

# 5 Tips to Securely Work from Home

We know that working from home for some of us will be a new experience, and that it can be a big adjustment to your new environment. Our goal is to provide you with a few tips to enable your work to be done as securely as if you were still in the office.

- These tips will also help secure your family and create a more Cybersecure home.

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TRUSTED TECHNOLOGY  
STRONGER SECURITY  
BETTER BUSINESS



# The Best Defense is YOU!

1

Criminals have learned people are the easiest targets and they attempt to trick you using social engineering and phishing email. A caller may impersonate a trusted vendor asking for your password, or an email could impersonate your boss asking for your help. These attempts rely on creating a sense of urgency and on our human tendency to want to be helpful.

**Think before you click!**

- Verify unusual requests via a phone call to the person.
- Don't ever give your password to anyone over the phone.
- Hover with your mouse on email from address and links.



# Home Network

## 2

Most home networks rely on WIFI (wireless) for internet connectivity which you will need when working from home. Your home WIFI likely is controlled by your internet router. We recommend the following (which may require you to contact your ISP if they provided the router)

- Change the default administrator password
- Make sure you are using WPA2 security which will encrypt data across your wireless network
- Create a strong WIFI password (greater than 10 characters)



# Passwords and 2FA

## 3

Strong Passwords are a great defense against a popular cyberattack called “password spraying”. Password length is the key to a strong password. A password like “Hawksurfsail” is much more secure than “\$pring!” for example. These are known as **passphrases**. 2FA refers to “**two-factor authentication**” and adds a layer of protection to any system that employs it because now it take more than your password to gain access. It is common for email systems to offer this feature.

- Create passphrases >10 characters
- Use 2FA wherever it is available
- Password managers can help you remember your passwords



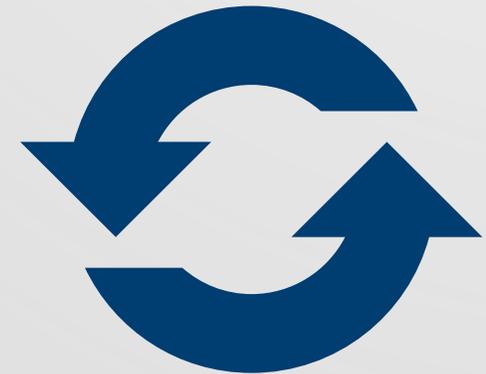


# Updates

## 4

Cyber attackers rely on unpatched systems and devices to help them break in! Regularly patching your devices and software keeps them protected from these vulnerabilities.

- Microsoft, Apple, IOS, Android Operating systems
- Popular software everyone uses including: Adobe PDF Reader, Web Browsers (Chrome, Firefox, etc.)
- Smart Home and Internet connected devices like your thermostat, doorbell, baby monitor, gaming consoles, router should all be updated.
- Many systems have “automatic patching” settings which can be enabled to make this easier!

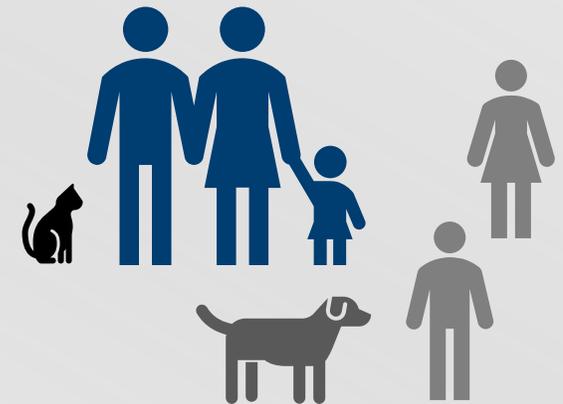


# Family & Guests

5

Your “new” Home Office may have kids and guests around. If you leave your work devices unattended and unlocked, it may be an accident waiting to happen. Make sure your family understands they should not use your work devices and when you leave them unattended, shut them down or lock them.

