

EMPLOYEE GUIDE FOR REMOTE ACCESS

Technology Considerations when Working from Home

Mercy Housing's technology infrastructure, business systems and employee tools are well positioned to support a mobile workforce. Here are a few key factors to consider when employees work from home.

Working from a Mercy PC/laptop - employees can connect to all the systems, tools and files they need to do their job when working from a Mercy machine.

Working from a personal PC, laptop, or mobile device - employees can connect to all the tools and files they need to do their job via a web browser and apps can be downloaded for all workforce products.

Employee communication - employees can initiate and join calls/meetings via our videoconferencing platform using the built-in microphone, speaker, and camera on their Mercy laptop. Calls can be forwarded via instructions on page 2 and/or voice mail can be accessed from your email inbox.

Video conferencing – our videoconferencing platform supports meetings with individuals (e.g. 1:1s), groups (e.g. team meetings) and you can even include participants outside Mercy ([instructions for external participants](#)). Studies have shown that the quality of communication improves significantly (~ 70%) when using video and this is a great way to maintain a personal connection with your coworkers when working remotely.

Keys to Working from Home Effectively

Working outside the office can be a challenge. What are the best ways to set yourself up for success? How do you stay focused and productive? And how do you keep your work life separate from your home life? Here are some tips and tricks to work from home more effectively.

1. **Maintain a regular schedule** – *start the day the same way you would if you were working from the office. Make a schedule and stick to it.*
2. **Set clear boundaries** – *set aside a separate space in your home for work.*
3. **Take regular breaks** – *research shows that the best workers typically work intently for about one hour and then take a 15-minute break.*
4. **Stay connected** - *make a point of scheduling a standing 'virtual coffee chat' with a colleague. This should be a brief social interaction to recharge, not an agenda driven working session.*
5. **Celebrate your progress** - *focus on what you've accomplished at the end of each day to keep yourself motivated.*

Additional reading and sources on this topic:

- [link to Harvard Business Review \(HBR\) article](#) entitled “**work from home more effectively.**”
- [Link to HBR video](#) entitled “**how to actually work when you're working from home.**”
- [Link to New York Times article](#) entitled “**work at home times and advice.**”

Links to Access your Tools Remotely

Mercy employees can use these links to access the key business systems and core workforce tools they need to do their job when working from home or remotely.

Business Systems/Workforce Tools	Hyperlink
Core Workforce Products: Email, Files, Videos, Notes, etc.	https://XXX.mercysoftware.com/ <i>Also available via Android & Apple apps</i>
Property Management systems: Site Management, Training, etc.	https://XXX.mercysoftware.com/
Accounting System	https://XXX.mercysoftwareXXX/
Resident Services System	https://XXX.mercysoftware.com/
Mercy Intranet	https://XXX.mercysoftware.com/
Fundraising System	https://XXX.mercysoftware.com/
HR System	https://XXX.mercysoftware.com/
Enterprise Reporting System	https://XXX.mercysoftware.com/
Service Desk System	https://XXX.mercysoftware.com/
External Website	https://XXX.mercysoftware.com/

The MercyTech Service Desk is available to support you via the Service Desk link on MercyNet or you can call them at (XXX) 555-XXXX.

Training Resources for Employees Working from Home

Here are some helpful training resources for Mercy’s core workforce tools. This training includes brief videos by topic and can be accessed from any device that is connected to the internet. MercyTech will be offering multiple training sessions to supplement this online training in March and April 2020.

All Core Workforce Tools - [Use this link](#) to access training for all core workforce tools.

Video Conferencing – [Use this link](#) to access training for your videoconferencing platform. You can also find this training within the tool by clicking on the help button in the bottom left hand corner of the main menu.

How to forward your phone calls - [Use this link](#) to access step by step instructions to forward your phone calls from your office phone to another phone number.