



MY HOME OFFICE

# Working From Home

## COVID-19 Update

COVID-19 is having a huge impact on families and businesses. We are working hard to provide remote working solutions to keep your home set-ups running.

**Follow our check list to make sure your business & employees are ready to work from home.**

### Users with Notebooks

- Ensure users keep notebooks with them, with required chargers and/or other devices.
- Have a current internet service at home or a method of accessing internet from home.
- Have all necessary files needed on the cloud drives or computer.
- Know how to access file shares or data when away from the office.

### Users with Office PC's

- Have a method of accessing email or files from home.
- Use a remote access program at home, in which case the PC may need to be left switched on.
- Have a plan or process to ship the computer to a home address if required.

### Mobile Phones and Tablets

- Ensure emails or apps on your device are working: check they are updated and have correct passwords

### Printing

- Check home printers are working and have been added to the device
- Note: Windows update can cause printers to stop working, test the printer regularly.

### Essential Checks

- Do users have all their passwords, website links required to access systems remotely?
- Financial, payroll, Invoice, ordering systems, review process for accessing remotely.
- Check for special procedures or fixed IP addresses when accessing Clients or Supplier systems
- Shared files or project files, ensure files are stored on a server or cloud drive.

### Things To Avoid

- × Copying all data onto a USB flash drive or External USB disk drive can be tempting, but is a security risk and depending on the data would affect GDPR . An Encrypted USB device is required.
- × Emailing passwords to users, these should be sent via text or WhatsApp.
- × Using public or unsecured computers to access work systems.
- × INTERNET FRAUD AND HACKS – if users are working from home, they may accidentally respond to fake emails or payment requests.

#### Current Service Status

Remote Support & Installation is operating as normal  
Onsite Support is currently on a case by case basis  
All Cloud services are currently busier than usual

**For more information or advice please email us.**

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