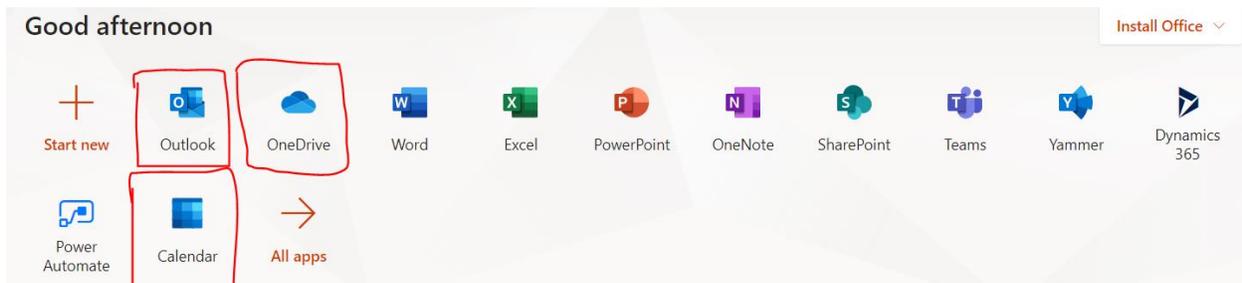


IINE Technology Resources and Policies

1. Office 365

Office 365 is home to email, calendars, and the share drive. Your account username is the same as your email: first letter of your first name + full last name + @iine.org. For me, Molly April, my email is mapril@iine.org.

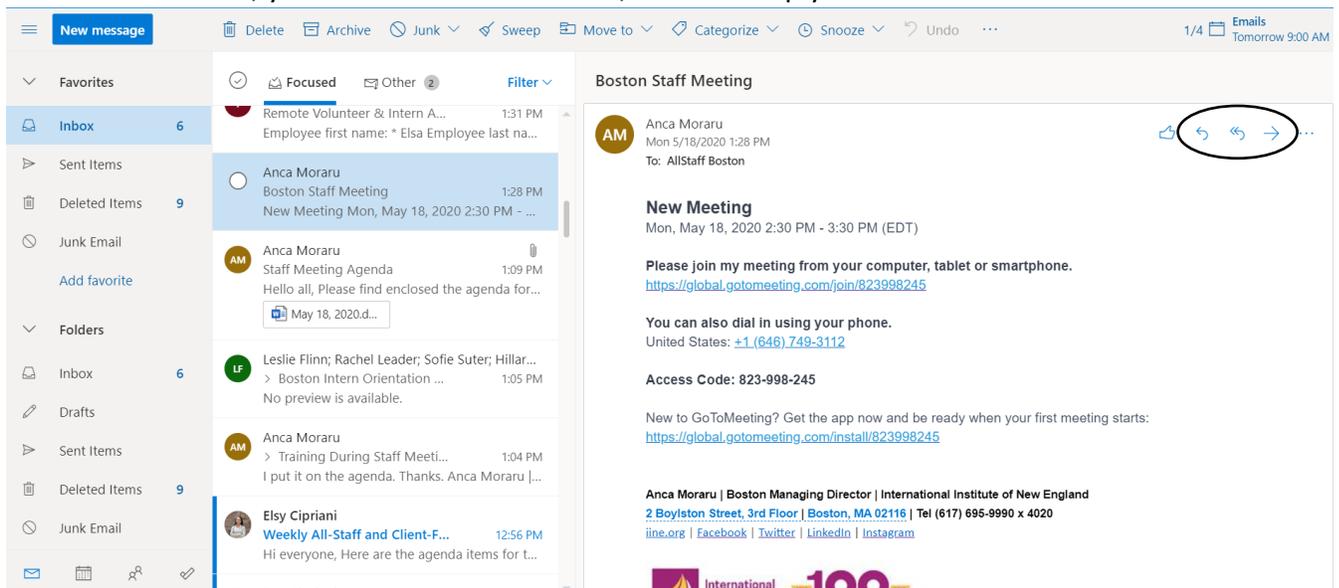
When you log in to Office 365, all of the applications are listed on the home screen. As you can see, there are many applications, that you will use most often are: Outlook (email), Calendar, and OneDrive.



