



DESIGNER
BRANDS

Work from Home Toolkit

Version 1.2

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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 laptop* – 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 Windows laptop.

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 “Software Center.” 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 laptop, laptop chargers, 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 computer updated – from time to time you will be asked to apply an update to your computer through Software Center 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 and "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



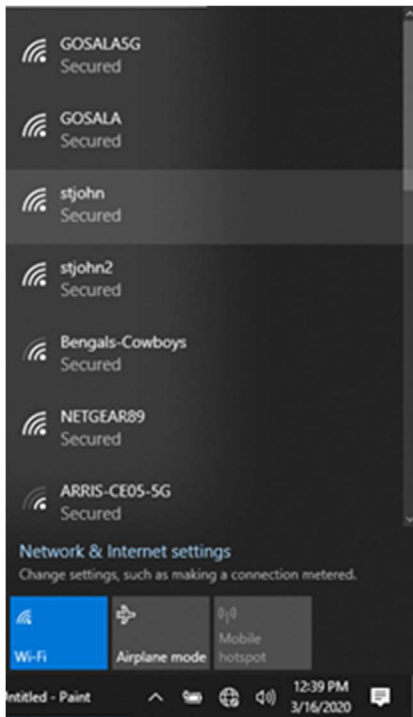
3. Wireless Connectivity

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

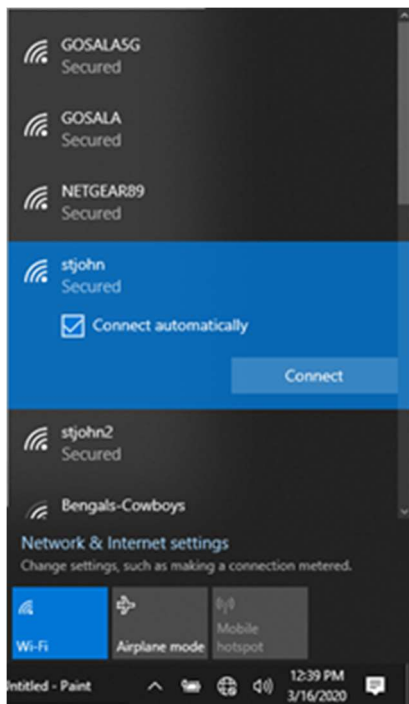
1. To connect to a new wireless network, look in your System Tray for a Globe and Left Click with your mouse.



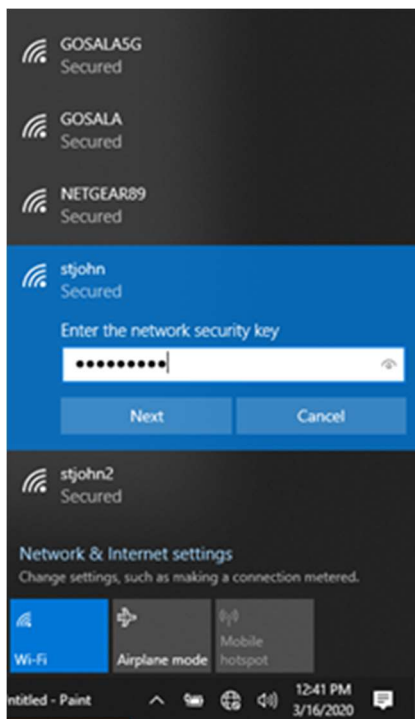
2. Place your mouse on the Wireless Network you want to connect to and Left Click your mouse.



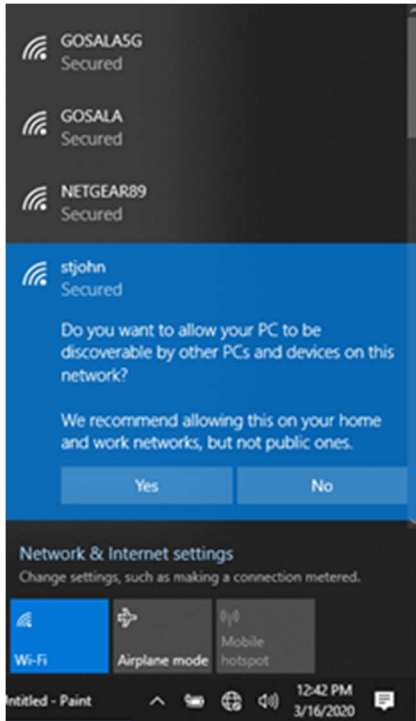
3. Left Click on the Connect button.



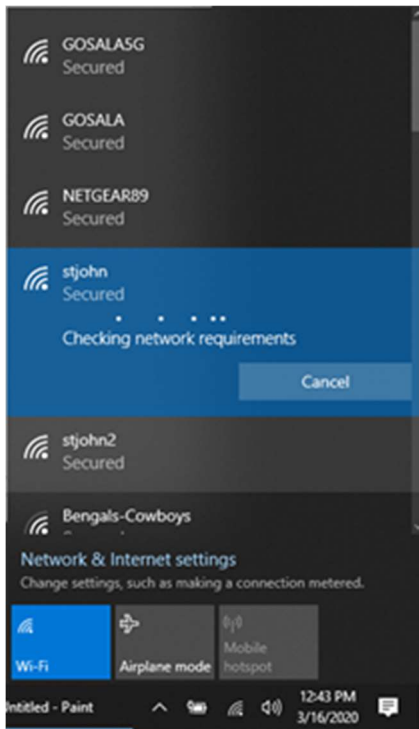
4. If the wireless network is secure, enter the wireless network password and Left Click the Next button.
Note: The owner of the wireless network will know the password.



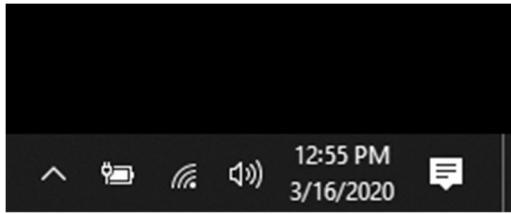
5. If this is your home wireless network, click yes. If this is a public wireless network, click no.



6. The next screen will show your computer connecting to the wireless network.



7. You are now connected to the wireless network.



4. Remote Access

When using a DBI-issued Windows 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”) – it provides secure, remote connectivity to our network. The preferred method of connecting remotely to the network is using your VPN Client. Using the client should provide you with the same level of access as you have when working in the office.

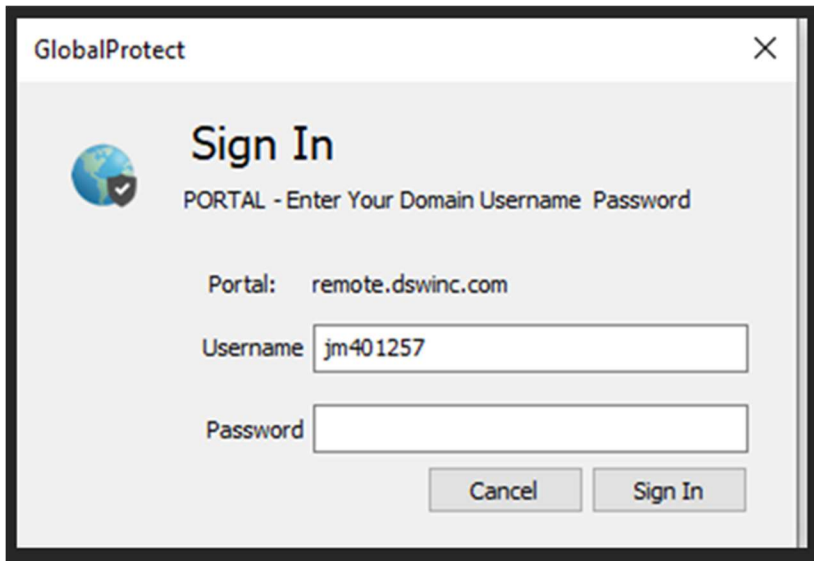
IMPORTANT: You must be connected to the VPN to use the applications and resources outlined in this reference document.

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.

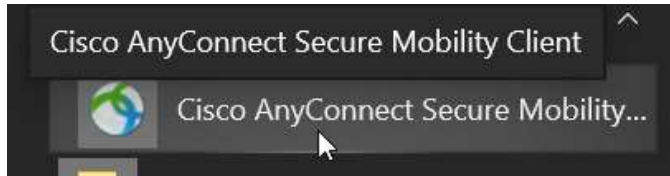


The image shows a screenshot of a Windows dialog box titled "GlobalProtect". The dialog box has a close button (X) in the top right corner. On the left side, there is a globe icon with a checkmark. The main heading is "Sign In". Below the heading, it says "PORTAL - Enter Your Domain Username Password". There are three input fields: "Portal:" with the value "remote.dswinc.com", "Username" with the value "jm401257", and "Password" which is empty. At the bottom, there are two buttons: "Cancel" and "Sign In".

