

# 'Intranet from Home' User Guide

## Overview

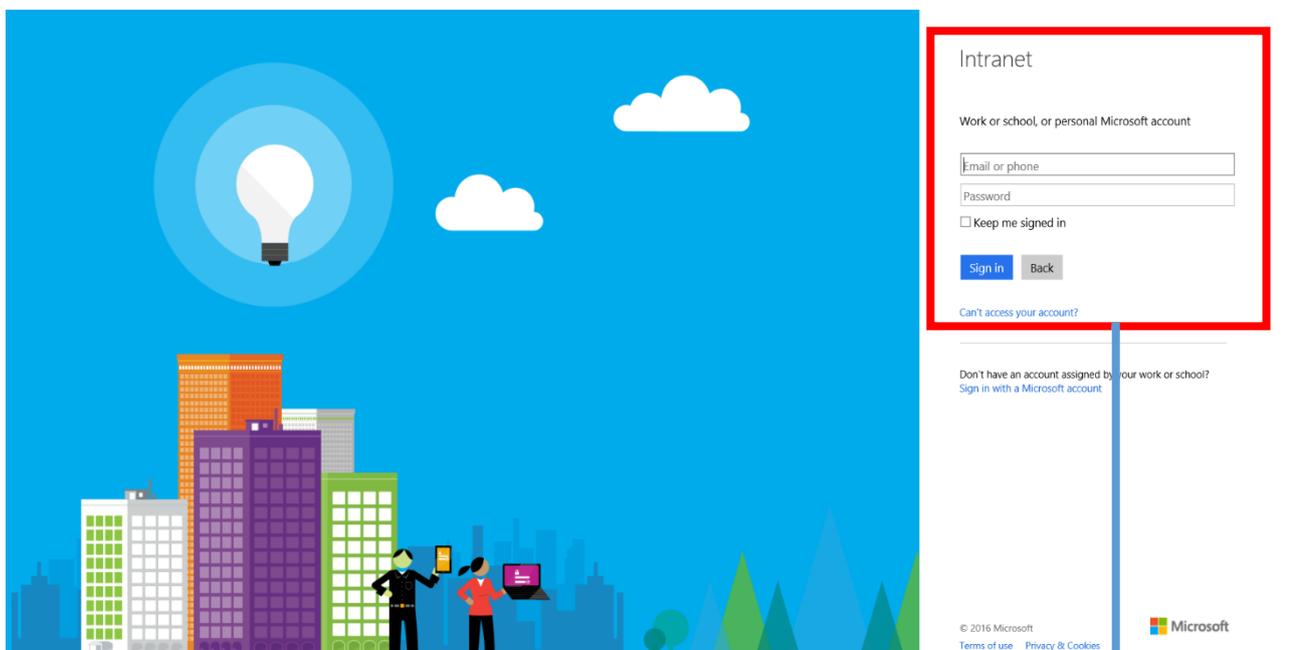
Intranet from Home allows users to access the AV Intranet from their personal computer, tablet or mobile device anywhere outside of the office and AV Network.

Some applications and links will not be accessible with the Intranet from Home. This is covered in the [FAQ's](#) below.

## Logging into Intranet from Home

Please follow the instructions below to access intranet from home.

1. Visit the Intranet from Home URL on the device you want to use:  
<https://intranet.ambulance.vic.gov.au>
2. You will be directed to the following page where you will need to start the login process:



## Intranet

Work or school, or personal Microsoft account

Keep me signed in

[Can't access your account?](#)



- 3.—To login you will need to enter your email address not your PC login, i.e. `firstname.lastname@ambulance.vic.gov.au`. Your password is your normal PC login password.
- 4.3. When you click to enter your password you will be automatically redirected to an AV login page. Enter your password to login.



## Ambulance Victoria

Sign in with your organizational account

Sign in

- 5.4. Enter your password to login.

6-5. You will now be directed to the Intranet.

The screenshot displays the Ambulance Victoria Intranet on a SharePoint platform. At the top, the SharePoint interface includes 'BROWSE PAGE PUBLISH' options and the 'SharePoint' logo. The main header features the Ambulance Victoria logo and the text 'Ambulance Victoria Intranet', accompanied by a search bar. A navigation menu below the header lists: Home, Tools & Forms, Procedures & Training, Staff Information, Contacts & Locations, Notices & Publications, and About AV.

Below the navigation menu, a row of icons provides quick access to: Phone Directory, Employee Kiosk, Roster Kiosk, ETCS Timecard, ESTA Lineup Tool, and LMS.

