How to work from home

Fact Sheet

Working remotely from home is an option for many Metro employees. You will need some key equipment, software and a good ergonomic set-up to ensure you are connected and safe while working from home.

What software you will need to work from home

Key systems	
Webmail	You can also access your Metro email online in a web browser by using the Office 365 This means you can access your email anytime on your mobile, home, work or Alliance laptop. Refer to page 4 to see instructions on accessing Webmail.
Microsoft Teams	Microsoft Teams is Metro's chat-based software with functionality to host voice or video calling. For instructions on how to install Teams on various devices and how to familiarise yourself with the platform, click here.
Citrix	If you have Citrix access enabled, this is the platform where you can access a remote desktop to access folders and files on the Metro network (J drive). While on Citrix, you can also access The Depot. For Citrix-enabled employees, see page 5-7 for instructions on logging onto Citrix. Due to limited licensing, new requests for Citrix access are being reviewed and prioritised for individuals performing critical roles. This review process is being managed by the Divisional Executive Assistants via the Metro Continuity Support Group. If you feel you have a critical role and require remote Citrix access, please raise this with your Divisional Executive Assistant who is maintaining a register for critical roles. The Service Desk will be notified through the Metro Continuity Support Group who to grant Citrix access to.
Microsoft Outlook	To access emails, all you need is a secure internet connection. You can open Outlook to access your Metro emails from your laptop desktop without logging into Citrix.

Setting up your work area at home

As far as practicable, the home office needs to provide a safe and healthy work environment for employees.

Occupational Health & Safety (OHS) legislation applies to employees at their place of work **and** when they work from home.
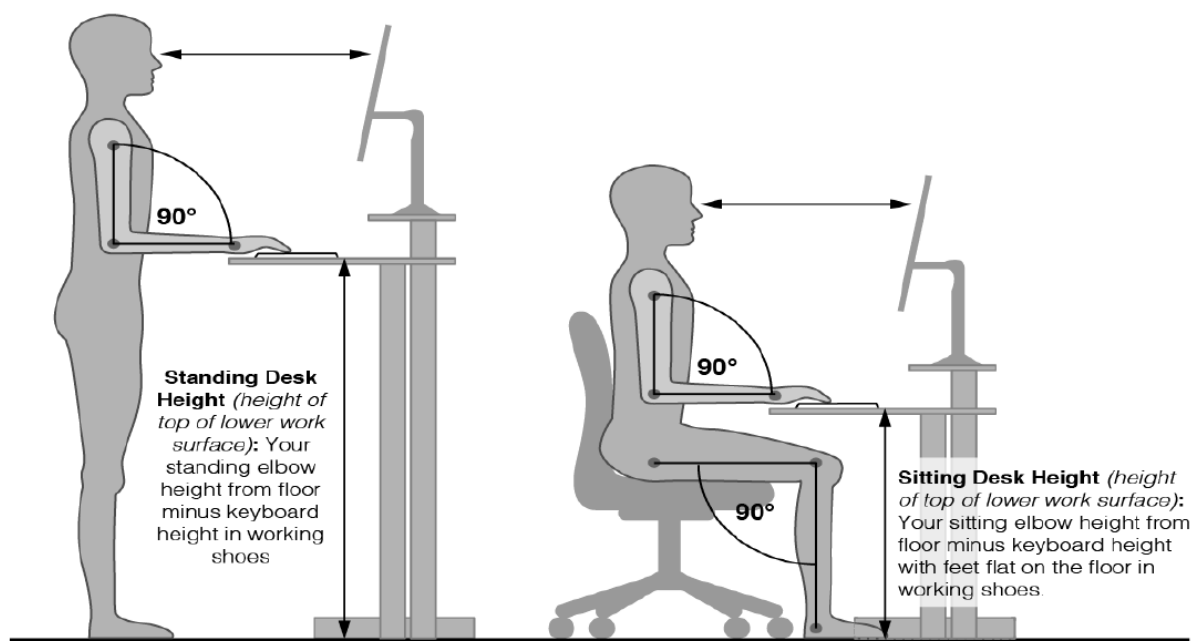
Use our Workstation Set up Checklist (L4-SQE-FOR-079) and Working From Home Safety Checklist (L4-SQE-FOR-080) to assist you in adopting a comfortable and healthy work environment at home.

The checklists ensure that you consider health and safety elements of your home based office such as:

- Sufficient lighting
- The ability to control ventilation and room temperature
- Clear walkways and path to exits
- Provision of smoke detectors, first aid kits and fire extinguisher
- Safe connectors, plugs, power boards and sockets

Healthy, ergonomic seating, posture and desk set-up

When working at home, it is important to ensure that your work area is comfortable, and reduces the likelihood of strain and injury.

Standing Desk Height *(height of top of lower work surface)*: Your standing elbow height from floor minus keyboard height in working shoes

Sitting Desk Height *(height of top of lower work surface)*: Your sitting elbow height from floor minus keyboard height with feet flat on the floor in working shoes.

