

A Remote Workplace Guide for HCRS Employees

Page(s)	Resource
2	ZOOM
3	Checking Voicemail Remotely and How to Turn On Call Forwarding
4	How to Block Your Number While Calling Out
5	How to Use Your HCRS iPhone as a Hotspot
6	How to Download the Credible Care App on Your Personal Computer
7-8	How to Access Horizon from Home Using Your Internet Browser
9	How to Access Only Email Using the Web

ZOOM

By now most of you have heard about ZOOM. If you have not, ZOOM is a video conference system that can be accessed by anyone for free. HCRS has set up a HIPAA compliant account with ZOOM that allows employees to sign in using their HCRS email account and create or join video meetings with both staff and clients (if permitted). It is crucial that you sign in using your HCRS email in order to adhere to the HIPAA compliant functionality of ZOOM.

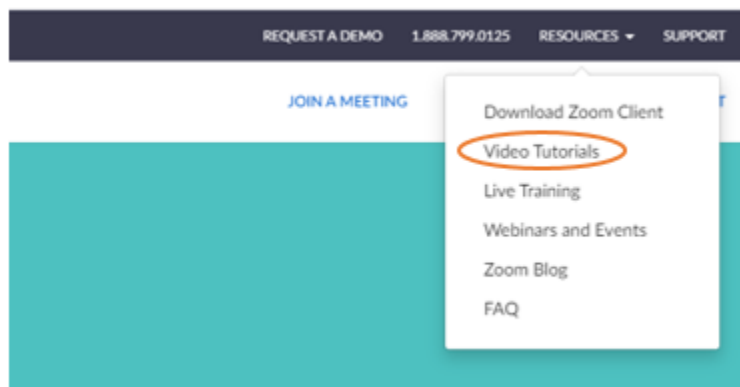
To **sign up** for an account using your HCRS email, go to: <https://zoom.us/> and click on **SIGN UP, IT'S FREE**. You will then receive an email to confirm your account.

How to access and use ZOOM:

- On an **HCRS computer** (if you have a camera)
 - Go to the shared drive to download ZOOM: [S:\Zoom](#) (Click on ZoomInstaller and follow download instructions)
- On an **HCRS issued iPhone**
 - Go to the App Catalog on your HCRS issued phone, find ZOOM, and click on “Get.”
 - Sign into the account you created on a computer or sign up using the app.
- On your **personal phone**
 - Download the Zoom Cloud Meetings app (on iOS, iPadOS, Android, and BlackBerry)
- On your **personal computer** (if you have a camera)
 - Download using this link: <https://zoom.us/client/latest/ZoomInstaller.exe>

For a list of ZOOM Frequently Asked Questions, go to: [ZOOM Frequently Asked Questions](#).

There are also helpful video tutorials available at <https://zoom.us/> listed under RESOURCES that can help to answer any questions you may have.





Checking Voicemail Remotely and How to Turn On Call Forwarding

To check your voicemail:


1. Dial the office backdoor number
 - Brattleboro (802) 254-7500
 - Bellows Falls (802) 463-3294
 - Springfield (802) 886-4567
 - Hartford (802) 295-3032
 - Kindle Farm (802) 365-5299
2. While the message is playing press the *
3. Enter your extension
4. Enter your passcode

For Call Forwarding:

To program Call Forward:

1. Press  (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey.
4. Press **#** or the **Next** softkey until the type of Call Forward that you want to set up appears (see above).
5. On a 5224 IP Phone only, press the **Review** softkey.
6. If a number is already programmed, press ***** or the **Change** softkey.
7. Press ***** or the **Program** softkey.
8. Dial the destination number.
If you make an error while dialing, press ***** or the <— softkey to correct errors.
9. Press  (**DOWN**) or the **Save** softkey.

