

# Working From Home

## CHECKLIST

This checklist contains 7 steps to ensure your employees have a smooth and productive transition to working from home.

### Step 1 - Check that the home-based work environment is safe for working

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Safety is a priority with any work environment, check that your employees work environment has:

- Sufficient ventilation and thermal comfort
- Walkways clear of clutter and trip hazards (e.g. trailing electrical cords)
- Segregation from other hazards in the premises
- First aid kit on premises

### Step 2 - Ensure good quality internet connection

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For working from home to be successful your employee needs access to a reliable and fast internet connection.

Do the following to ensure reliable connectivity:

#### WiFi router

- Upgrade older routers. Newer routers offer dual- and tri- band wireless running 2.4Ghz and 5Ghz
- Check and update the router's management software to the latest firmware
- Ensure router isn't behind a brick wall, large electrical appliance or mirror

#### NBN

- Check speed of your connection
- Check plan bandwidth

#### If NBN is unreliable, try alternatives such as:

- Check if Telstra 5G/Optus 5G broadband is available in the area, if not check for 4G alternative

### Step 3 - Select which device employee is to work from (personal or company device)

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If your employee is working on their own device ensure that it has:

- We recommend Windows 10. You can do an in-place upgrade from Windows 7/8/8.1
- Apply the latest windows updates, security patches and third-party software updates
- Install a licensed Antivirus/Antimalware software with an up-to-date database and a recent scan showing the computer is free from viruses and malware (consider using company license for this)
- Install Office 365 and any other productivity software installed in order for them to do their role

If your employee is using a company device, please contact Empower IT Solutions to ensure it meets your business requirements for working from home.

### **Step 4 – Establish a connection to a corporate network (not required if none exists or using a cloud based solution)**

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Depending on your line of business applications, these are the most common ways for employees to log into your corporate network:

- Secure Virtual Private Network (VPN)
- Remote Desktop Services (RDS) / Remote Gateway

### **Step 5 – Setting up communication devices**

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To ensure employees can communicate effectively with one another and your customers, have the following ready:

#### **PBX/VOIP phone system**

- Install the latest version of 3CX on your server
- 3CX installed on employee mobile device and working from home computer
- Headsets with microphone to connect to computer and/or mobile phone

### **Step 6 – Setting up collaboration tools**

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Team collaboration is crucial in making sure that everyone stays connected, to achieve this make sure computers at home have:

- Microsoft Teams installed
- Computer speakers
- Web camera with microphone
- Headset with microphone

### **Step 7 – Ensure the environment is secure from cyber attacks**

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Your company data is more at risk of being compromised by employees working from home. To help secure your data, implement the following:

- Ensure strong passwords
- Enable Multi Factor Authenticator (MFA)
- Keep OS and AV software updated

### **How we can help**

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Empower IT Solutions can help with implementing all of the above items as well as:

- Provisioning Cloud PBX / Upgrading your existing 3CX platform to the latest version
- Setting up a dedicated VPN for staff to connect to your corporate network
- Setting up RDS to enable direct access to computers in your corporate network
- Procuring of IT hardware and software at a competitive price

*For further information please contact your account manager on: 1300 797 888*