SSP Remote Working Support Guide

Guidance for effective remote and home working

March 2020

V1.0

1

Contents

- **Introduction**

- **Pure Broking - How to access remotely**

- **Pure Broking - What are the technical requirements?**

- **Pure Broking - Advice for Apple device users**

- **Electra^{M3} - How to access remotely**

- **Remote working GDPR compliance & security - Hints & tips**

- **Other Help and Assistance**

SSP.

Introduction

Many businesses need to ensure working at home capability is a viable option so they can continue to provide the best level of service to their customers.

This document will provide you with practical help and guidance to facilitate effective home working.

SSP is here to help where we can in these challenging times. Our Service Desk will assist with any aspect of your remote working where appropriate please log an IM in the usual way and we will do what we can to assist and advise. All contact details are available at the back of this pack.

We are a Microsoft partner, we do not support Apple devices, we are happy to assist where possible, but this can be challenging for our service desk.

Pure Broking – How to access remotely

*You can access Pure Broking remotely, all you need is...*

- *Adequate internet connection*

- *A PC/ device*

- *Citrix Receiver downloaded on your device*

Citrix should install onto your PC the first time you login to the Pure Broking Application. If it is not detected by your browser, it may open within HTML5, meaning it will launch within the web browser itself, not as its own application. The implications of this are that you cannot see local printers and will be unable to save to your local C: Drive.