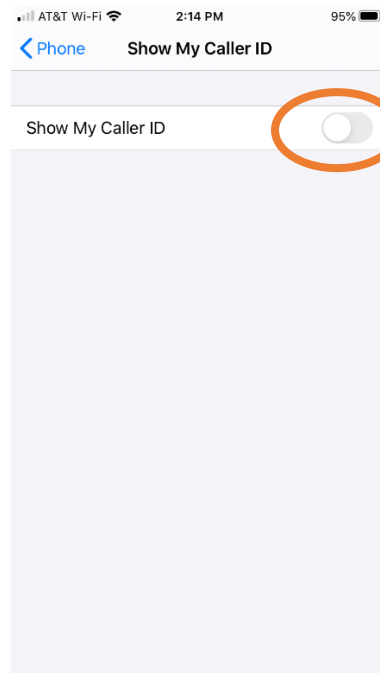
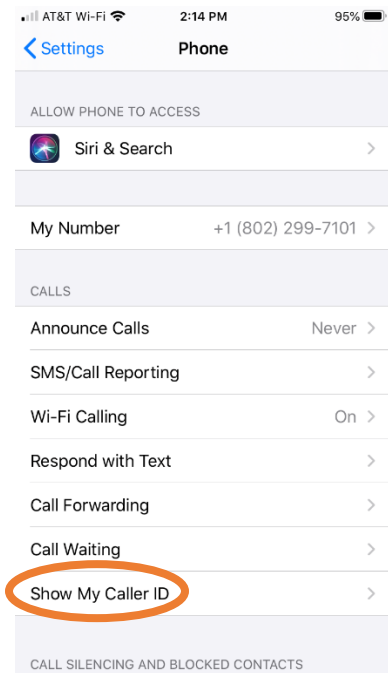
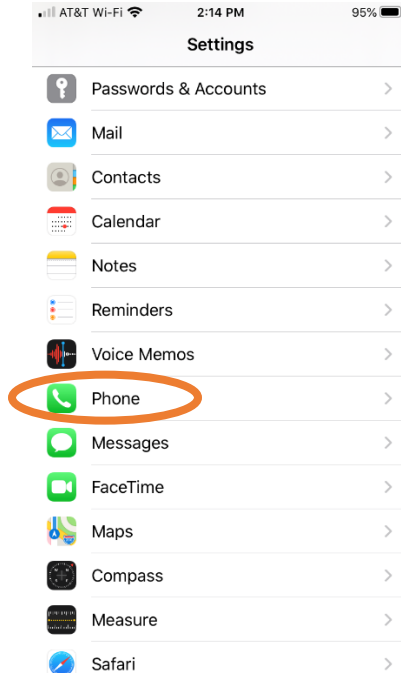
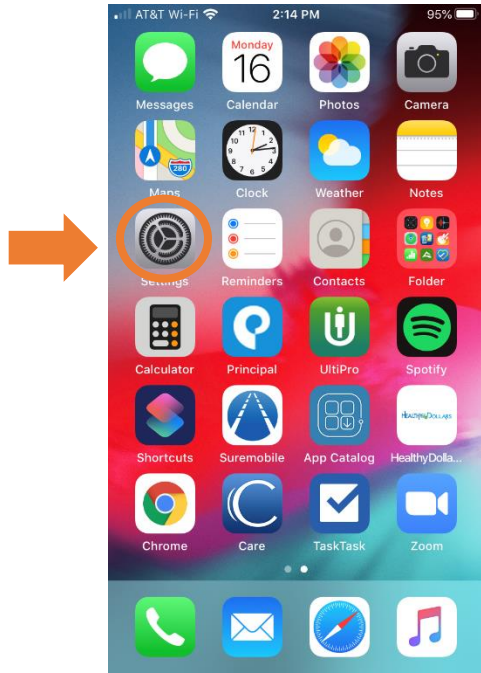
To turn Call Forward on and off (once it has been programmed):

1. Press  (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey.
4. Press **#** or the **Next** softkey until the type of Call Forward appears.
5. Do one of the following:
 - ◆ On a 5212 IP Phone, press ***** (**Change**) and then press **#** (**TurnOff/TurnOn**).
 - ◆ On a 5224 IP Phone, press the **Review** softkey. Press the **Change** softkey. To turn Call Forward on, press the **TurnOn** softkey, or, to turn Call Forward off, press the **TurnOff** softkey.