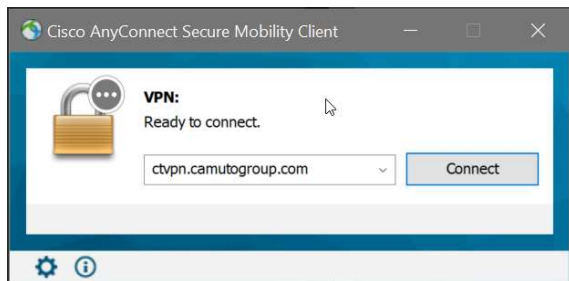
4.2. Camuto Group

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.

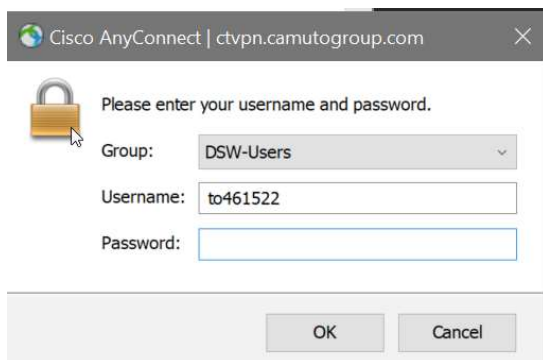
1. Click on the Cisco AnyConnect Secure Mobility icon on your system tray



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

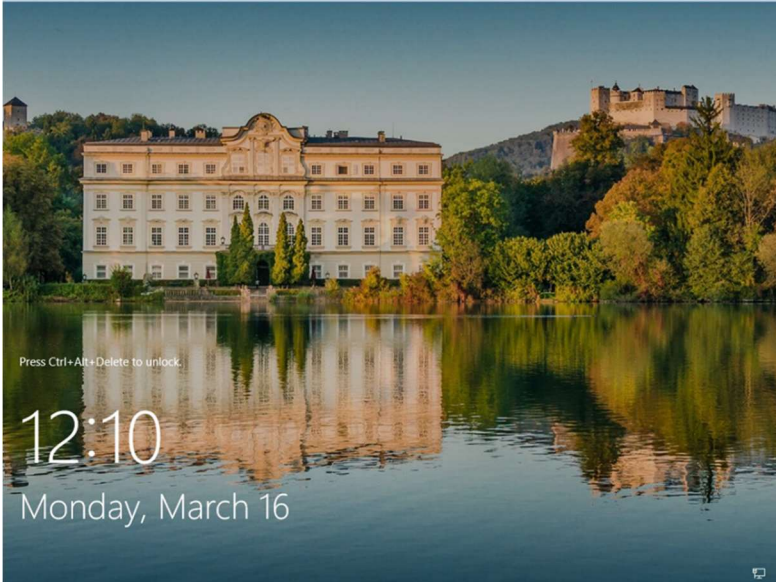


4.3. Designer Brands Canada

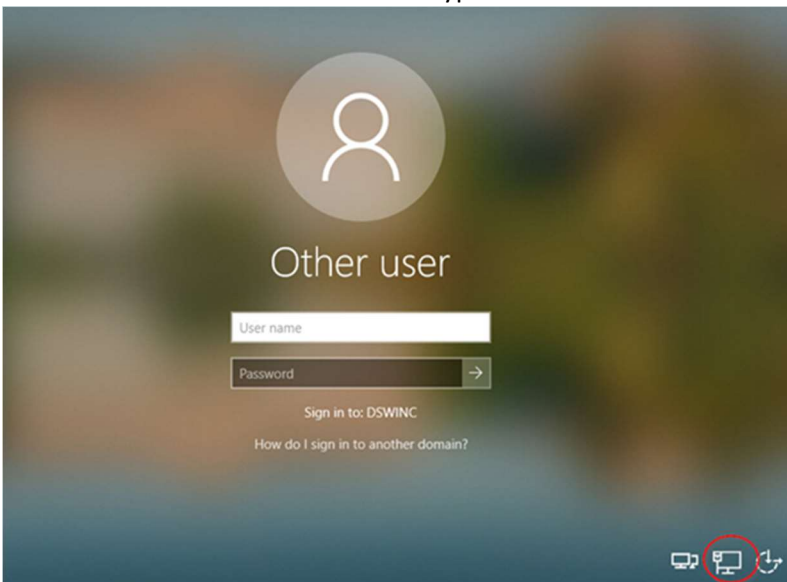
Your VPN client does not automatically connect itself to the network when you turn your laptop on. You need to manually start a VPN connection when working remote.

4.3.1. Windows 10

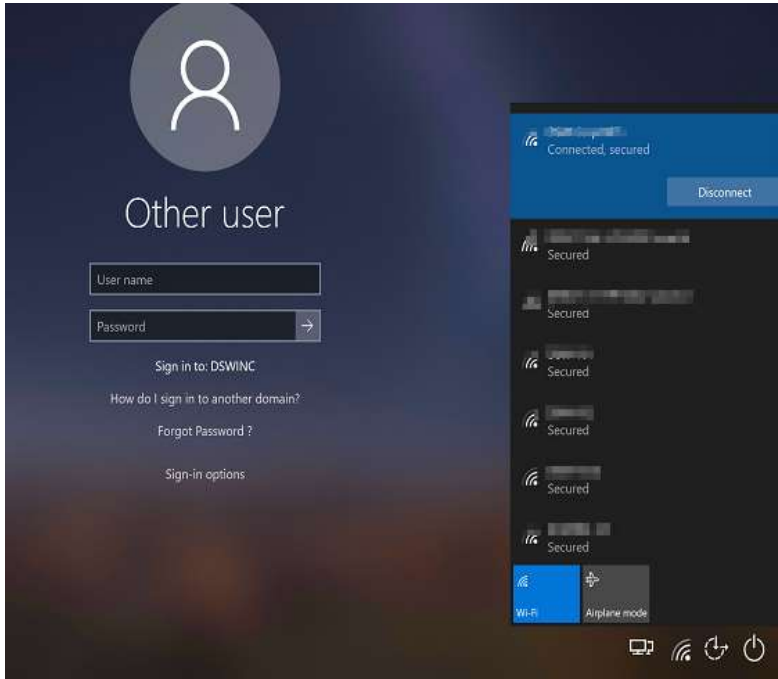
1. After starting your system, press CTRL+ALT+Delete Simultaneously



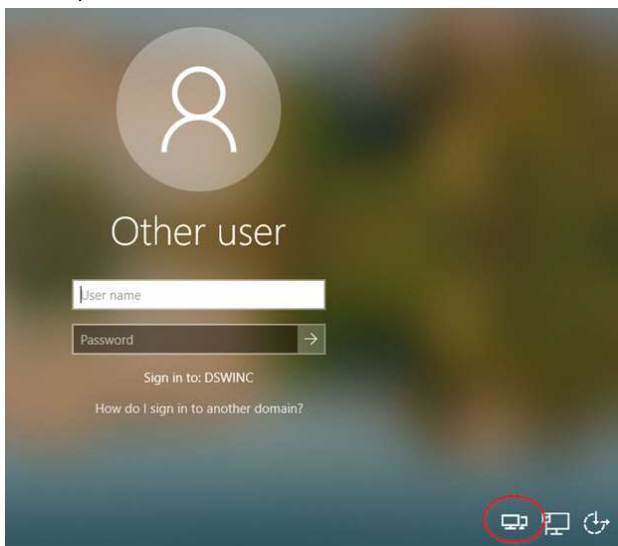
2. At the "Other User" screen, click on the Network icon as indicated below. Note: This may appear difference based on the connection type.



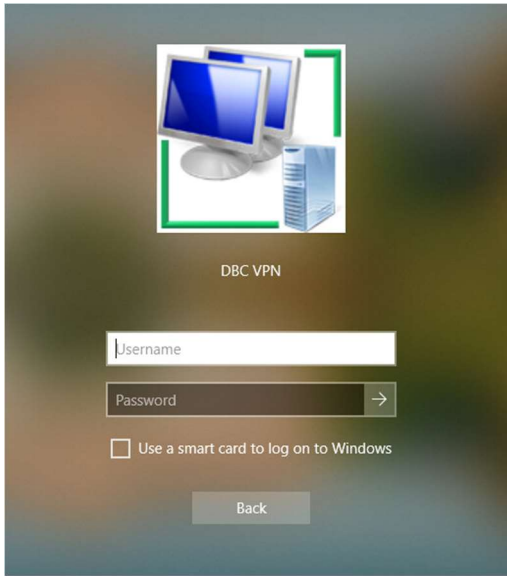
3. If wireless connections are available and you're not hardwired to a network, a list of Wi-Fi options will appear on the right of the screen. If you do not see a connected Wi-Fi like the example below then locate the Wi-Fi in the list and click on it. You will be prompted to provide a password and then you can connect.



