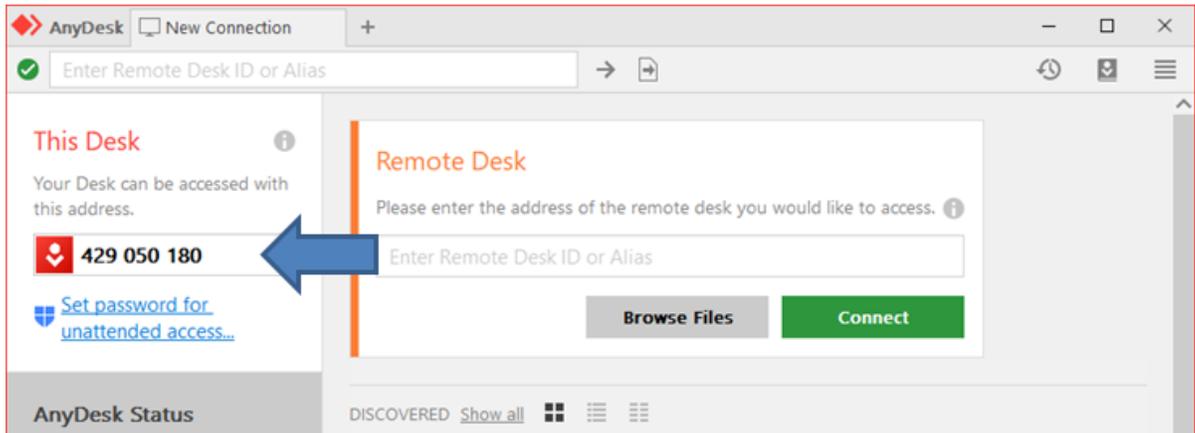

2.5. The IT Support Administrator will now connect to your existing PC / Laptop. Note that you will be required to accept the connection for remote assistance.
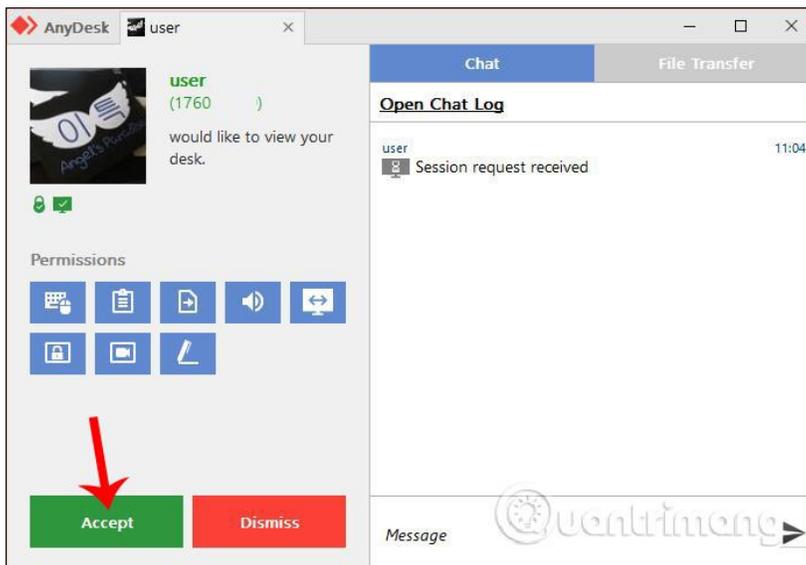

2.6. BEDB IT Support will inform you when the remote session is complete.

3. ACCESSING BEDB NETWORK SERVER USING VPN

3.1. Ensure that you have a stable broadband Internet Connection of at least 10mbps.

3.2. Download Forticlient VPN Version 7 Software from http://www.bedb.com.bn/bcp/forticlient7.exe . For Mac users please download from http://www.bedb.com.bn/bcp/forticlient7.dmg

3.3. Kindly note that if you have installed a previous version of **Forticlient Version 6**, you can continue to use it without any issues. However, if you decide to upgrade to the latest version, you will need to uninstall this version first by downloading http://www.bedb.com.bn/bcp/forticlient6.exe and choosing the option to remove the software.

3.4. Each user will be provided with a Forticlient VPN token to allow access to your server data. If you have not received your access token, kindly request from BEDB IT Support.