How to Block Your Number While Calling Out

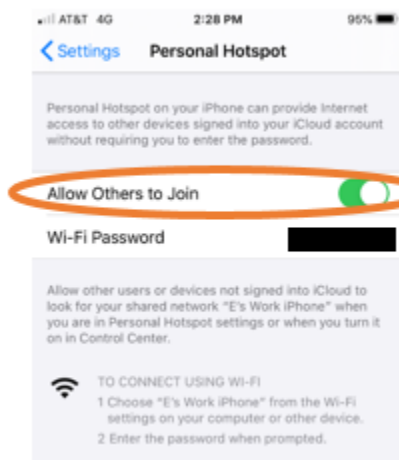
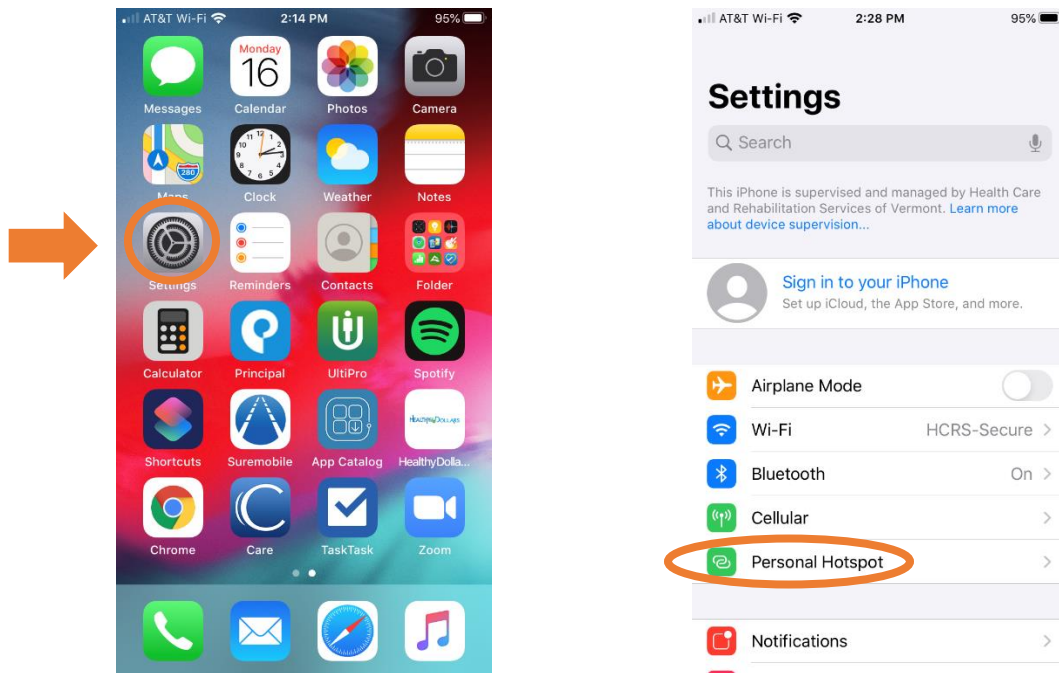
(If using your personal phone and do not want a client to see your phone number on their caller ID.)

PLEASE NOTE: you can also dial *67 prior to dialing the phone number to block your number. This would be instead of the instructions below.




Make sure this is toggled to the left and gray (if you see green it means the recipient will see your phone number.)

How to Use Your HCRS iPhone as a Hotspot



You can change this password to whatever you'd like.

From your laptop:

1. Find the Wi-Fi icon at the bottom right of your screen and click 
2. Find your HCRS iPhone in the list
3. Enter the Wi-Fi Password you have saved in your phone

How to Download the Credible Care App on Your Personal Computer

For PC's you can use **Google Play** (must have a Google Account):

Search for "Credible Care" and install

https://play.google.com/store/apps/details?id=com.crediblebh.care2.qa&hl=en_US

For **iOS** (must have an apple ID), go to the App Store:

Search for "Credible Care" and install

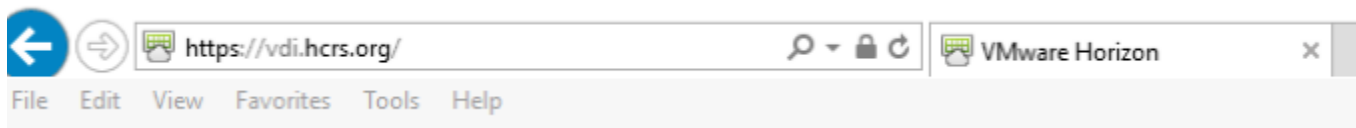
<https://apps.apple.com/us/app/credible-care/id992242694>

You can also go to <https://beta.crediblebh.com/>, scroll to the bottom, and select the operating system you have. Please note, this download is not always successful so we recommend one of the options listed above as a first option.

How to Access Horizon from Home Using Your Internet Browser

(This will give you access to the intranet, the s:drive and your p:drive.)

