‘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 FAQs 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:
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. When you click to enter your password you will be automatically redirected to an AV login page. Enter your password to login.

5. Enter your password to login.
You will now be directed to the Intranet.
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
- 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.