

In light of the Coronavirus situation, many businesses are taking steps to enable their staff to stay at home and work remotely. Here are some suggestions and advice that might help your business during this time. We've also included a selection of tips you could share with staff working from home, to help them troubleshoot any connection issues they might face and keep them connected.

**How to help your staff get the most from their home connectivity:**



**Check connections and router location**

A good place to start is checking the back of your router to make sure all your cables are firmly secured at both ends and that you're using a microfilter, if needed. To get the best performance from your router, we suggest checking it has the clearest path possible to your computer (the fewer walls the signal has to pass through, the better) and that no furniture is obstructing it.



**Turn off and on**

Try turning the router off for 10 seconds and switching it back on at the mains plug, though you shouldn't have to do this more than once in a 48 hour period.



**Reduce video streaming**

Try turning off any devices not in use (streaming boxes, games consoles, computers etc. to improve performance.



**Try a wired connection**

Try turning off any devices not in use (streaming boxes, games consoles, computers etc. to improve performance.



**Use your master socket**

Your master socket is slightly larger than any extension sockets in your house and can usually be found in your hallway or near your front door.



**Reduce signal interference**

Signal interference can affect your WiFi's speed, so ensuring there's no other broadcast technology (streaming devices, consoles, cordless phone etc.) close to the router can help.



**Change your wireless channel**

Wi-Fi routers broadcast on a particular channel and if your neighbours are using the same channel the signals can overlap, causing connections to slow down. Depending on your technical ability, you may want to speak to your provider to guide you through the process and improve your connection speed.



**Don't forget to disinfect devices**

Even if you're the only user, it's worth keeping on top of hygiene and maintaining a clean workspace. Antibacterial wipes or sprays are usually fine, but it's always worth checking if the device manufacturer has any recommended cleaning instructions first.

**Need more help?**

If these tips don't solve the issue, your staff should speak to their Internet Service Provider for further support.

**Considerations to help your staff to work from home**

Primarily, your staff will need to be able to access vital information and documents to keep your business moving. So, the first question you and your team might want to think about is whether they have computers at home they can use, or if they'll need a laptop to take with them.



**How can staff access files easily?**

Collaboration software like Office 365 can make access to word documents at home much easier, using SharePoint and OneDrive.



**How can I ensure my employees remain connected?**

Employees may need to call their Internet Service Providers and double check if their connections can support home working. It's also worth checking if your staff will need any technical information (server addresses, passwords etc.) so they can access the files they require.



**What other equipment will they need?**

Do your staff have office telephones with direct dial numbers? If so, can you route them to the correct mobile or home phone number for each employee? Other than a laptop, the appropriate software and an internet connection, are there any other physical or digital resources they may need?



**How can I support employees during this time?**

Depending on the work required, try to be as flexible and as clear as possible with the hours you expect your teams to be available, so that they can work their home lives around the job and continue to deliver for your business.



**Create your workspace**

Pick a space that you can dedicate to your work and keep it as organized as possible. Then, as you start getting used to remote working, you're already in the right frame of mind.



**Structure your day and stay focused**

Try planning your day as if it was a normal day in the office and keep to the same schedule you would do at work, including any breaks or time away from your desk.



**Look after yourself**

Getting up from your desk to stretch your legs, even if it's just walking to the kitchen to make a coffee, is a great way to refresh the brain.



**Enjoy yourself**

Working at home doesn't mean working whenever you are home, so leave some time at the end of the day for you to relax. While you do have to get your work done, it doesn't mean you can't have fun at the same time!