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Technology Newsletter

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Keystone Remote Access and Microsoft Teams

In this help guide, we want to share ways your workers can work from home. While this is in response to the Covid-19 pandemic, many are finding it productive and helpful to work remotely. There are two areas we will focus on, some useful tips to connect to your corporate network, and using Microsoft Teams to stay productive and connected. We'll help answer some common questions about Remote Access and Teams.

- What can I access while connected to a VPN and are there limitations?
- Can I use Social Media on a VPN?
- What does Microsoft Teams offer?
- Are there limitations to Teams and how can I get around them?
- Where can I find training information on using Teams?

Remote Access for Working from Home

For most clients, Keystone provides a Virtual Private Network (VPN), so you can connect to the corporate network and operate as if you were in the office. Your organizational leaders must approve remote access. While connected to this VPN, you will have:

- Access to any servers, printers, other PCs, etc. as if you were in the office. There are limitations, see below.
- Data sent between your remote PC and the corporate network will be encrypted and secure during transmission for better security.
- *Some* protections your corporate network provides will be available to you, such as the services on the firewall that block malicious threats. Still, generally, you will be less secure than when in the network on a corporate PC.
- Your traffic will be observed and managed as if you were in the office. For example, if the corporate network prohibits Facebook access, you cannot visit Facebook while on the VPN.

Limitations and a Word About Home PCs

If you are using a home PC (non-corporate) to access the network, there are limitations you may experience when compared to working on your PC in the office. One of these is mapped shared drives; if your office PC has an assigned "S" drive for shared files, that will not be setup on your home PC. There are other ways to create this map or access the data, but it will not be the same immediately after connecting. An additional, and probably obvious limitation is that applications installed on your office PC will not be installed on your home PC, so the ERP or CAD application you use in the office is not available.

Ideally, you would have a laptop and take that home and connect to the VPN; you would have a reasonably similar experience as in the office. If you will be working remotely for an extended period, and have a desktop PC at the office, it may be advisable to bring this home and use it.

There are other limitations you may experience, primarily in performance. The document linked below describes this.

Ready to get connected?

To get your home PC connected, and the leadership of your organization has approved it, [download the instructions for remote access](#). Keystone cannot provide support for home networks, PCs, or personal internet service providers.

Microsoft Teams

A lot of organizations are finding Microsoft Teams a great help in this time of social distancing and working remotely. Keystone has been using Teams for about two years and has found it to be even more critical with the Covid-10 challenges.

We wanted to share a quick overview of what Teams can offer for functionality, and some helpful tips we found in using it, and finally links to helpful training videos and resources.

WHAT MICROSOFT TEAMS OFFERS

Did you miss our last blog? Catch up now!

How To Effectively Work From Home

In this time of concern about health and contact with others as a response to the Covid-19 (Coronavirus) pandemic, many are facing working at home for an extended period. We enjoy high connectivity and tend to work when not in the office, but it is often limited to checking our email on the phone, or perhaps an occasional day at home. But it is different between “getting” to work at home for a day and being forced to indefinitely. To prepare for remote work for the next few weeks, consider the following tips. With good habits, you will likely find you are [more productive](#), but potentially less satisfied; these should help.



HELPFUL TIPS TO WORK REMOTELY



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Information

We strive to support your businesses IT needs and enjoy any positive experiences you have had, and also welcome constructive feedback. If you wish to discuss further please reply to this email.

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