Set up your work area so that:

- You have enough space for your computer or laptop, phones and other office supplies that you need to work
- There is enough legroom in your work area – the recommended space is 800mm wide x 550mm deep x 580mm high
- You can easily reach items that you frequently need

- Your keyboard is positioned directly in front of you and close enough for you to easily reach it

- When at work, your upper and lower arms form an approximate 90 degree angle when using the keyboard

- Your mouse is located close to your keyboard, appropriate for your hand and doesn't cause undue pressure on your wrist or forearms

- The screen is positioned directly in front of you so that your eyes are level with the top 1/3 of the screen, and is at least an arm's length away

- Your feet rest comfortably on the floor and your thighs are approximately horizontal to the floor.

Your work day when working from home

The home environment can be very different from the office so it is important to do what we can to establish healthy work practices and remain connected with our colleagues.

When you are working from home, remember to:

- Take regular breaks over the course of the day as you would if you were in the office, including stretching breaks

- Have a communication plan in place with your manager

- Ensure your work area is safe from unauthorised entry and that confidential work documents are secure even when you finish working for the day

INSTRUCTIONS: Accessing Webmail

In order to access your emails and manage your calendar from outside of the office, you can access the Webmail feature available to all Metro users.

What you will need:

- A computer (can be a personal device, or a Metro device)

- An internet connection

- A valid Metro login account

Steps

1. Open your internet browser (Ie: Internet Explorer, Google Chrome, Mozilla Firefox etc…)
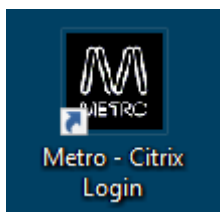
2. Navigate to https://mail.metrotrains.com.au/owa
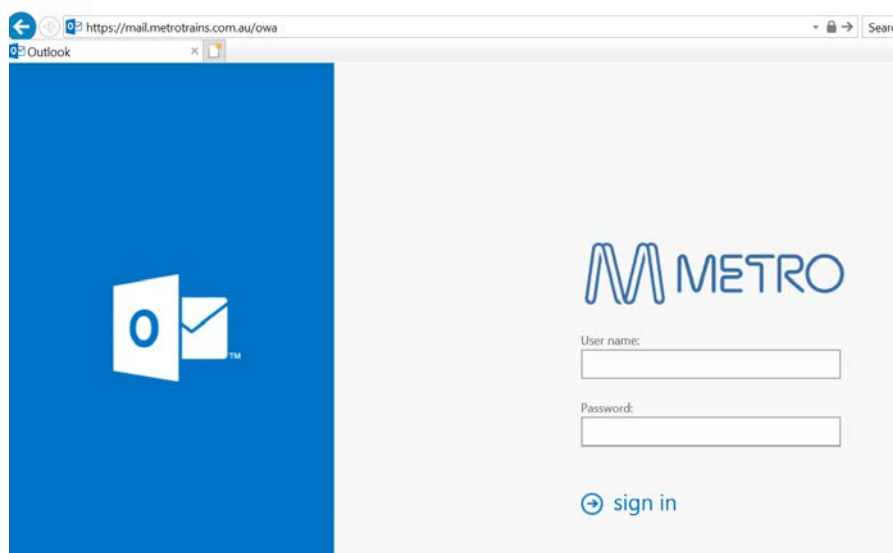
Login with your **Metro user name and password**.

INSTRUCTIONS: Connecting to Citrix if you already have Citrix access

1. Make sure you have a valid internet connection.

2. **Double Click "Metro – Citrix Login"** icon that is located on your Metro desktop
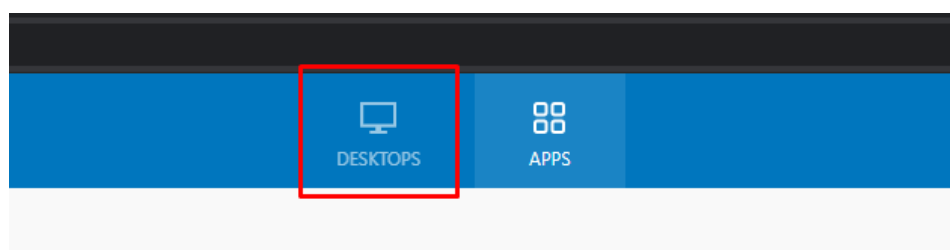

