



DESIGNER  
BRANDS

# ***Work from Home Toolkit***

Mac Version

*Version 1.0*

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## 1. Overview

The intent of the Work from Home Toolkit is to provide a quick reference to the tools available for use in a remote working scenario with a focus on collaboration. The details in this document are centered on the how-to information for tools that you may or may not be familiar with but are helpful to ensuring productivity and collaboration when in-person discussions/meetings are not an option. The content will start at ensuring connectivity with your MacBook\* – ensuring the ability to access requisite systems/applications – and gets more detailed into options and functionality in the latter sections.

**\*Note:** The overarching assumption of this document is that you are using a DBI-issued MacBook.

Below is a high-level overview of the topics covered in the Work from Home Toolkit:

- **Work from Home Best Practices** – prepare for remote work with key considerations detailed in this section.
- **Connectivity and Access** – this section provides a detailed overview of getting connected when not at a DBI facility. Start here to make sure the device is connected appropriately, which enables the remainder of the functionality discussed in this document.
- **Collaboration Options** – once you're connected, this section explores the different options available to collaborate with others (either 1:1 or in a broader team setting) to ensure ongoing productivity while away from the office.
- **Printing** – if you are connected to VPN and print, your document will go to your work printer. As for personal printers, we do not support printing at home to a personal printer from a DBI-issued device. As an alternative, you can use the "Print to PDF" option. This PDF option will allow you to electronically sign documents.
- **Application Options** – missing an application? This section details how to find additional applications made available through "Self-Service." These applications are immediately available without the need to engage an administrator.
- **Ongoing Support** – remember that if this document doesn't address all your questions, please leverage the [Online Service Desk](#) to request additional support.

## 2. Best Practices - Working Remotely

The sections below describe key best practices in preparation for and during a remote work setting.

### 2.1. Equipment and Access

- Remember to take your MacBook, MacBook charger, and other necessary equipment (e.g. your mouse, mobile phone charger) home with you when you leave the office.
- Make sure you have access to the internet. Based on your internet speed, you may experience common connectivity-related issues.

### 2.2. Phone

- Use a personal mobile phone or landline for work calls.
- Update your preferred personal contact method with your manager.

### 2.3. Conference Call Etiquette

- Please remember to mute your phone when not speaking when on a conference call
- **Note:** If you're using a landline phone, you can enter \*6 to mute

### 2.4. Security

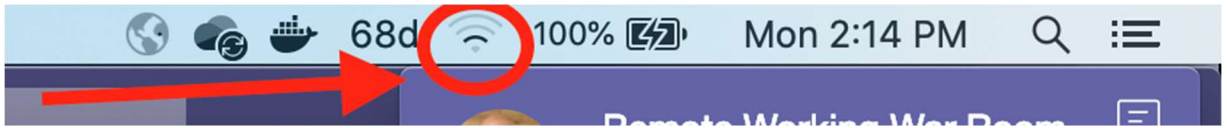
- Keep your MacBook updated – from time to time you will be asked to apply an update to your computer to ensure your computer is updated.
- Remember, your computer is for business purposes. Don't let others in your household use it while working remotely.
- Be on the lookout for suspicious emails, otherwise known as "Phishing" messages, attempting to lure you into clicking on malicious links or sharing sensitive information. When in doubt, click on the "Report Phishing" button or forward the message to [SPAM@dswinc.com](mailto:SPAM@dswinc.com)



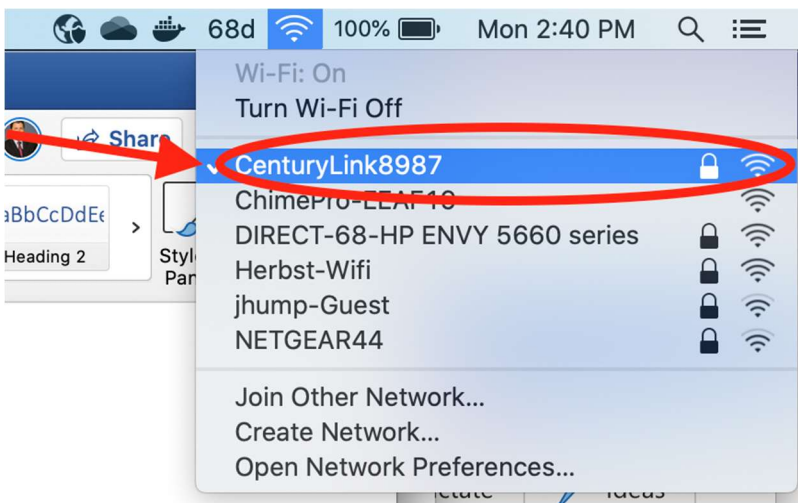
### 3. Wireless Connectivity

If you want to connect to a wireless network, here's some steps to help get you connected.

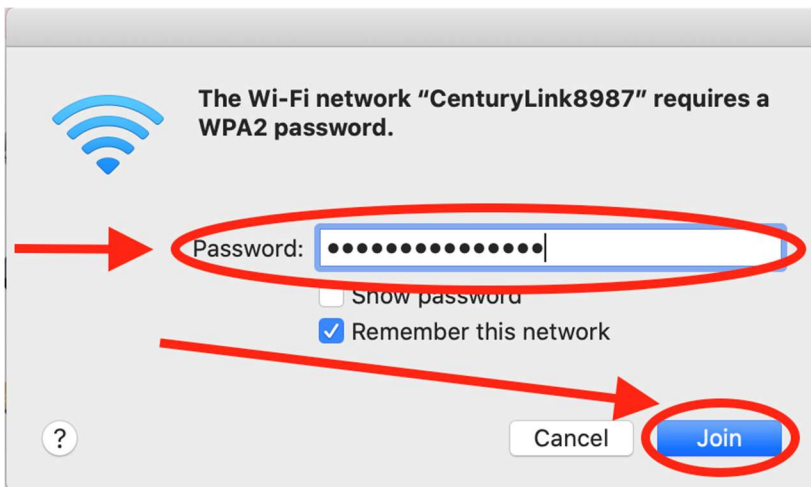
1. To connect to a new wireless network, look for the Wireless Network icon in the upper right corner of the screen, and click on it.



2. Place your mouse on the Wireless Network you want to connect to and Left Click your mouse.



3. If the wireless network is secure, enter the wireless network password and Left Click the Join button.



4. The Wireless Network icon will flash, then turn from black to gray once successfully connected. You are now connected to the wireless network.



## 4. Connectivity and Access

When using a DBI-issued MacBook device, the experience you have when logging on and navigating to applications will be the same at home as it is in the office. When working remotely there is one key difference to be aware of, which is the use of a Virtual Private Network (“VPN”). VPN will launch automatically after you log in to your computer – it provides secure, remote connectivity to our network.

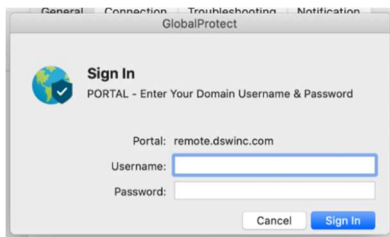
**IMPORTANT:** You must be connected to the VPN to use the applications and resources outlined in this reference document. The sections below will walk you through the steps to trouble-shoot if you experience a VPN disconnection.