3.5. Once downloaded, forticlient will look for any newer version online if it is available. Please ensure that you have an active network connection.
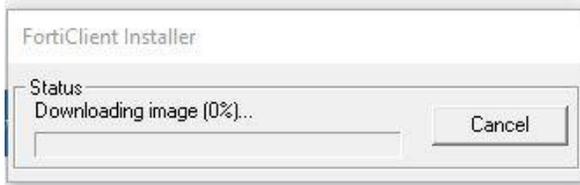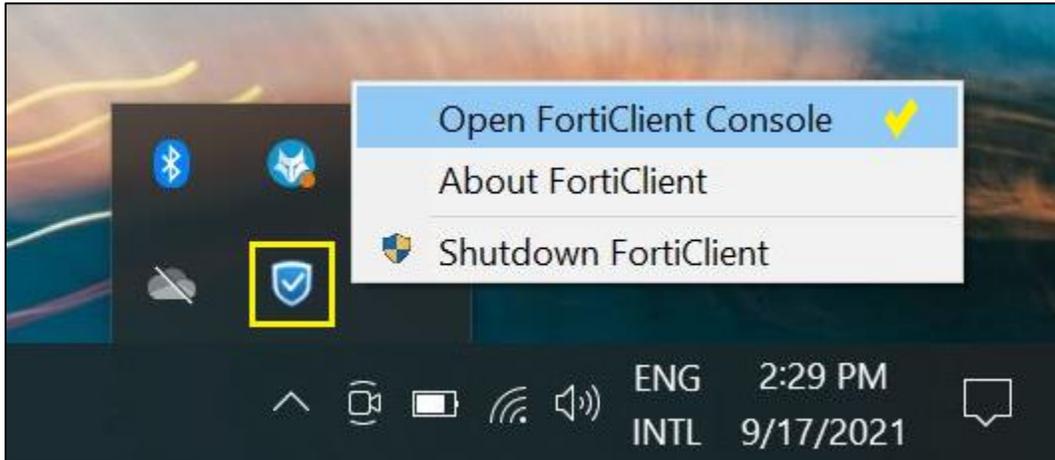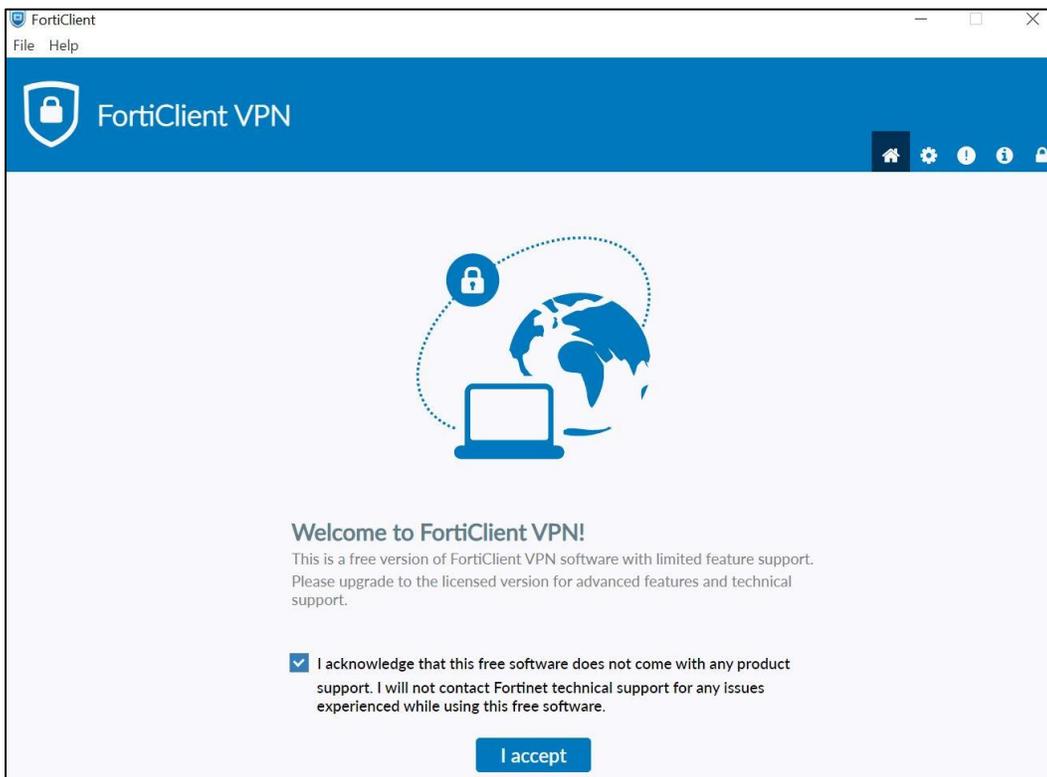

