

Work From Home Preparedness Checklist

Technology has made remote work possible and practical. Working from home requires a bit of preparation and planning. Checking to ensure that your home network and equipment function properly is part of the preparation process.

This checklist is for all EOU employees preparing to work from home. It includes a list of questions for the equipment, tools, and technology that all EOU employees need to be successful when working remotely. Please review all of the information to help you and your supervisor be prepared to work from home.

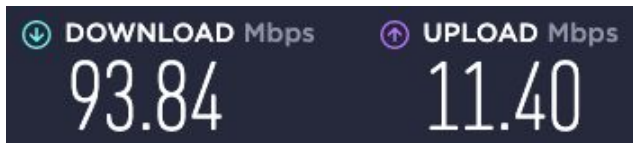
More information is available here: <https://kb.eou.edu/faq/remote-operations>

YES	NO	COMPUTER
		1) Do you have an EOU assigned laptop currently?
		2) If you answered no to #1, do you have a personal computer that you can use to do work at home instead?
		3) Does your position require specific software or other peripherals that are not available on an EOU assigned laptop or a personal computer?
		4) If you answered no to 1-3, have you contacted the IT Department to request a laptop to check out while you are working from home?
EOU Laptop Checkout More information about the EOU laptop checkout program is available here: https://kb.eou.edu/faq/eou-laptop-checkout		

If you believe you are unable to work from home using a personal computer or an EOU assigned laptop, please speak to your supervisor about an isolated office environment with your current assigned equipment to continue working while practicing safe social distancing.

YES	NO	INTERNET
		5) Does your home have a fast reliable and secure internet connection? You can test your connection by visiting www.speedtest.net/ and clicking "Go".
		6) If your connection test came back with a download speed lower than 20 MBPS and an upload speed lower than 5 Mbps, are you able to increase your internet speed (bandwidth) by contacting your internet service provider?

Example of a Speedtest connection test result



What internet speed do I need for working from home?

The best internet speed for working from home depends on what kind of work you do. If you frequently download and upload large files, internet speeds of at least 30-40 Mbps are recommended.

- Email and basic computer programs: 3-4 Mbps is recommended
- Video conference calls: 10+ Mbps is recommended
- Large file transfers: 30-40+ Mbps is recommended (if necessary)

What is the difference between download and upload speeds?

Download speed is how fast your internet connection can transfer data from a server to you. Download speeds are important for downloading files, loading a website, streaming a video or streaming music. Upload speed is how fast your internet connection can transfer your data to a server. Upload speeds are important for sending emails, sending files to other people, live video chats and gaming.

No matter what you use the internet for at home, we recommend getting slightly faster speeds than Netflix, Zoom, online shopping or any other activity requires. Internet speeds often perform slower at home than advertised. Having multiple devices at home will also eat up bandwidth (slow down your internet speed), and a variety of technical factors can also slow down your connection.

What is Mbps?

Mbps is how internet speeds are gauged and it means “megabits per second.” It measures the bandwidth of an internet connection and by how much data can be transferred each second.

If you answered no to questions #5 and #6 above, please contact your supervisor about creating an isolated office environment using your assigned equipment to continue working while practicing safe social distancing.

YES	NO	WORKSPACE
		7) Do you have a specific, quiet home work space, with comfortable furniture that is safe to work in? Your home work space should be free from tripping hazards, excessive clutter and distractions, and have a basic ergonomic setup to help minimize fatigue.
		8) Have you established boundaries when working from home with those living with you so they know you’re “out of reach” if you’re in at your desk or with your headphones on?

While there are no absolute correct answers for a home workspace, please review these tips to help prepare your home so you are successful working from home.

