

24 June 2021

Dear: CCL Network Members

This circular includes the following topics:

- *Remote Reception consoles*
- *Taking Chambers PCs home*
- *Support Guides*
- *VPN Remote Access*
- *Video Conferencing / Webex*

In order to prepare for any potential lockdown or remote work, we would like to make Members and Floors aware of the following information. If you have any questions please contact CCL Network Support via the Member Portal or email support@ccl.com.au

Remote Reception Consoles

Floors can set up their receptionists to operate the Arc Console remotely. Many Floors took advantage of this last year. Please note that due to the recent system upgrade, the software on the receptionists remote PCs will require an update. Please urgently log a ticket through the Member Portal to arrange a time for CCL staff to assist with the upgrade process.

Taking Chambers PCs home

For Members intending to take their computer home and connect to their home network via Ethernet (wired connection), please note that some system settings will need to be changed following the guide at: [https://www.ccl.com.au/files/documents/Taking_your_device_home_%E2%80%93_Windows_PC_\(Wired\).pdf](https://www.ccl.com.au/files/documents/Taking_your_device_home_%E2%80%93_Windows_PC_(Wired).pdf)

There are no special procedures required if the computer will be connected via WiFi

Support Guides

User guides for network services are available on the CCL website <https://www.ccl.com.au/services#network-documents>

VPN Remote Access

The VPN service can be used to access network resources from outside chambers, if you require VPN remote access, please complete the VPN Application Form at <https://www.ccl.com.au/services#network-documents> and submit it to support@ccl.com.au

VPN access is required for remote access to:

- Remote access to your computer in chambers via remote desktop, or file sharing

- VoIP Self Care portal (update call diversions/speed dials) <https://cclccm-pub01.counselschambers.com.au/ccmuser>
- Macquarie and Oxford English Dictionary subscriptions (via remote desktop to Chambers PC)
- Arc Reception Console

VPN access **is not required** for remote access to:

- Email including webmail (<https://outlook.office365.com>)
- Spam quarantine <https://spam.ccl.com.au>
- Webex (messaging and phone services)
- Voicemail
- Member Portal (logging support requests and accessing accounts) <https://portal.ccl.com.au>

Video Conferencing / Webex

Members on floors who are connected to the CCL VoIP system are entitled use Cisco Webex <https://www.webex.com/> as part of their VoIP licence.

The Webex service provides telephony (including softphone, voicemail and managing call forwards), messaging and video conferencing.

Earlier this year, Members were offered installation and one-on-one training for Webex. For Members who did not take advantage of this, Webex can be downloaded from <https://www.webex.com/downloads.html> and a user guide is available at https://www.ccl.com.au/files/documents/CCL_User_Guide_-_Webex.pdf

Members may also use the video conferencing facilities in the NSW Bar Dispute Resolution Centre (charges apply). More information can be found at <https://nswbardrc.com.au/video-conferencing>

For further information please contact support@ccl.com.au

Kind Regards,
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