

# Working From Home

## 1 VPN

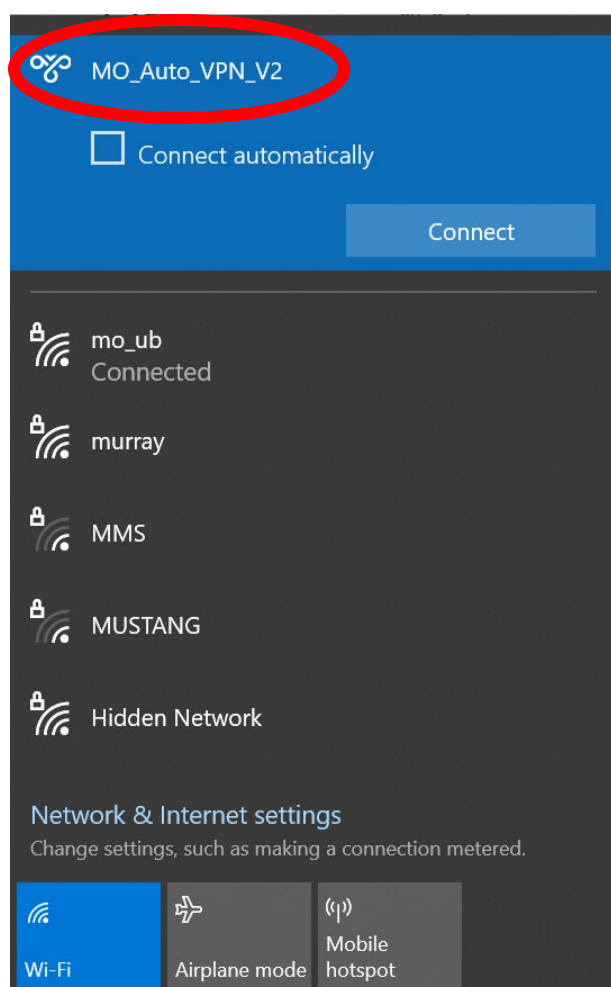
On your computer, click the WiFi icon at the right-hand end of your task bar:



It could also look like:



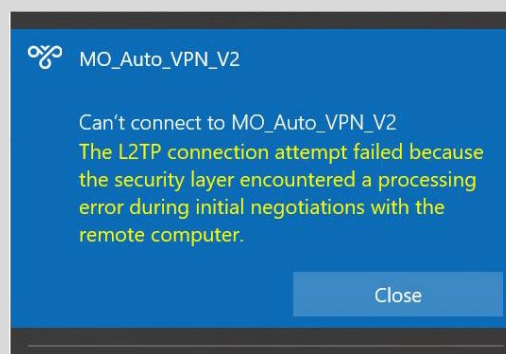
Make sure you are connected to the internet, and then click the top option:



It might be named slightly differently, but as long as the icon is similar and is the Mimico VPN (MO) it should work.

Click connect.

If you immediately get an error message like this pop up:



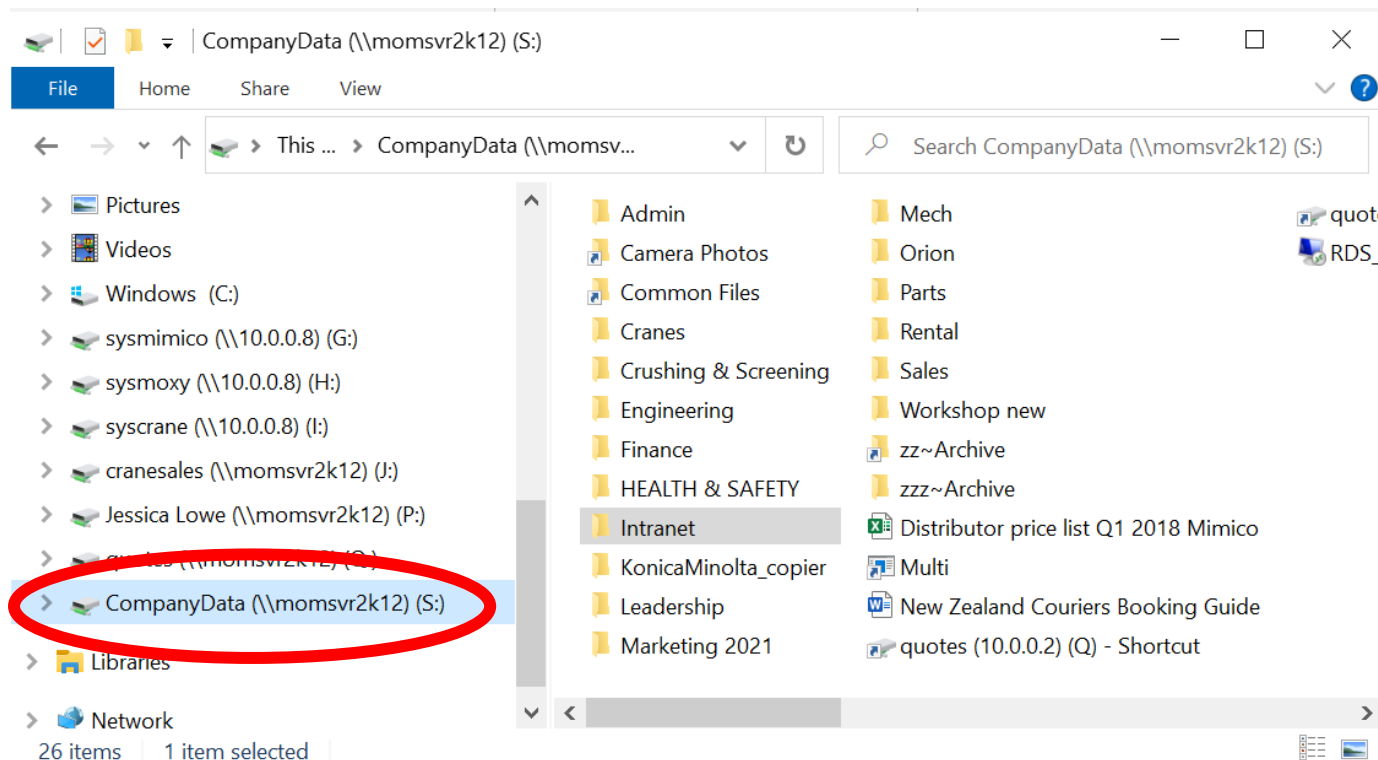
Check the last page of this document for possible fixes.