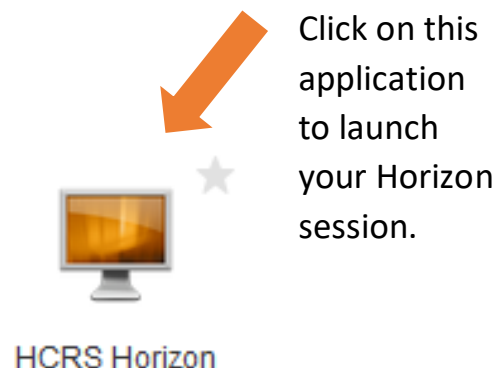
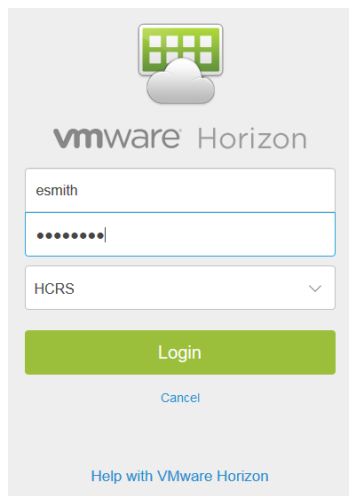
1. Open your internet browser and type in the address bar: <https://vdi.hcrs.org>



2. Click on the **Horizon HTML Access** application



3. Log into Horizon using your Windows Username and Password, and then click on the “virtual machine”



Please note the Sidebar Menu. This is where you will go to log off. Logging off incorrectly may compromise your ability to log back on.

Sidebar Menu

The Sidebar Menu is where you will go to:

- Change your password
- Lock your computer
- Log off/Sign out

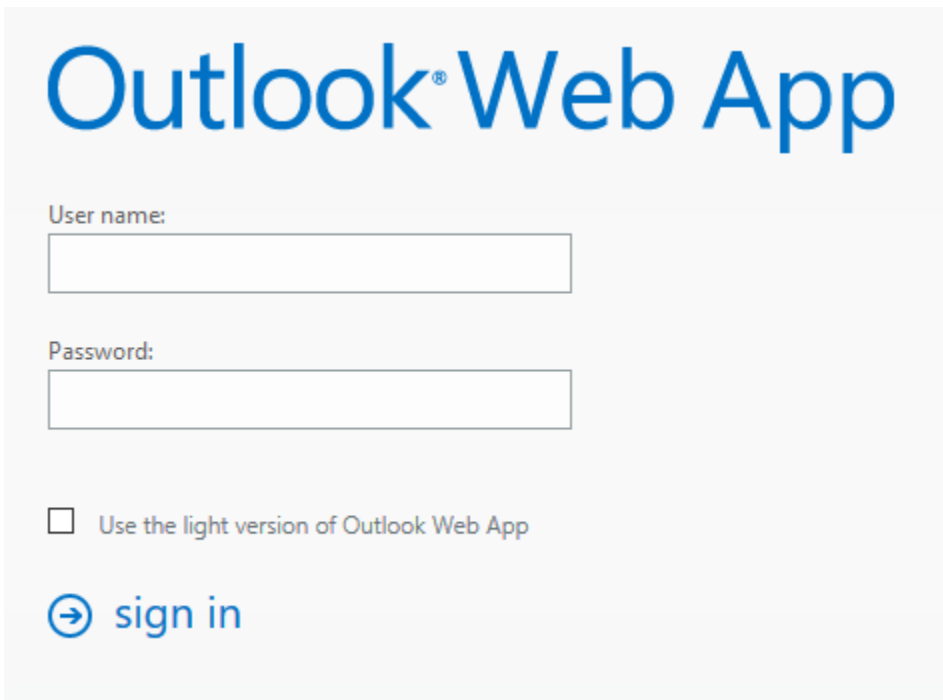
Logging Off:

CTL+ALT+DEL functions: Lock & Password	Logging Off Horizon
<p>To access the screen where you have the option to lock your computer or change your password click the icon noted here:</p> <div style="margin-top: 20px;"> </div>	<p>To log off of your Horizon session it is important you do it the following way:</p> <p>Click this icon, then choose "Log out" from the list:</p> <p style="text-align: center;">Confirm your request to Log Off:</p> <div style="border: 1px solid gray; padding: 10px; margin-top: 10px;"> <p>Log Off Desktop</p> <p>Are you sure you want to log off from HCRS Horizon Non-Persistent? Warning: you may lose unsaved work.</p> <p style="text-align: right;"> <input type="button" value="Cancel"/> <input type="button" value="OK"/> </p> </div>

How to Access Only Email Using the Web

(This will **only** give you access to email.)

1. Go to: <https://hcrs-mail.hcrs.org>
2. Use your Windows Username and Password to sign in



The screenshot shows the Outlook Web App login interface. At the top, the text "Outlook® Web App" is displayed in a large blue font. Below this, there are two input fields: "User name:" followed by a text box, and "Password:" followed by a text box. Underneath the password field is a checkbox with the label "Use the light version of Outlook Web App". At the bottom left, there is a blue circular icon containing a right-pointing arrow, followed by the text "sign in".