- Any home office should be kept safe from trip and fall hazards (clear aisles, no wrinkled carpets, etc.), electrical hazards (no daisy-chaining power strips), and be as [ergonomically correct](#) as possible.
- Minimize distractions and noises from others in your household. Separate your workspace from your personal space as much as possible. Use a pair of noise-canceling headphones to block out sounds if available. On video or phone conference calls, mute your microphone when you aren't speaking. When video conferencing, be mindful of what the camera is picking up behind you.
- Use digital collaboration tools to communicate with colleagues. Schedule group meetings by video conference and set up group chats via programs like Google Chat. If email is leading to a misunderstanding, pick up the phone and have a conversation. Take and share a screenshot with Snipping Tool or another screenshot software to help explain complicated topics.
- Talk with your supervisor about child-care challenges. If you're asked to work from home and your children's school or day-care shuts down, that might affect your ability to do remote work during normal business hours. In some cases, children may be old enough to care for themselves, but younger children will need more attention. One possibility might be to set up shifts at home, where one parent works remotely and the other parent cares for the child, and then they switch.
- Recognize any feeling of being isolated and take initiative to counter adverse impacts. While you want to minimize distractions from family members or housemates, you also want to avoid feeling like you are completely alone all day. Maintaining a social connection is important when working physically distant from co-workers. There are ways to maintain your mental health: Call people on the phone, video chat, and break up the day with periodic stretching and light exercise.

YES	NO	ACCESS
		9) Are you required to access Banner while working from home?
		10) Do you require access to your network file shares (Departmental or personal file shares. You might know them as your Z or Y drives)
		11) Do you have any specialized software or any other service that is available on your EOU assigned computer that may require a "Remote Desktop Connection"?

Most [EOU software applications](#) only require an internet connection and your Mountie Pass credentials to connect to them. The three options listed above require a VPN connection to connect to them remotely. You can learn more about a VPN by visiting the knowledge base article: <https://kb.eou.edu/faq/eou-openvpn-remote-access>

To request access for a VPN or or remote access to network file shares or other software on your work computer, please complete the [Data Systems Permission Form](#): <https://kb.eou.edu/faq/eou-data-systems-access>

It's crucial that anybody working from home test the applications they will be using from home and notify helpdesk@eou.edu if there are any issues to minimize any delays.

YES	NO	CAMPUS PHONES
		12) Do your job duties require you to answer your EOU campus phone?

If you answered yes to question #12, please review these resources to forward your EOU campus phone to a cell phone off campus along with tips on checking your voicemail remotely: <https://kb.eou.edu/faq/remote-operations#campus-phones>

YES	NO	OFFICE PRODUCTIVITY SOFTWARE
		13) Do you have experience using Google Apps like Docs , Sheets , Slides and others that's available within any internet browser?
		14) Do you have experience using Microsoft Office 365?
Microsoft Office 365 is available currently in my.EOU Portal. If you are using a personal computer to work remotely, you have the option of using the Office 365 applications in your web browser or download a fully licensed version of Office to install on your personal computer.		

If you answered no to either of question #13 or #14, please review the following knowledge base articles for additional training.

- Google Apps: <https://kb.eou.edu/faq/google-apps>
- Microsoft Office 365: <https://kb.eou.edu/faq/microsoft-office-365>

YES	NO	VIDEO & PHONE CONFERENCING
		15) Do you have experience using video conferencing software for collaboration? Whether attending a video conference meeting or hosting a meeting online?
		16) Do you have experience with phone conferencing options available to EOU?

If you answered no to question #15 or #16, please review the following knowledge base articles for additional training.

- Zoom: <https://kb.eou.edu/faq/zoom>
- Google Hangouts Meet: <https://kb.eou.edu/faq/google-hangouts-meet>
- Noctel Virtual Phone Conferencing:
<https://kb.eou.edu/faq/virtual-phone-conference-bridge>
- Noctel Virtual Fax: <https://kb.eou.edu/faq/how-do-i-send-a-virtual-fax>

If you have questions about these items or require any technology assistance, please contact the [EOU IT Help Desk](#) by emailing us at helpdesk@eou.edu or calling (541) 962-3111. Our hours are Monday – Friday, 8 a.m. to 5 p.m. (excluding major holidays) and we're located in [Ackerman Hall 209](#). WE ARE READY TO HELP!