### 4.1. DBI (Home Office and DSW Field Teams)

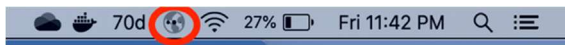
Your VPN client will automatically connect itself to the network when you turn your laptop on (as long as you are connected to the Internet) and will always remain connected when working remotely.

If for some reason the client logs off or otherwise doesn’t initially connect you may see the screen below.

If you see this, enter your username (e.g. AA123456) and password and click “Sign In” to establish your VPN connection to the computing network.



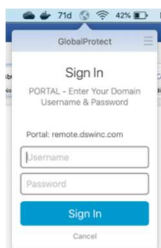
Alternatively, if your VPN is not connected, click the Earth icon  near the top right.



Click 'Connect'



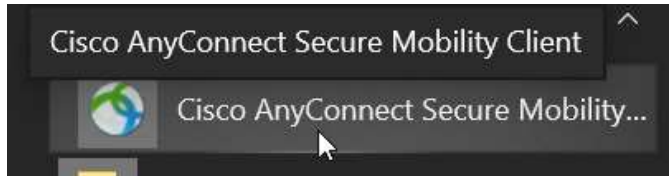
Enter your credentials and click 'Sign In'.



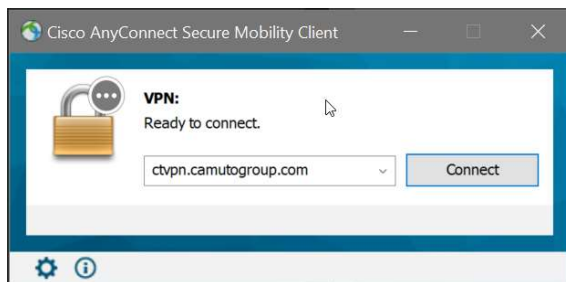
## 4.2. Camuto Group

Your VPN client does not automatically connect itself to the network when you turn your laptop on. You need to manually start a VPN connection when working remote.

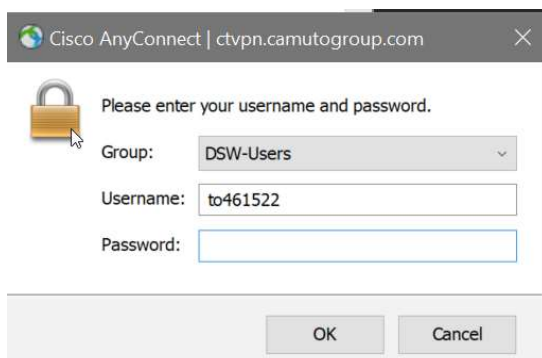
1. Click on the Cisco AnyConnect Secure Mobility icon on your system tray



2. When your client is ready to connect click the "Connect" button to proceed



3. Enter your Username and Password and click the "OK" to complete the connection process





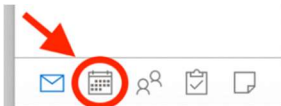
## 5. Remote Collaboration

There are two options for collaboration with colleagues in a remote setting: Skype for Business and Microsoft Teams.

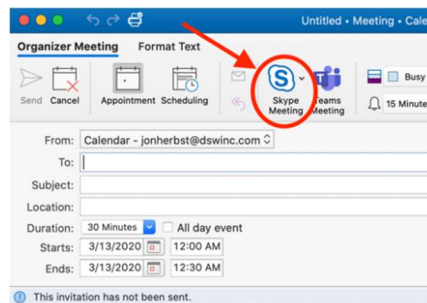
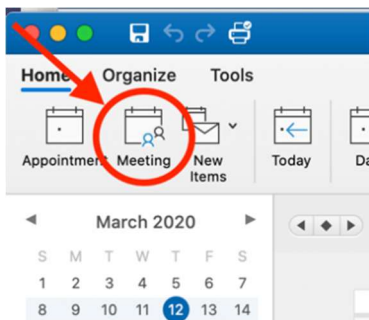
### 5.1. Skype for Business

#### 5.1.1. Creating a Skype for Business Meeting (Conference Call)

1. Go to **Outlook** and in **Calendar** view, click on **“Meeting”** to create a new meeting.

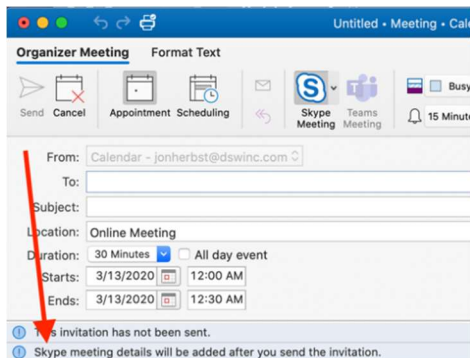


2. Click **“Online Meeting”** and select **“Add Online Meeting”** or Click **“Skype Meeting”**, whichever button appears for you.



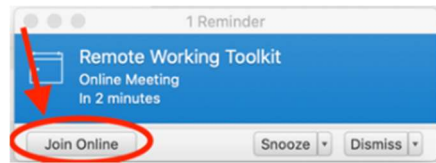
3. Set all the other meeting options (date, time, etc). Add people and click **Send**.

**Note:** Online meeting details do not immediately populate – you should see a notice that details will be added once the invitation is sent.



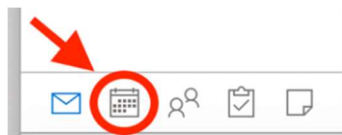
### 5.1.2. Joining a Skype Conference Call: Full Skype Client or Call Back

1. Click 'Join Online' directly from the meeting reminder (skip to step #4)

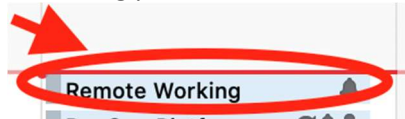


- OR -

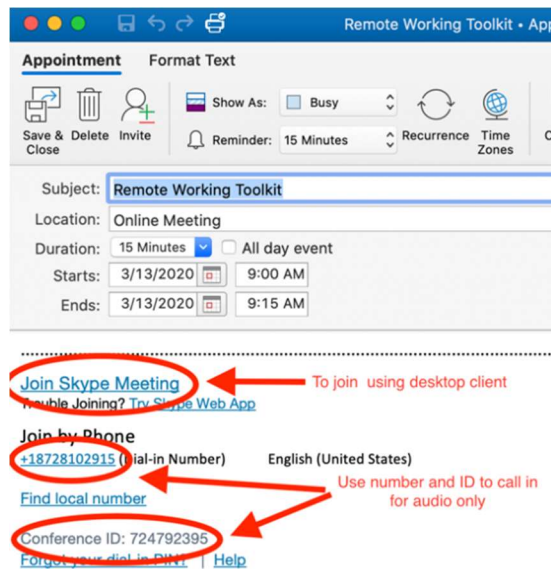
In Outlook, navigate to the calendar view (bottom left)



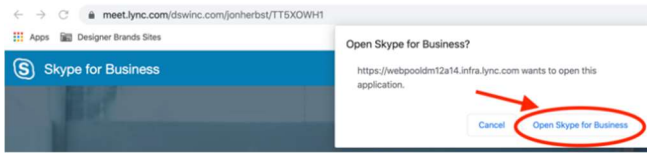
2. Open the meeting planner



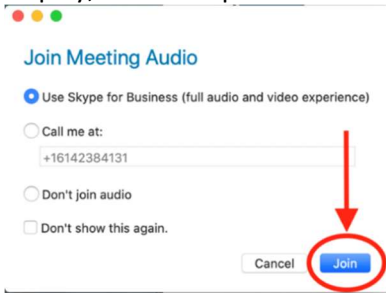
3. Click the link or use the phone number and ID for the meeting to dial in



- This will open a web page – click ‘Open Skype for Business’.