3. If you are prompted to, enter your user name and password. Use the same login details you use to log into your Metro computer.
   Once logged in, you should see a screen similar to the below.
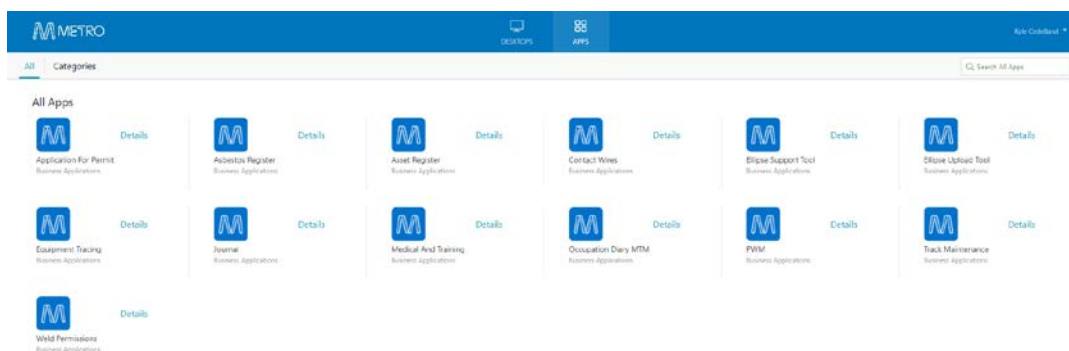
   If you need to use any of the applications listed here, you can click on one which then will then launch the application.

4. If you don't need the above applications and require to work on a Virtual Desktop as if you were in the office, **Click on Desktops**
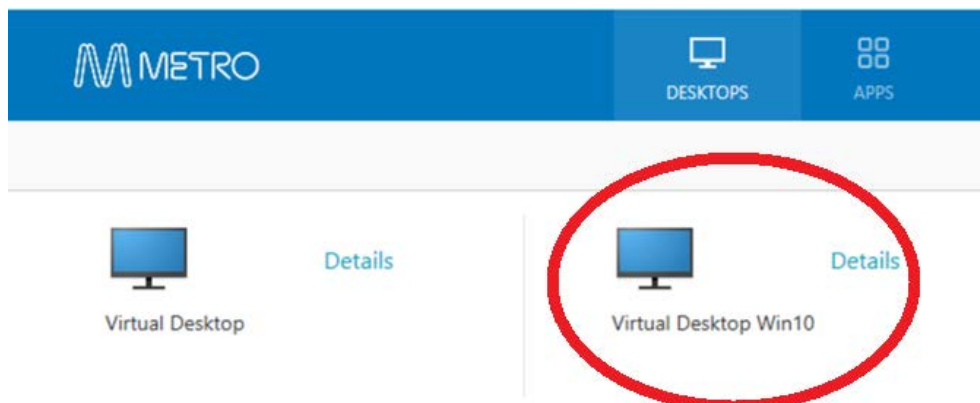
By default please click *Virtual Desktop Win 10* to enable you to connect to the below services:

- The Depot
- MTM web based applications
- Metro E-News
- INX Control
- RosterOn
- Metro Me
- The Platform
- Ariba P2P

- ADP
- Ticketing Services
- OCMS Self-Service Portal
- Microsoft Office
- Team SharePoint sites
- Network file access including home drive and group drives
- Ellipse

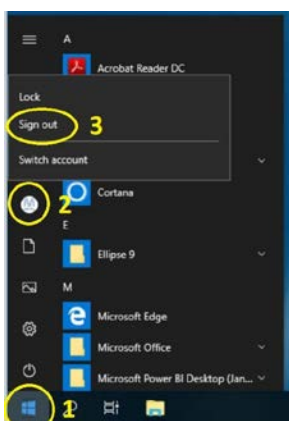If you need to use an Access 2003 database, only use **Virtual Desktop**.
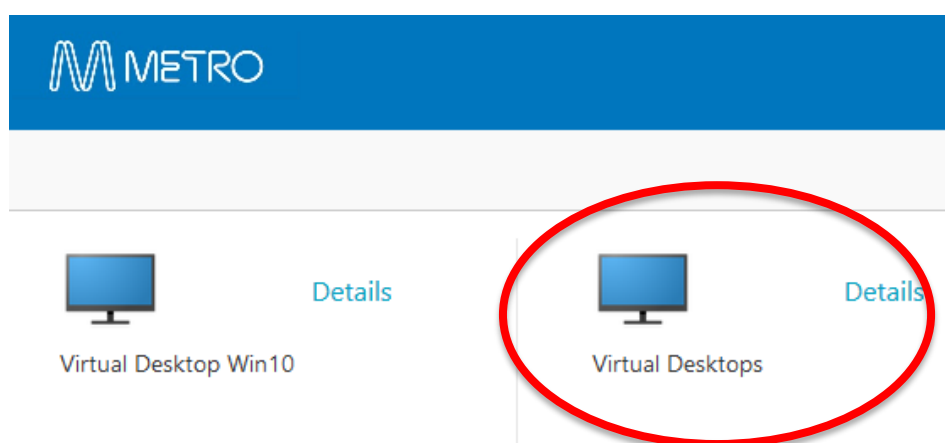
When you are finished with the session, please make sure you log off.

Virtual Desktop Win10 log off procedure

1. Click the Windows start button
2. Select the Metro Icon
3. Select Sign Out

Virtual Desktop log off procedure

1. Select the Windows start button.
2. Select Log off