Both the Outlook and the Calendar applications are relatively easy-to-use.

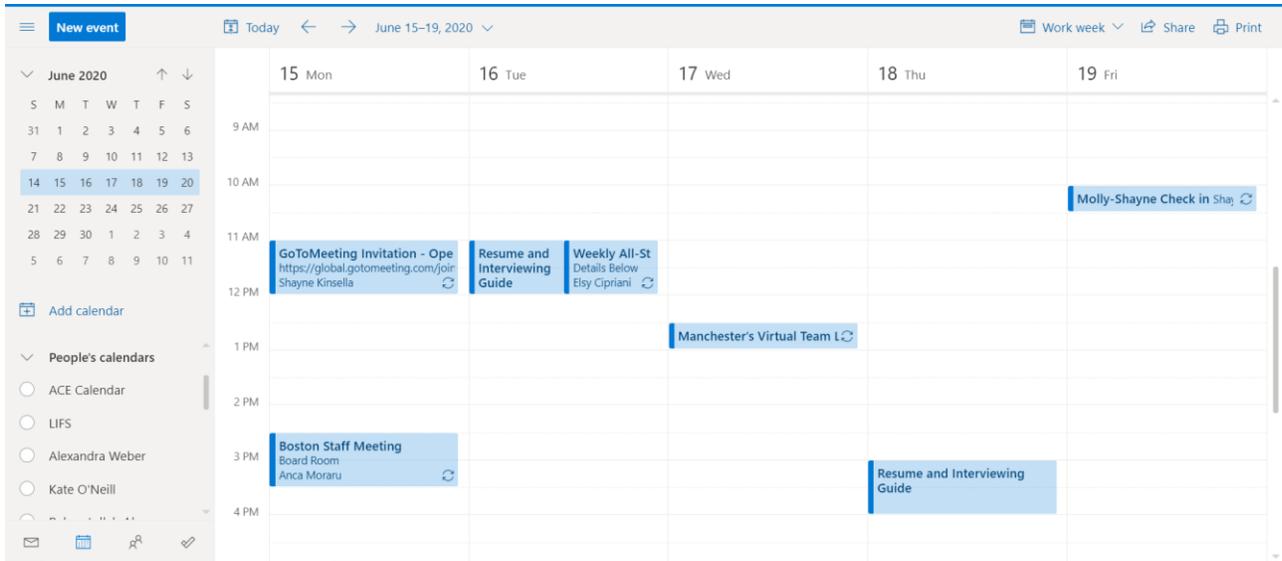
Outlook

Within Outlook, you can create a new email, read and reply to emails.