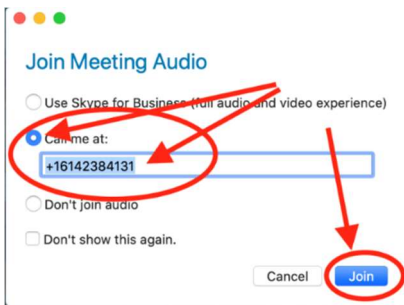


- Choose ‘Use Skype for Business (full audio and video experience)’ to use computer speaker, display, and microphone

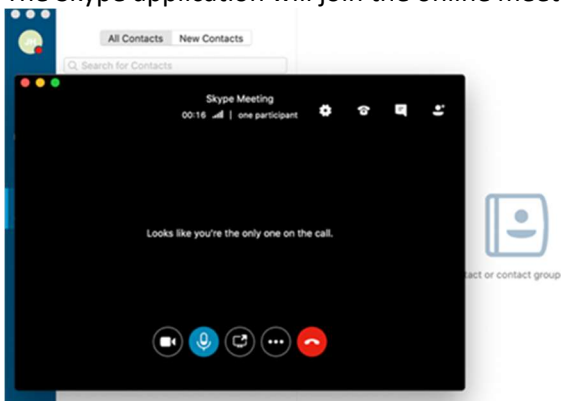


- OR -

To use your phone for Audio, choose ‘Call me at:’, enter the phone number, and click ‘Join’. This option will start the meeting for video on your computer and your phone for Audio.



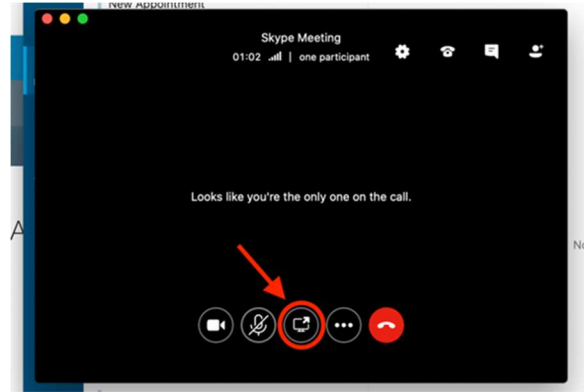
- The Skype application will join the online meeting



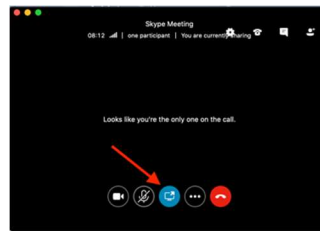
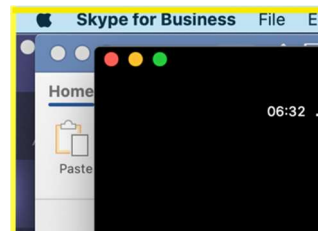
### 5.1.3. Sharing Content in Skype for Business

Once you have joined the meeting, to share content you may share your Desktop by clicking the share icon, then clicking 'Share Screen'. Your

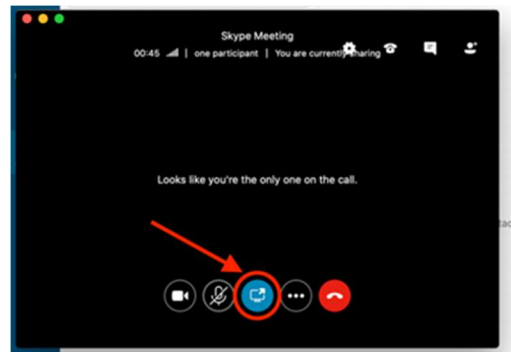
**Note:** This will share all visibility to any content on your display.



While sharing, the display will be outlined in Yellow and the sharing icon within Skype will turn Blue.



To stop sharing your desktop, click the sharing icon within Skype.

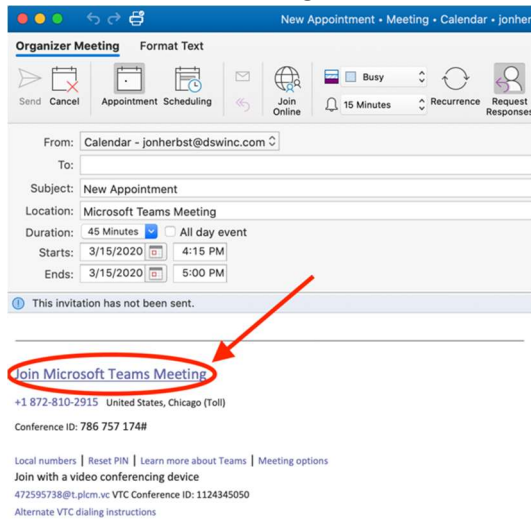


## 5.2. Microsoft Teams

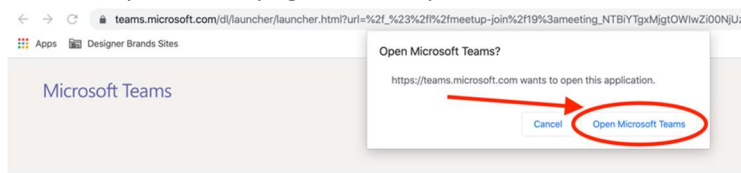
### 5.2.1. Joining a Teams Meeting

#### 5.2.1.1. Teams Client (Audio via Laptop)

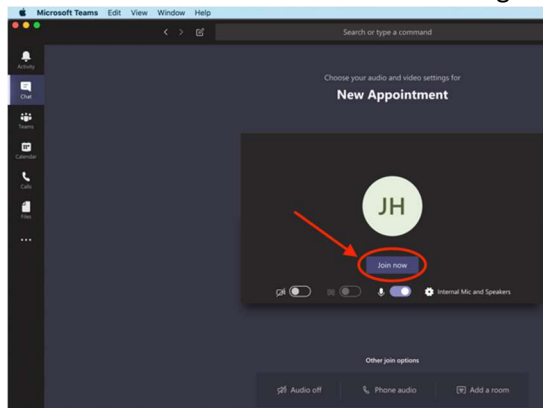
1. Open the Meeting Planner in Outlook
2. Click 'Join Teams Meeting' link



