



## Working from Home Checklist and Recommendations

As companies are scrambling to go remote, here are some basic remote work recommendations to get you started.

- **Your home environment**
  - Broadband (Internet)
    - Your Internet connection should be faster than **25 Megabits per second (Mbps)** down/**10 Mbps** up, if possible.
      - Contact your Internet Service Provider (ISP) for a speed increase, either temporary or permanent
    - If you do need to increase your Internet speed, do so early. These change requests can sometimes take an extended time for providers to complete.
    - Too many people using the Internet connection at one time will degrade your experience, especially on slower connections. Video streaming services like Netflix and YouTube will be the most impactful on your connection.
  - Wireless vs Wired
    - If you have wireless (Wi-Fi), getting as close as possible to the Access Point can help with signal strength and speed.
    - It is always recommended to be wired (Ethernet connection with a cable) as much as possible.
    - Most desktop PCs do not have Wi-Fi capabilities and will need to either be wired with a CAT5 ethernet cable or a Wi-Fi adapter will need to be installed.
  - Hardware
    - If you are bringing equipment home with you, make sure that you have all the connections needed. Test fit everything **BEFORE** you bring it home, to confirm that you have all the cables, adapters, etc. that you will need.
    - If you will be using Video and Phone services over your PC or Notebook, you will want to have a good web camera and a quality headset with microphone and speakers.
  - Security
    - Keep in mind phishing scams are on the rise, especially during times like this. Make sure you are extra cautious and skeptical of emails asking you for sensitive information and passwords.



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- We recommend that you **DO NOT** click on links or buttons in emails. Manually go to the vendors' websites to track packages, change passwords, etc.
- Proper Planning
  - Make sure you know your computer, email, VPN, and other credentials.
  - Confirm with your IT Team that you have the correct permission needed to connect to the VPN.
  - Test your VPN with a hotspot if available.
    - Some Internet connections or networks may block VPN!
  - Test your headset and web camera before your first meeting or call to ensure everything is working.
- **Your office environment**
  - Broadband (Internet)
    - Just like at home, your office Internet connection should be as fast as possible.
  - Remote access
    - Tools like GoToMyPC and TeamViewer offer paid tools that you can use to securely access your PC at the office.
    - Your IT provider may already have tools in place that they use to access your PC for normal support that they can give you access to.
    - DO NOT expose Microsoft Remote Desktop (RDP) port (3389 by default, but any RDP port) to the public Internet, this is **NOT** secure. We recommend connecting to your office VPN first and then using RDP to connect to your PC.
  - VPN (Virtual Private Networks)
    - Make sure you are using a secure VPN. L2TP instead of PPTP.
    - Make sure you have enough VPN licenses for the increase user requirements.
    - Keep in mind, some applications like QuickBooks do not run well over VPN and using a remote desktop solution will be a much better experience.
  - Hardware and Software
    - Virtual desktops in the cloud is a great way to give employees access to work-controlled computers without having data on personal devices.
    - Microsoft Office 365 allows installs of Office Desktop Applications on up to 5 devices per user license if needed.



- Collaboration tools
  - Microsoft Teams is a great tool for collaboration including, virtual meetings, chat, video, and calling.
  - Zoom Meetings is another great tool for video meetings and calling.
- **Tips for remote workers working from home**
  - Do not try to mimic the office, the real opportunity here is to embrace the advantages of remote work.
  - If possible, set aside a space in your home for work. Working from a desk or table in a non-distracting space is helpful.
  - Keep in mind, video chat is good, you just don't need to do it all the time, only when it matters.

If you need additional help or have questions, feel free to reach out to our team, we're here to help during these difficult times.