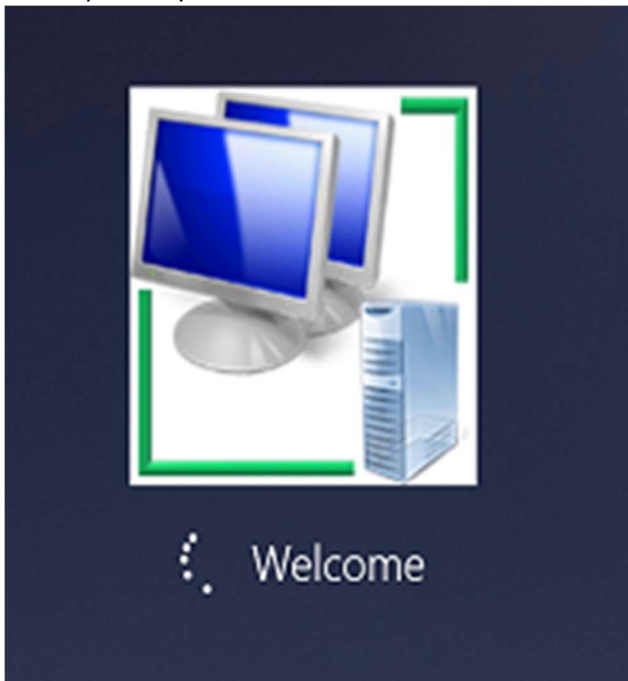
4. Move the mouse to the VPN icon on the bottom right of the screen, as indicated below, and click on it.




5. You are now in the VPN window where you will enter your Username and Password

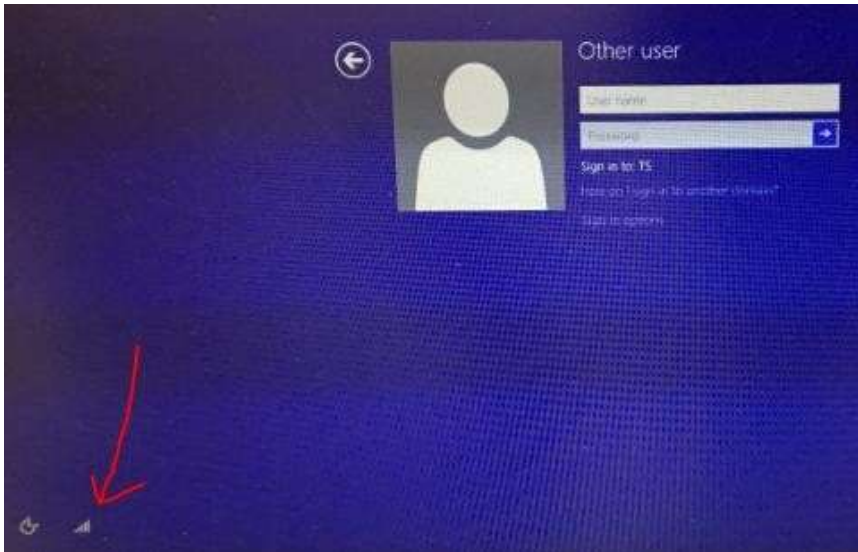


6. After pressing enter in the previous window, you should see this window and you will see your desktop shortly.

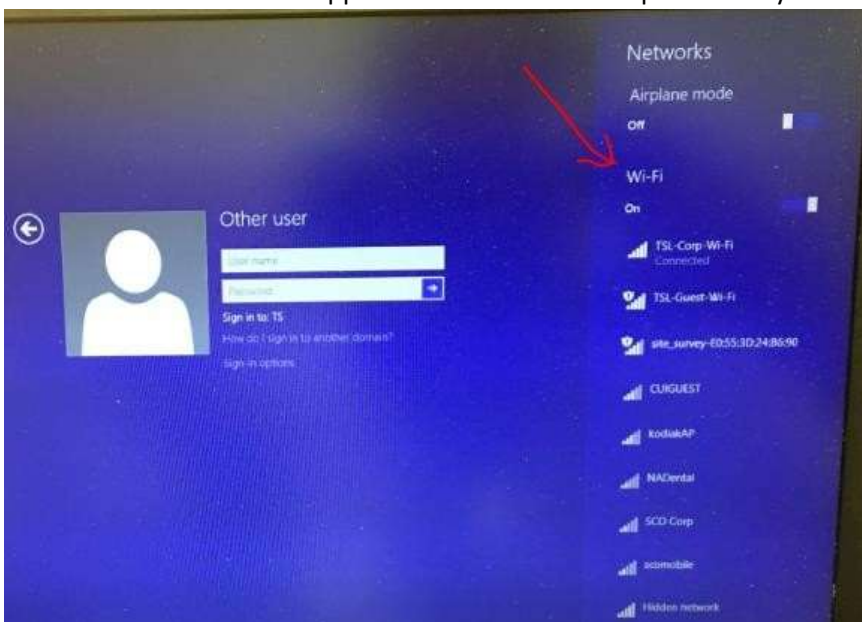


4.3.2. Windows 8.1

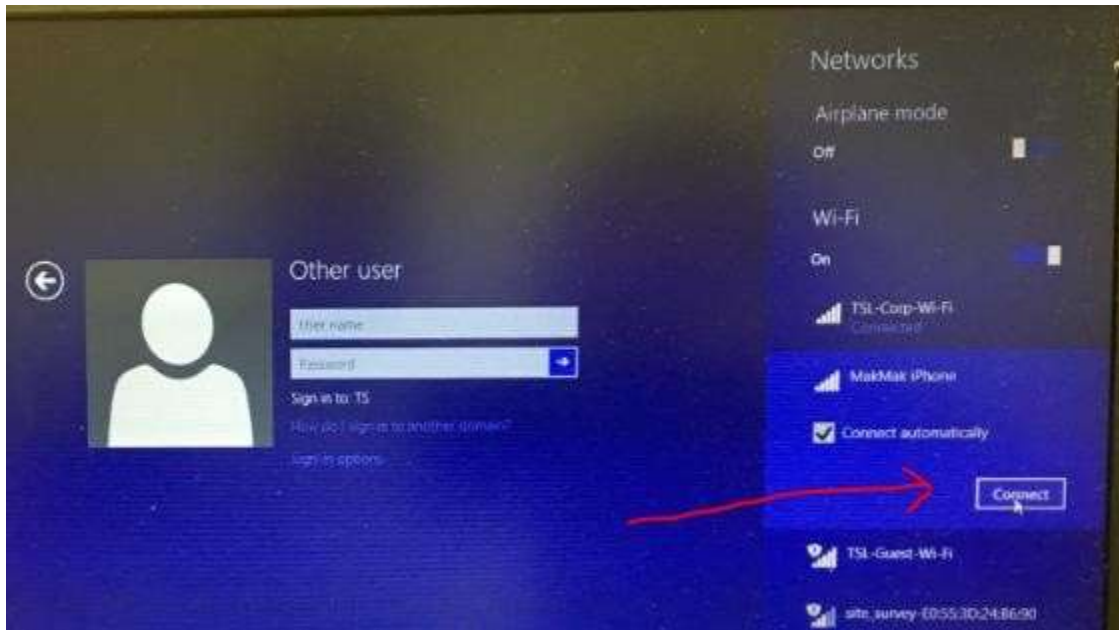
1. From your start up screen, click the wireless symbol icon  at the bottom left of your screen



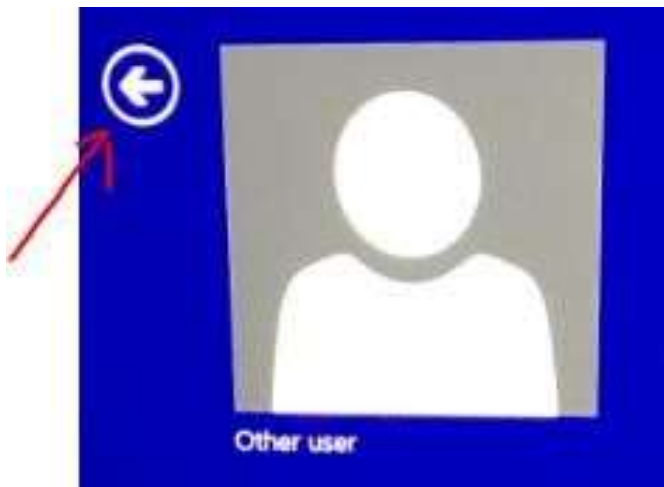
2. The Networks list will appear – select a wireless option from your list