3.6. Once downloaded, tick the box and click Next
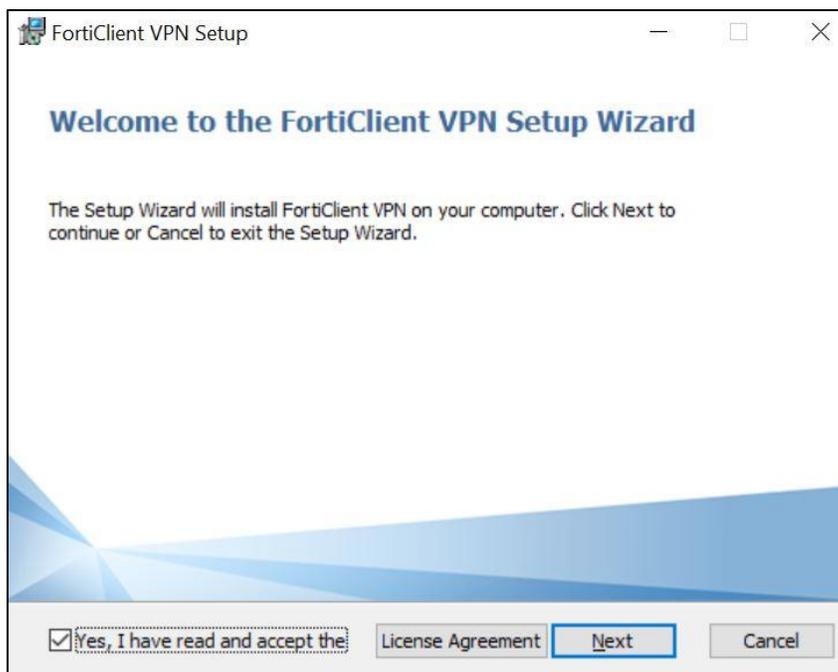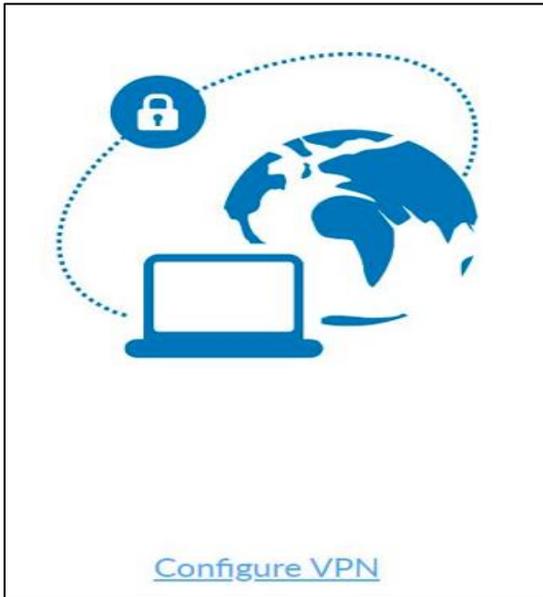
3.7. Save it do the default folder and Install software
