

# FAQ and troubleshooting steps to help when working from home

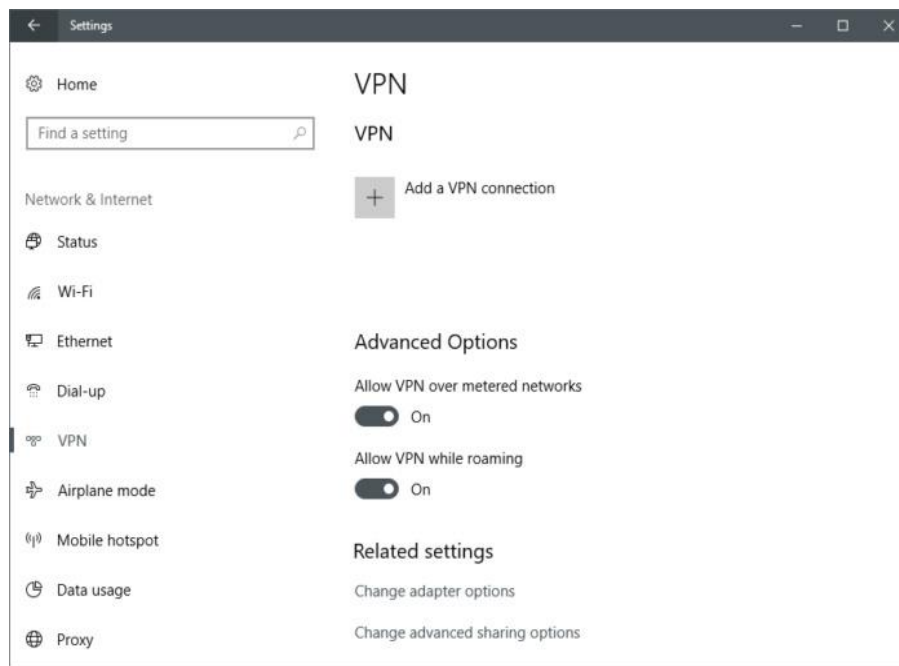
prepared by NVT Group  
March 2020

**Technology as a Service**

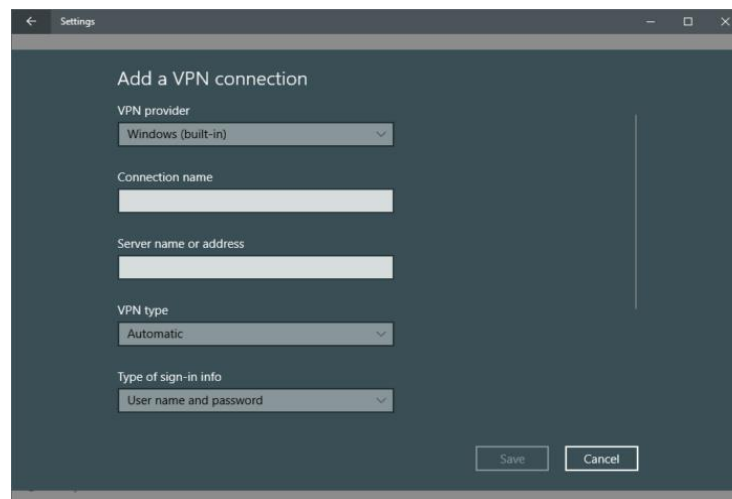
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## Q: How Do I set up VPN Access?

1. Click on the Cortana search bar or button on the taskbar and type VPN.
2. The top choice should be Change virtual private networks (VPN). You can also open the Settings app and go to Network & Internet > VPN.



3. At the top of the VPN screen in the Settings app, click Add a VPN connection.



4. In the screen that appears, enter the details for your VPN connection. Under "VPN provider", click on the drop-down menu, and select Windows (built-in). This will also change "VPN type" to Automatic, and "Type of sign-in info" to User name and password.
5. Next fill out the "Connection name" and "Server name or address."



6. Scroll down this screen and you will see a space to enter your username and password for the VPN. Once the information is entered, click Save, and close the Settings app.



7. Click the Wi-Fi icon in the system tray on your taskbar, and select your newly created VPN connection, which should be right at the top of the list. It should automatically start to connect.

## Can't connect to the VPN?

1. Check your internet connection. It may seem obvious, but make sure your network connection is working. In particular, if your Wi-Fi connection is not working, check if your device is actually connected to the correct access point.
2. Check your login credentials. Another obvious, but often overlooked, detail is not having the correct or up-to-date login credentials. If you are using a free VPN service, check the website to see if the credentials supplied by the VPN service have changed. Passwords are often updated.
3. Close down and restart. If your VPN has its own program, close it down (all the way, make sure it's not just minimised on your computer), and restart it.
4. Log a ticket with the team at NVT Group on:

**Email:** customerservice@nvt.co.uk


**Service Now Web Portal :** <https://nvt.service-now.com/nvtsp>

**Call Customer Service:** 08453 899 100



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## Q: How do I set up my home printer?