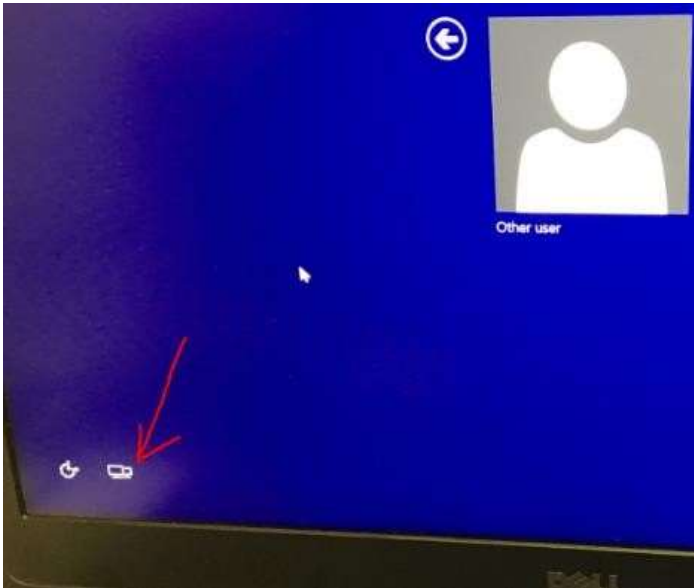
3. Click the 'Connect' button



4. Click the 'back button'



5. Click the VPN icon



6. Sign in with your credentials (Username/ Password)



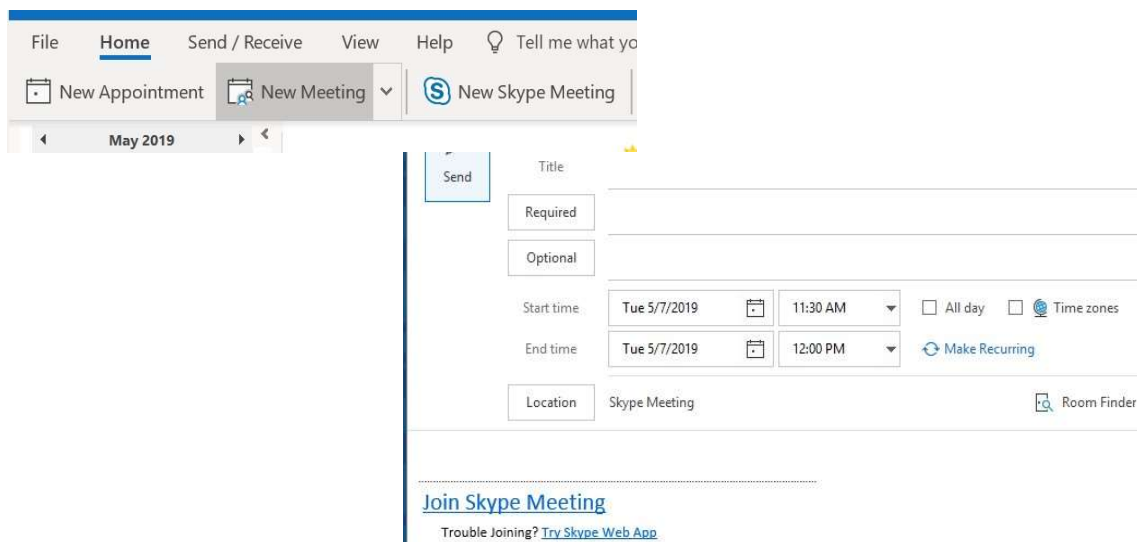
5. Remote Collaboration

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 **“New Meeting”** or **“New Skype Meeting”** to create a new meeting, either option is fine to choose.
2. If you chose **“New Meeting”**, Click **“Skype Meeting”** to add Skype to your meeting. The Skype meeting info will then be added to your meeting invitation.
3. If you chose **“New Skype Meeting”**, the Skype meeting info will auto-populate as the meeting invitation is created.
4. Set all the other meeting options (date, time, etc.). Add people and click **Send**.

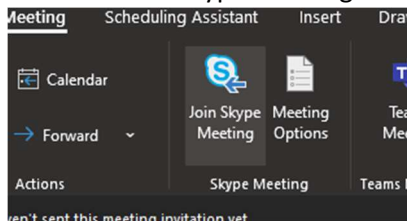


5.1.2. Joining a Skype Conference Call: Full Skype Client or Call Back

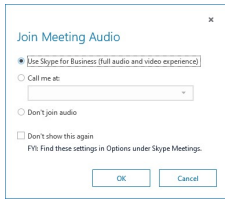
5.1.2.1. Using the Full Skype Client (Audio via Laptop)

Use this as your primary option when joining a Skype for Business conference call. If you are having issues connecting/staying connected while on your laptop, see section 4.1.2.2 Call Back Option.

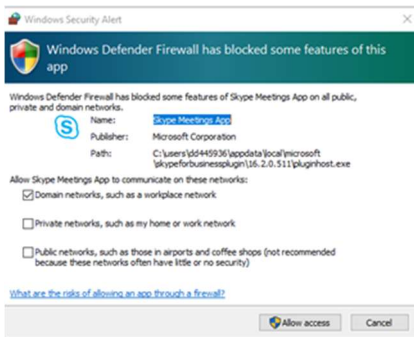
1. Open the Meeting planner in Outlook
2. Click the 'Join Skype Meeting'



3. If you are prompted with different ways to join the meeting, select **Use Skype for Business**. This will use the audio through your laptop to join the meeting.



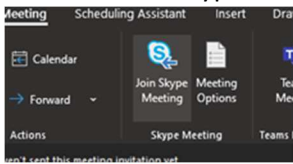
Note: If you receive a message from Windows Defender Firewall, you may cancel this window. Skype should still connect to the meeting.



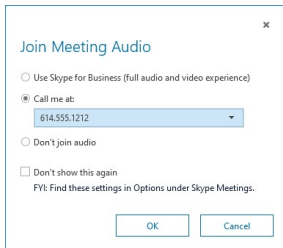
5.1.2.2. Call Back Option (Audio via Personal Mobile Phone or Landline)

This option is beneficial when joining a meeting from a phone (mobile or landline) to hear the audio portion of the meeting. Any content sharing will still be available on your laptop at the same time.

1. Open the Meeting planner in Outlook
2. Click the 'Join Skype Meeting'




3. If you are prompted with different ways to join the meeting, select "Call me at:"

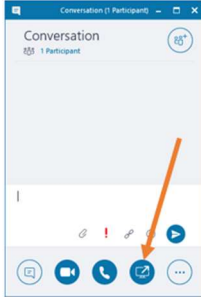


4. A few moments after clicking OK, you will get a call at the number provided.

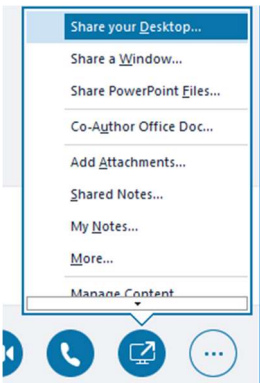
5.1.3. Sharing Content in Skype for Business

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

1. Once you have joined the meeting, you may share your Desktop or a specific Window by clicking the 'Share Content' icon  in the Skype window

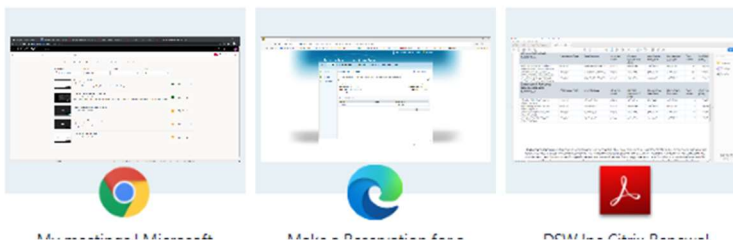


2. Select the preferred option to share: 'Share your Desktop' or 'Share a Window'

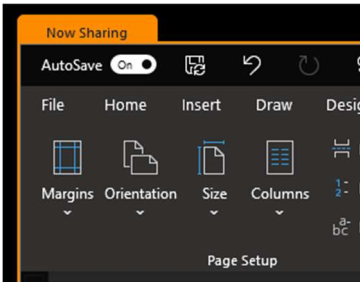


3. If selecting 'Share a Window' an additional window will appear to select the Application or Window to share with the other participants. With this option ONLY the window selected will be shared with other participants. If you change to another window it will not be visible.

Share a Window



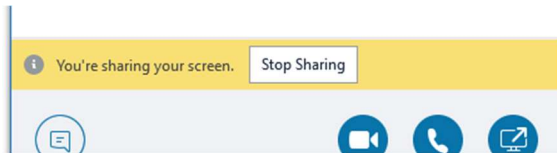
- Once the Desktop or Window are sharing, an orange border will indicate the content being shared.



