

Working remotely: Checklist

Our objective is to ensure that employees are able to work remotely without difficulty should the need arise. This information was informed by responses to the ITS preparedness survey. Use as a guideline to help you prepare and organize for practical and technical considerations.

Please note: now is the time to test your work devices and software to ensure you can operate successfully from a remote location. If you have identified any missing capabilities, please advise your manager.

Technologies good practices

Equipment:	
<input type="checkbox"/>	If you have a U of T laptop, ensure that the software is up-to-date. This includes verifying that anti-virus software is running, VPN capabilities are installed, remote desktop capabilities enabled if applicable and that you have all software applications necessary to complete your work. Also, be sure to take power adapters with you when bringing devices home from the office.
<input type="checkbox"/>	If you're working with your personal equipment, ensure that there is current anti-virus software running, that the hard drive is encrypted, VPN software installed if required and that the software is up-to-date.
<input type="checkbox"/>	If you lack equipment to work remotely, please contact your manager to identify options. If office devices are to be removed for out-of-office use, make arrangements with your manager for their relocation.
<input type="checkbox"/>	Webcams and microphones – While most current laptops will have a built-in camera and microphone, if you are working on a desktop device you may need to obtain equipment for participating in video conferences. Check with your manager about the capabilities you will require. Note that a phone may be sufficient.

Connectivity:	
<input type="checkbox"/>	Verify ability to connect to Office 365, SAP (Systems, Applications and Products), Repository of Student Information (ROSI) and other applications you use regularly. If you administer systems, make sure you have sufficient security capabilities (a static IP, appropriate VPN...).

Collaboration tools:

- Communication and collaboration resources are available in Office 365 (Teams, email, chat, OneDrive and SharePoint, voice and AV conferencing). The BroadConnect VoIP client makes it possible to act as if you were in your office or participating in a meeting. If you need a refresher see [related VoIP documentation](#).
- Remember that you have multiple approaches to working on your files and documents. For those who use Remote Desktop services to access their work equipment and network drives, you could also move documents into your OneDrive, a Team or SharePoint Online site to access the documents through the Office 365 web interface (mail.utoronto.ca).

Security:

- Ensure that when working remotely your activities are consistent with our security posture and the access practices already in place. Know when to use a VPN or Remote Desktop. See the EASI diagram (coming soon).
- Operate as if you are in an extension to your office and take the same care and precautions about devices, data and the applications you access.
- If at any time [you become concerned about system or data compromise](#), contact the Information Security department immediately.

Where to go for ITS support and assistance (configuration, VPN, applications and more).

Now is the best time to test your equipment, connections and access to University resources. If you encounter any difficulties, ask a colleague for assistance and/or send a support ticket to the [Enterprise Service Centre](#) (ESC).

- The Digital Workplace team can assist with software installation or configuration.
- The [Office 365 Team](#) can assist with using Teams and other products in the suite.
- The Information Security team can assist with [UTORVPN](#) or connectivity questions, and device security questions.
- The [Telecom team](#) can assist with the Broadconnect VoIP client and provide instructions on use.
- The [EASI team](#) can assist with remotely accessing SAP.

Workspace considerations

Working remotely means that you will be separated from your colleagues and the daily routine at the office. Maintaining your connections with your team, our department and colleagues from across the University is important. With your colleagues, establish good practices for staying in touch. As we are involved with clients from across the community in support, project activities and regular service interactions, the **survey responses highlighted the importance of maintaining our levels of service and efficient response times**. Being able to reach each other was also identified as a key requirement. The section below identifies some best practices for working remotely.

Availability:	Maintain your regular office hours and notify your manager if you have to be away.
Connect in:	Log into Office 365 and Teams in the morning so that your availability is known.
Presence:	Make sure your presence indicator is kept current. If you have to step away from your “home office,” then change the presence indicator to “away.” If you’re unsure about maintaining the presence indicator (it operates with your calendar availability) contact the Digital Workplace support team.
Working with others outside ITS:	<p>Many survey responses noted that you may be communicating with project team members or others who are outside of ITS.</p> <ul style="list-style-type: none"> • Ensure that scheduled meetings include a Teams Online Meeting component so that if we are working from home the meetings are enabled for remote participants. • Some also noted that people external to ITS may not be using Teams or be familiar with joining meetings remotely. If this is the case point them to Teams support materials. Also, start working with colleagues now to test out a remote meeting so that you know it will work if needed at a later date.
Work environment	<p>Working remotely may mean that others will be in your home or workspace at the same time. For this reason, it is advisable to:</p> <ul style="list-style-type: none"> • Identify a quiet place in your workspace where you may work and collaborate with your colleagues as if you were in the office. • Ensure you have a Teams-compatible headset for meetings and/or phone calls. If you have one at work, ensure you take it home in the evenings. If one is needed, speak with your manager.

Elsewhere on the site are resource materials about our communication and collaboration tools. If you require further details or support, contact your manager or email the ITS preparedness team at ITS.prep@utoronto.ca.