You may now need to sign in with a user name and password. This could be the same as the first part of your Mimico email (e.g jess.lowe instead of [jess.lowe@mimico.co.nz](mailto:jess.lowe@mimico.co.nz)) and the same password as your email. If this doesn't work, check if Equate has sent your login details to you in an email in the past. Otherwise, call Equate and ask for your Mimico VPN login details.

## 2 GETTING TO WHAT YOU NEED

### 2.1 S: DRIVE CONNECTION

If all you need to access is the S: drive, it should show up as connected on the left-hand side of File Explorer:



### 2.2 ORION

If you need to access Orion, you might have been set up with a Remote Desktop login. The icon should look like this:



Double click this, and connect to Orion how you usually would.

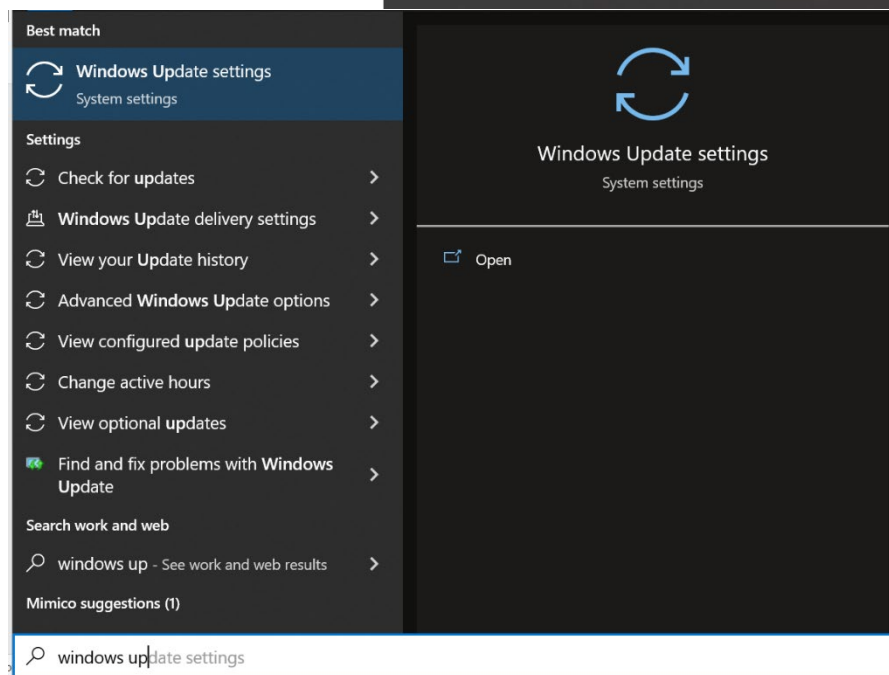
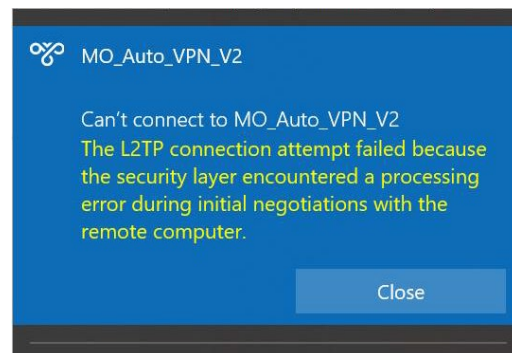
## 3 COMMON ISSUES.

