**Update : March 19th, 2020**

The following are best practices for teleworking. It is important to note that effective March 17, 2020 **only critical workers should be accessing VPN on a regular basis**. Your collaboration is greatly appreciated in order to minimize the impacts on the server.

### Limit Time on the Departmental Virtual Protected Network (VPN)

- If you are authorized to connect to the GNB network via VPN, do so only for short periods of time and only as needed throughout the day.
- Disconnect from the GNB network when you have accessed what you need.
- Vary the time of VPN connection to avoid peak periods and vary your work hours, when possible.
- Note that, when you log on to the network after disconnecting or logging off, your email will automatically synchronize. This will allow you to access all newly received and previously sent messages while disconnected.
- Obtain copies of documents you will need in advance, so they are available when you are not connected to the network. Once you are reconnected, you can save revised documents to their original locations. Inform your colleagues that you are doing so to avoid overwriting each other's revisions or a master document.

### Minimize Bandwidth Usage

- Cancel all nonessential online meetings.
- If online meetings are essential, reduce bandwidth usage by:
  - limiting participants to those who are absolutely required;
  - do not conduct video conversations; and
  - making documents needed for meetings available ahead of time so participants already have their own copies.
- Refrain from using ALL social media while using VPN (e.g. YouTube, Facebook, Twitter, Instagram).
- Avoid using online training resources (e.g. audio, video, eLearning) or engaging in other activities that can be done offline or through home internet on your personal computer.

### Use Other Forms of Communication to Avoid Connecting to the VPN

- Use your mobile work phone for communications, if possible (e.g. emails, texting).
- Use your home internet to access your emails by going to https://outlook.office.com - if you do not yet have O365, please contact the service desk if you are considered as providing critical/essential services from home.

**Take These Extra Steps When Teleworking**

- Bring your mobile work phone and laptop or tablet home. Don't forget your power supplies to charge your devices
- Use extreme caution when viewing any email that looks suspicious. If you have concerns, DO NOT open the email or click on any links.
- Set up an appropriate workspace at home, including a comfortable chair and space for your laptop, tablet, phone, or other equipment.
- Plan for frequent short breaks.
- Talk to your manager if you have any questions or concerns.
- Although most of your work pertaining to email may not require you to use VPN, if you need to retrieve email archive files (old emails) residing on the network or your desktop, you will need to connect through VPN to access archive files.

**Need Technical Help?**

Please contact your IT Service Desk at [ITServiceDesk@snb.ca](mailto:ITServiceDesk@snb.ca) or by calling 1-888-487-5050.

Please be advised that given the current COVID-19 situation, the **IT service Desk is only processing COVID-19 related requests, or requests related to other Urgent or Critical Services**. If your request is not related to these, it will remain in queue and will be processed by priority sequence. For online request please add "Covid-19" or "critical service" to the subject line and please do not submit non-critical requests at this time.