



Have your team check these items to prevent downtime when working from home.

- ✔ **Check Your Internet** - Have everyone check internet connectivity, especially in the location of the house where they will be working.
- ✔ **Have Support Numbers Available** – Make sure your employees have their Internet Service Provider (ISP) and dedicated IT support contact information readily available.
- ✔ **Check How You Are Connected** - If their work workstation is hardwired and the house internet is wireless, order wireless network adapters. You can find these as a USB attachment, and installation is usually straight-forward.

If the location they will be setting up is far away from the ISP-provided router, you might look at getting a router with an antenna attached for better reception.

We recommend a minimum of 10 Mbps download and 1 Mbps upload speeds with below 50 Ms latency (Ping). You can test your network speeds and latency here <https://www.speedtest.net/>

- ✔ **Check Your VPN Connection** - If they will be using a VPN to connect to the organization's network, have them check it. We do not recommend allowing non-organization owned equipment on your network.
- ✔ **Forward Your Calls** - Your provider should be able to help you set up a variation of "Follow Me" mode. This feature rings your cell phone after a set amount of rings. You can also check if your phone system has softphone capabilities for your workstation and mobile phone.
- ✔ **Back-Up Your Data** - Ensure all of your data is backed-up.
- ✔ **Don't Forget Power Cables** - Take surge protectors and chargers home with you.
- ✔ **Take A Picture** - Have people take a picture of their current workstation setup before unplugging. A photo will help provide a reference point when reconnecting.

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