

## Advice for customers on how employees can work from home effectively

This document is being provided by Smart Systems Ltd in order to illustrate methods that can be used to provide employees with effective means to work from home, and how to get support for the Smarts V6 software from us during the COVID-19 outbreak.

**Please check our daily Corona Virus Service Update for the most up to date information from us - <https://www.smartsystems.co.uk/serviceupdate>**

- **Accessing on-site workstations from home**
  - Various solutions are available to provide off-site access to on-site computers (remote desktop access), employees can have full access to their workstations as if they were still seated at their desks. Some of these solutions can be used for free, but will not provide the additional features of paid-for solutions.
    - Free solution
      - Chrome Remote Desktop - <https://remotedesktop.google.com/>
        - This is one of the simplest methods to configure remote desktop access, but it only provides basic access to the desktop.
    - Paid solution
      - TeamViewer - <https://www.teamviewer.com/en/>
        - Although there is a free version of TeamViewer which can easily be configured to provide remote desktop access, the paid version can be used for work from home and provides additional features such as:
          - Built-in chat between users
          - File transfers
          - Ability to reboot the machine and automatically re-connect
          - Multi-monitor support
          - Multiple connections to the same machine
    - Other options
      - The only alternative to using remote desktop software, is to configure a VPN (Virtual Private Network) on-site which will allow off-site machines (once also configured) to connect to the on-site network over the internet – *Configuring a VPN is likely to require assistance from a qualified IT support company.*
        - Once a VPN is configured, off-site machines will be able to access the on-site network (and devices connected to it) as if they were also connected to it on-site.
        - A VPN would also allow for off-site machines to connect to the desktops of on-site machines, using for example RDP (Remote Desktop Protocol).
- **Using personal computers or laptops from home**
  - In cases where it is not possible to connect to on-site workstations, personal machines can be configured for most tasks.
    - Smarts V6 installation
      - The latest version of Smarts V6 can be downloaded from
        - <http://www.smartstechnical.com/>
          - Click on the download link, and save the file onto your machine.
          - This will save a V6\_REL1652.zip file to your chosen download location (usually your 'Downloads' folder).

- Open the folder containing the downloaded V6\_REL1652.zip and locate the file.
- Right-Click on the file and select 'Extract All' from the pop-up menu, a window will pop up to ask where to extract the files to, leave the location unchanged, and press the 'Extract' button.
- Once the files have extracted a new folder named 'V6\_REL1652' will appear in the same location as the V6\_REL1652.zip file, double-click the folder and then double-click the 'setup.exe' program to launch the installer.
- Follow the instructions to perform the installation.
- Once installation is complete you will automatically have a 7 day license to use the software.
- Contact V6 Support to have a temporary license applied:
  - In the main V6 window go to the 'Setup' menu at the top of the screen and select 'Registration' in the list.
  - A box will appear containing a 'Machine Code' which appears as a 16-digit number.
  - Contact us with the Machine Code, either by:
    - Sending an email stating that you intend to work from home with the Machine Code, your name, and company name to [v6support@smartsystems.co.uk](mailto:v6support@smartsystems.co.uk)
    - Or, launch the remote assistance application, and send us a message stating that you intend to work from home with your Machine Code, your name, and company name in the box that pops up.
      - To launch the remote assistance application click on the 'Help & Support' button in the row of buttons in the top right of the main V6 window (The button looks like a question mark inside a speech balloon). Then click on button which reads 'Remote Assistance'.
      - If for some reason you are having trouble with the remote assistance application (e.g. It won't connect) you can launch the latest version by going to the following address in your web browser:
        - <https://get.teamviewer.com/v6support>
        - The download should begin automatically, when the browser asks you what to do, choose 'Run'.
      - If all else fails, contact us on the main telephone number, 01934 876100.
- **Transferring your on-site V6 database to an off-site machine**
  - If you need to bring your existing quotes over to a new installation of Smarts V6 it is possible to backup your existing local database and restore it to a new machine.
    - Step by step instructions for how to create the backup and perform the restore are available to download here:
      - <https://smartshare.smartstechnical.com/public/v6documents>
    - You will require some way to transfer the file between the machines, a portable USB hard disk, or a large enough USB stick will be sufficient. The database may range from between 1GB and 10GB in size.

- If you use a networked database (employees on different machines all save their quotes to one central database) then it is important to remember that if you backup and restore that database to your off-site machine, then although it will contain all quotes (from all users) that existed at the moment the backup was created, going forward only yourself will be able to add new quotes to it:
  - If multiple employees take copies of the database to work from at home, upon returning to work it will not be possible to merge all of those databases back into one central database.
  - It would be preferable to remotely connect to your on-site workstation in order to continue working on a networked database.
  
- **Office software**
  - If an installation of Microsoft Office (Word, Excel, Outlook etc.) is not available for the machine, then a free alternative can be installed which is compatible with the files created by Microsoft Office.
    - You can download it from <https://www.libreoffice.org/>
    - This will not provide an email client, a viable free alternative to Microsoft Outlook (if you don't have access to web-browser based email) is
      - <https://www.thunderbird.net/en-US/>
        - Configuring an email client can be difficult, another option may be to configure your office workstation to forward incoming mails to another email address that can be accessed via web browser.
    - **V6 Online Ordering will only function with Microsoft Office**
      - If Microsoft Office is not available then we suggest that you submit your online orders manually using the Smart Systems Ltd Online Ordering website:
        - <https://www.smartorders.co.uk/Account/LogOn?ReturnUrl=%2forders>
  
- **Getting assistance from V6 Support, and renewing V6 licenses.**
  - The best way for you to contact us with any problems is to send an email clearly explaining the problem to [v6support@smartsystems.co.uk](mailto:v6support@smartsystems.co.uk) , please include your name, company, and contact details.
  - Alternatively you can contact us using TeamViewer this can be launched from within V6, or downloaded from <https://get.teamviewer.com/v6support> as described previously.