

The background is a solid medium green color. In the upper right quadrant, there are two overlapping circles of a lighter green shade. A thick, light green curved line starts from the left side, curves downwards and to the right, and then continues as a vertical line towards the bottom right corner.

Files



How are my files stored?

In a filing cabinet files are stored in drawers. Within these drawers dividers can be used to separate and organise groups of files.

The hard drive of a computer stores files in the same way - you have your hard drive (the cabinet) and inside thousands of files need to be stored. These files can be stored in folders (the drawers) and should you require further divisions subfolders may be created (the dividers).

Where are my files stored?

All data is stored on a server in Key's Glasgow office. Storing files in one central location allows easy access to all that should require it. In accordance with the ICT Policy, the primary method of storage should be this network drive.

Why can't I store files elsewhere?

Other forms of storage media exist, for example USB/flash drives. Unencrypted USB keys should NOT be used by anyone in Key or Lifestyles. USB drives, CD-ROMs etc are not accessible through the VDI environment.

USB drives are usually small in size but can store a huge amount of data. If this device is lost or stolen potentially sensitive/confidential information can be accessed by someone outside the two organisations. After 25 May 2018, we HAVE TO report any data breaches which include personal data and may face a large fine.

North East Lincolnshire Council was fined £80,000 after an unencrypted USB device was left connected to a laptop IN the council offices and subsequently went missing. The device contained sensitive data on hundreds of children with special needs. (Source: ICO).

How do I find my files?

KEY SERVICES - ADMIN AND ABOVE:

In File Explorer:

1. Double click the 'Local Services' icon.
2. Double click the local authority relating to your service.
3. Double click the location of your service.

LIFESTYLES - ADMIN AND ABOVE:

In File Explorer:

1. Double click the 'LifestylesSuppDev' folder.
2. Navigate the folder structure to locate the file/folder required.

NOTE: All files relating to people we support are located within the appropriate network in the 'Service User Recording' folder.

You are able to create a shortcut icon on your desktop providing quicker access to these files.

Due to Microsoft licence restrictions support workers are unable to log into the VDI environment.

How should I store my files?

Files should be stored within the appropriate local services folder in a logical structure. Staff should refrain from creating their own personal folders or from saving files to their documents/desktop folders. Saving files in these locations means that others will not have access to them.

For example:

1. A worker supports 3 people. He creates a folder for himself and stores all files for the 3 people within it. If the worker leaves unexpectedly or goes off sick and someone else covers support they need to know who created the files in the first instance in order to locate them. If they have been saved to a workers desktop or documents folder, these are inaccessible to others.
2. A worker supports 3 people. 3 folders are created on the server, named after each individual and all relevant files stored within them.
No matter who covers the support all relevant information is stored in an area which all staff have access and where they can be easily and quickly found when required.

How should I name my file?

Filenames can be up to 256 characters. Although we recommend you do not use the full 256 characters you should ensure the filename is descriptive of the contents. For example 'Minutes of Support Meeting 12 June 2018' rather than 'Minutes'.

When choosing filenames the following characters

CANNOT be used: / \ : * ? ' < > |



How do I keep my files private?

Security and access rights exist on all folders on the server.

You should only have access to files relevant to the service in which you work. Should you work over more than one service you should have access to files at these services using a single login.

You should contact IT if you think permissions on a folder need altered in any way. You should not need to and should never password protect individual files.

Which folders do I have access to?

Key:

Most services will have 6 folders;

- Key User
- Service User
- Admin Worker
- Enhanced Support Worker
- Management Team
- Service Manager

		STAFF				
		Workers	Admin Worker	Enhanced Support Worker	Team Managers	SDM
FOLDER	Key User	✓	✓	✓	✓	✓
	Service Users	✓	✓	✓	✓	✓
	Admin		✓	✓	✓	✓
	Enhanced SW			✓	✓	✓
	Mgt Team				✓	✓
	SDM					✓

In some cases, extra folders have been created. These will have security permissions appropriate to the contents.

Lifestyles:

Security permissions are applied to all subfolders in the Support and Development folders.

All staff (Admin and above) should have access to the files relevant to the areas they support.



Lost/Deleted Files

I've lost a file or folder, what can I do?

There are times where you look for a file or folder in the usual place and its not there. Has it been deleted? Has it been moved? How do I recover the file?

1. Check nearby folders.

Has it been dragged and dropped into another folder accidentally? Look in nearby folders. If you find it, drag it back to the correct location.

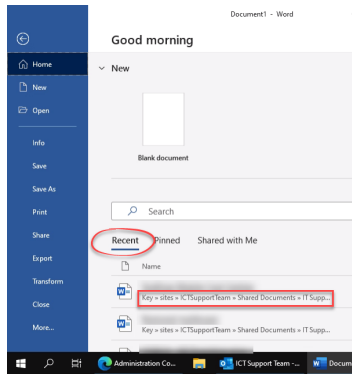
2. Search for the file/folder.

Complete a search using the instructions in the 'File Explorer - Searching' section.

3. Recently Used List.

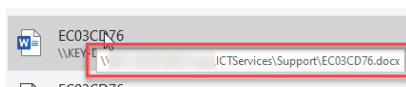
If you've recently used a file but can't remember where you saved it, check the 'Recently Used Files' list:

- Open Word, Excel etc depending on what application you used to edit it.
- Click File.
- Check to see if the file appears in your recent list. The location of the file will be listed at the bottom. Depending on the length the end of the filepath may not be shown.
- Click to open it.



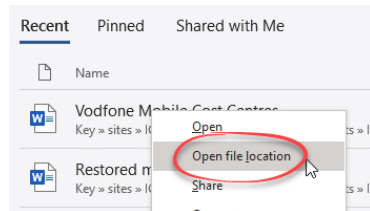
OR

Hover over it to see the file location.



OR

Right click and choose 'Open File Location' to go to the folder in which it is saved.



I've deleted a file, what can I do?

If you delete a file on your desktop or documents folder it will be sent to the 'Recycle Bin' where you can delete it permanently or restore it. If you delete a file from the network shares, these are not removed to the 'Recycle Bin'.

If you have deleted or saved over a file by accident, email the ICT Helpdesk and ask for a copy to be restored from the backup providing the following information:

1. The folder, path and filename.

For example: Milngavie\Service User\Joe Bloggs\Support Plan.doc (See the 'File Explorer - Address Bar' section of this guide for details on how to copy the folder path easily).

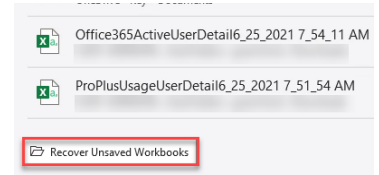
2. The date of the backup to be used.

If you deleted the file on Friday 13th October, ask for the file to be restored from the Thursday 12th backup.

I've not saved a file, what can I do?

1. Recover Unsaved Files

- Open the Office application you used when working on it.
- Click File, Open
- Click the 'Recover Unsaved Documents/Workbooks' button.



If any files are available for recovery, double click it to open, then save it immediately!

2. Check your recently saved files

- Check your recently used files list in the application used to created the file. You may have saved it, but not even realised!