

CloudInspired Ltd – IT Policy & Helpdesk Guide

Version 3.2 · Owner: IT Service Desk · Applies to all staff and contractors · Sample document for demonstration purposes

1. Contacting the IT Service Desk

Channel	Details	Hours
Teams	Message the IT Helpdesk agent, or the "IT Service Desk" team channel	24/7 (agent), 08:00–18:00 Mon–Fri (people)
Phone	Extension 4357 (H-E-L-P), or 0161 496 0000 from outside	08:00–18:00 Mon–Fri
Portal	https://helpdesk.cloudinspired.com – log a ticket	24/7
Out of hours (P1 only)	On-call engineer: 0161 496 0999	18:00–08:00 and weekends

Ticket priorities and response targets

Priority	Example	First response	Target fix
P1 – Critical	Whole office cannot work, suspected security breach	15 minutes	4 hours
P2 – High	One team blocked, laptop will not start	1 hour	1 working day
P3 – Normal	Software request, printer issue	4 hours	3 working days
P4 – Low	Questions, "how do I..."	1 working day	5 working days

2. Passwords and multi-factor authentication (MFA)

- Passwords must be at least **14 characters**. We recommend a passphrase of three or more random words.
- Passwords do not expire, but you must change yours immediately if you think it has been exposed.
- MFA is mandatory for all accounts using the **Microsoft Authenticator** app. SMS codes are not permitted.

How to reset your password

1. Go to **<https://aka.ms/sspr>** from any device.
2. Enter your work email address and complete the verification.
3. Approve the request in Microsoft Authenticator, then choose a new password.

4. On a Windows laptop, lock and unlock the device (Windows key + L) so it picks up the new password.

If you have lost your phone or Authenticator is not working, call the Service Desk on extension 4357. For security, staff will verify your identity with your line manager before resetting MFA.

3. Laptops and devices

- All laptops are Windows 11, managed by **Microsoft Intune**, and encrypted with BitLocker.
- Standard laptops are replaced every **4 years**. Request an early replacement through the portal with your manager's approval.
- Do not install software yourself. Approved apps are available in the **Company Portal** app; anything else needs a software request (P3).
- Updates install automatically. Restart your laptop at least once a week.

Lost or stolen device

Report a lost or stolen laptop or phone **immediately** as a P1 on 0161 496 0999 (24/7). IT will remotely lock and wipe the device. You will also need to report theft to the police and give IT the crime reference number.

BitLocker recovery key

If your laptop asks for a BitLocker recovery key, sign in to <https://myaccount.microsoft.com> on another device, open **Devices**, select your laptop and choose **View BitLocker keys**. If that does not work, call the Service Desk.

4. Remote working and VPN

- Microsoft 365 apps (Outlook, Teams, OneDrive, SharePoint) work from anywhere without a VPN.
- The VPN is only needed for the finance system and the legacy file server (\\fs01).

Connecting to the VPN

1. Open **GlobalProtect** from the system tray (bottom-right of the taskbar).
2. The portal address is **vpn.cloudinspired.com** (pre-configured on company laptops).
3. Select **Connect** and sign in with your work account. Approve the MFA prompt.

Public Wi-Fi is allowed, but always use the VPN or Microsoft 365 apps over HTTPS. Never use public computers (hotels, libraries) to access company data.

5. Email, phishing and security

- Report suspicious emails with the **Report** button in Outlook. Do not click links or open attachments.

- If you clicked a link or entered your password on a suspicious page, report it as a **P1** straight away and reset your password.
- IT will never ask for your password or MFA code, by email, phone or Teams.
- External emails are tagged **[EXTERNAL]** in the subject line.

6. Data storage and sharing

Where	Use it for
OneDrive	Your own working files. Backed up automatically.
SharePoint / Teams files	Team and project documents that others need.
USB drives	Blocked on company laptops. Request an exception through the portal (P3) if you have a business need.
Personal cloud storage (Dropbox, Google Drive)	Not permitted for company data.

To share with someone outside CloudInspired, use **Share** in OneDrive or SharePoint and choose "Specific people". "Anyone with the link" sharing is disabled.

7. Software and hardware requests

- Accessories (headset, mouse, keyboard, monitor) under £150 can be ordered through the portal without manager approval.
- Second monitors and docking stations need manager approval.
- New software needs manager approval and a security review; allow **5 working days**.

8. New starters and leavers

- Managers must submit a **New Starter** request at least **5 working days** before the start date, so the laptop and accounts are ready.
- Leavers' accounts are disabled at 17:00 on their last day. Laptops must be returned to IT on or before the last day.
- A leaver's OneDrive is kept for 30 days and can be transferred to their manager on request.

9. Acceptable use

- Company devices are for work. Reasonable personal use (for example checking personal email at lunch) is fine.
- Do not use company devices or accounts for illegal content, gambling, or anything that breaches the Code of Conduct.
- Generative AI: use **Microsoft 365 Copilot Chat** signed in with your work account. Do not paste company or customer data into personal AI tools.