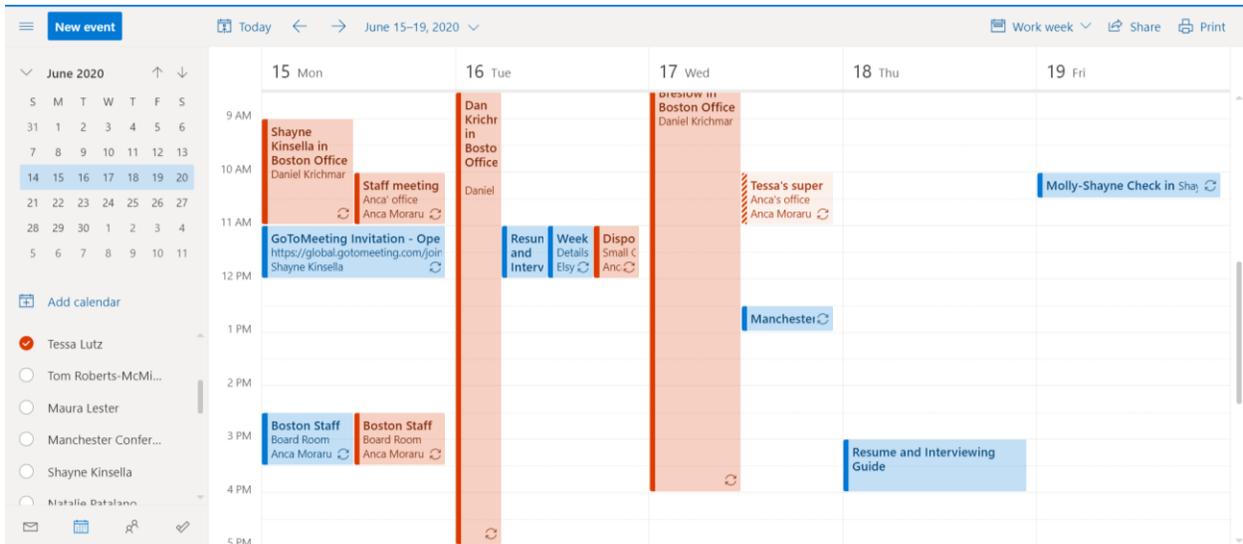


Calendar

Within your calendar, you can create new events, invite others to events, and view other people's calendars to see their availability.

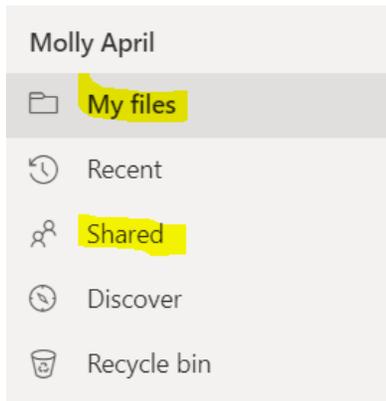


When you open another person's calendar, you will be able to see their calendar overlaid with yours in a different color.

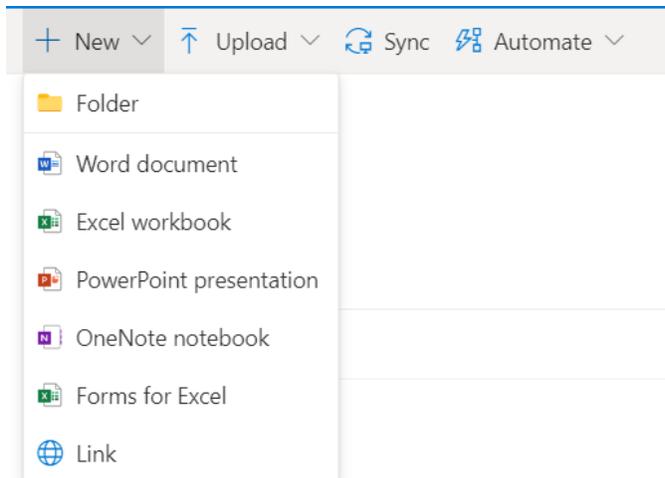


One Drive

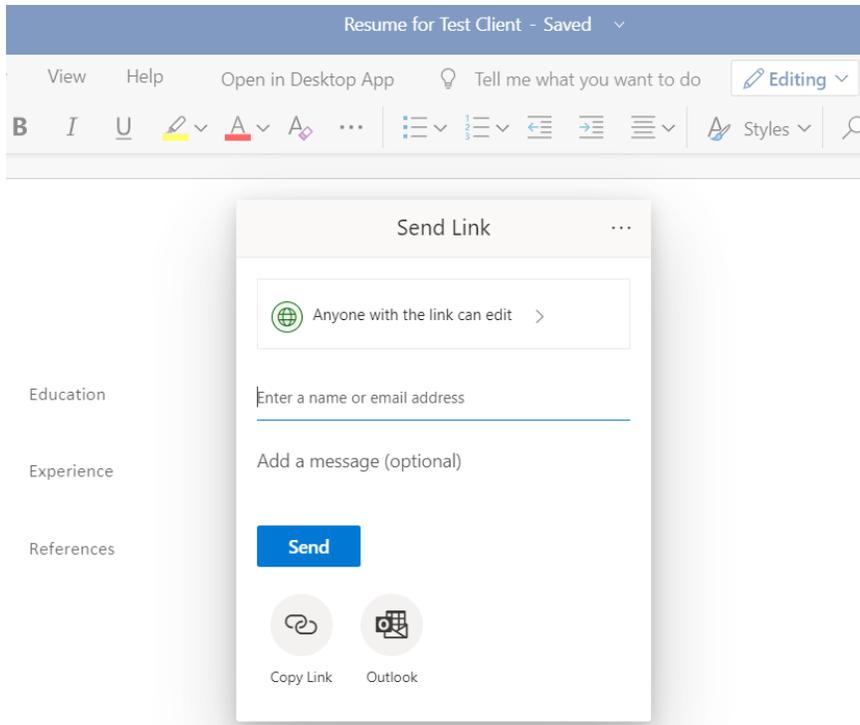
The OneDrive is a shared drive where you can upload documents for others to see and edit, access documents uploaded by others, and create new documents. All IINE documents should be shared, edited, and created on the OneDrive. When you open the OneDrive, you will see documents either under “My Files” or under “Shared.”



