

Due to the number of remote workers at present we have an unusually high demand on our engineers.

We cannot guarantee instant support should you call us so we ask that if you are having issues please raise a support ticket by emailing connect@cetsat.com making sure to include your;

- Full Name
- Job Title
- Company you work for
- Contact telephone number

This will raise a ticket in our queue and an engineer will contact you as soon as they are available.

REMOTE WORKING FAQ

Whilst we are here to support your end users, we highly recommend that you direct users to test their SSLVPN or RDP access as soon as they get the details please, as a dry run before they actually depend on it. As users cannot test a VPN whilst on your business network we have had clients doing this on their Mobile Devices using 3G/4G, or users testing it one evening at home. Some clients have even had dry runs where banks of users have worked from home on alternate days to make sure everyone knows what to do. We cannot recommend this enough to ensure everyone is prepared and to stop any friction if/when you have to enforce working from home.

If you have an SSL VPN please ensure you are connected to it before you try and open any work resources. This connection will not only allow you to access files and services normally on your business network, it will also provide you with the same level of internet protection you have when in your office. CETSAT have provided a guide of how to connect to a SonicWall SSL VPN and this is available here - [Connecting to a SonicWall SSL VPN](#)

If using your Home PC, please ensure it has the latest Windows Updates and suitable Anti-Virus before you connect it your works network.

If connecting to your own office machine from home via RDP, please make sure you have disabled computer sleep on your office PC and make sure you do not turn off your office PC or you will not be able to access it again. CETSAT have provided a guide of how to connect to a SonicWall SSL VPN and this is available here - [Connecting to an RDP Server/Desktop](#)

The system works over the Internet and as such is subject to your own Network conditions. If you have a slow connection at home, then things will run slowly on the remote desktop. Expect that not everything will work as seamlessly or as quickly as if you were onsite, expect your experience to be a little more limited and expect that your service provider/ISP may have slower connections limiting your productivity.

If you need support from your consumer home internet service provider/ISP please bear in mind it will take longer than a business line and have different SLA's.

Should your Home Internet fail or be inadequate for remote working various clients have had success using connecting via their mobile device. CETSAT have provided a guide of how to connect to use a Mobile Hotspot and this is available here - [Using your phone as a mobile hotspot](#)

OFFICE 365 USERS

If your business uses Office 365 for email it comes with its own version of Outlook Online which is a great tool when needing to access emails from your home PC or a machine you do not normally work from. To access this visit <https://outlook.office365.com> from your web browser.

With the correct licence Office 365 also comes with online versions of Word, PowerPoint and Excel that have near parity with features that the full installed apps have. You can access these by visiting <https://portal.office.com> and can upload/download files as you work on them.

With the same licence you also have access to an online space called OneDrive where you can save files safely and away from your home PC if you feel the need to. Files from here can be shared using links with colleagues for collaboration.

TALK TALK HOME USERS

TalkTalk prevent remote access tools from working on their consumer lines. Please make sure to mention you are a TalkTalk customer to a CETSAT engineer when you are requesting help. There are workarounds to lift this block, but they will need to be done before any support can be given. A CETSAT engineer will be able to talk you through applying the workaround and the following gives the 2 options available;

OPTION 1 : This link provide details of how to change the DNS on various TalkTalk Routers <https://community.talktalk.co.uk/t5/Articles/Using-3rd-Party-DNS/ta-p/2205279>

OPTION 2 : This link shows a guide with pictures of how to change DNS on your Windows PC <https://www.privateinternetaccess.com/blog/changing-your-dns-settings-on-windows-10/>

We recommend DNS is changed to use CloudFlares DNS on 1.1.1.1 and 1.0.0.1 which will lift the restriction and enable remote support tools to work on your TALKTALK line.

WORKING FROM HOME BEST PRACTICES – PRODUCTIVITY AND WELLBEING

(written by Natasha Hinde – Huffington Post whilst interviewing Lee Chambers (a workplace wellbeing trainer and environmental psychologist)

1. Find a space – and claim it.

Choose a designated work space and stick to it. And no, that doesn't mean your bed. For some people, being able to go into a different room and close the door is important as it enables them to feel psychologically closed off from home.