1. Connect your printer to your network. The process for this varies from printer to printer. Most modern printers can connect to your network via Wi-Fi. Some printers may be able to connect via Ethernet cable, though this requires that they be close enough to the router for Ethernet to be viable.
  - If your printer is Wi-Fi capable, you can generally connect it to the network using the built-in menu display. Refer to your printer's documentation or look up the model online for exact instructions.
  - Make sure your Wi-Fi printer is close enough to the router to get a solid signal.
2. **Connect to the printer (Windows).** Now that the printer is on the network, you can use the Windows "Add a Printer" wizard to automatically install the necessary software on your computer to use it. If you are using OS X, skip down to the next step.
  - Click the Start menu and select Control Panel. Windows 8 users can press  Win and type, "control panel".
  - Select "Devices and Printers" or "View devices and printers".
  - Click Add a printer at the top of the window.
  - Select "Add a network, wireless or Bluetooth printer".
  - Select your network printer from the list and click Next.
  - Install the necessary drivers if prompted. Windows should be able to find and install the correct drivers for most printers.
3. **Connect to the printer (Mac OS X).** Note that when attempting to connect to a network printer in OS X, it must support AirPrint or Bonjour. Check the documentation for your printer to ensure that it meets these specifications. If it does not, you should still be able to connect via IP address (See the Troubleshooting steps at the end of this section).
  - Click the Apple menu and select "System Preferences".
  - Click the "Print & Scan" option.
  - Click and hold the "+" button at the bottom of the printer list.
  - Select the printer you want to add from the menu that appears. If the printer you want isn't listed, see the Troubleshooting steps at the end of this section.
  - Click the Download & Install button if prompted. OS X includes the necessary software for many printers, but also provides downloads for printers that aren't built-in. Clicking this button will allow OS X to download the necessary drivers from Apple.
4. Print to the network printer. Once you have added the printer to your operating system, you can print to it just as you would a printer connected directly to your computer. Simply select the printer from the "Print" window of any program.
  - Make sure that the printer is turned on and that you are connected to the same network.



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## Q: How do I connect to my home Wi-Fi?

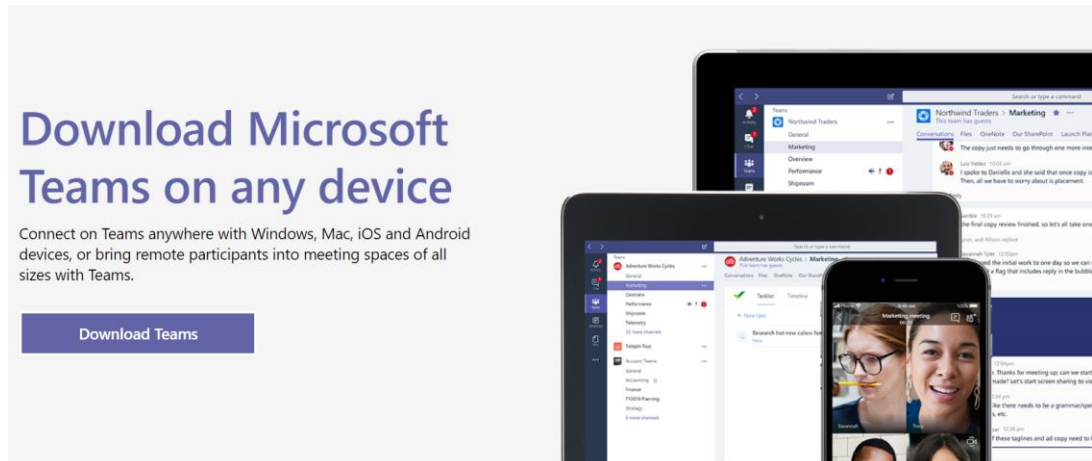
| Operating System & Device | Steps to Enable Wi-Fi  | Steps to Connect to Your In-Home WiFi Network  |
|---------------------------|--|--|
| Android (Mobile)          | <ul style="list-style-type: none"><li>▪ Tap the Settings icon.</li><li>▪ Tap Wireless &amp; networks or Wi-Fi.</li><li>▪ If turned off, tap Wi-Fi to turn it on.</li></ul> <p>Note: Settings and menu options may vary between manufacturers and Android versions. Refer to your device owner's manual for specific steps.</p> | <ul style="list-style-type: none"><li>▪ Tap Scan to search for available networks.</li><li>▪ Tap your network name from the list of available SSIDs.</li><li>▪ Enter the network password.</li><li>▪ Tap Connect.</li></ul>      |
| Apple (iPhone & iPad) iOS | <ul style="list-style-type: none"><li>▪ Tap Settings.</li><li>▪ Tap Wi-Fi.</li><li>▪ If Wi-Fi is set to OFF, tap the slider button to turn it on.</li></ul>  | <ul style="list-style-type: none"><li>▪ Tap Settings.</li><li>▪ Tap Wi-Fi.</li><li>▪ Tap your network name from the list of available SSIDs.</li><li>▪ Enter the network password.</li><li>▪ Tap OK.</li></ul>                   |
| Mac OS X (Apple Mac)      | <ul style="list-style-type: none"><li>▪ In the menu bar, click the Wi-Fi icon.</li><li>▪ Click Turn Wi-Fi on.</li></ul>  | <ul style="list-style-type: none"><li>▪ In the menu bar, click the Wi-Fi icon.</li><li>▪ Select your network name from the list of available SSIDs.</li><li>▪ Enter the network password.</li></ul>                              |
| Windows 10 (PC)           | <ul style="list-style-type: none"><li>▪ From the App list, tap Settings.</li><li>▪ Click Network &amp; Internet.</li><li>▪ Click Wi-Fi.</li><li>▪ Make sure Wi-Fi networking is set to On.</li></ul>   | <ul style="list-style-type: none"><li>▪ From the System Tray, click the Network icon.</li><li>▪ Select your network name from the list of available SSIDs.</li><li>▪ Enter the network password.</li><li>▪ Click Next.</li></ul> |