### 3.1 CONNECTING VPN

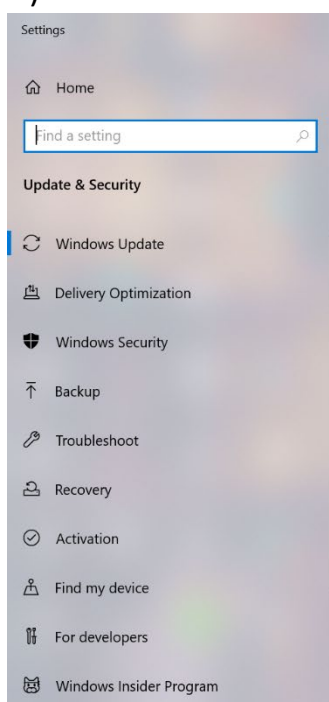
If you immediately get an error message like this pop up:

It could be because you are missing an 'optional' Windows security update.

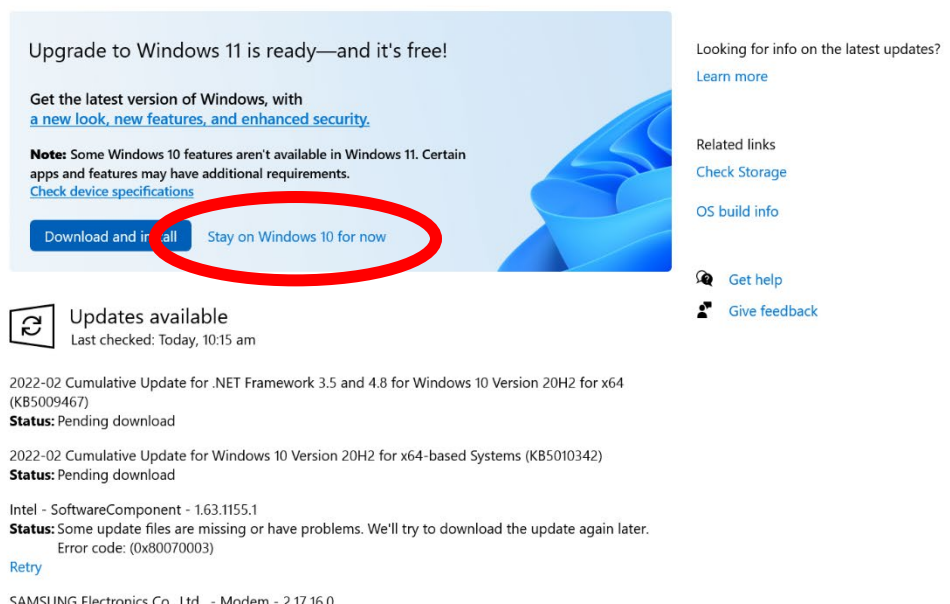
In the taskbar, search 'Windows Update Settings'



Open the settings. Dismiss the Upgrade to Windows 11 message (Stay on Windows 10 for now)



### Windows Update



## Windows Update



Checking for updates...



Pause updates for 7 days

Visit Advanced options to change the pause period



Change active hours

Currently 8:00 am to 5:00 pm



View update history

See updates installed on your device

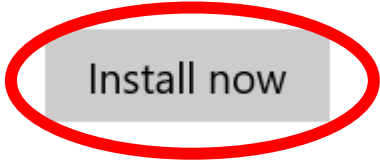


Advanced options

Additional update controls and settings

It will now start checking for updates.

Install all updates, especially the feature update.



Install now



Updates available

Last checked: Today, 10:24 am

2022-02 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 20H2 for x64 (KB5009467)

**Status:** Downloading - 100%

2022-02 Cumulative Update for Windows 10 Version 20H2 for x64-based Systems (KB5010342)

**Status:** Downloading - 0%

Intel - SoftwareComponent - 1.63.1155.1

**Status:** Pending install

SAMSUNG Electronics Co., Ltd. - Modem - 2.17.16.0

**Status:** Installing - 0%

Windows Malicious Software Removal Tool x64 - v5.97 (KB890830)

**Status:** Pending install

[View optional updates](#)

Feature update to Windows 10, version 21H2

The next version of Windows is here with new features and security improvements. Select "Download and install", and the update will begin after other updates in your queue have completed. Your device may need to restart.



[Download and install](#) [See what's in this update](#)

This may take a while to download. You can let it download and install in the background while you work, and when you are ready, restart your computer.

When you check back on the 'Windows Update Settings' page it should say:



You're up to date

Last checked: Today, 9:42 am

Check for updates

[View optional updates](#)

Now try connecting to the VPN again using the steps on the first page.