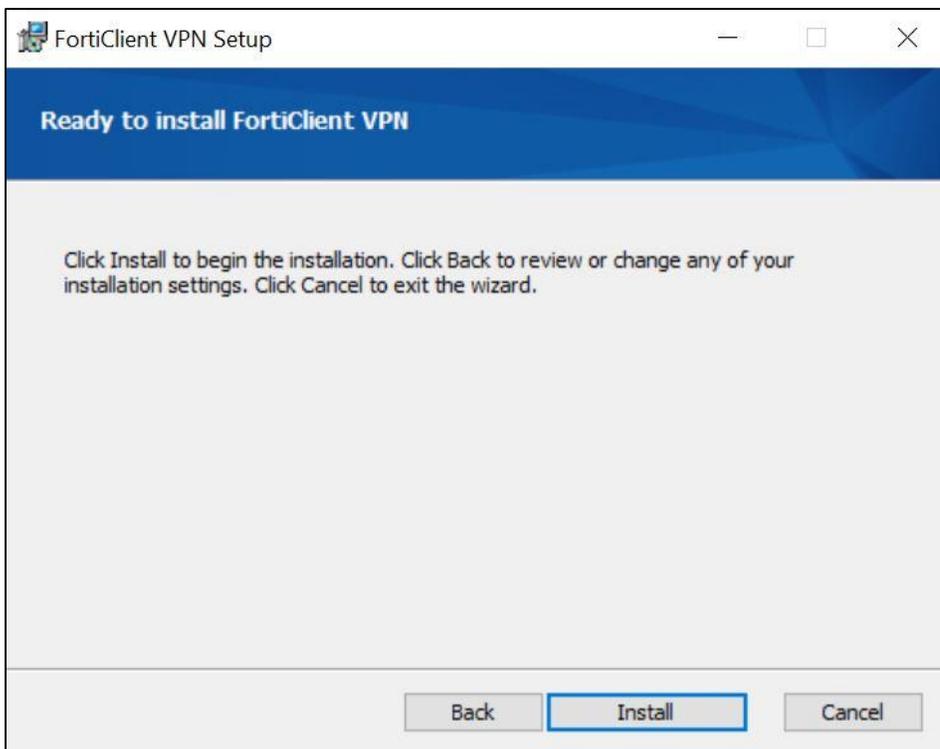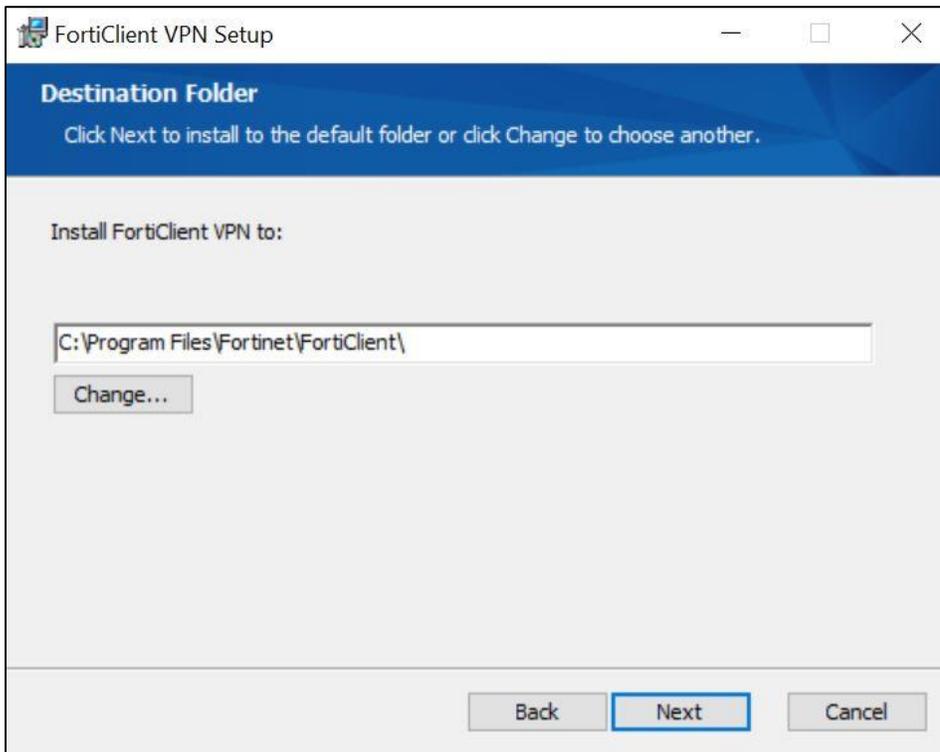
3.8. At the bottom right of the windows tray, right click on the Forticlient VPN icon and select Open Forticlient Console nce downloaded, tick the box and click Next