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## Q: How do I Download MS Teams?

1. Copy this link into you search engineer:  
<https://products.office.com/en-gb/microsoft-teams/download-app>

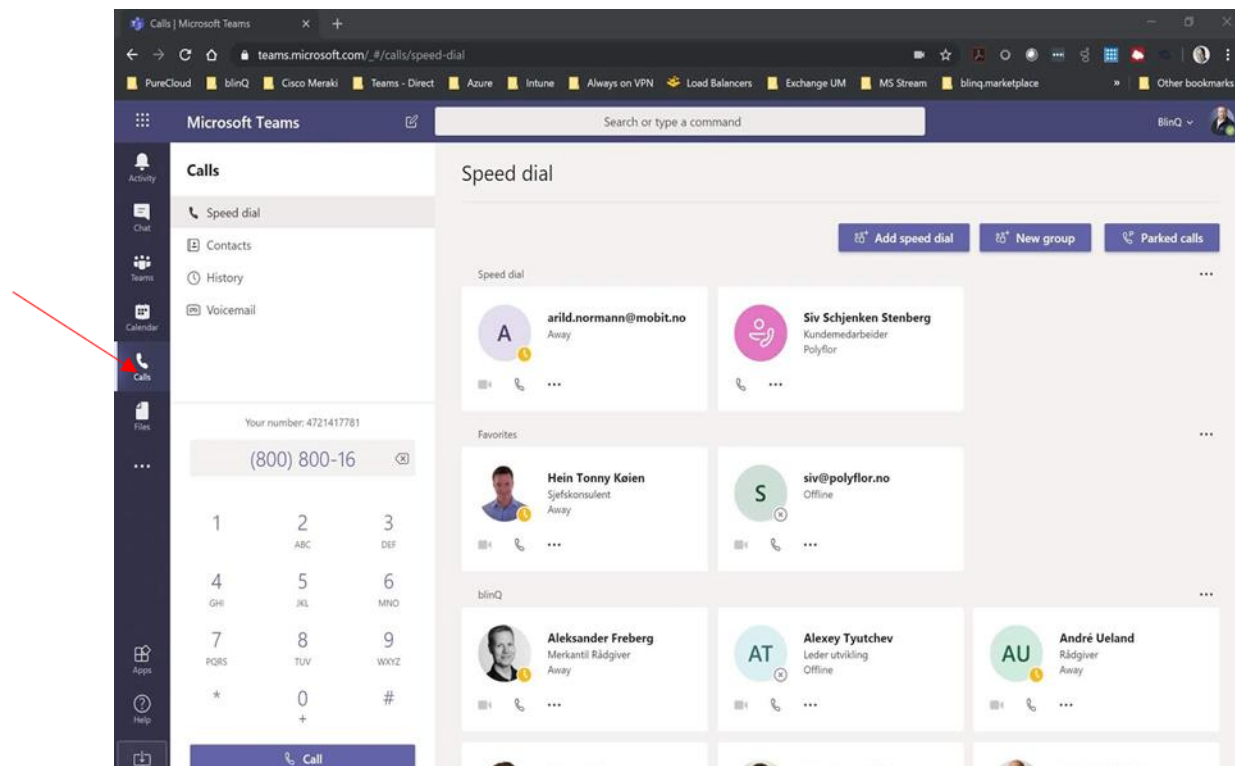


2. Then click Download Teams button



## Q: How do I place a call using MS Teams?

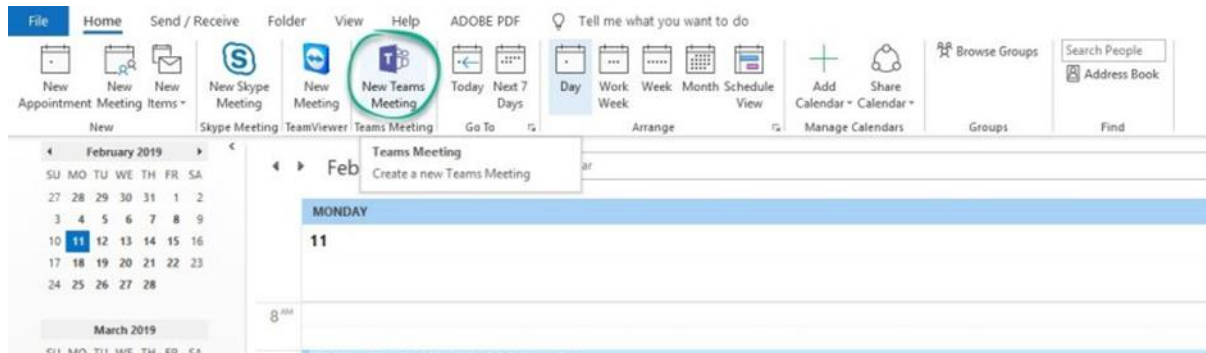
1. You can use the Number Pad to dial by clicking the numbers or typing them directly into the call bar and clicking the Call Icon.
2. You can also call a contact by navigating to your Contact List (Contacts > A-Z) and selecting the Phone Icon next to your desired contact.
