INTRODUCTION

The following are work-from-home guidelines, including the use of personal devices, access to corporate-provided devices and specialized equipment, best practices for network and VPN access as well as support services. As more information becomes available and the situation evolves, we will provide updates and additional measures and guidelines.

1. I ALREADY HAVE A DEVICE ALLOWING ME TO WORK FROM HOME.

REMINDER: Please refrain from accessing streaming services and social media platforms (Gem, Tou.Tv, Netflix, Facebook, etc.) while connected to a VPN unless it is absolutely necessary to perform your work tasks. As soon as your tasks requiring VPN access have been completed, please log out. This will help improve bandwidth performance for everyone.

I have a CBC/Radio-Canada device allowing me to work from home, are there any recommendations I should apply in this particular circumstance?

  Yes, because of high volume connection, please :
  - Only connect to VPN when necessary in order to perform your required tasks and download what is needed to work offline. Please log out after to allow critical services to use the network, as we have a limited number of connections.
  - If your VPN access is unused for an inordinate period of time, you will be disconnected to allow other employees' access.
  - If possible, download your documents and files over your remote connection, and then disconnect from the network to work on them locally on your system. (Once they are no longer required, remember to delete any documents saved locally on your system.)

Can I use my personal computer to complete my work tasks?
  - If you **only** require access to the Google Suite (including Google Drive) to perform your tasks, you can use your personal device securely.
  - VPN client installations are not permitted on personal home computers due to inherent security risks to the CBC/Radio-Canada systems and networks. A corporate-issued device is the only type of system that will allow VPN access. Please contact your manager or Covid-19 planning coordinator assigned to your department to request a corporate-issued device, if needed.

While working from home, can I use the Google Suite?
  - Yes. You have access to all applications in Google Suite (including gmail, Google Drive, Google Calendar, Google Hangout etc.) from any personal or corporate-provided device.

How can I organize my home workspace to make sure I stay healthy and productive?

- People and Culture has created [a tip sheet](#) to help you maximize your wellness and productivity while working from home.

How can I manage my work phone settings (e.g. mailbox) from home?
- My CallPilot allows you to manage most of your work phone settings online. Learn more about it [on iO](#).

2. **I DO NOT HAVE WHAT I NEED TO WORK FROM HOME**

Will CBC\RC provide the necessary equipment to work from home?
- Corporate-provided devices are available in limited quantities and will be provided according to corporate priorities.
- All requests for devices are prioritized by your COVID-19 planning coordinator.
- MTIS is actively working to increase VPN accesses and make as many devices available as possible. Regular updates will be communicated to you from your COVID-19 planning coordinator.

I've been told that I will need VPN access. What is the protocol around accessing VPN remotely?
- Requests for VPN access will be centralised and passed on to your COVID-19 planning coordinator. Before requesting access, please ensure it is absolutely necessary in order to perform your work tasks (consult the [list of applications requiring VPN/Citrix access here](#))
- Only connect to VPN when necessary and download what is needed to work offline. Please log out when you have completed the necessary task to allow critical services to use the network, as we have a limited number of connections. To configure your VPN access, please refer to this [Configuration Guideline](#).
- If your VPN access is unused for an inordinate period of time, you will be disconnected to allow other employees access to remote connections.
- Please note that you may be asked to log out completely, so please monitor departmental messages on a regular basis.

I require specific equipment, applications and/or softwares to work from home. How do I access the appropriate device?
- Corporate devices are available in limited quantities and will be provided according to the corporate priorities.
- All requests for devices are prioritised by your COVID-19 planning coordinator.
- Once a request is approved, the MTIS Expertise Centre can provide a corporate laptop for users in the Toronto and Montreal broadcast centres. All requests must be addressed to your COVID-19 planning coordinator.
- MTIS is actively working to increase VPN accesses and make as many devices available as possible. Regular updates will be communicated to your COVID-19 planning coordinator.

UPDATED ANSWER Everything I need to do my work remotely is on my desktop computer. Can I bring it home?

- Please contact your manager and planning coordinator to assess the possibility of bringing your desktop computer home, should it be critical equipment to perform your day-to-dask tasks. Do not bring your desktop computer home before obtaining their approval.
- It is important to follow this process so we know what equipment is leaving the building. If support teams are not involved in getting your equipment set up at home, the support they can provide afterwards will be very limited.

Can I use applications that only require a browser and do not require a VPN connection?

- Yes. Please only connect to these web services when necessary in order to perform your required tasks and, if applicable, download what is needed to work offline. Please log out afterwards to allow critical services to use the network, as we have a limited number of connections.

3. INTERNET AND BANDWIDTH AT HOME

How can I maximize my internet speed while performing my work-related tasks?

- Reduce your Internet traffic by closing idle tabs, avoiding using social media, YouTube and other bandwidth-intensive services while connected to CBC/Radio-Canada networks. This will help maximize individual and collective productivity and ensure network resources are properly conserved and can operate at maximum efficiency for all CBC/Radio-Canada employees.
- Please limit the use of Google Video Hangout to <u>audio conferencing</u> (turning off the camera icon on your screen) when possible. This will help conserve CBC/Radio-Canada and your home bandwidth, which will be under increased pressure due to the increase in teleworking scenarios on our internal networks and for Internet providers. Google Hangout has increased the limit of users to 250 per meeting. If you are experiencing difficulties with Google Hangout due to your internet connection or with Bell conference lines, you can join any meeting via the phone number and password assigned to each Google Hangout meeting;
- For those concerned about additional fees on your home data plan, note that several providers have temporarily removed overage fees on internet plans amid the outbreak of the COVID-19 virus. Check your provider's website for more information and updates.

4. SUPPORT SERVICES AND OTHER QUESTIONS

For any network access or VPN installation questions, [please contact your COVID-19 planning Coordinator.](#)

For general troubleshooting and technical assistance, please contact [Shared Services](#).

For any COVID-19 related questions, please contact info2019ncov@radio-canada.ca