- To stop sharing click 'Stop Sharing' from the top menu, note: this may be hidden you will need to hover your mouse at the top of the screen



- Another option to stop sharing is from the Skype meeting window. Click 'Stop Sharing'



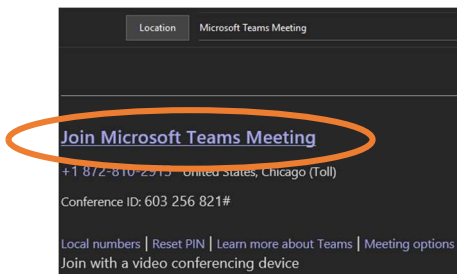
5.2. Microsoft Teams

This section covers three key uses of Microsoft Teams: Scheduling a Meeting, Joining a Meeting, and Sharing Content. For more detailed information please refer to the Appendix.

5.2.1. Schedule a Teams Meeting

- Go to **Outlook** and in **Calendar** view, click on "**New Meeting**" to create a new meeting.
- Click "**Teams Meeting**" to add Teams to your meeting. The Teams meeting info will then be added to your meeting invitation.
- Set other meeting details as required (date, time, etc.)
- Add people and click **Send**.

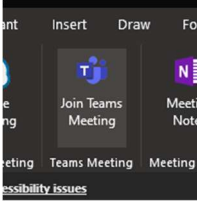
Note: Similar information to this will appear in the body of the meeting. It may be used to join the meeting for all participants.



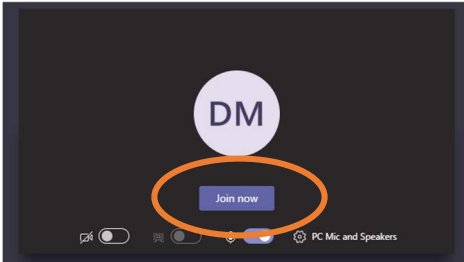
5.2.2. Joining a Teams Conference Call

5.2.2.1. Teams Client (Audio via Laptop)

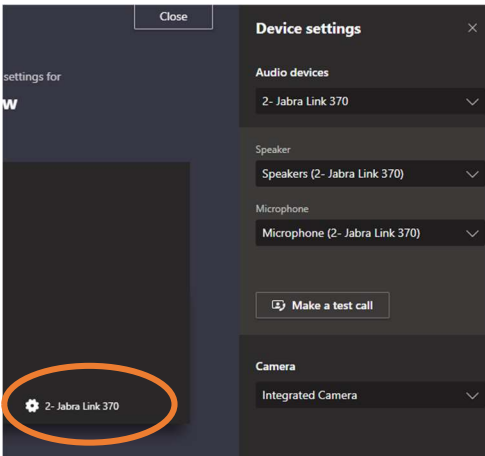
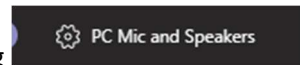
1. Open the Meeting planner in Outlook
2. Click the 'Join Teams Meeting' button




3. Click 'Join now' to connect to the meeting with the PC Mic and Speakers.

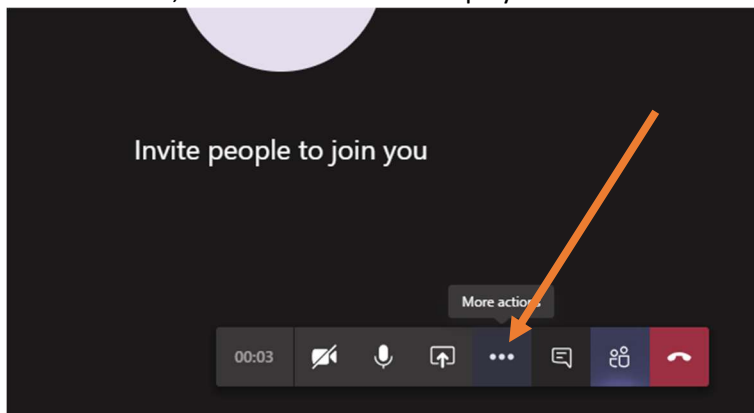


4. Other audio devices connected to the laptop can be used by clicking
5. Select another device in the 'Device settings' options.

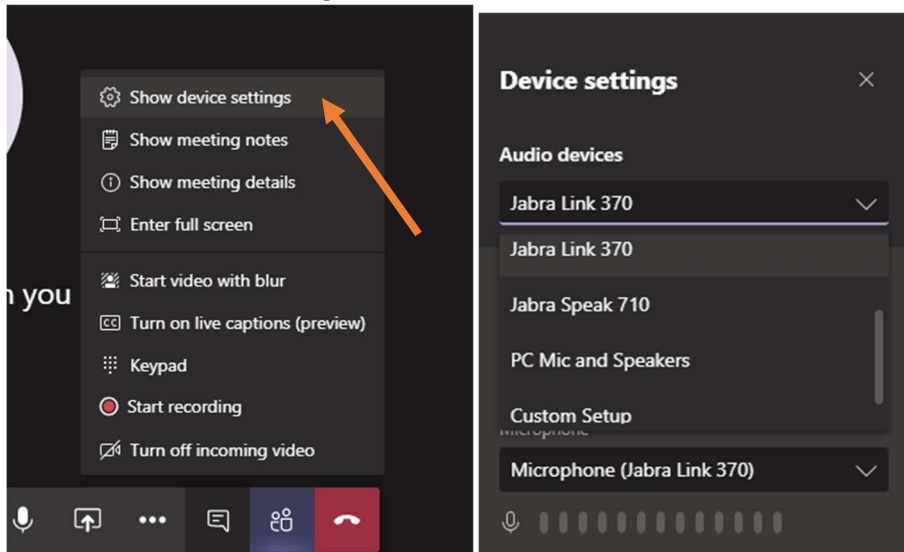


Note: If you are unable to hear the audio from the meeting or other attendees are unable to hear you, check the Device Settings and change to another audio device if it's available. Follow the steps below to change the device.

1. While in a call, click the  icon to display more actions for the meeting.

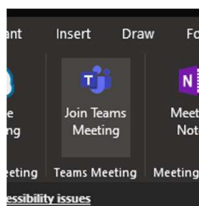


2. Select "Show device settings" and choose another device, if available.

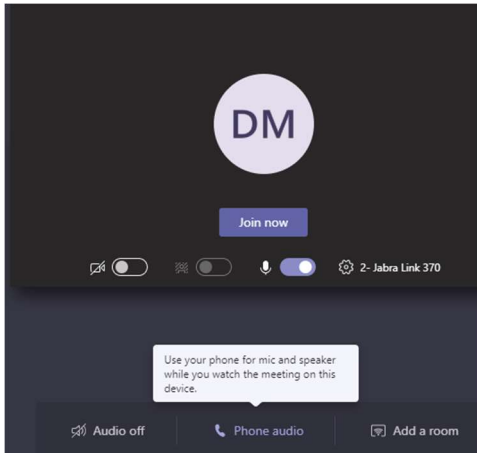


5.2.2.2. Call Back (Audio via Personal Mobile Phone or Landline)

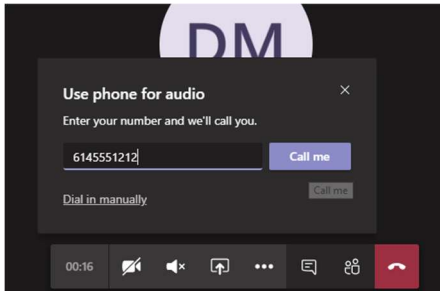
1. Open the Meeting planner in Outlook.
2. Click the 'Join Teams Meeting' button.



3. Click 'Phone audio' to connect to the meeting through your phone.




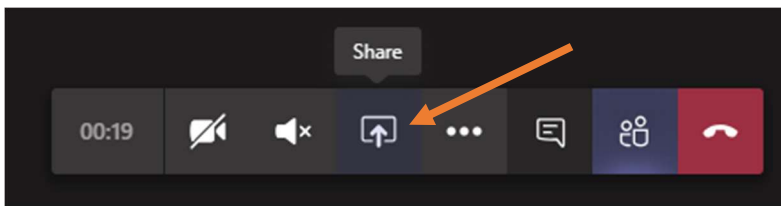
4. Enter the phone number to join the meeting and click 'Call me'.



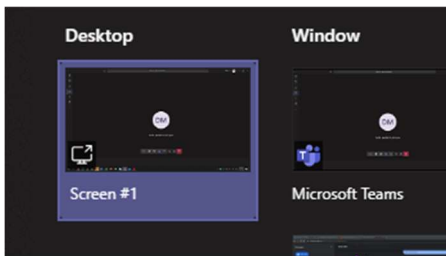
5.2.3. Sharing Content in Teams

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

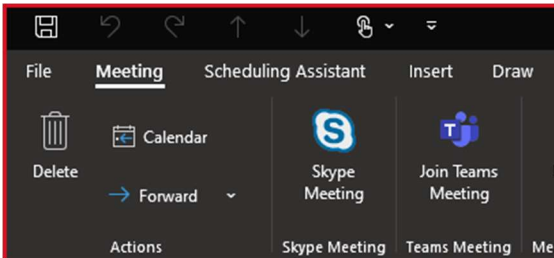
1. Click the 'Share' icon  towards the bottom of the window with the other meeting control options.