Ensures you have cleaned your desk, especially if it is used for other things outside of work hours, so it's tidy for work – otherwise you can become distracted by the mess. Keep your desk clean throughout the day, or clean it in the evening so you're returning to a fresh space in the morning.

If you can, invest in a decent office chair or even take your one from work home with you. Not everyone will have the luxury, but if you can sit in a chair that's upright, you'll be in a more work-focused mindset. Of course, not all of us will have an office or table to sit at – so how about claiming a certain spot in the living room, and experimenting with a food tray to prop up your laptop?

2. Commute, but not as you know it.

For those new to working from home, consider getting outside for a breath of fresh air in the morning to simulate a commute – even if it's just a walk around the block for five minutes. It helps get light into the eyes, fresh air in your lungs and awakens your senses. It's also a big mood booster.

You should have left that feeling of home and you can come back with a feeling of work and a quick walk around the block is also good for those who struggle to squeeze exercise into their busy days.

3. Stick to a routine and schedule.

Routine is key to getting your day off the ground. You must have a routine as this is crucial for your productivity and mental health. Get up at the same time everyday and find yourself a place to work. Then tell your family to leave you alone as best as they can.

Alongside having a routine, it's important to build a schedule for the day. Block out what you need to do into bitesize chunks, task by task. If you have kids you need even more focus and stringent scheduling – get the most urgent tasks done first thing because distraction is inevitable.

4. Take regular breaks.

The Pomodoro technique works well when home working. This is basically where you focus for 25 minutes, then takes five-minute breaks in between.

Another way to squeeze in breaks is to work in 90-minute cycles, so working on a task for 60-90 minutes and then taking 15 minutes to disconnect – this doesn't mean going on social media or switching on the news, though. Instead, stand up, go for a walk, stretch, have a healthy snack or make a tea. All the time, you should be mindful of the activity you're doing, giving your brain a bit of breathing space.

5. Communicate with your housemates or partner.

Communication with those you're sharing the space with is key when you're working from home. If you've got an important conference call during the day, make sure everyone is aware what room you'll be in and that you'll need everyone to be quiet.

If you have an important call or online meeting, let your household know a half hour before a meeting or call to remind them. Also: noise cancelling headphones can be a great help if you can get your hands on some?

6. Carve out time for social interaction at lunch.

Don't be tempted to work through your lunch break, because you'll take a hit mid-afternoon. Likewise, don't just sit indoors and watch TV. By watching it you're still stimulating your mind and you don't get that disconnection from work.

Lunchtime is often a good time to be social – so phone a friend or FaceTime your mum. Failing that, book out an hour and walk your dog. If you can phone or video call where you'd normally email just to get that human connection.

If you're working at home with others, but beavering away in separate rooms, why not take time out to make lunch, sit and eat together?

8. Know you'll get distracted – and that's okay.

You will get distracted throughout the day, especially if you're a parent. Get used to working on your phone in one hand while also making snacks, changing nappies and answering inane questions. Learn to love the blare of Blaze in the background [that's a kid's TV show, FYI] or the smash of toy cars on the wooden floor. Be prepared to stop your wee mid-flow if potty-training toddler needs to go.

How on earth can you deal with that? It depends on how old your kids are. The key is to set boundaries. Older children can be educated, so you let them know: "When the door's shut, I'm working." If you have young children, make sure they're in your eye-line – you might want to sit them in front of the TV or in a play pen if they're really young – and then get your head down.

Other times it might be your phone, social media and messaging apps providing the distraction. If this is the case, download an app that controls when you use the phone throughout the day. You could also try using focus music. Grab a pair of headphones and be prepared to drown out the noise of the house around you. Try to ignore social media and remember you are still working so act like you would in the office.

9. Stop when you need to.

Just as you have a set time that you start working, you also need to stop at a designated time – otherwise it's all too easy to work into the evening.

Because you're not restricted to 9-5, you need to set a strong boundary for when you finish work so you can disconnect. It could be that you know there's one final task you need to do and once that's done, you log off.

Walk to a different room or walk around the block as another makeshift commute back from work – and get your head out of the game completely. If you don't disconnect, it's harder to reconnect the next day.