GUIDELINE

Checklist for Working Remotely

The following information will assist you in preparing to work remotely. Review this information with your manager.

ESTABLISH WHAT YOU NEED

**Workers** ensure the following:

- have a discussion with your manager to determine what your options and needs are
- check-in with your manager about their expectations during a working from home period, your key responsibilities and any priorities
- have contact details for your team members
- have technology required to work remotely
- have contacted IT on x4357 to forward your work phone with your managers approval
- make your home work area ergonomically robust. Go to ergonomics in the work-place wiki page [here](#) for further information
- identify any small specialised equipment you need to take home to work safely such as a keyboard or mouse
- use a head-set / ear buds for your phone
- download and complete the working from home health and safety checklist available via the Flexible Work procedures web page [here](#).
- digitise any paper-based files that need to be accessed
- identify any upcoming face-to-face meetings which need to be replaced with calls, Zoom or Teams meetings
- maintain the security of University data and systems, read the section below on Maintaining data security
- discuss any potential barriers to working from home with your manager including how any difficulties identified in the safety checklist will be managed and mitigated
- access University support as needed:
  - Everyone is affected, [Employee Assistance Program (EAP)](#) is available
  - Ergonomics in the work place wiki page is available [here](#) for more information
  - HR can be contacted [here](#), via HR online or talk to your HR Client Manager
  - Talk to your manager if you are experiencing discomfort. If this cannot be resolved, load an incident report if required via Risk Online Active Reporting [here](#)

MANAGERS THINK ABOUT HOW YOUR TEAM WILL WORK REMOTELY

- discuss with your team how you will stay in contact and work together
- set clear deliverables
- confirm contact details are up to date in the online system
- contact ManagerAssist via the [Employee Assistance Program (EAP)](#) if needed
MAINTAINING DATA SECURITY

When staff are working from home, the University policies on Acceptable Use of IT and data security arrangements continue to apply. This includes ensuring workspaces are secure and there is no potential access to confidential or sensitive information by others in your home and ensuring secure access and use of Macquarie systems.

When using a non-University supplied computer ensure the following:

- Limit information stored locally - use OneDrive/SharePoint as much as possible. Otherwise only download what is necessary for work. Remove University information from non-University computers after use. Avoid using USB drives to transfer data.
- Use antivirus - MQ provides Sophos for home users of Windows and Mac users here.
- Apply system updates - follow prompts for Windows updates and Mac OS updates to ensure latest security fixes are applied.
- Use strong passwords - ensure strong passwords exist to access the computer (greater than 8 characters long and not a password used for MQ systems).

We are expecting the University to be targeted by cyber criminals during the current crisis. It is expected that fraudsters will make use of the COVID-19 emergency to entice staff and students to click on a link. Report out-of-character or suspicious emails through the "Report Message" or "Junk" button in Outlook, or forward to spam@mq.edu.au.
If you believe your account has been compromised, immediately contact IT Support.

MANAGING SELF ISOLATION

- Exercise and getting enough vitamins can help here. Listening to upbeat music or watching a movie can boost your mood.
- Maintain a structure to your day. Having a set schedule for meal-times and a set bedtime can help you to stay on track. Planning out activities and setting goals can also help keep you motivated and stop you feeling down.
- Stay in contact with your social network. This can be as simple as phoning a friend for a chat, sending someone an email or joining in with a discussion via social media. Reaching out to a friend has been shown to be better for your mental health than having a glass or two of wine in a bid to block out your worries.
- More generally, 20 minutes of exercise a day can also help lift your mood via the release of endorphins, as well as reducing feelings of tension, it may be time to dust off that exercise DVD or download a new exercise app.
- Exercise Sport Science Australia recommendations for those without chronic disease, perform 45-60 mins of moderate to vigorous exercise that incorporates strength and aerobic training on most days of the week.
- Another strategy to reduce conflict is to have some time away from each other. If you start to feel that a situation is likely to escalate, it is a good idea to take at least a 15-minute timeout. Sit in separate rooms and let everyone calm down. Normally after 15 minutes, the reason for the argument does not seem as important.
- Our Employee Assistance Program (EAP) is available to you and your family should you need support.
QUICK TIPS

Prepare now: use this checklist as a guide to confirm you have everything you need to work remotely

Test your access: ensure you test connectivity to critical systems, files and tools. Refer to guides and seek IT Support [here](#) or call 9850 4357 if needed.

VPN usage: The OneNet VPN can be used to access shared drives and internal University systems. However, most applications will be directly accessible from the internet. Before installing the VPN client, try and access the systems you require.

Check-in: speak with your manager about how you’ll work remotely, what work may need to be paused and what is critical to continue.

Get organised: ensure files are saved on the cloud – OneDrive or Dropbox - so they can be accessed remotely and get contact details for your team members.

Use common sense: most of us understand these are exceptional circumstances and the need to be flexible. Use common sense if you’re unsure of anything.

Is your workstation looking like this?
If not go to ergonomics in the work place wiki page [here](#) for further information and discuss with your manager.