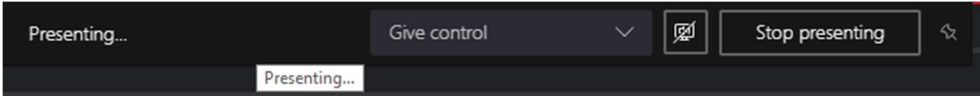
2. Select the Desktop or Window to share with the other participants in the meeting.



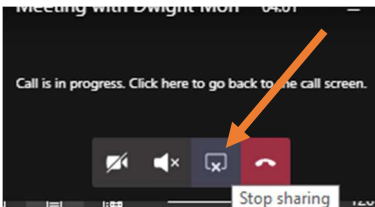
3. Once you are sharing your desktop or a specific window, a red border will indicate what's being shared.



4. To stop sharing your screen, click the **Stop Presenting** button at the top of the screen.



Note: Alternatively, you can click the **Stop Sharing** icon  in the meeting control applet.

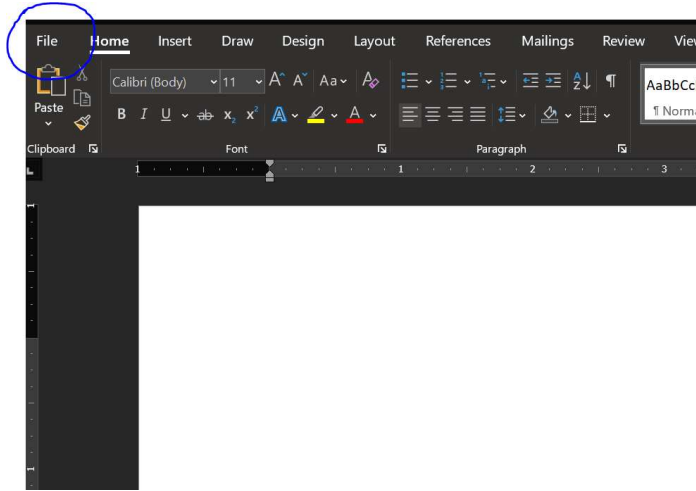


6. Printing

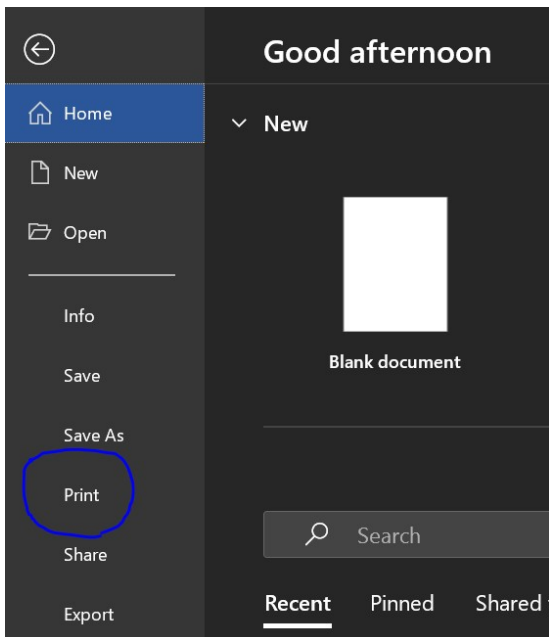
If you are connected to VPN and print, your document will go to your work printer. As for personal printers, we do not support printing at home to a personal printer from a DBI-issued device. As an alternative, you can use the “Print to PDF” option. This PDF option will allow you to electronically sign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

6.1. Print to PDF

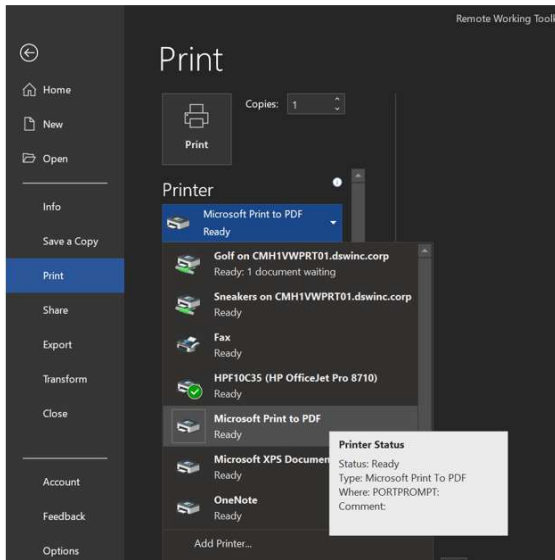
1. Click “File”



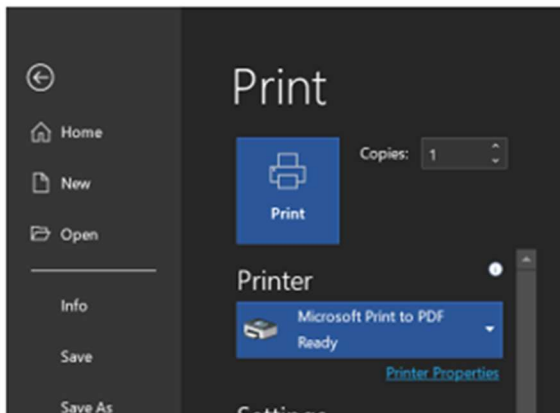
2. Click Print



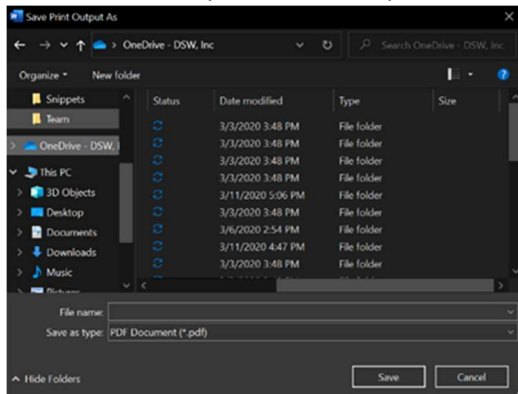
3. Select “Microsoft Print to PDF”




4. Click Print

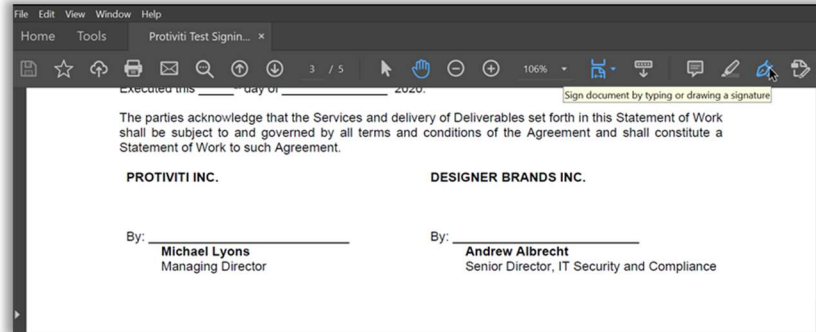


5. Select where on your OneDrive you would like to save your document and click “Save”

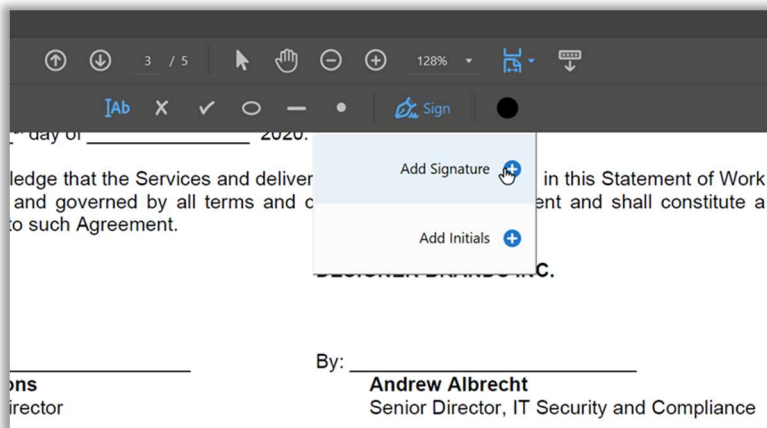


6.2. Electronically Sign PDF

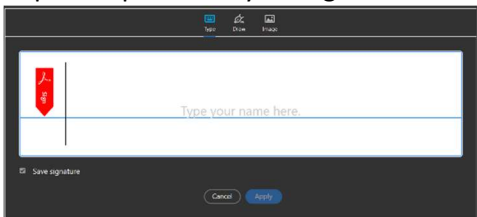
1. You can apply your electronic signature using Adobe Reader DC
2. Locate the area on the document where you would like to apply your signature
3. Click on the “Sign document by typing or drawing your signature” icon 



4. Click on the + symbol next to “Add Signature” or “Add Initials” depending on how you want to sign the document.



5. You should see a window open where you can either “Type,” “Draw” or use a “Image” from an imported picture of your signature



6. Type your signature and click the “Apply” button to move to the next step in the process.



7. You will be able to move your signature onto the area of the document you want it applied, move it to that spot and right-click your mouse.



