

Teleworking, or telecommuting, is a **flexible working arrangement** which allows staff to work from a location outside their assigned office premises.

UNAIDS guidelines for teleworking arrangements during COVID-19 outbreak

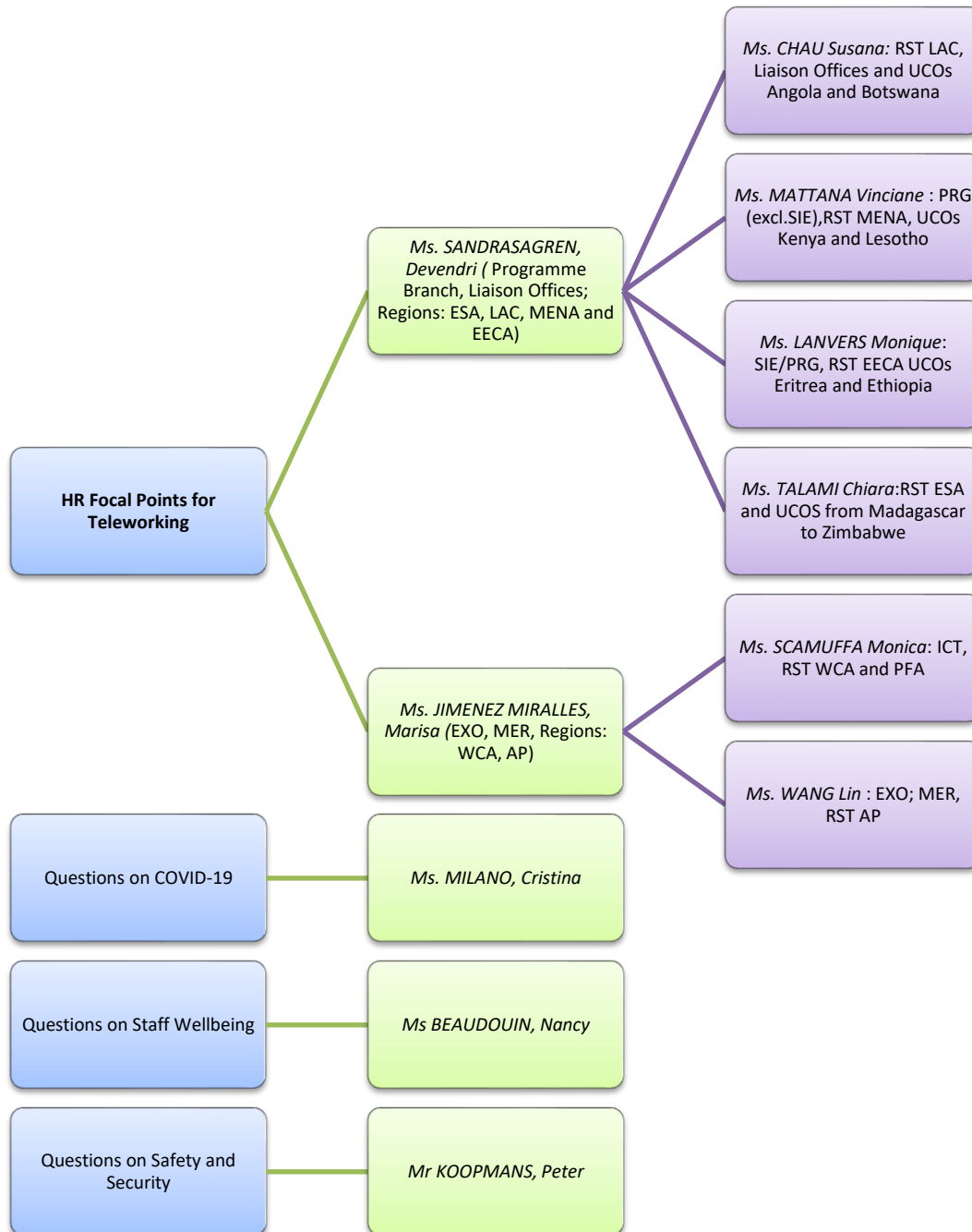
- *These guidelines should be read in conjunction with HRM/IN 2013-7, Staff Regulation, Staff Rules and the Administrative Guidelines for Offices on the Novel Coronavirus Outbreak.*
- *These guidelines are currently applicable to duty stations with evidence of community spread and where the implementation of active measures to mitigate risk in the workplace is required or following specific recommendations from the UNCT/SMT*

Staff who would like to request authorization to telework in connection with COVID-19 need to follow the steps below:

1. Familiarize yourself with the [Flexible Working Arrangements Policy](#) HRM/IN 2013-7.
2. If you are unwell, believe yourself to be at special risk¹ and more likely to be infected when at work, and/or have a family member who is sick or elderly, you should consider teleworking or taking sick leave.
3. If you are anxious or concerned about a possible risk of COVID-19, consult your HR focal point (see page 2) on teleworking options.
4. Discuss these options with your manager. Managers are encouraged to exercise flexibility when considering requests for teleworking under the current circumstances. If needed, staff members and managers should escalate all teleworking-related issues to HR for appropriate advice.
5. We recognize that not all positions lend themselves to teleworking. Options are available if this is your case. Please contact Cristina Milano, Policy Adviser, HRM milanoc@unaids.org for advice.
6. Let your manager and HR focal point know your proposed place of work and the proposed length of the intended teleworking arrangement through the appropriate form.
7. Equip yourself with the technology that will allow remote working by reading quick guide de telworking (page 3)
8. Inform your manager and HR focal point of any changes in your location/ health status.

