

## **Copy of email sent to new members of the House of Lords by Parliamentary Digital Service**

From: DigitalServiceMemberServices@Parliament.uk  
Subject: Parliamentary Digital Services  
Attachments: Lords Members – Digital Services.pdf.pdf  
Lords Equipment Standard Allowance -.docx

Dear [name],

The Parliamentary Digital Service and the House offer a range of digital services to support you as a Member of the House of Lords.

We've attached a slide deck which offers information and links to key services which you will find useful.

Please find below advice about core services you will need/use to access parliamentary services.

### **Network account**

Your parliamentary network account provides you with a username and password, which are required to access parliamentary issued equipment. Attached to your account is a parliamentary email address, which should be used for parliamentary related correspondence.

The email address will be required to access parliamentary services and to sign in to participate in virtual proceedings.

Please note, the account will not be active until your introduction date.

If you sponsor researchers or other staff, you can request a parliamentary network account for them. They need to complete the security clearance process before an account can be set up. Once completed, delegated authority can be assigned so they can manage your parliamentary emails and calendar.

### **Office 365**

When issued with a Parliamentary network account, you are provided with access to Microsoft applications licenced to parliament. These include:

Microsoft Outlook, designed for access to your parliamentary emails, calendar and contacts  
Microsoft Teams, which is the secure video conferencing tool used in the House  
Microsoft OneDrive, which is designed as your personal parliamentary storage function for documents and files.

These can be accessed by visiting [www.office.com](http://www.office.com) and signing in with your parliamentary details.

Microsoft applications will be pre-installed on parliamentary issued equipment.

You are also provided with 5 Microsoft Office 365 licences. This will allow you to download the Office Suite, which includes all the applications such as Outlook, Word and Excel onto your personal equipment. The Support Desk can assist you to install this.

### **Equipment:**

Please find attached the request form. Desktops and printers are only available for installation on the Estate. If you would like an iPad/laptop, we can courier these to you. Once received, we can assist you with getting started remotely.

Once you have a desk allocated (when we return to the Estate), you will be connected to shared multifunctional printer. If in a room on your own, we will supply a smaller version.

Printing facilities available in libraries, both in the Palace & in Millbank House (this also includes a Wi-Fi printing facility, only available in the libraries).

Public use machines are available for Members to use in:

The Queen's Room, Lords' Library

The two writing rooms; one next to Lord Speaker's office and the other on Committee Corridor

The E-Library, Millbank House

### **Using your own devices**

If you choose to use your own device, you can do so. Parliamentary services are accessible through the internet. Access to parliamentary emails and documents storage is done either by signing in with your parliamentary details via [www.office.com](http://www.office.com)

You can also down the Microsoft Outlook, Microsoft Teams and Microsoft OneDrive apps on smartphones and tablets and sign in there.

Details are provided in the Drop In Service or access on information is available on the Intranet.

### **Desk phone**

You will be assigned an extension and telephone handset once you have been allocated a desk space. In the meantime you may wish to use the switchboard facility.

### **Switchboard**

When a call is received for a Member of either House, the Operator Bureau (020 7219 6161) will try and connect the call to your extension. If not available/number yet to be allocated, the Operator will offer to take a message. They can either forward to a nominated address or can leave in your pigeon hole in the lobby.

### **Cyber security**

The cyber threat to the UK Parliament and its Members is persistent and increasing. Therefore, it is very important you recognise that cyber security is your responsibility. Good cyber security awareness is an essential part of keeping you and those around you safe.

Please remember when you get your account:

- Have a strong, unique password for your Parliamentary account
- Beware of phishing emails, particularly if they have poor spelling and grammar, use scare tactics, dodgy attachments, the email address not matching the sender. Please report phishing emails to the support desk by calling the extension number 020 7219 2001
- Lock your computer when it's not in use
- Don't use public Wi-Fi for parliamentary work, use your mobile data instead

Further information can be found on the Intranet which will be available once you have your network account. If you would like a one to one cyber security briefing, please contact

**ICE Folder**

If you use your parliamentary account for any personal data storage we recommend storing this data in a folder marked ICE (In case of emergency) as this will be the only data released to your representatives. For assistance in creating ICE folders in both Outlook and OneDrive, please contact our Support Desk, or visit the Drop In.

**Drop In**

We have a Digital Drop In service in the Palace on the 1<sup>st</sup> Floor, West Front. This is open on sitting days from 10:00 – 16:00, where an engineer will be present to assist with any immediate digital issues. No appointment required, just visit when it suits you.

**Coaching**

We offer one to one coaching sessions should you want to learn more about using our digital services, or if you'd like to improve your general computer knowledge. To book a session, please email: [digitalserviceholcoaching@parliament.uk](mailto:digitalserviceholcoaching@parliament.uk)

If you have any further questions, please get in touch.

Regards,



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UK Parliament



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