The page is divided into several sections:

- Priority Information:** Lists 'Urgent Information' including National Terrorism Alert, Road Closures, and Public Events.
- News and Events:** Features a 'Work Value' article with a 'FairWork' logo and a video player showing a man in a blue shirt. The video title is 'TC Winston Deployment'.
- Notices:** A purple header section titled 'Notices' with a 'Show recent notices' link. It contains two columns of bulletins:
  - 2016 BACV Sir Edmund Herring Memorial Scholarship:** B2016-0520 - Staff, 16 March 2016. Includes a 'Print Version' link.
  - Measles at Maroondah Hospital 10-11 March 2016:** B2016-0518 - Operations, 15 March 2016. Includes a 'Print Version' link.
  - Patient Destination:** B2016-0519 - Operations, 16 March 2016. Includes a 'Print Version' link.
  - CPG App Update:** B2016-0516 - Clinical, 09 March 2016. Includes a 'Print Version' link.
- Intranet from Home Quicklinks:** A list of links including Clinical Practice Guidelines, Employee Kiosk, Health Safety and Claims System, Learning Management System (LMS), Noqoin OCA, Online Uniform Order, Roster Kiosk, and Webmail.
- Social Media:** A Facebook widget for 'Ambulance Victoria' showing 21K likes and a post from March 10 at 10:19pm with the text: 'Not many car crashes result in a new life. This one did.'
- Video Gallery:** A row of four video thumbnails with titles: 'Stryker power-load', 'Tips when priming the', and 'Virtual Paramedic'.

## FAQ's

### **What device can I access 'Intranet from Home' on?**

You can access Intranet from Home on your home computer, tablet and mobile device. Please be advised that AV Service Desk does not offer technical support on the use of Intranet from Home from your personal devices.

It is recommended to use Internet Explorer (IE) 10 and above on your personal computers. Chrome and Firefox have not been tested and functionality is not guaranteed.

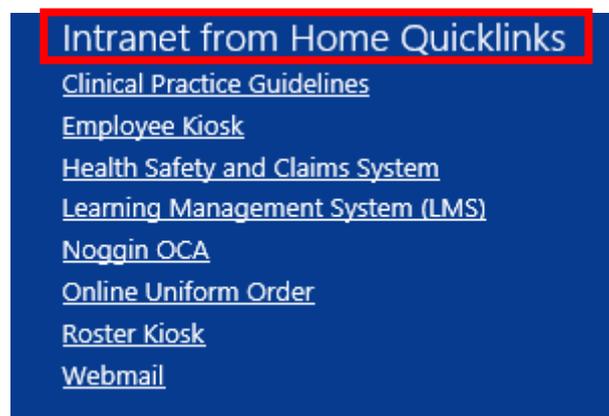
### **'Intranet from Home' is not displaying / functioning correctly on my device**

Only IE 10 and above has been usability tested as part of the Intranet project. Although it can be viewed from other browsers, tablet and smart phone, there is a chance that some functionality may not work as well. Issues like this should not be directed to the Service Desk as they are not supported by them.

### **What can I actually access on 'Intranet from Home'?**

Not everything is available on Intranet from Home due to security implications and risks. Applications such as Phone Directory, Collaboration Sites, VSM, ESTA Line-up Tool and Sharepoint will not work.

A list of popular applications can be found within the left hand column of the Intranet Home page. All these applications are accessible on your personal devices. Logging into these applications is exactly as you would when in the office.



## What if I can't login to 'Intranet from Home'?

Any login issues will need to be raised with the AV Service Desk. It could be that your account has not been setup to access Intranet from Home.

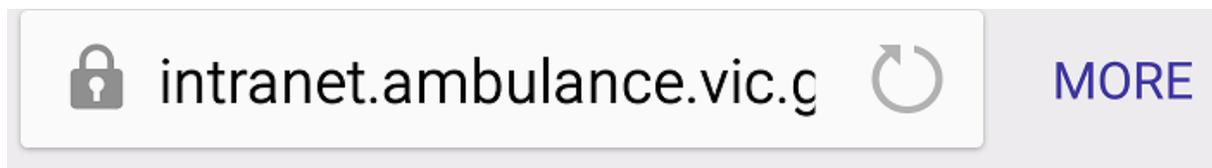
Before raising this with Service Desk please ensure that you are logging on with your email address (firstname.lastname@ambulance.vic.gov.au) and not your PC login.

To access the Service Desk:

- Email: [service.desk@ambulance.vic.gov.au](mailto:service.desk@ambulance.vic.gov.au)
- Call: 1800 442 288

## What if I see the error message "This corporate app can't be accessed. You are not authorized to access this application"?

This means that you are not an authorized user (see screenshot below) and will need to contact the AV Service Desk who will be able to assist you.



**This corporate app can't be accessed.  
You are not authorized to access this  
application.**

Azure AD Application Proxy  
Status code: Forbidden  
Url: https://intranet.ambulance.vic.gov.au/  
TransactionID: 6d4bc441-6d4a-4b4d-bf35-c496bd113965  
Timestamp: 2/19/2016 6:04:38 AM

Authorization failed. Make sure to assign the user with access to this application.