3. This will open a web page – click 'Open Microsoft Teams'.

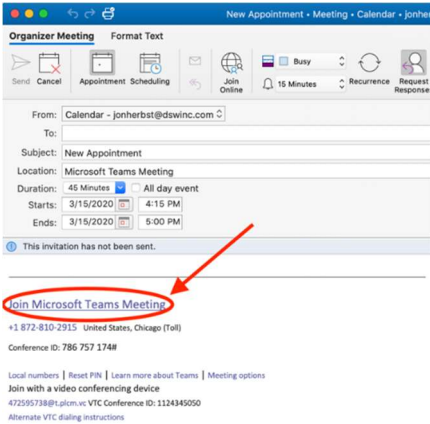


4. Click 'Join Now' to connect to the meeting with the laptop Mic and Speakers

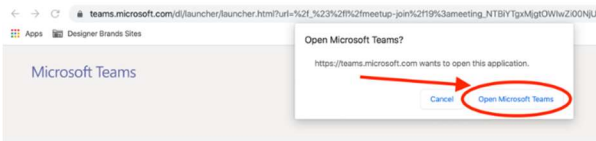


### 5.2.1.2. Call Back (Audio via Personal Mobile Phone or Landline)

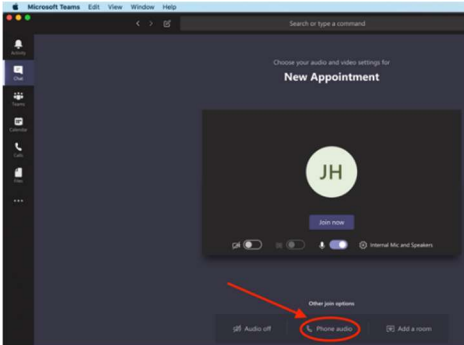
1. Open the Meeting Planner in Outlook
2. Click 'Join Teams Meeting' link



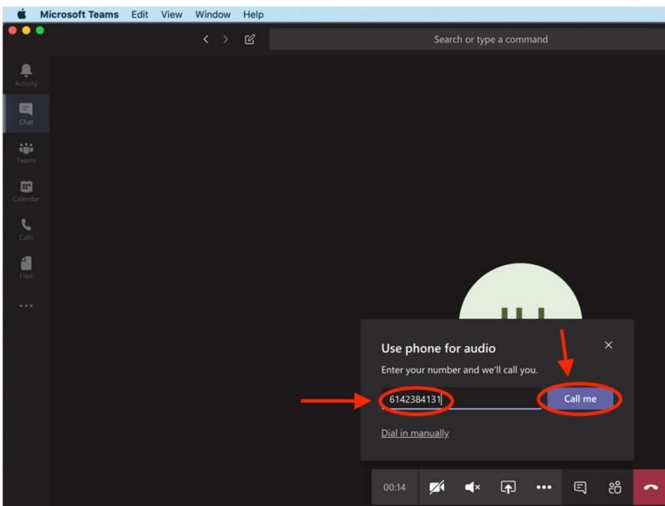
3. This will open a web page – click 'Open Microsoft Teams'.



4. Click 'Phone Audio' to connect to the meeting through your phone



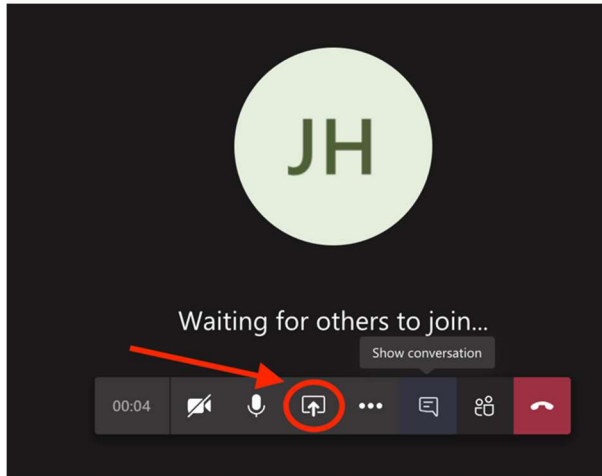
5. Enter the phone number for your phone and click 'Call Me'



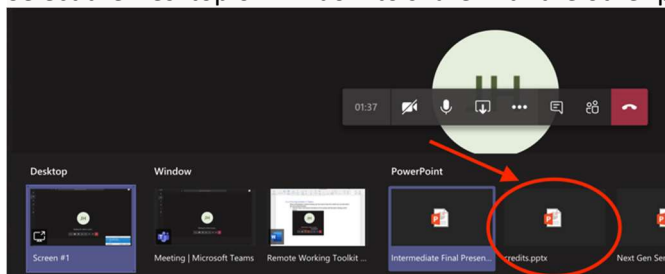
### 5.2.2. Sharing Content in Teams

When participating in a Teams meeting, you may need to share the content you see with others that have joined remotely.

1. Click the 'Share' icon towards the bottom of the window with the other meeting control options.



2. Select the Desktop or Window to share with the other participants in the meeting.



3. To stop sharing your screen, click the 'Stop Presenting' button.



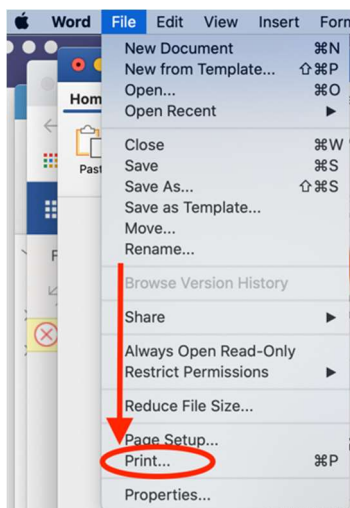
## 6. Printing

If you are connected to VPN and print, your document will go to your work printer. As for personal printers, we do not support printing at home to a personal printer from a DBI-issued device. As an alternative, you can use the “Print to PDF” option. This PDF option will allow you to electronically sign documents.

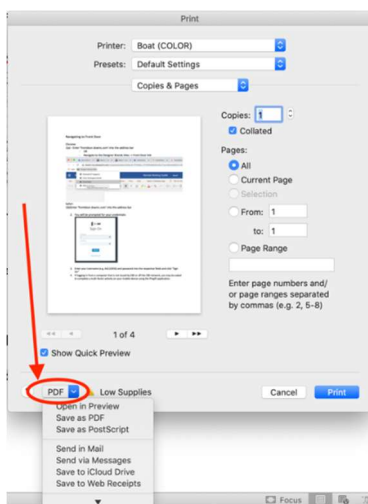
### 6.1. Printing to PDF

**Note:** Depending on the application, there may be different ways access printing to PDF. For this example we are using Microsoft Word.