¹ Special risk refers to pre-existing medical conditions, which may include cancer, cardiovascular diseases, chronic respiratory diseases, diabetes, diseases or treatments that weaken the immune system, and high blood pressure.

Who to contact in Human Resources?



About this quick guide

This quick guide is a work aid to help you in situations where you may need to work away from the office.

Please familiarize yourself with the content and *ask questions now* so that you are prepared in advance. The UNAIDS ICT Department will soon announce a series of clinics/webinars to guide you through the teleworking process.

In situations where working away from the office is an imminent likelihood, *we encourage you to take your UNAIDS laptop and charger home with you at the end of every day.*

If you have a UNAIDS laptop

Take your laptop home with you to test if you can use email, access your files on OneDrive/FileShare, access the Intranet, access Microsoft Teams, if applicable, etc.

If you are using your own laptop

Follow the instructions under *Access Office 365 online* to access Outlook (Web), OneDrive/FileShare.

Access the Intranet: <https://intranet.unaids.org>

i Some apps are accessible only via Pulse Secure; these apps include ERP, WHO Intranet, iTrack, IMS, Assemblage (workplanning, JPMS, Risk management, Lease, ICF, Travel plan). See *Pulse Secure VPN* on page 2.

I want to access my files



See [Accessing your files](#), below

I want to call someone



See [Cisco Jabber](#), below

I want to schedule a meeting



See [Using Teams](#), below

Accessing your files

Make sure all your files are saved on OneDrive or FileShare, as follows:

- ▶ **OneDrive:** for your personal work files.
- ▶ **Microsoft Teams** or **FileShare:** for files that you share with colleagues.

OneDrive

Files on OneDrive can be accessed from anywhere. Your files are protected from hard drive failure or accidental loss.

i Learn more about [OneDrive](#)

Accessing files using your UNAIDS laptop

- Use your laptop as you would in the office.

Accessing files using your own personal device

1. From your browser type: office.com
2. Sign in with your UNAIDS email address and password.
3. From the Home screen, you can access all the Office 365 applications, including Outlook and any files you have saved in OneDrive or Teams.

Tip!

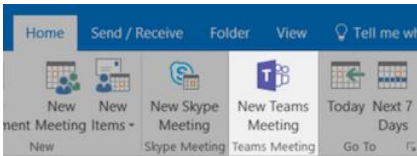
When working on an MS Word, Excel or PowerPoint file saved on OneDrive or Teams, it will open in the **web-based application**. If you have the apps installed on the computer you are using, you can open the file in the **desktop application**. Updates will automatically be saved to the same Cloud location.

Using Teams

Scheduling a Teams meeting from Outlook

Microsoft Teams includes the Outlook add-in, which lets you create new Teams meetings directly from Outlook.

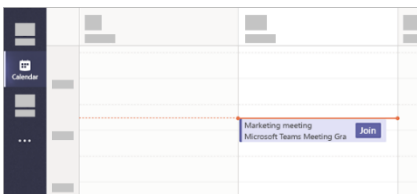
1. Open **Outlook** and switch to Calendar view.
2. Click on **New Teams Meeting** :



3. Add your invitees to the **To** field. Add your meeting details: *subject*, *location*, *start time*, and *end time*.
 - To invite external participants, add their email addresses and they will get an invite to join as a guest.
4. Click on **Send**.

Join a Teams meeting

1. From Microsoft Teams, select **Calendar** on the left side of the app to see your meetings.



2. Find the meeting you want to join and select **Join**.

❗ Learn more about [Microsoft Teams](#)

Cisco Jabber

(HQ only)** Cisco Jabber is a software phone app and, when installed on your computer, it extends the functionalities of your desk phone from a mobile/computer. Using a headset, you can make and receive voice/video calls (including WHO offices), access voicemail, audio conferencing, communicate using instant messaging and share your availability with colleagues.

** Note for field staff:

Jabber is currently being deployed globally. Please check with UNAIDS Global Service Desk (gsd@unaids.org) if it is available in your office.

Cisco Jabber for Windows

The software is either published or installed by default on UNAIDS SMART computer.

❗ Please follow this link for details on how to use Jabber for Windows:

[Quick Reference Cisco Jabber on Windows](#)

Pulse Secure VPN

Use **Pulse Secure VPN** to access internal apps:

- ERP, WHO Intranet, iTrack, IMS, Assemblage (workplanning, JPMS, Risk management, Lease, ICF, Travel plan).

From SMART Desktop

1. Select the network icon from the Windows notification tray and choose **UNAIDS-Pulse**.
2. On the VPN list, click **Connect** on UNAIDS-Pulse.
3. When prompted, enter your UNAIDS email and password, then click on **OK**.

From non-SMART Desktop or your own personal device

- Use UNAIDS Remote: <https://remote.unaids.org>

Important:

Disconnect the VPN when you have finished.

To disconnect, follow steps 1 and 2 above and choose **Disconnect**.

This document is a work aid and not a policy document.

Please refer to the HRM policy on teleworking.