

Dear staff /volunteer,

We understand that working remotely may bring challenges such as finding ways to hold meetings, accessing the applications you need and receiving phone calls to your office phone number. If and when you find the need to work from home remotely, here is how we can support you.

To start off with, you will find links below to resources that will assist you. Please read any that may apply to you in their entirety and consider if you will need assistance, as now is the best time to reach out. If you do need assistance, please call us on [+61 2 8846 4800](tel:+61288464800) or e-mail [sd@hillsong.com](mailto:sd@hillsong.com)

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### **Accessing internal (on-premises) resources**

Some people will need access to on-site systems. These systems are typically Pronto, CollegeWorx, and shared network drives. If you routinely access these (and other systems) from work but do not already have access from home, the links below will assist. Note that if you are already using “VPN” access, you may continue to do so. If you are unsure of which remote access type to use, select “RDS” (Remote Desktop Service). “RDS” is like connecting to a virtual computer where all relevant applications are already on the desktop. VPN access is where you use the application or web access directly from your home computer.

[Working remotely using VPN](#)

[Working remotely using RDS](#)

### **Accessing other resources**

The other systems that you will likely need to access will be cloud based systems and include the following:

- Microsoft Office 365 applications (Outlook, Word, Excel, Powerpoint, Teams, Onedrive, etc.)
- Wrike
- Okta
- Formstack
- Lifesize
- Zoom

The above applications should work from your home computer or virtual computer (if you are using RDS) as they would from your work computer. If you have a work laptop, that you bring home to work with, there should not be any noticeable difference with the use of these applications.

### **Receiving calls to office phone numbers**

If you have to work remotely, you can actually forward your office phone to your mobile phone. This is easiest to do *whilst still in the office*. So, if you know you will not be returning, please forward your phone before leaving. For instructions on how to do so, click on the following link:

[Forwarding phone calls](#)

### **Holding online meetings**

To learn how to use Microsoft Teams for free online audio and video meetings of up to 250 people at a time. **Attendees do not need a Hillsong account.** This is a good way for you to stay in touch with your volunteer teams, colleagues and Connect Groups.

[How to use Teams](#)

All staff and volunteers with Hillsong e-mail accounts can create meetings. To request additional accounts for volunteers who don't already have access and who would benefit from this functionality. Note: there will be a lead time in processing these account requests.

[Request for account/access](#)

For meeting room conferencing, continue to use the "Lifesize" room-based systems that is being currently been used. *Be mindful of the current social distancing requirements which may be changing regularly.*

### **General Connectivity Issues**

If you are having problems connecting from home because of Internet issues, please ring your Internet provider in the first instance and if you are still having issues, please reach out to service desk and we will assist.

All the above guides, including this bulletin, are also available as PDFs here: [IT guides](#)

As always, please reach out to us if you have concerns or queries about any of the above.

God Bless!

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