
SD – Office Opening & Closing – Drouin Office

Policy

This policy has been put in place to ensure the office is opened and closed safely and securely.

Office Opening - Procedure

1. Locate the key safe, and unlock to retrieve the key:

- There are 2 key safes.
 1. Front right corner of the building, on the meter box.
 2. Back left corner, on the pole by the back door.
- Scroll the numbers until the code is 6765.
- Push the switch up.
- Take out the key, unlock the door (without entering the building), collect the mail (if you are at the front of the building) and then immediately return the key and close the safe turning all numbers to 0000. If using the key safe at the back of the building, make sure that the key safe lock is clicked back into place, as it comes undone when the key safe is opened.

2. Enter the building and disarm the security system

- The security system is located in the lounge room, near the kitchen door, on the wall underneath the split system. The code for the security system is **3558**, then press the 'stay' button to disarm.

3. Other, complete if needed:

- a) Turn on lights
- b) Open blinds or curtains
- c) Turn on heating or cooling
- d) Empty dishwasher

4. Phone Diversion:

- a) Open web browser and log into:
 - <https://sasboss.com.au/auth/>
 - Username: headwaygippsland
 - Password: D!n0t3c3818

- b) Click on:
 - Services (left hand side of the screen)

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- Check the group column and locate the correct office, then click on the underlined service Ref ID Link
- SIP trunk features drop down box (in red)
- Call forward settings
- Enable, select No to remove diversion
- Log out

Note, if reception is **not** attended, enable the night mode switch (from the reception desk only). This will make incoming calls ring on three other phones - Colin, Victoria & spare office. All calls need to be answered quickly as calls will be disconnected after approximately 4-5 rings. Night mode should be off when reception is attended

5. Change the computer back up cartridge (needs to be changed daily)

To do this, you will need to locate the server and the safe, where spare cartridges are stored:

- The server is located to the left of the reception desk
- The safe is located in the left-hand cupboard, in the hallway

On the server:

- Press the green button on the right-hand side to eject cartridge and place this cartridge in the safe, at the bottom of the pile of cartridges.
- Insert the cartridge, from the top of the pile in the safe, into the server.
One cartridge should be kept off site.

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Office Closing - Procedure

1. Phone Diversion

- Open web browser and log into:
 - <https://sasboss.com.au/auth/>
 - Username: headwaygippsland
 - Password: D!n0t3c3818
 - If you will be performing this task regularly, it might be a good idea to add the website as a bookmark.
- Click on:
 - Services (left hand side of the screen)
 - Check the group column and locate the correct office, then click on the underlined service Ref ID Link
 - SIP trunk features drop down box (in red)
 - Call forward settings
 - Enable, select Yes to enable diversion
 - Log out

2. Other, complete if needed:

- a) Turn off the lights
- b) Close blinds or curtains
- c) Turn off heating or cooling
- d) Start dishwasher
- e) Check bins are out for collection - put out Wednesday afternoon, for collection Thursday

3. Arm the security system (if applicable), and exit the building:

- The security system is located in the lounge room, near the kitchen door, under the split system. The code for the security system is **3558**, then press the 'away' button to arm.

4. Lock the doors:

- Doors can be locked by pushing the button on the inside of the door, therefore there is no need to use the key safe.