8. Click on the Next button to complete the process.



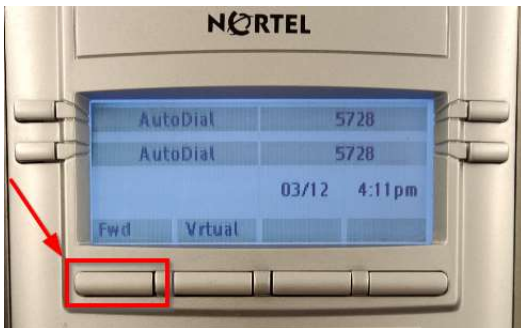
9. Click **Save** and select location to store file.

7. Phone Options

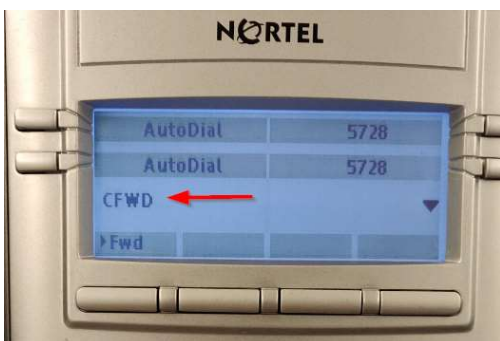
If you need to continue to receive important phone calls while working remotely, follow the below instructions to forward calls destined to your desk phone to your mobile phone or landline.

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:



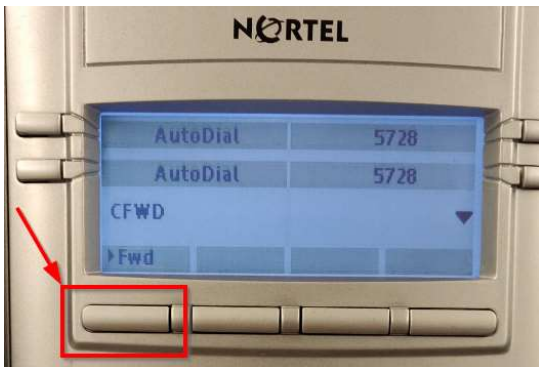
3. Next, enter the phone number you wish your calls to be forwarded to as follows:
 - a. If you have determined your number is local enter "**9**" followed by your personal number, including area code. Example - 96141234567
 - b. If you determined your number is long distance, enter "**91**" followed 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:



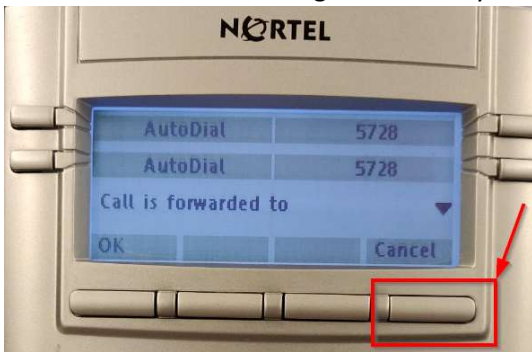
5. Once configured **ALL CALLS** to your desk phone will be forwarded to the number you entered. This also means that missed calls will go to the voicemailbox of your personal phone and not that of your desk phone.

7.2. Removing Call Forwarding – DSW Home Office Phones

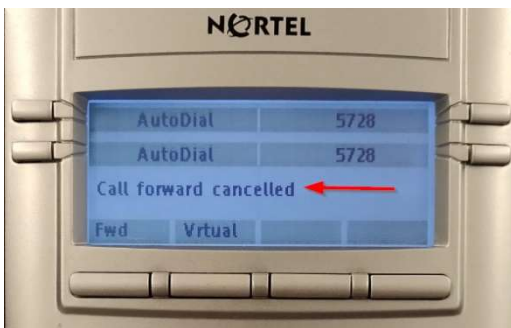
1. Press the **Call Forward** key that is located below the **"Fwd"** on the bottom left of the phone screen:



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:



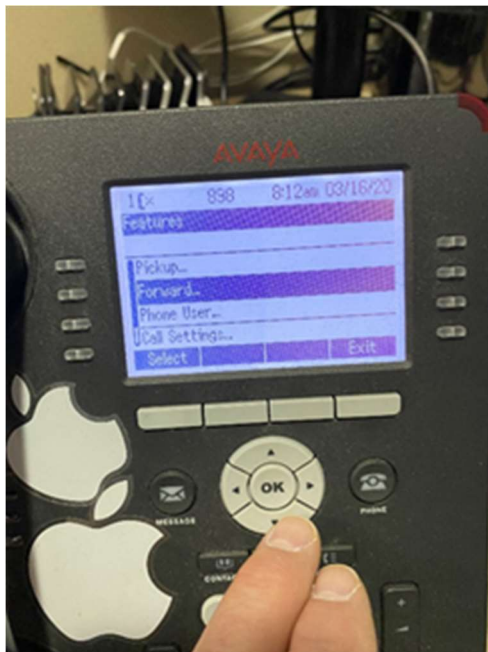
4. Once completed, your desk phone will now ring for incoming calls as usual.

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”.



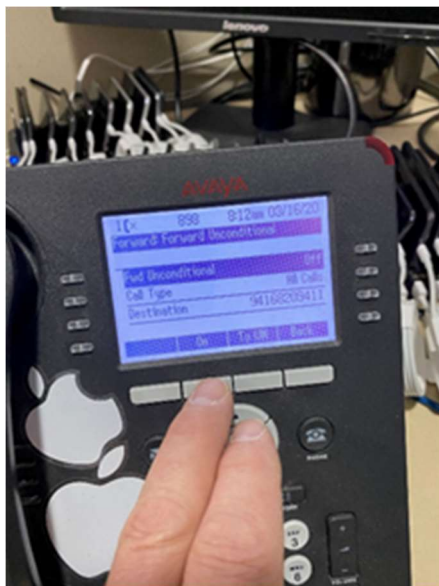
2. Use the navigation arrows down until you have “Forward” selected. Then press Select.



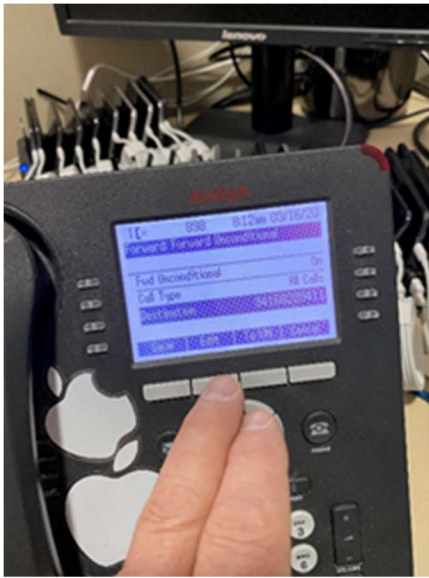
3. Using the navigation arrows, navigate to “Forward Unconditional”. Then press “Select”.



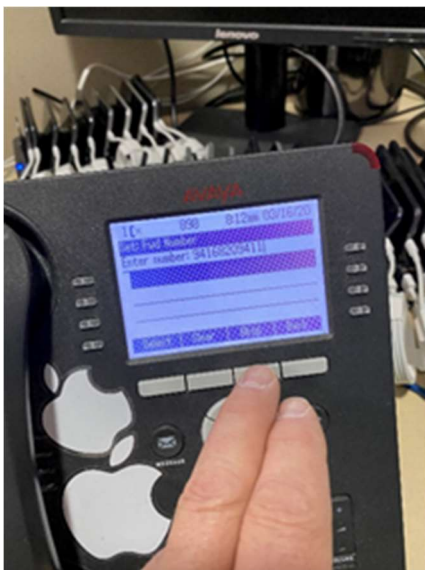
4. If you are currently NOT forwarding your phone, the status of “FWD Unconditional” will be off. At the lower portion of the screen, select “On” by selecting the button below.



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”.



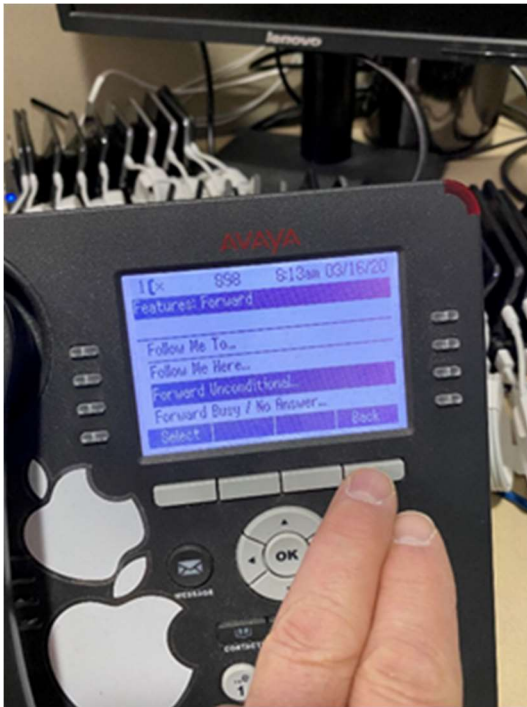
7. When you have the full phone number entered, Press select.



