

A guide to keep your mobile workforce secure, productive, and healthy.

TECHNICAL PRECAUTIONS:

- **Working from home on a residential computer can pose risks to your business environment.** We recommended that you protect your home users' desktops with one of our agents.
- **Email on employee personal phones may be necessary but may also make your organization vulnerable.** If temporarily allowing users to access email on their own devices, ensure you have a list of which users will need to have that email access revoked when life returns to normal.
- **Practice safe data saving while at home.** Saving data outside of the protection of your business network could pose a risk to your business and its data. Please be sure to let employees know they should still be working off of and storing data on company assets.

HEALTH PRECAUTIONS:

- **Touchscreen computers.** It is a good idea to clean these regularly but do not clean them with Clorox wipes or harsh chemicals as this can damage the touchscreens. Use the proper screen cleaning wipes that are lightly alcohol based.
- **Smartphones.** We keep these on countertops, in our pockets, and in our car cup holder that hasn't been cleaned in years. Then they touch our faces when we talk. Clean your phone often and with the appropriate phone cleaners. Use clean Bluetooth devices, when possible, to limit contact with your face.
- **Keyboards.** Keep the keyboard clean on your desktop and laptop computers, especially in shared workspaces where multiple users might use the same computer [nurse stations, financial services companies with multiple offices, admin workstations, etc.].

REMOTE SOLUTIONS:

VPN solutions are ideal for establishing a safe and secure connection to your office. Once connected, you connect remotely to your PC through a remote desktop connection. This is preferred to help with performance. This sounds more complicated than it is and our engineers can get you set up in minutes.

OFFICE 365 SOLUTIONS:

- **Working Remotely with Microsoft Teams (Video & Chat Solution):** Some of you may already be using Teams and some of you may not. For those of you using Teams, please visit here for helpful training videos. Shorter reference videos can be found on the Microsoft website. If you are interested in Teams, it can be downloaded for free. You can contact our service team and they can help with installation. We have discounted Microsoft training packages available if your business needs extra help.
- **Collaborating with Microsoft Office 365:** The Microsoft Office 365 YouTube channel has dozens of videos that highlight the many ways Office 365 can help your business stay connected. We have discounted Microsoft training packages available if your business needs extra help.

ALLWORX SOLUTIONS:

If you are an Allworx customer, Allworx Reach and Allworx Interact allow you to deploy a soft phone to mobile phones/desktops/laptops to foster communication and extend your phone system outside of the office and into your employees' homes. Additional licensing may be needed to accommodate your whole organization. Please feel free to contact us about these features.