3. If you don't see the person you want to call here, click the Add Contact Button to search for them by name, email, or phone number. Click on the contact when they appear, and click 'Add' to add them to your contact list.



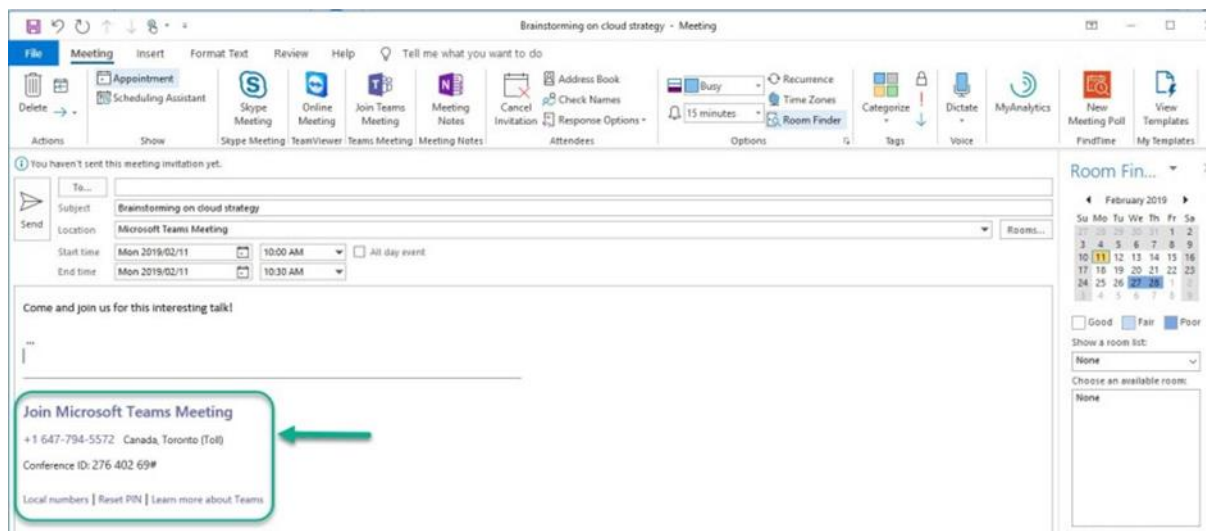


## Q: How do I arrange a Teams Meeting?

In Outlook, go to the calendar Outlook will automatically show the Teams Meeting icon on the ribbon.



Clicking this will add a Teams Meeting link at the bottom of your meeting invitation body so when the time comes, meeting attendees can join with the provided link:



If you have more questions about using Microsoft Teams, ask us for our in-depth User Guide.







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