



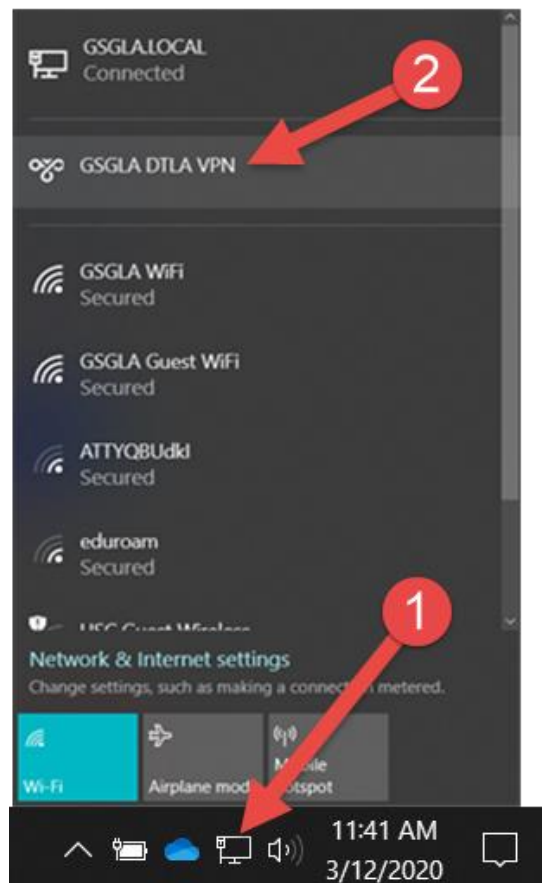
IT Information and FAQs for Remote Working

Staff using Laptops:

Accessing Files – You can access GSGLA and your files online from anywhere, even a personal computer, using the following links:

- SharePoint: <https://girlscoutsla.sharepoint.com>
- OneDrive: <https://girlscoutsla-my.sharepoint.com>

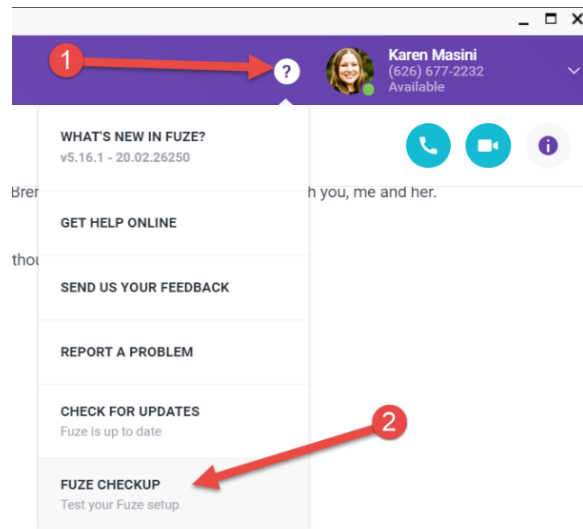
Virtual Private Network (VPN) – Allows you access to the **R: and S: Drives** as if you were inside of our network. Make sure you test it out when you are away from the office (you cannot test its functionality while you are on the GSGLA network - you must be at a remote location or on a hotspot). If you do not see VPN listed, then open a ticket with TechMD. VPN can slow down network performance so if you



don't need the drives don't log in.

If you are unable to connect, please open a ticket immediately with TechMD.

Fuze – Perform a Fuze “Checkup” (see screen shot below) to make sure your home internet can support a call. Make a test call using the desktop app. If your connection is slow or unreliable it is recommended to have the mobile app downloaded to your phone and for you to use the mobile application as your primary device for phone calls.



Power – Remember to bring home your laptop’s power cord. You can remove the power from your docking station if you do not have a power cord.

WiFi/Ethernet Connection - Please alert your supervisor immediately if you do not have access to high-speed internet at home or access to a Hotspot.

Webcam - If your laptop doesn’t have an internal camera on your screen (see photo below) and your supervisor wants you to be accessible via video, please bring your Logitech webcam home.



Headsets – If you have a headset, please take it home with you as Fuze calls perform best using a headset.

Staff using Desktops:

Accessing your work computer – You can log into your work computer using a personal computer through Screen Share. If you need to get this access, TechMD will need to set it up. Please reach out to Karen and/or TechMD as soon as possible.

FAQs:

Can we bring home our docking station, monitors, etc.?

If you are expecting to work remotely for an extended period and would prefer to use your monitor (and docking station), please take your docking station and monitor with you. Please note that transporting this equipment back and forth is not practical as the equipment may get damaged during handling. GSGLA does not suggest taking more equipment offsite than you need. Please note that no additional new equipment will be purchased. In order to track the movement of equipment, please send an email notification to Karen Masini indicating which equipment you are removing from the office on a temporary basis.

Will GSGLA compensate us for internet use?

If you are using a GSGLA hotspot, you should not incur any additional internet charges. However, if you are accessing the internet via your home internet service provider and incur access usage charges, please let your supervisor know immediately. Additionally, please submit your monthly bill for reimbursement highlighting those charges that are in excess of your regular monthly charges.

Will GSGLA compensate us for additional phone use above and beyond our \$10 monthly stipend?

If you are not on a flat-rate mobile phone plan and incur excess charges related to use of your personal cell phone on GSGLA business, please submit your detailed cell phone bill (highlighting those calls and related charges that are in excess of your regular monthly plan charges) for reimbursement.

TechMD Contact:

888-883-2463

help@techmd.com

or opening a ticket from the icon on your desktop