The SSP Pure Broking website login page is https://pureaccess.ssp-hosting.com

Pure Broking – Citrix Receiver Detection

If Citrix has not been installed correctly when logging into the application, you will see a screen that looks like this.
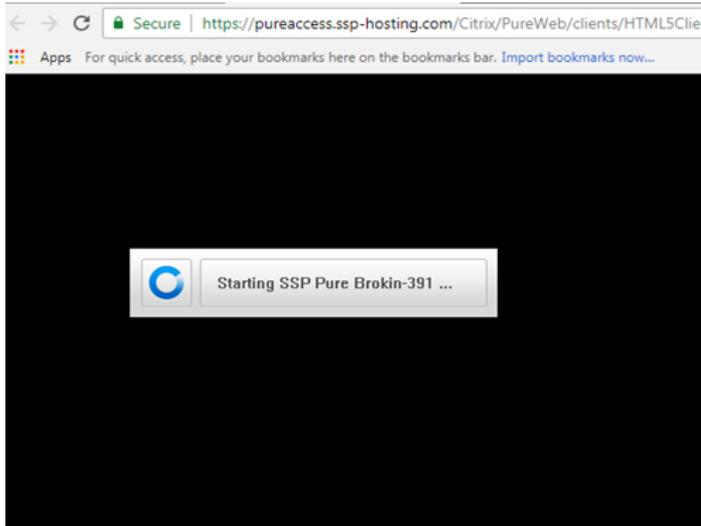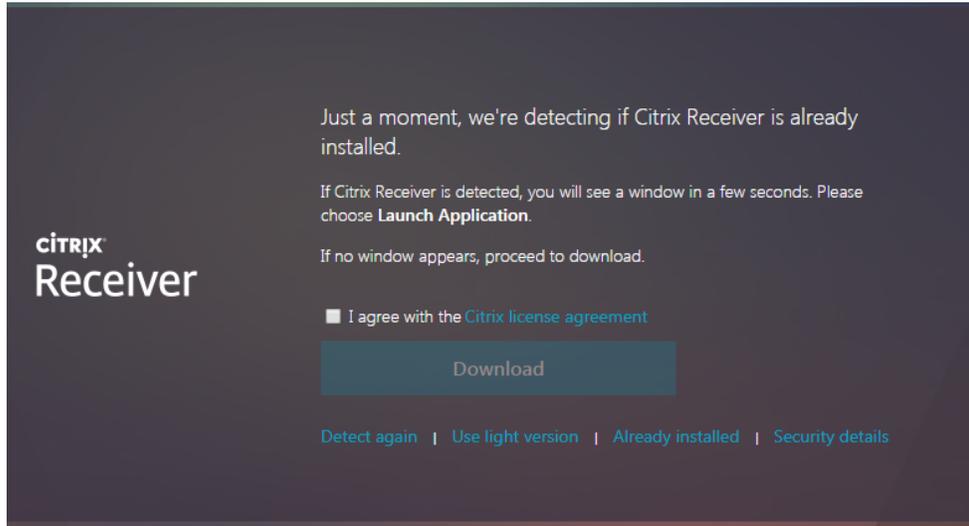
To rectify this, select the dropdown next to your username in the top right hand corner of the webpage and then select 'Change Citrix Receiver…'
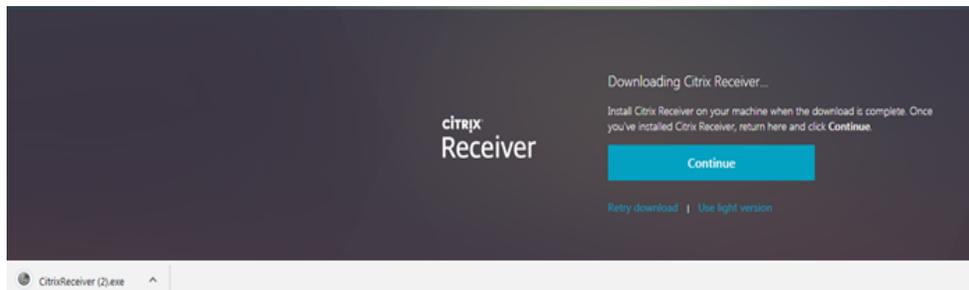
5
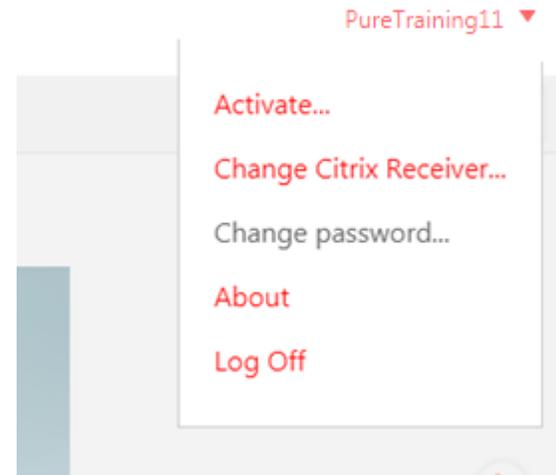
Pure Broking – Citrix Receiver Installation

If Citrix Receiver isn't installed, continue with the process over the next few pages.

You will need to tick the check box to agree to the licence agreement (which can be access by clicking the link in blue) to enable the Download button.


Once the Citrix Download has completed (it may pop up at the bottom of your screen). Select Run.

If you are using Google Chrome, the download will be shown on the Task Bar in the bottom left hand corner of your screen.
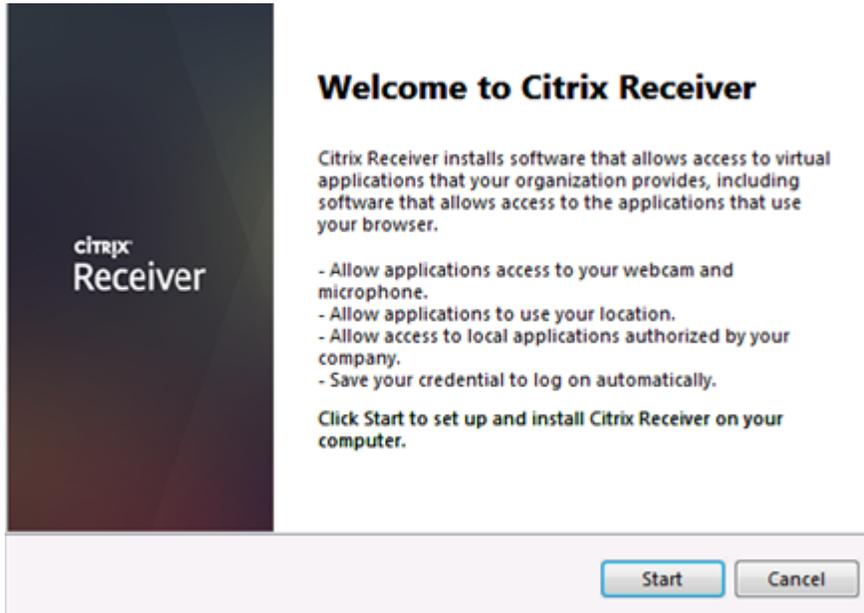
Alternatively, you will need to locate Citrix Receiver in your Local Files (check your downloads folder).