To share documents, you can either upload an existing document or create a new document within the OneDrive. Because the OneDrive is an Office product, you have access to all of the Microsoft Suite applications.



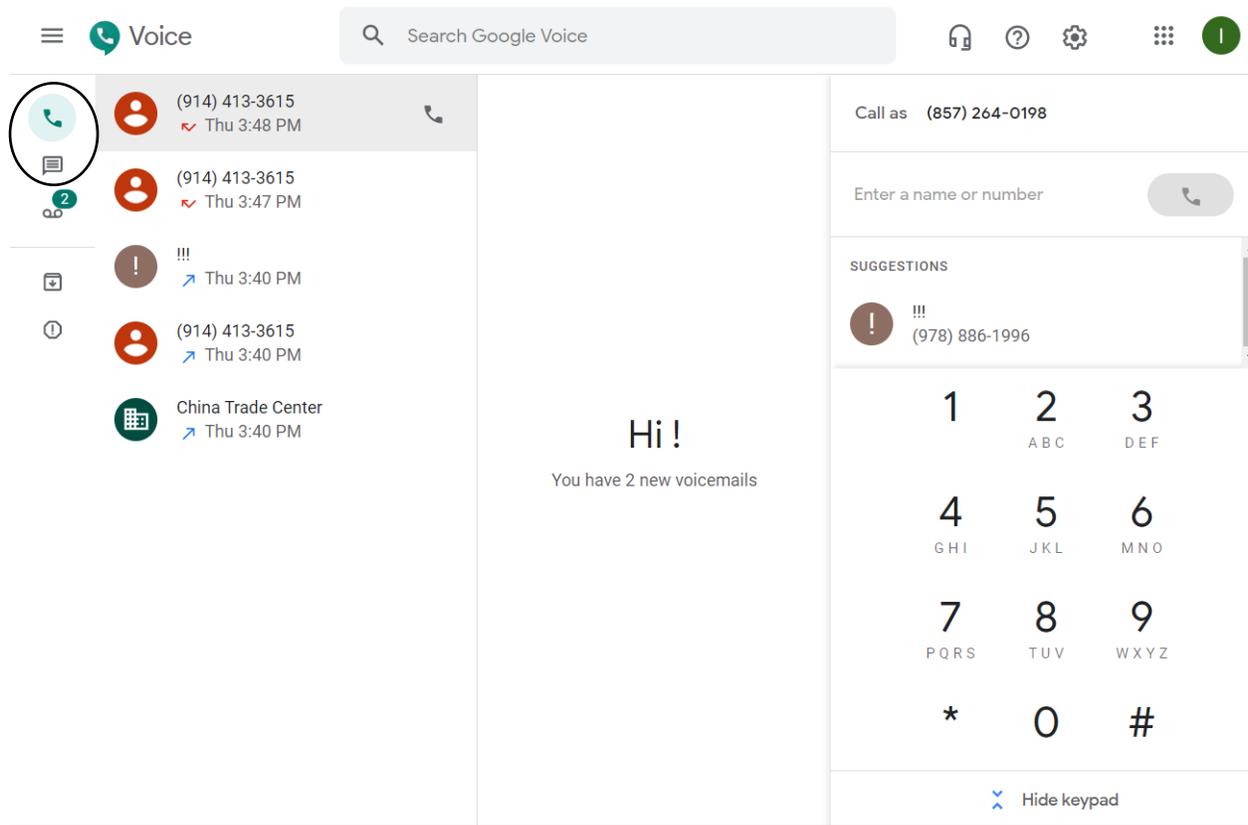
When you create a document or upload a document, you will want to share this with whoever may need access (your supervisor, your team, etc.) Creating documents and sharing them through the OneDrive makes sure that client data and confidential information is safe. No IINE documents or information, especially client information, should be saved on your personal computer