8. Press "Save".



9. Press "Back".



10. Press "Exit".

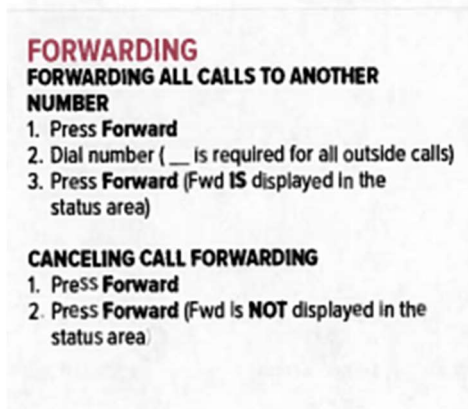


11. Your phone should display the normal main screen.



Setting Up Call Forwarding – Camuto Group

7.4.1. Bonita Springs FL Finance Office
From the phone.



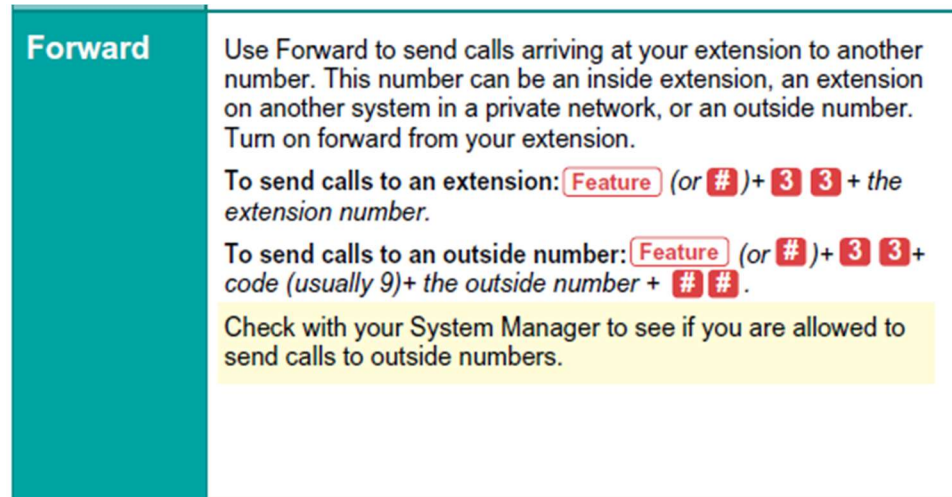
FORWARDING
FORWARDING ALL CALLS TO ANOTHER NUMBER

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

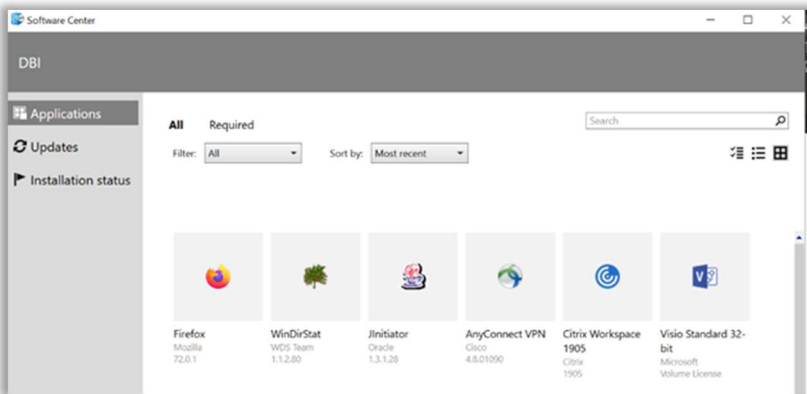
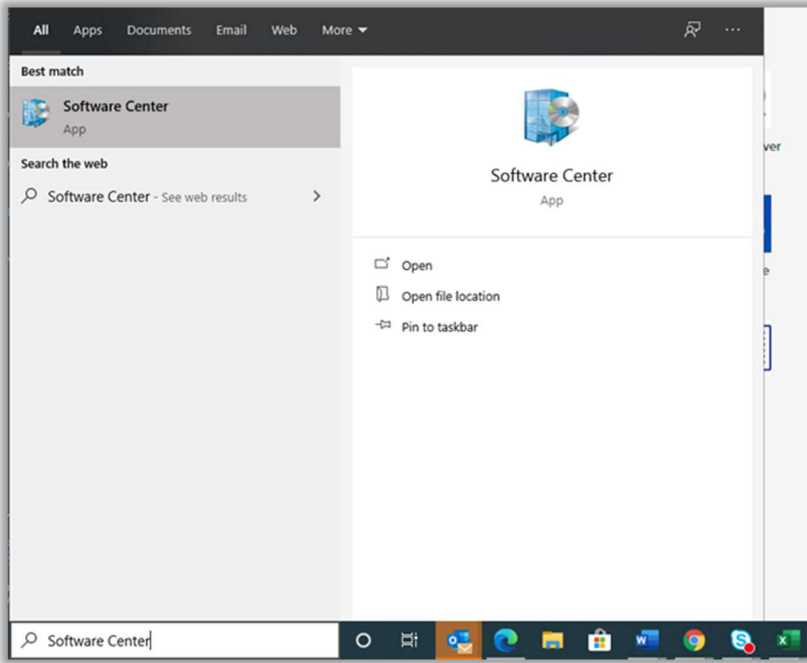
From the Phone.

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 Software Center

If you need specific or new applications, you can find DBI approved applications using Software Center.

Type “Software Center” into the “Type here to search” area in your toolbar. The Software Center will allow you to install authorized software that has been and packed for easy installation on your device.



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.

The image shows a screenshot of the Microsoft Teams application interface with several callout boxes providing instructions on how to use various features. The interface includes a left-hand navigation pane with icons for Home, Chat, Calendar, and Files. The main area displays a chat conversation within a team named 'Mark 8 Project Team' in the 'Research and Development' channel. The chat history shows messages from 'Adrian Vance' and 'Debra Berger', including a file attachment 'Mark 8 Performance Overview.docx'. A 'Reply' bubble is visible over a message. The right-hand pane shows the profile of 'Megan Brown' with options like 'Change picture', 'Get status message', 'Send', 'Settings', 'Zoom', 'Download the mobile app', and 'Sign out'. The bottom of the screen features a 'Start a new conversation' bar.

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.

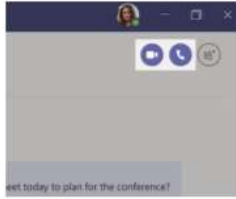
Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

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!

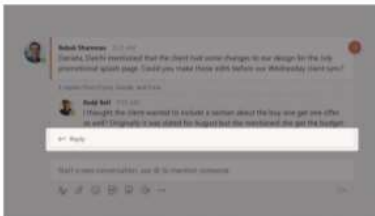
Make video and audio calls

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**.




@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.




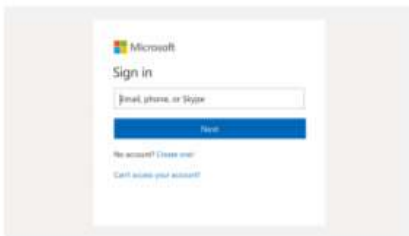
Add an emoji, meme, or GIF

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.




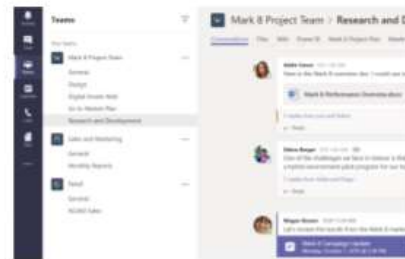
Sign in

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.)



Pick a team and channel

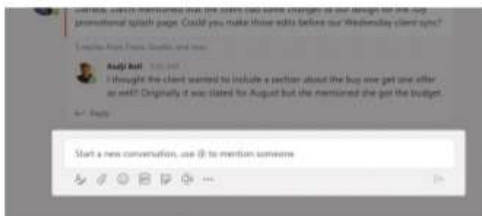
A **team** is a collection of people, conversations, files, and tools—all in one place. A **channel** is a discussion in a team, dedicated to a department, project, or topic. Click **Teams**  and select a team. Pick a channel to explore the **Conversations**, **Files**, and other tabs.





Start a 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**.



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.