You may be presented with a Windows Security message, Click Run to continue with the installation.
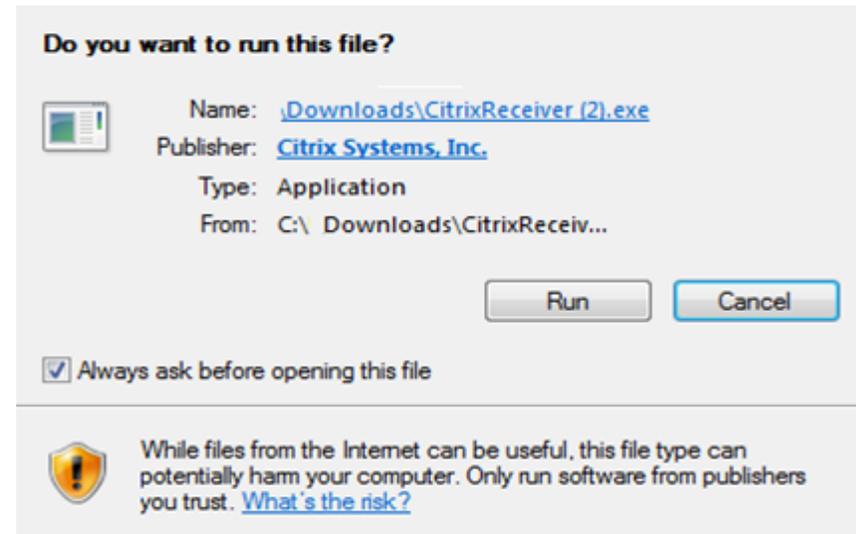
Pure Broking – Citrix Receiver Detection

This will now begin the installation process.
Click Start to commence.

You will need to accept the License Agreement and click the 'Install' button.

The installation process will begin and will take a short time to complete.

Pure Broking – Citrix Receiver Detection

The installation may 'hang' on the first part of the progress bar, please be patient while the application installs.

Once the installation has completed Click Finish and then close all internet browsers, then re-open and log back in again. The Pure Broking application should now launch using Citrix giving you full functionality.

Pure Broking – Computer Specifications

To enable the SSP Pure Broking application to run within your business, we require your PCs to conform to the following minimum requirements:

Operating Systems:

- Windows 8
- Windows 10

SSP would recommend that for business use, you do not use the Home versions of the Windows Operating Systems.

Internet Browser

Most modern internet browsers will work with the SSP Citrix webpages – ensuring that they open Citrix receiver is the main requirement. Citrix receiver is supported on Microsoft Edge, Internet Explorer, Google Chrome and Mozilla Firefox.

Applications Installed

Citrix Receiver is required (version 4.5 minimum). We would NOT recommend the Citrix Workspace App at this time
The computer should have a current and up to date version of an anti-virus product, any mainstream anti-virus products are permitted.

SSP.

Pure Broking – Hardware Specifications

- SSP recommend that at least 4GB of RAM should be installed on any PC being used for accessing Pure Broking, any less will reduce performance.