1. Navigate to the print function for the application

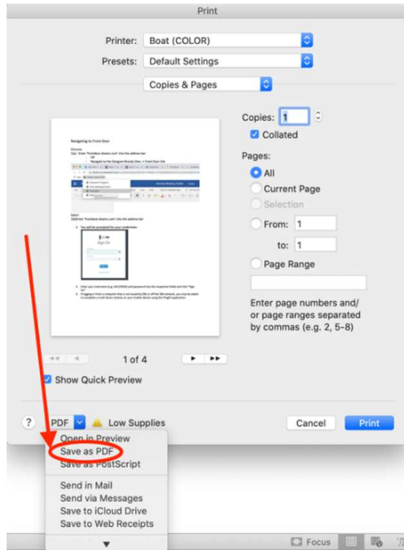


2. In the lower left side of the print dialog box, click PDF

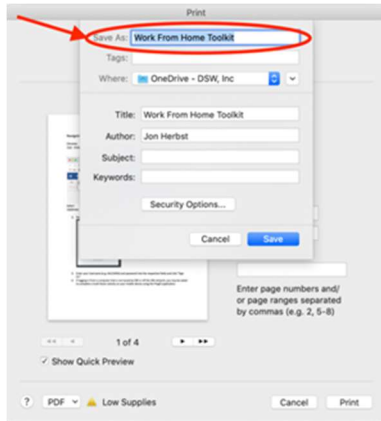




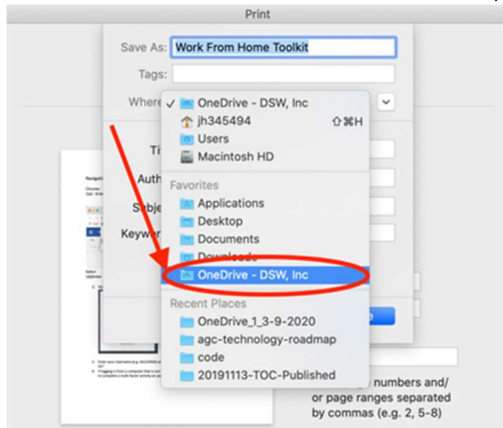
3. Click Save As PDF



4. Confirm or change the name of the document



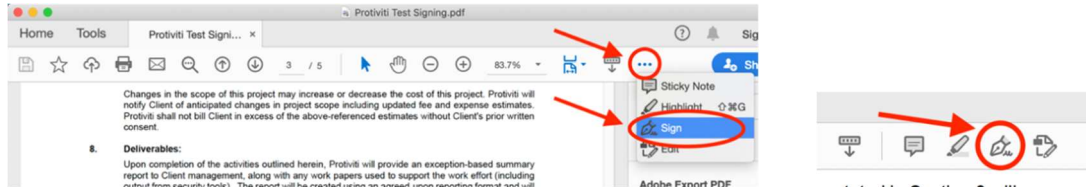
5. Select the location to save the document, using OneDrive is recommended



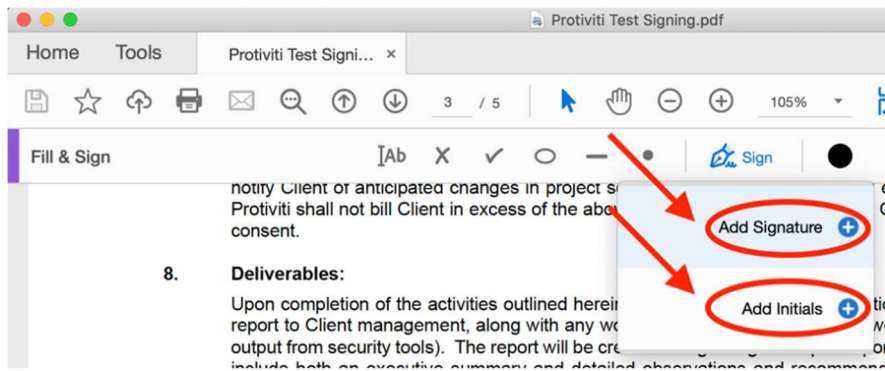
## 6.2 Electronically Sign PDF

Adobe Acrobat Reader DC can be used to sign documents such as invoices or contracts.

1. Open the PDF document you need to sign from email or Finder.
2. With the PDF document open, click on the ellipsis (...) or pen icon below, then click 'Sign'.



3. Click on 'Add Signature' or 'Add Initials'. Each function works identically. This example will demonstrate the 'Add Signature'.



4. Select the method of creating a signature. You can 'Type', 'Draw', or use an 'Image' of your actual signature. For this example, click 'Type'.



Type in your signature and click 'Apply'.



5. Drag your signature and 'left click' to place it in the appropriate space on the document.

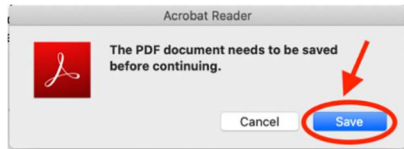


6. Click 'Next'.

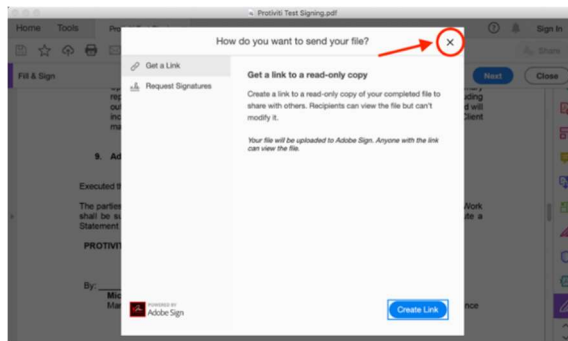


7. NOTE: Make sure you **save a copy of the original document** - this will directly update the document being edited.

Click 'Save'.



8. Skip creating a link or requesting a signature by "X-ing" out of the 'How do you want to send your file?' dialog box.



9. Share your signed copy of the document via OneDrive or Email.

**Note:** Now that you created your signature, Adobe Acrobat Reader DC will have it available for use in signing future documents.

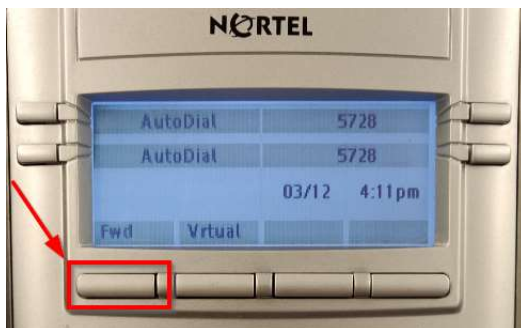


## 7. Phone Options

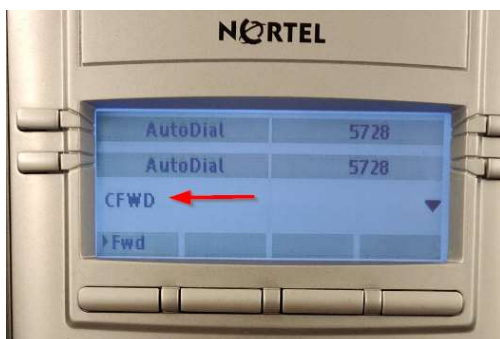
If you need to continue to receive important phone calls while working remotely, follow the below instructions to forward calls destined to your desk phone to your mobile phone or landline.