3.9. On the Forticlient menu, tick the box and click I accept

3.10.   On the next menu, click on Configure VPN

Configure VPN

3.11.   Insert the following information in the Edit VPN Connection page. **Note:** Your VPN username is different from your BEDB login. Kindly contact Manager FSU for your username if you wish to use the service (if you have not done so previously). Once done, click **SAVE**.

3.12.   In the next window. Enter your assigned vpn username and password (if you have been provided earlier). Otherwise, please contact Manager FSU for your vpn credentials.
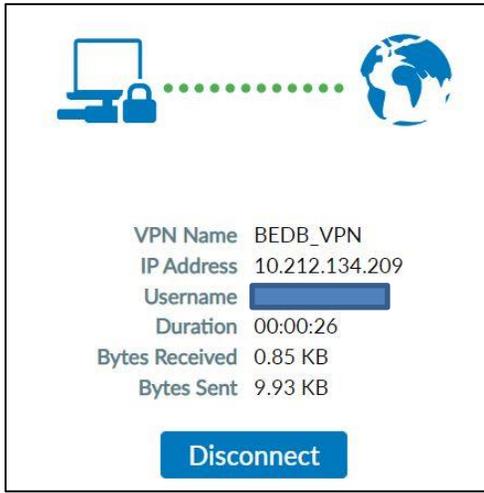

3.13.   A security alert will open. Click on Yes to proceed.

3.14.   Once you click Yes, there will be a short pause whilst you are being connected to the network. Once you see the following image, this means that you have been successfully connected to the BEDB VPN.

4   ACCESSING BEDB NETWORK FOLDERS

4.1 Download http://www.bedb.com.bn/bcp/mapdrive.zip. **Extract** mapdrive.bat and place the file on your desktop.

4.2 For Home Access, the following folders will be made available
- MAIN (\\192.168.1.146\MAIN)
- BEDB.PROJECTS (\\192.168.1.146\BEDB.PROJECTS)
- GENERAL (\\192.168.1.146\GENERAL)
- PUBLIC (\\192.168.1.146\PUBLIC)
- PHOTO.BACKUP (\\192.168.1.146\PHOTO.BACKUP)

4.3 Upon executing **mapdrive.bat** on your laptop or desktop (running Windows 10), you will be presented with the following window. This is a security feature to prevent the unauthorized execution of any harmful programs. To continue, click on More Info

4.4 On the next window, click on Run Anyway to execute the file.
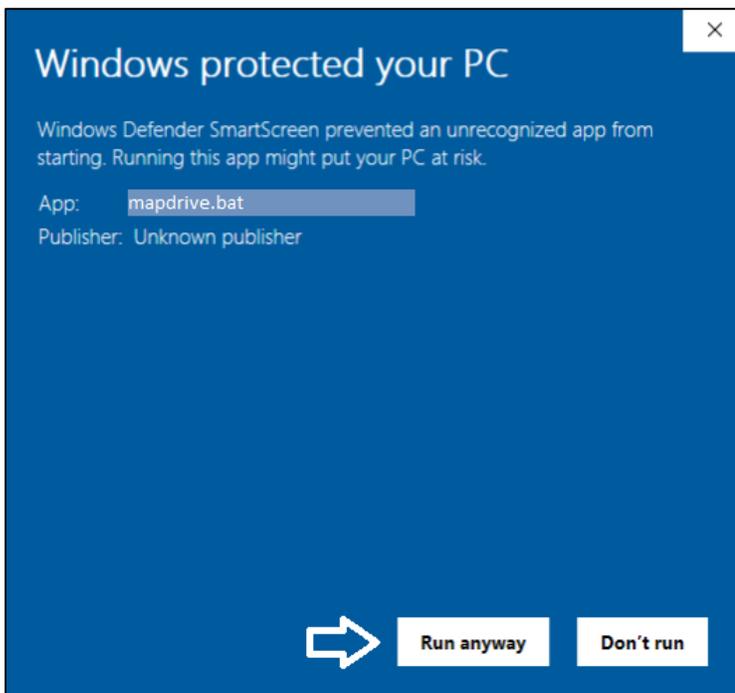
4.5 When requested to enter your user name and password please use your assigned BEDB account (**you can use your full email address as what I have done**). Please take note that when entering your password, the cursor will not appear like it is moving but will actually record your password. This is simply to protect the password. Once connected you will see the following messages stating that the command is completed successfully.

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4.6 Once connected, you will see the following folders in network locations.
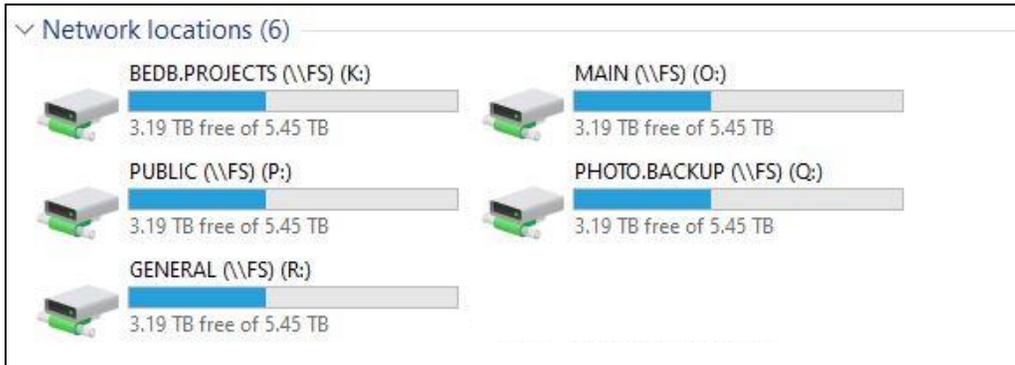
5. **USING MICROSOFT 365 COLLABORATION SERVICES**

