

If you're planning to work from home, there's a few actions you'll have to take to ensure that you're able to do so.

## Hardware: Have you got the following items?

- A Mercury Laptop

Although you can access most of our applications from you own personal computer, we'd strongly recommend that you use Mercury issued devices when working from home due the more robust security features that are installed on all our IT devices.

- A charger for your Laptop

Typically, IT will issue you with 2 chargers for your laptop – a larger, higher wattage one for powering your docking station and a smaller more portable one for just charging your laptop.

Ideally you should also have a bag for safely transporting these items to and from work.

All other items such as keyboards, a mouse, monitors etc. though desirable, are not required to allow you to temporarily work from home.

## Have you taken the following actions?

- Updated your mobile phone number on the Mercury Directory? (this will appear on your Email signature)
- Or if it's a personal phone number, contacted [support@mercuryeng.com](mailto:support@mercuryeng.com) with this information?

If we don't have the correct mobile phone number for you on file then you simply will not be able to get past the verification stage of the remote log in and as such you will not be able to access the Mercury network. For more: refer to the Working from Home - 2FA guide

## How do you know if you can work from home?

The best way of ensuring that you're able to work from home is to conduct a trial run previous to the days when you'll actually have to do it. Why not bring your laptop home with you one evening to see if you can connect to your home network and log in to some key applications you use to fulfill your role.

For more: refer to the Working from Home – Connecting to the Network guide

## Why not use OneDrive for Business?

Are there any files that you regularly need access to? The vital stuff that you couldn't do your job without. Don't store these files on your desktop or worse yet a USB Stick or external drive. You should store them on your Mercury OneDrive for Business. This way you'll have access to them at any time on any device. Simply type **OneDrive** into your Windows search bar and click on the app to begin.

## Support

Please contact Group IT if you require any additional hardware, software or further guidance on working from home.

**+353 (0)1 2139 394**

**[support@mercuryeng.com](mailto:support@mercuryeng.com)**



What you want to do

What you'll need to do it

# Using a Mercury Laptop

MS Office (including Outlook)

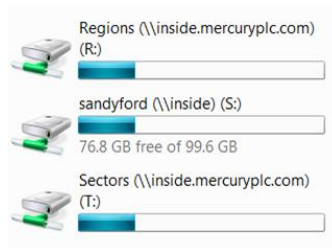


**AUTODESK®**  
**BIM 360™**

**SAP Concur**



Internet Connection



Network Drives



FortiClient



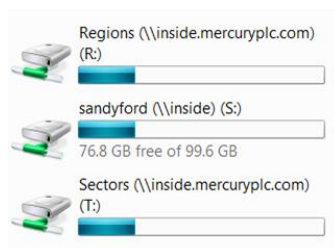
Citrix Desktop

# Using your Personal Laptop

Office 365 Applications



Internet Connection



Network Drives



Citrix Desktop

When you're working from home you may need to connect with to Mercury network in order to run certain applications or to access network drives and your shared documents.

### Use the FortiClient App

Most Mercury laptops should have the **FortiClient App** installed. To check if you have it on your machine simply type **Forticlient** into the Windows search bar.

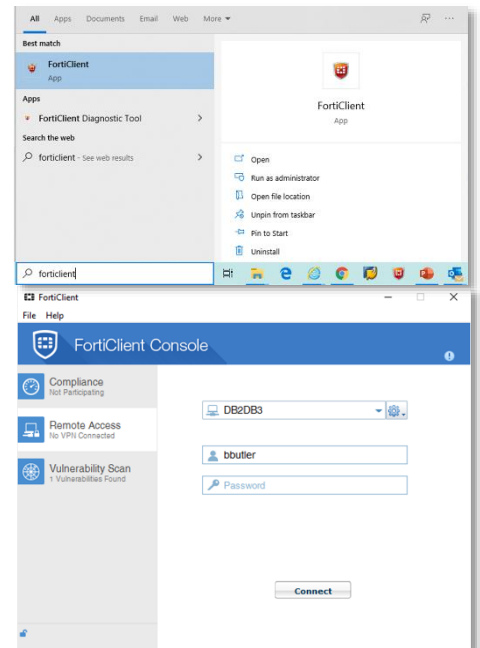
If the app appears simply click on it to start it running.

Select the **[Remote Access]** option

Next input your usual **Username** and **Password** and click **[Connect]**.

You should now have the required network access

*(If your FortiClient looks different from the example to the right it may need to be updated, if so, follow the below instructions)*



### What if you don't have FortiClient installed?

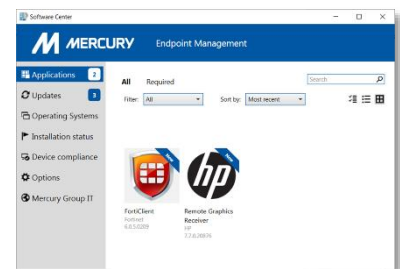
Simply type **Software Center** into the Windows search bar.

This should bring up the Software Center app.

**Click on it** to start it running

In the **Applications** section you'll find the **FortiClient App**.

**Click on it to install it** on your computer then follow the instructions above

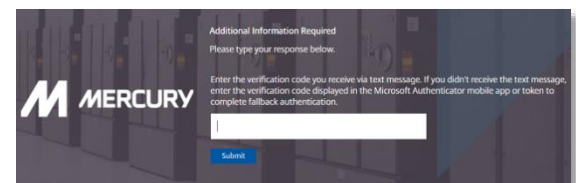


### Using the Citrix

If you need to use SAP, you'll need to log onto Citrix as usual

<https://remote.mercuryeng.com/>

After inputting your Mercury **Username** and **Password** and clicking **[Log On]** you'll be asked for a **Verification Code** which will have been sent to you via text message to your registered mobile phone (Click here for details).



Input the code and click **[Submit]** and you should now be logged into Citrix.

### Employee Login

If you're using a personal device your gateway to most of the applications you need can be found at the bottom of every page of our website, [www.mercuryeng.com](http://www.mercuryeng.com). Click on the Employee Login link [www.mercuryeng.com/employee-login/](http://www.mercuryeng.com/employee-login/). On this page you'll find links to your web mail and other office 365 applications such as SharePoint. On Mercury Share you'll find further links to applications in the Popular links section.