### 7.1. Setting Up Call Forwarding – DSW Home Office Phones

1. Begin by testing a call to the number you plan to forward to in order to identify if your personal cell number is local or long distance from your office phone.
2. Once tested, press the **Forward** key that is located below the "Fwd" on the bottom left of the phone screen:



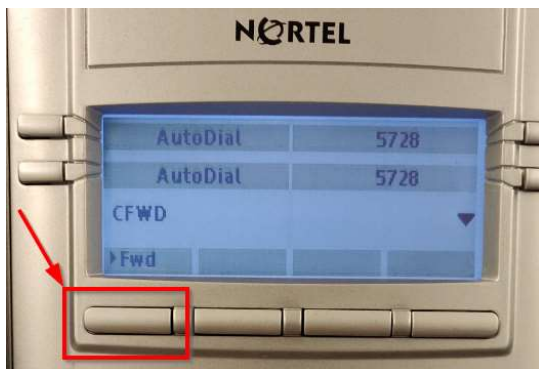
3. Next, enter the phone number you wish your calls to be forwarded to as follows:
  - a. If you have determined your number is local enter "9" followed by your personal number, including area code. Example - 96141234567
  - b. If you determined your number is long distance, enter "91" followed by your personal number, including area code. Example - 916141234567
4. Now press the "Fwd" key once more to finish setting up the forward. You should see the following on your screen:



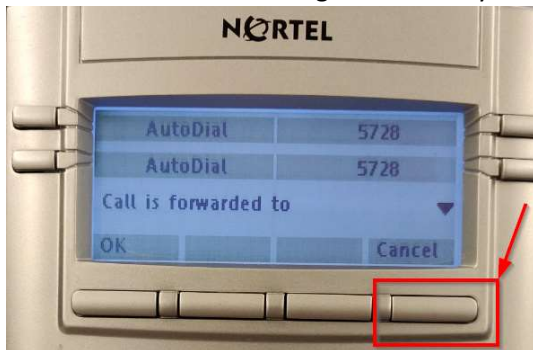
5. Once configured **ALL CALLS** to your desk phone will be forwarded to the number you entered. This also means that missed calls will go to the voicemailbox of your personal phone and not that of your desk phone.

## 7.2. Removing Call Forwarding – DSW Home Office Phones

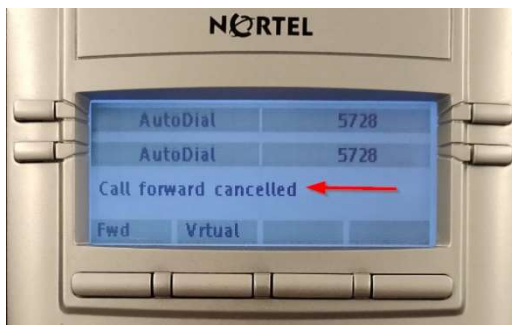
1. Press the **Call Forward** key that is located below the "**Fwd**" on the bottom left of the phone screen:



2. You should see the message "**Call is forwarded to...**" on the screen. Press the **Cancel** key below the "**Cancel**" on the bottom right corner of your screen:



3. Once pressed, the message "**Call forward cancelled**" will appear on screen:



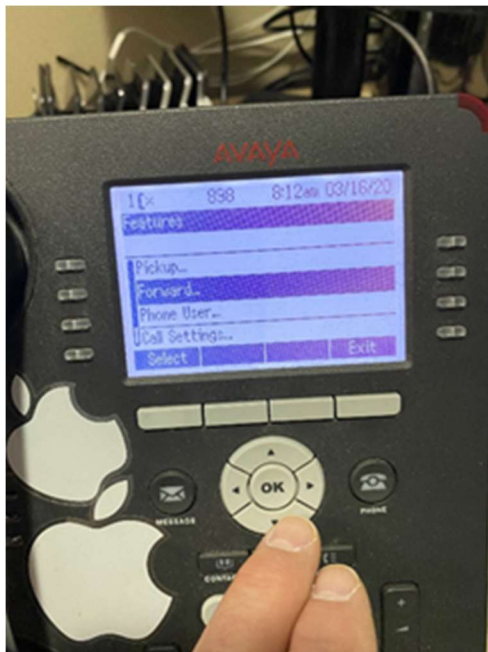
4. Once completed, your desk phone will now ring for incoming calls as usual.

### 7.3. Setting Up Call Forwarding – DBC Support Center Phones

1. To forward you phone to another number, Select the features option by selecting the button below “Features”.



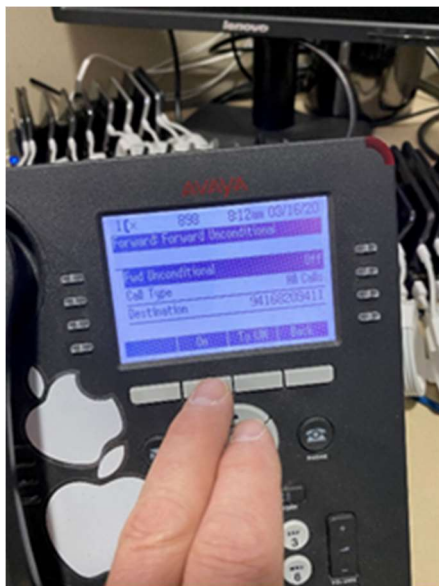
2. Use the navigation arrows down until you have “Forward” selected. Then press Select.



3. Using the navigation arrows, navigate to “Forward Unconditional”. Then press “Select”.

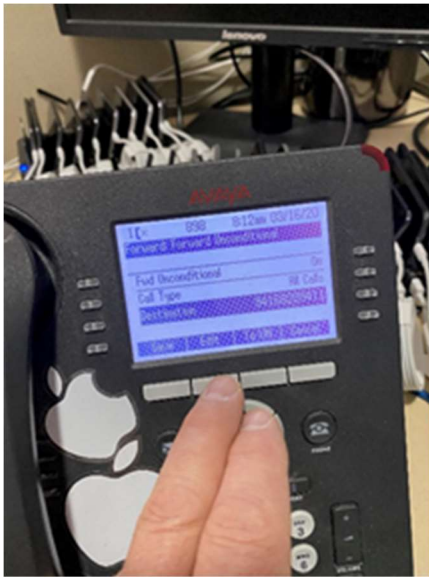


4. If you are currently NOT forwarding your phone, the status of “FWD Unconditional” will be off. At the lower portion of the screen, select “On” by selecting the button below.





5. Navigate, using the navigation arrows down to select “Destination”. Press “Select”.



6. To erase the current number in the fieldSelect “Edit”, use the “Bksp” function as needed to remove the unwanted number. Just as a reminder, your phone number will need to the “9” at the beginning, and, if you are using a destination number that is long distance, you will need to add the “1” immediately after the “9”.