- Please note, your Pure Broking application experience may be affected by other applications running on your machine. Please ensure you take this into consideration.

- All computers accessing Pure Broking require an Internet connection. (Please see next page for Internet speed requirements). We would also recommend that your PC is using a wired network connection rather than a wireless network connection where possible. Increased latency and possible packet drops will impact the performance and experience of the Pure Broking application.

Pure Broking – Printing

- Printers must have a wired connection, as wireless printers are not suitable and must have a static assigned IP address.

- Please note, USB printers are only suitable for an individual PC, they are not recommended for shared use.

- The printing of documents using different tray settings on multiple types of printers is not supported by Microsoft. (See https://support.microsoft.com/en-us/help/918893/ for further details).

SSP.

Pure Broking – Broadband Requirements

- In order to use Pure Broking, you will need a broadband internet connection.

- The speed of the connection is important, but the quality of the connection is crucial. As such, accessing via a mobile internet connection (i.e. via 4G /5G) is not advised for a consistent connection. An inconsistent connection will likely disconnect the session

- The speed of your internet connection will vary depending on the number of people connecting and what else the connection is being used for. For example, when working from home, who else at home is using the internet?, many devices in the home will use a wifi connection for updates, other people in the house streaming videos or music can impact the performance of Pure Broking application.

Pure Broking – Advice for Apple Users

Supporting our customers who use Apple devices can be a challenge for SSP. As we are a Microsoft partner we build our software for Windows operating systems, and therefore don't test our software on Apple iOS, and our service desk don't have the specialist knowledge to provide extensive support.

The Citrix Receiver app generally works well on Apple devices, if you follow the instructions for downloading Citrix Receiver in this document you should be able to use your Apple device to connect to Pure Broking.

Please bear in mind that the Pure Broking application isn't optimised for mobile device use, so generally the user experience on these devices will not be as good as using a PC/ Mac.

The service desk can assist where possible, but they are unable to connect remotely to Apple devices, and don't have extensive knowledge. If you encounter issues connecting using an Apple device, please contact the Apple support team, before contacting our service desk and we will do what we can to assist you.

Electra^{M3} – Remote Working

- As Electra^{M3} is not a hosted application / product, the application is not set-up for remote access and access is restricted to each customer's individual network.

- Remote access can be achieved, albeit, with restricted functionality, such as remote printing and logging onto the server console to access system administration.

- If an Electra^{M3} User needs access to Electra^{M3} remotely, our suggested method of connection is via the use of a PC Remote Access Software package, there are number of different packages available that customers can review and select i.e. LogMeIn, GoToMyPC, TeamViewer, etc. Some of these packages offer a limited period free trial.

- You are responsible for purchasing, installation, and set-up (each SSP customer would also need to check and take responsibility for the security of the software / connection used).

- Once the remote software is installed on a User PC in the office, the product will then allow them to connect via a remote PC / Laptop device, which in turn provides direct access to 'take over' that specific users work PC and in turn, access the Electra^{M3} application. The users work PC would have to be left powered on so that access can be established remotely, you many need to adjust settings on your PC to ensure it doesn't go into sleep mode.

- Once remote connectivity is set-up, there are restrictions this has, i.e. printing and backups.

- Printing cannot be directed remotely and will continue to print to the printers in the office.

SSP

Electra^{M3} – VPN Connectivity

- Some of our customers have advised that they are looking to set-up a VPN connection as an option for their staff to connect to Electra^{M3.}

- Any customer implementing this solution would be expected to take responsibility for setting this up themselves, the Electra^{M3} Technical Support Team are available to assist with basic advice and questions or 'hand holding' where they can, but please note it is the customer and/or their IT Professional who will be responsible for completing all of the set-up actions themselves – not SSP.

- Where there is limited IT knowledge at the customers' office, we suggest the customer use remote PC access software instead, and set this up as stated above in the Remote Access section.

