

TOSV Tele Commute / Remote Workstation Policy & User Guide

COVID-19

March 11, 2020

Teleworker Policy

- Regular working hours are expected. If an employee would like to work alternative schedules, hours and days per week the employee will telework, should be specified to know when the individual will be available.
- Working remotely is subject to Dept. Head approval or direction
- Which job duties listed on the job description can/ cannot be performed remotely should be specified
- A communication plan (ie: with clients, with supervisor/ department head, subordinates) is developed and updated regularly.
- A project / progress report may be required by the department head.
- Teleworkers are required to be, at least, as productive and efficient as they are at their regular TOSV worksite. This includes, but is not limited to, prompt and timely communication with customers and colleagues.
- Teleworkers are expected to maintain the same information security procedures in their remote location that they employ at their regular TOSV worksite.
- The Town's timekeeping policy applies.
- Non-exempt teleworker must receive prior approval from their supervisor before performing any overtime work during a teleworking arrangement.
- Teleworkers must work in a site and manner that is free from health or safety hazards.

Remote Workstation User Guide:

Here is a simple breakdown on how working from home can happen:

1. COMPUTER SET UP:

- a. Take your device to your home or other remote location where you have a good internet connection
 - i. **Laptop Users:** Users with laptops should simply take their computer home, and hook up to their private wifi. Monitor/Keyboard/Mouse dock can be brought home if user has a desire to.
 - ii. **Desktop Users:** Users with desktop computers should take their computer, monitor, keyboard, and mouse home, along with the necessary cabling

2. TOSV NETWORK CONFIGURATION:

- a. IT recommends putting all of your essential work files on the One Drive, which will give you remote access anywhere you have internet connection.
 - i. Login with your TOSV email address: <https://login.microsoftonline.com/common/login>
- b. **IF**, you need full access to TOSV systems, connect through Sonicwall VPN.
 - i. **NOTE:** *capacity of system to handle large volume of remote connections (30 to 50) has not been tested with our infrastructure. Please only use VPN if you need access to network drives.*
- c. If you have not used a VPN on your device before, please check with IT to ensure your device is configured properly with the latest version – NetExtender
 - i. Employees with Laptops - Connect using Netextender vpn.tosv.com windows credentials. No other considerations needed except bringing home monitor/dock/keyboard/mouse for extended periods of work.
 - ii. Employees with Desktops – Install Netextender on desktop and employee brings PC, Monitor, Keyboard/mouse home. Instructions for installation and connection will be provided

3. PHONE SET UP:

- a. Through your mitel app, you can also configure your settings to take calls, from your own office line, on your computer. Or you can forward all calls to your cell phone.
- b. Voicemails can also be listened to on your computer from the mitel app
 - i. If you do not have access to a computer, and need to call in to listen to voicemails, follow the instructions below:
 1. Dial 970-922-2277
 2. Press #
 3. Enter your extension
 4. Enter Voicemail passcode
 5. Follow prompts
- c. It is recommended you use a headset, or any set of headphones with a mic
- d. As an alternative, you can configure your phone to forward to a personal or cellular device

4. VIRTUAL MEETINGS

- a. The town has two conference systems available to use. The host should set up the meeting and send the invite through either system, and invite the attendees. Only one meeting can occur on either system at a time, so please reserve these lines in outlook by inviting the resource you choose to use:
 - i. **GoToMeeting:** <https://global.gotomeeting.com/>
 1. **Username:** Gotomeeting@tosv.com
 2. **Password:** snowmass81615
 3. **Meeting link invite:** <https://www.gotomeet.me/TOSV>
 - ii. **VAST:** <https://www.conferencecalling.com/login>
 1. **Username:** vast@tosv.com
 2. **Password:** snowmass81615
 3. **Meeting link invite:** <https://meet.vastconference.com/30065124>
- b. **Microsoft Teams:** In addition to the resources above, check out Microsoft Teams. Most users already have access to this web app or software installed as part of the Office suite, and it can be used as a tool to keep in touch with your team. You can use Teams for Chat, video conference, and more...
<https://teams.microsoft.com/go#>

5. ACCESS TOSV SYSTEMS:

- **Email** – Accessible from any computer anywhere through Microsoft mail www.office.com or mail.tosv.com.
- **eSuite** - anywhere any computer using hr.townofsnowmassvillage.com
- **New World Logos** - Only accessible from TOSV devices connect via VPN
<https://nws.tosv.com/logos>
- **Intranet** – Accessible from anywhere without VPN, but TOSV device required intranet.tosv.com
- **CivicPlus Civic Rec** – Anywhere any computer through CivicPlus site
- **Shared Drives (F,P,X,U)** - Only accessible from TOSV devices connect via VPN
- **Laserfiche** – Accessible from TOSV devices. Possible to use without VPN through web client.
<https://docs.tosv.com/laserfiche/>
- **Laserfiche Forms** – Accessible with any device with an internet connection –docs.tosv.com/forms
- **GIS** – ArcMap only accessible using TOSV device connected via VPN. GIS Online accessible anywhere any computer
- **Munirevs** – Should be accessible any computer/anywhere with internet connection
- **Granicus** – Anywhere any computer (?) using snowmassvillage.granicus.com
- **PubWorks** – Possibly accessible from TOSV Device using VPN but not tested
- **BacNet** - Accessible from any system anywhere using <http://mm.tosv.com>
- **Surveillance Station/ DS Cam** - Accessible any device/anywhere with correct credentials
- **Spillman** - Accessible from TOSV/SVPD issued device from anywhere using Netmotion client

6. IT SUPPORT

- Please continue using the Help Desk as your go to resource for IT Support
 - **Call:** Ext. 200 on network or 970-922-2280
 - **Email:** help@tosv.com