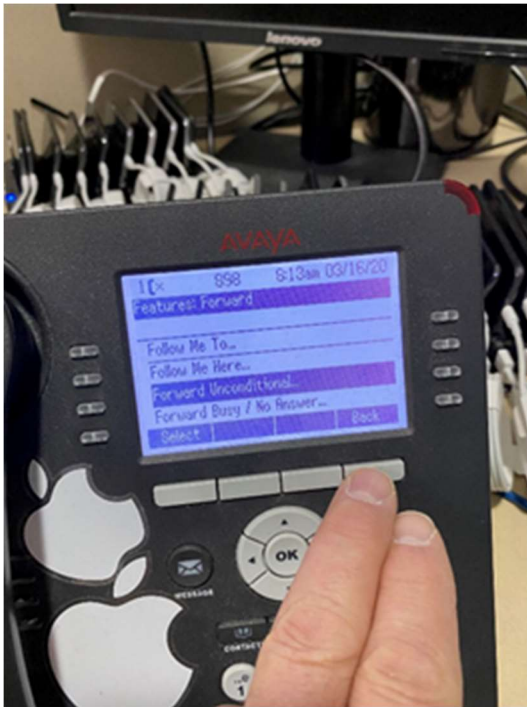
7. When you have the full phone number entered, Press select.



8. Press "Save".



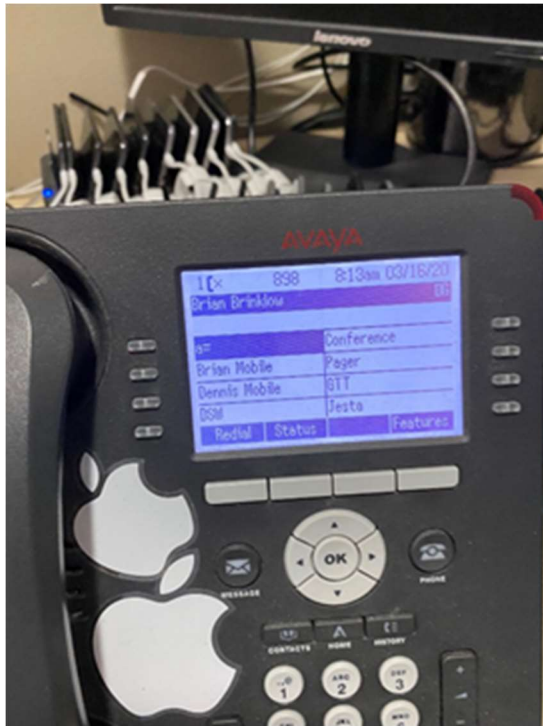
9. Press "Back".



10. Press "Exit".

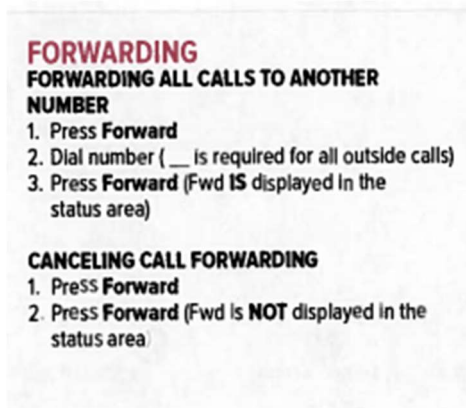


11. Your phone should display the normal main screen.



## Setting Up Call Forwarding – Camuto Group

7.4.1. Bonita Springs FL Finance Office  
From the phone.



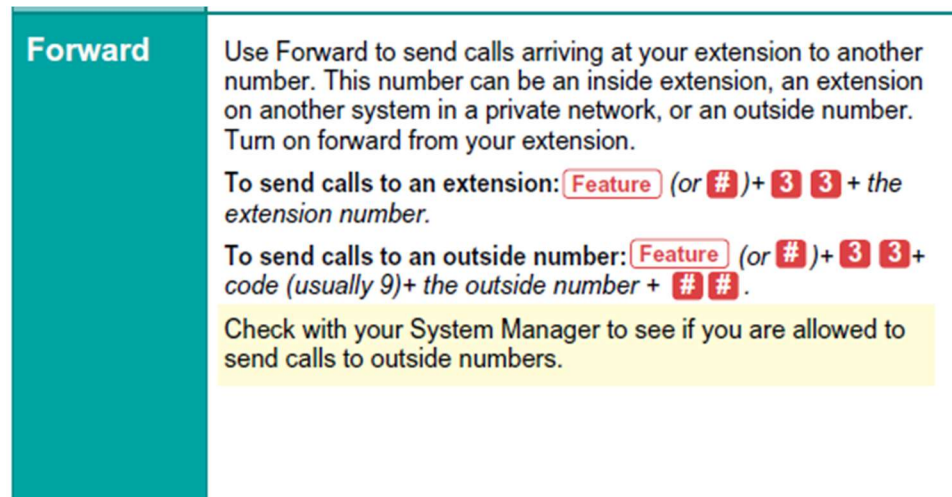
**FORWARDING**  
**FORWARDING ALL CALLS TO ANOTHER NUMBER**

1. Press **Forward**
2. Dial number (\_\_\_ is required for all outside calls)
3. Press **Forward** (Fwd IS displayed in the status area)

**CANCELING CALL FORWARDING**

1. Press **Forward**
2. Press **Forward** (Fwd IS **NOT** displayed in the status area)

7.4.2. Greenwich CT Main Office  
From the phone.



**Forward**

Use Forward to send calls arriving at your extension to another number. This number can be an inside extension, an extension on another system in a private network, or an outside number. Turn on forward from your extension.

To send calls to an extension: **Feature** (or **#**) + **3 3** + the extension number.

To send calls to an outside number: **Feature** (or **#**) + **3 3** + code (usually 9) + the outside number + **# #**.

Check with your System Manager to see if you are allowed to send calls to outside numbers.

### 7.4.3. NYC 1407 Design Office and NJ Distribution Center

From the Phone.

1. On the Home screen of your Polycom phone, select the “Forward” icon or press the More key, then press the Forward button.
2. Select the Forwarding Type (Always, No answer or Busy)
3. Enter the number to which you would like calls forwarded in the Contact box and press the 'Enable' key.

## 8. Using Self-Service

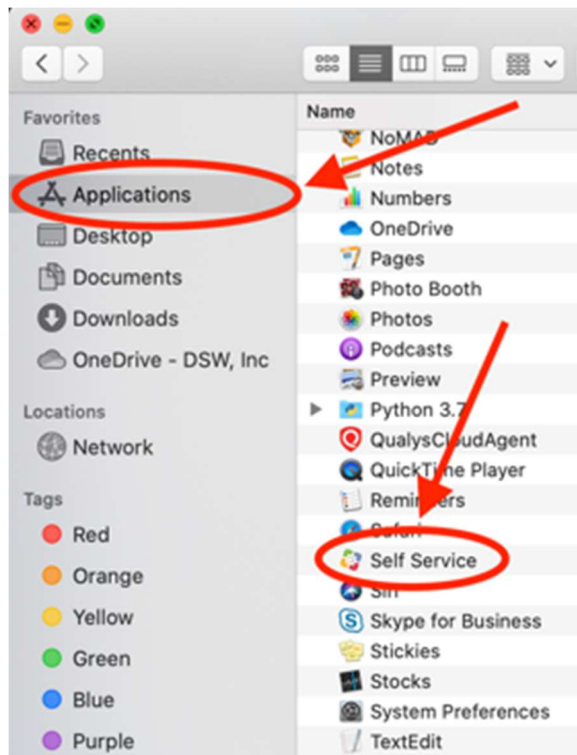
The Self-Service application provides a way to install DBI approved applications.