When you share a document, you can type a message and send directly from the OneDrive. However, you can also select the “Outlook” button to be taken to your email where you can format your message more thoroughly.

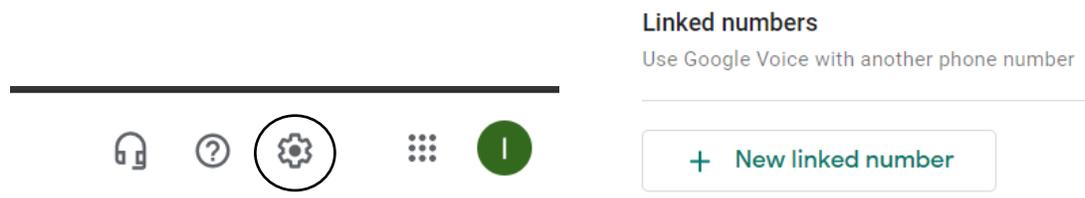
2. Google Voice

Google Voice will allow you to call and text with clients without sharing your personal phone number. Each department will have a Google Voice number linked to a Google Account. You can access Google Voice either from a web browser or by downloading the free application on your smartphone. You must use Google Voice when contacting IINE’s clients.

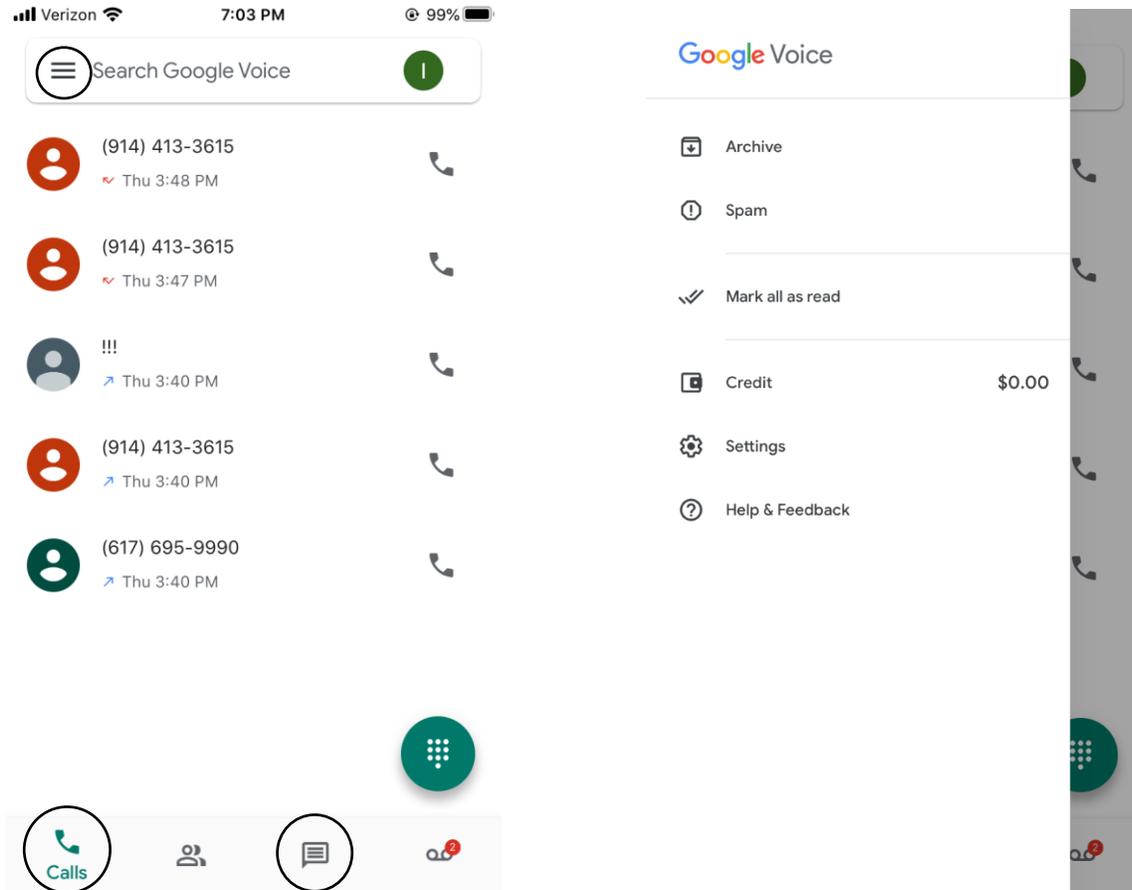


On the left side, select either the phone icon or the message icon to choose how you would like to communicate.

Additionally, you will need to add your own device to the Google Voice if you would like to use your phone instead of the web browser. Under settings (gear icon), select “Link New Number.”



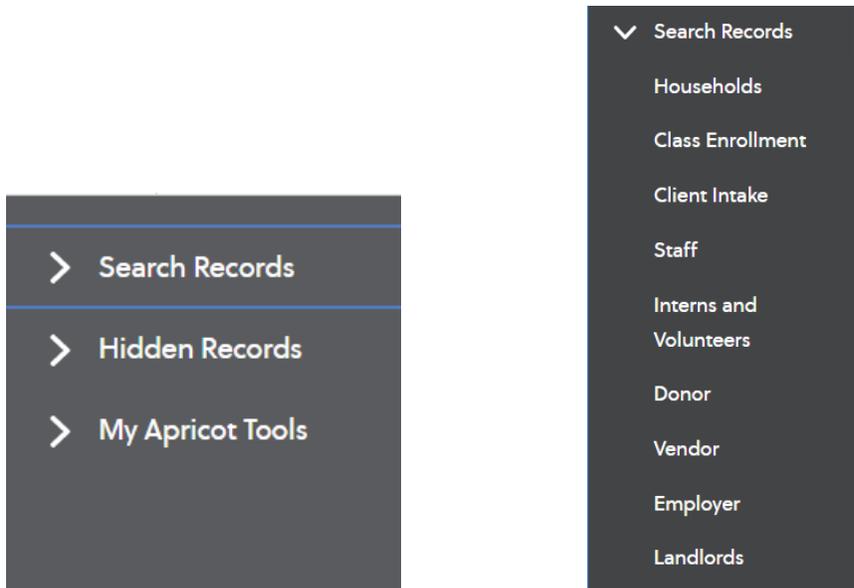
On the smartphone app, you can access calls and messaging by navigating with the menu at the bottom. Additionally, you can get to the settings where you will add your device to the Google Voice, by selecting the menu bar at the top left.