➢ In August 2021, has successfully migrated our email services to Microsoft 365. Microsoft 365 brings many additional features for employees to ensure that they are able to work offsite and collaborate with other staff via collaborative applications such as Microsoft Sharepoint, Microsoft Onedrive and Microsoft Teams to ensure business continuity.

➢ BEDB employees can also organize one to one, or one to many audio or video conversations through Microsoft Teams, without any time limit.

➢ As an alternative to accessing their documents using VPN, staff can consider the following alternatives:

5.1 Storing essential documents from desktop into Microsoft Onedrive

Each staff is provided with **1TB of Onedrive** storage per person. BEDB employees are encouraged to transfer their documents stored on their office computers, to their Onedrive storage to allow them to access their documents offsite.

Onedrive can be accessed in three ways:

- Through their website at https://www.onedrive.com
- Through their app on Android Google Play or Apple Appstore.
- Downloading the application for Windows OS and Apple Mac OS computers.

Kindly contact Faizal for IT assistance should you wish to have your documents copied into your Onedrive folder.

5.2 Storing shared network documents in Microsoft Sharepoint

- BEDB IT Support has created new **SHAREPOINT SITES** for the convenience of all divisions. The purpose of these Sharepoint sites is to provide staff with the ability to store **essential documents** in a secure and encrypted cloud environment so that it can be accessed by other staff within that division.

- Not all network shared files and folders will be uploaded to the Sharepoint Sites. It is down to the discretion of the relevant divisions as to which folders and documents are to be uploaded to their Sharepoint sites.

- Please note that Microsoft Sharepoint and Onedrive are not directly linked to the BEDB servers. As such, any changes that you make in your files stored in Microsoft Sharepoint and Onedrive will not be reflected on the original copies that are stored in the BEDB servers. As such kindly ensure that you keep track of the latest versions of your documents.

The Sharepoint sites are as follows:

No.	Sharepoint Site	Divisions	Link
1	FAST_SP	For FDI Action	https://bedbcombn.sharepoint.com/sites/FAST_SP
2	HRADMIN_SP	For HR and Administration	https://bedbcombn.sharepoint.com/sites/HRADMIN_SP
3	LEGAL_SP	For Legal	https://bedbcombn.sharepoint.com/sites/LEGAL_SP
4	FSU_SP	For Facility Support	https://bedbcombn.sharepoint.com/sites/FSU_SP
5	FINANCE_SP	For Finance	https://bedbcombn.sharepoint.com/sites/FINANCE_SP
6	MGMT_SP	For Management Office	https://bedbcombn.sharepoint.com/sites/MGMT_SP
7	SPLPRO_SP	For Special Projects	https://bedbcombn.sharepoint.com/sites/SPLPRO_SP
8	PCUBE_MAIN	For PCUBE	https://pcube.sharepoint.com/sites/PCUBE_MAIN

5.3 Collaborating with Microsoft Teams

- Microsoft 365 comes with a full version of Microsoft Teams which allows BEDB employees to have unlimited video and audio conversations with other employees by using their existing Microsoft 365 credentials.

- Microsoft Teams can be accessed in three ways:

  o Through their website at https://teams.microsoft.com
  o Through their app on Android Google Play or Apple Appstore.
  o Downloading the application for Windows OS and Apple Mac OS computers.

Note: Microsoft teams have been known to have compatible issues with Google Chrome and Mozilla Firefox. It is recommended to use Microsoft Edge for better stability and integration.

Additional Information Regarding Microsoft 365

No.	Description	
1	Linking Onedrive and Sharepoint documents to your Microsoft Office 2013	http://www.bedb.com.bn/files/bedb_onedrv_off2013.pdf
2	Accessing Microsoft Office Online	http://www.bedb.com.bn/files/bedb_offce_online.pdf
3	Changing your Microsoft 365 Email Password	http://www.bedb.com.bn/files/bedb_chg_psswrd.pdf

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