Follow the instructions below to open Self-Service. From there, Self-Service will allow you to install authorized software that has been and packed for easy installation on your device.

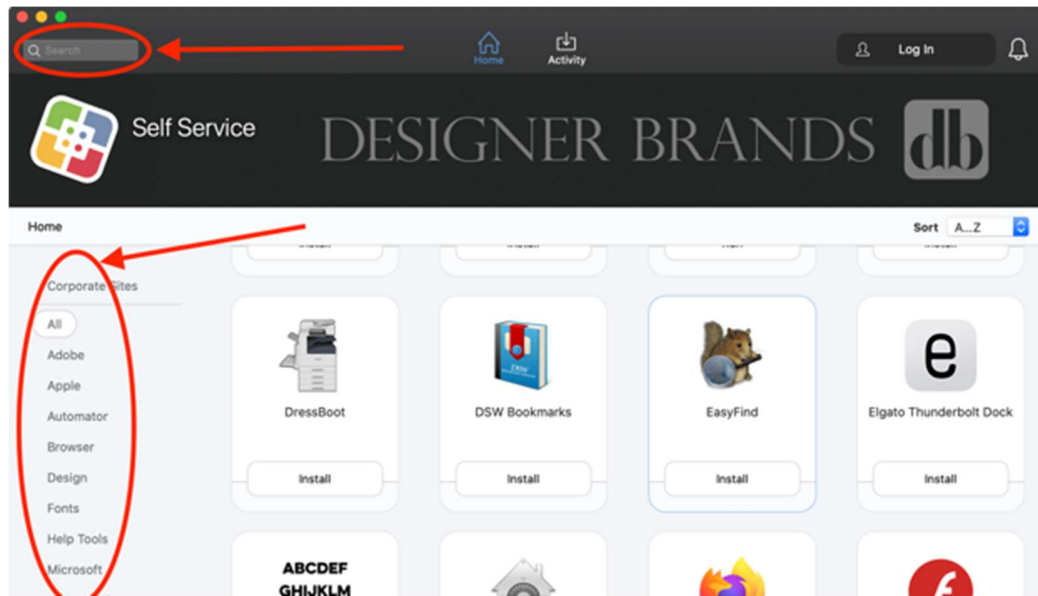
1. On the bottom tool bar, open 'Finder'



2. Navigate to Applications and open 'Self-Service'



3. Search for applications or review based on category. Click on the tile for more information about the application, or click the “Install” button to install your preferred applications.



## 9. Appendix

### 9.1. Using Teams

<https://docs.microsoft.com/en-us/microsoftteams/enduser-training>

<https://teamsdemo.office.com/>

# Quick Start Guide

New to Microsoft Teams? Use this guide to learn the basics.

**Move around Teams**  
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

**View and organize teams**  
Click to see your teams. In the teams list, drag a team name to reorder it.

**Find personal apps**  
Click to find and manage your personal apps.

**Add apps**  
Launch Apps to browse or search apps you can add to Teams.

**Every team has channels**  
Click one to see the files and conversations about that topic, department, or project.

**Start a new chat**  
Launch a one-on-one or small group conversation.

**Add tabs**  
Highlight apps, services, and files at the top of a channel.

**Use the command box**  
Search for specific items or people, take quick actions, and launch apps.

**Manage profile settings**  
Change app settings, change your pic, or download the mobile app.

**Manage your team**  
Add or remove members, create a new channel, or get a link to the team.

**Add files**  
Let people view a file or work on it together.

**Join or create a team**  
Find the team you're looking for, join with a code, or make one of your own.




**Reply**  
Your message is attached to a specific conversation.

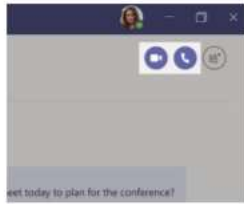
**Compose a message**  
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Page Break




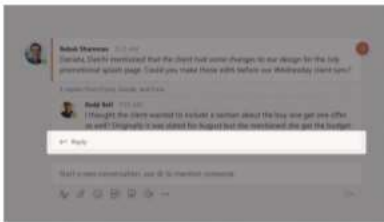
## Make video and audio calls

Click **Video call**  or **Audio call**  to call someone from a chat. To dial a number, click **Calls**  on the left and enter a phone number. View your call history and voicemail in the same area.




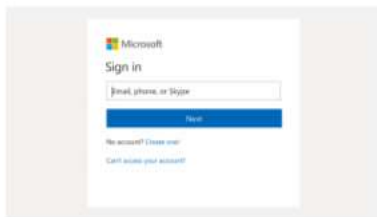
## Reply to a conversation

Channel conversations are organized by date and then threaded. Find the thread you want to reply to, then click **Reply**. Add your thoughts and click **Send** .



## Sign in

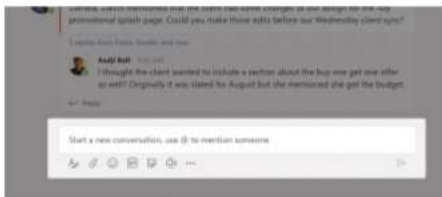
In Windows, click **Start**  > **Microsoft Teams**. On Mac, go to the **Applications** folder and click **Microsoft Teams**. On mobile, tap the **Teams** icon. Then sign in with your Office 365 username and password. (If you're using Teams free, sign in with that username and password.)



## Start a conversation

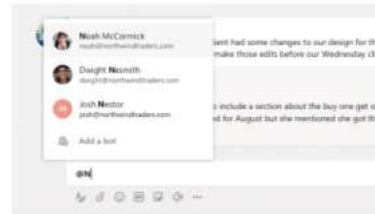
**With the whole team...** Click **Teams** , pick a team and channel, write your message, and click **Send** .

**With a person or group...** Click **New chat** , type the name of the person or group in the **To** field, write your message, and click **Send** .




## @mention someone

To get someone's attention, type @, then their name (or pick them from the list that appears). Type **@team** to message everyone in a team or **@channel** to notify everyone who favorited that channel.




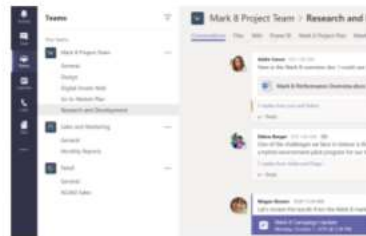
## Add an emoji, meme, or GIF

Click **Sticker**  under the box where you type your message, then pick a meme or sticker from one of the categories. There are also buttons for adding an emoji or GIF.





## Pick a team and channel

A **team** is a collection of people, conversations, files, and tools—all in one place. A **channel** is a discussion in a team, dedicated to a department, project, or topic. Click **Teams**  and select a team. Pick a channel to explore the **Conversations**, **Files**, and other tabs.



## Start a meeting

Click **Meet now**  under the area where you type a message to start a meeting in a channel. (If you click **Reply**, then **Meet now** , the meeting is based on that conversation.) Enter a name for the meeting, then start inviting people.