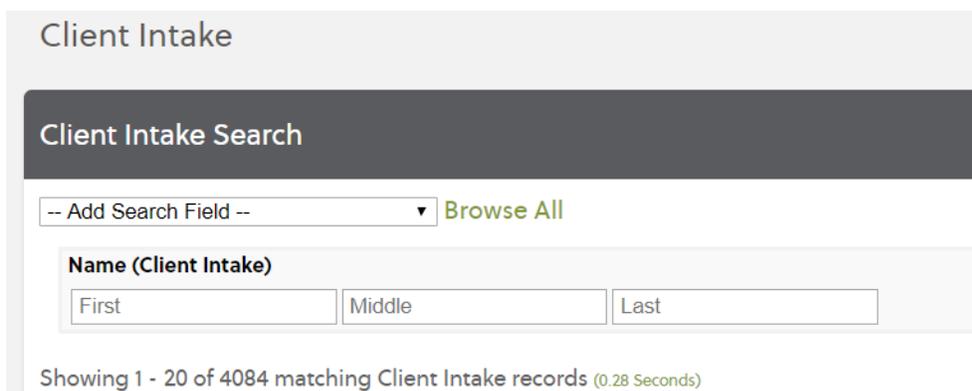
3. Apricot

Apricot Social Solutions is our client database to manage client data, information, and outcomes. Client interaction and outcomes are documented through enrollments or case notes on this platform.

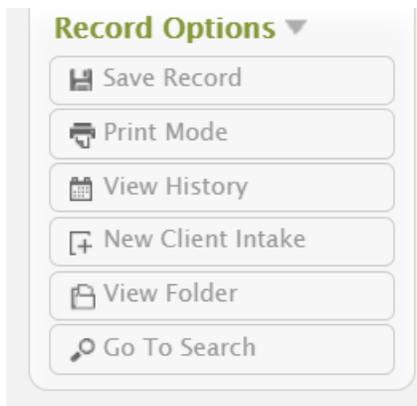
When you first log in, you will need to navigate to the “Search Records” option in the menu. You can search for many groups, but most often you will be searching for either “Households” or individual “Client Intakes.”



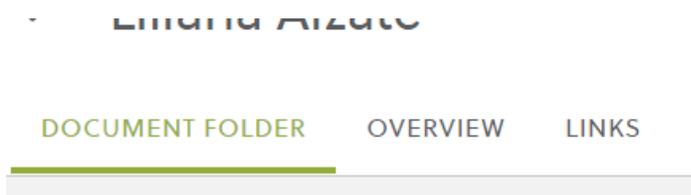
Once you select which group you would like to search, you will search for the client record.



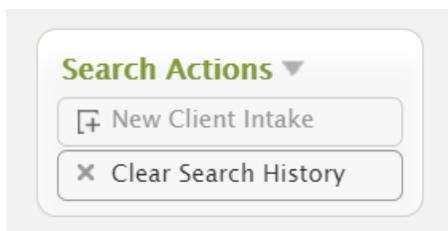
Once you client comes up in your search, you will want to select “View Folder” in the menu bar on the right side. This takes you out of “edit mode” and allows you to view all the client information.



When you are viewing the client's folder, you will have access to documents (like case notes), overview information (contact information, resettlement information, etc.), and links (program enrollments).



If you cannot find the client during your search, there is a chance you will need to create a "New Client Intake." Always check with your supervisor before creating a new client intake to make sure you are not duplicating a current record.



Policies and Client Confidentiality

In order to ensure the safety and confidentiality of our clients, we ask that you adhere to the following guidelines when working with clients and their information.

1. Do not share client information over email unless specifically instructed to do so by your supervisor.
2. Do not share client information over the phone unless specifically instructed to do so by your supervisor and you can verify that you are providing the information to the appropriate individual.
3. You should have a password protected computer and a password protected network.
4. Do not download or save client information onto your device. If you accidentally do so, make sure to delete the item and then subsequently delete it again from your "Recycle Bin" or "Trash" folders.
5. Log out of all applications (Apricot, Google Voice, and Office 365) at the end of your intern hours and log back in the next time you are scheduled to intern.
6. Do not leave client information unattended. This means if you are leaving to go to lunch, locking your computer or logging out of applications that have client information.
7. Do not share log-in information with anyone.
8. Use caution when talking about clients. Do not share specific or personal information, such as names or other identifying information.
9. Set and respect appropriate professional boundaries.

I have read the above policies and guidelines for remote interning and agree to adhere to them as they have been laid out.

Name

Date