Electra^{M3} – Printing

- Printing via any third party remote access product will only print to the printers installed within the work/office location, i.e. there is no option to print remotely (i.e. from home).
- Any Electra^{M3} generated documents will continue to print in the same way to office printer's set-up within the Electra^{M3} application. Customers with "SSPD" functionality would be better placed to use this rather that physically printing documents.

Electra^{M3} – Back Ups

- The current standard Electra^{M3} Backup routine writes data to a physical tape, which is inserted into the tape drive, a task which is the responsibility of the SSP customer. Without a tape being inserted each day the backup will fail and if tape is not inserted for 5 days the system will lock out all users. We therefore recommend that the customer continues to change the tape daily.
- If a daily backup is not completed there is risk of data loss in the event of a system issue / failure, again something the customer needs to be aware of as data backups are their responsibility, this is not SSP's responsibility.
- Back-up Tapes will need to be changed daily to ensure a data backup is maintained, please check the backup status.

Electra^{M3} – Summary

- SSP's recommendation is that one person (if available) visits the office each day to take last night's backup off site and insert a new tape for tonight, while on site checking the printers have enough paper in the trays and sorting the documents printed so that they can place what is needed in the post.
- * Please note there are other 3rd party IT providers that may be able to provide a cloud back up.

Remote Working Hints & Tips

It's good practice to apply the same rules for GDPR security and compliance in the office environment, for remote or home working. Below are some points to consider and general advice:

- **Disposal of Documents** - If disposing of documents or data assets, ensure these are properly disposed of. For example don't put any documents with personal data in your home recycling bin, they should be shredded and disposed of securely

- **Public Wi-Fi** – Don't assume any public Wi-Fi or unsecured networks are safe to use. Use a trusted Wi-Fi network to access your SSP system

- **Lock your Device** – If using a Windows PC, use the Microsoft Key + L to lock your PC when away from it. If using a mobile device ensure that it is locked when not in use. Anybody could access personal data if you leave a device unlocked

- **Using 3G, 4G, and 5G networks** – these are secure connections as long as the device you are using is secure

- **Be careful when using personal devices** – These may not have the required level of security installed, no anti-virus, or encryption

- **Commercial VPN (Virtual Private Network)** – if your business doesn't have a VPN facility you could use a commercial VPN app, this provides you with a level of security for a mobile device

SSP.

Other Help and Assistance

Over the course of the next few days and weeks we will be in touch with you to offer further help, advice and support to make sure you can continue business as effectively as possible.

- **Optimisation Calls –** you will be contacted by one of our team members who will discuss your system usage and offer tips on how to make the most out of automated tasks and activities

- **Dedicated Web Content –** you will shortly see an area on our website dedicated to helping you get the most from your system as well as other helpful advice

- **New functionality –** we will be in touch with you to offer you new areas of functionality that may help you better deal with your customers or cope with a reduced work force

- **Contacts –** it is important that you are able to get in touch with us for non-service related issues so to help with this, please use the details listed below:

Name	Role	Phone Number	Email Address
Laura Beasley	Internal Account Manager	0121 779 8569	laura.beasley@ssp-worldwide.com
Stephen Tucker	Account Manager	07766 077988	stephen.tucker@ssp-worldwide.com
Silvia Petrini	Internal Account Manager	0121 779 8485	silvia.petrini@ssp-worldwide.com
Jack Goodall	Account Manager	07920 768543	jack.goodall@ssp-worldwide.com
Hazel Hand	Internal Account Manager	0121 779 8620	hazel.hand@ssp-worldwide.com
Carl Phipps	Account Manager	07771 980418	carl.phipps@ssp-worldwide.com
Ciaran O'Keefe	Account Manager	07767 886690	ciaran.o'keefe@ssp-worldwide.com
Training Team	Training	0121 779 8383	trainerline@ssp-worldwide.com

SSP.