Want to learn more about securing  
your business from anywhere?  
[Contact The AME Group](#)



# Cybersecurity Threats due to COVID-19

- Criminal activity leveraging the COVID-19 virus
  - Fake Maps with malware embedded
  - Phishing scams
  - Go Fund Me scams
  - Telephone scams
- Trust reliable resources
  - <https://www.nga.org/coronavirus/>
  - <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/world-map.html>

# Working from Home Threats

- Remote Desktop Protocol (RDP) limit to specific IP addresses (require VPN)
- WIFI security: WPA2
- Avoid "BYOD", use company owned and managed devices (patched; AV; secured)
- 2FA all the things (repeating even though we said this earlier!)
- Specific policies and technical controls to limit where company data can be saved and stored.

# Secure Your Remote Meetings

- Require a password for the meeting.
- Require a “waiting room” where the host can monitor and admit attendees.
- When screen sharing, make sure you are sharing only the screen you intend.
- Be aware of the background in your video conference.
- Be careful using file transfer functionality built-in to video conferencing solutions and don't allow executable (.exe) files.

# Working from home sounds good until...

- Financial advisors breached when their old IT company exposed RDP to the internet!
- Insurance Claims processors decide to move over 100 users to work from home with only 2 laptops. This demand took a few weeks to fulfill because mobile devices may be in greater demand...need to plan.
- Engineering company decides to send users home without considering bandwidth required to work with AutoCad diagrams.

# Work from Home: Business Continuity

- Tools for collaboration that work well beyond COVID-19
  - Microsoft Teams (part of your Office365 subscription)
  - Zoom
  - Microsoft SharePoint
  - Mobile devices (laptop with camera; Apple iPad; MS Surface Pro)
- Leverage work from home as part of business continuity strategy (extended loss of office internet; weather related travel disruption; physical office space)



# PRODUCTIVITY at HOME OFFICE

# Challenges of Working from Home



**Lack of Community and  
Company Culture**

Loss of Camaraderie



**Accountability and  
Productivity**

Business Success



**Engagement and  
Communication**

Team Cohesiveness



**My Neck and Back are  
Killing Me**

And various other body  
pains



# Establish Expectations

Use of schedules, to-do list and distraction-free time enhances productivity

## Your Company Policy

Know and follow your company policies for Remote Work



## Create Your Home Policy

Educate your family on what to expect and how/when to interact with you



# Get in a Professional Mindset

Do what you normally would do before going to work.

- Shower
- Dress
- Fix hair
- Have coffee and breakfast

Keep routines



Find a Dedicated Space  
Desk of Appropriate Height  
Supportive Chair  
Good Lighting – natural if you  
can get it.

# Create a Productive Environment

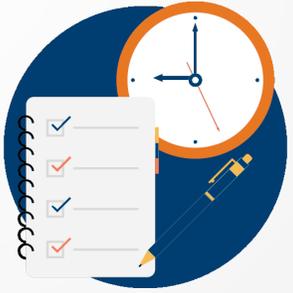




# Take Breaks

- Set Timers for breaks
- Drink Water
- Eat Nutritious Snacks
- Take a Lunch Break
- Get Active! Walk and Stretch
- Stand up during meetings
- It's OK to temporarily turn off your work!
- Track your wins and reward yourself

“Alexa,  
Open Work  
Break!”



# Stick to a Plan

- Create a schedule and stick to it
- Use your calendar
- Start and End Times
- Maintain a work-time and a home-time
- Tackle most difficult things at the start of your day
- Schedule time in your day to learn to use tools to stay connected to co-workers

“If it’s your job to eat a frog, it’s best to do it first thing in the morning. And if it’s your job to eat two frogs, it’s best to eat the biggest one first.”

- Mark Twain



- Available
- Busy
- Do not disturb
- Be right back
- Appear away

Reset status

Type @ to mention someone in your status

280

Show when people message me ⓘ

Clear status message after

1 Hour



Done



# FOCUS

## Eliminate Distractions

Set a **timer** to focus on a task.

**Batch** your Email - set specific times to look at email and social media – don't look at everything that pops up.

If the task takes more than an hour, make sure to take a **break** – get up, stretch, move.

**Turn off** social media notifications

Do **not** multi-task.

## Improve Focus

*Coffitivity*

Sometimes background “**white noise**” or soft instrumental music can help you focus. This is very much personal.

**Prioritize** ahead of time – make a task list and take meaningful notes so you don't have to waste time trying to remember

**Group** similar tasks

**Learn** to use your tools – like Microsoft Office 365

Identify your **best time of day** to work on more thought-intensive tasks

**Get up** before others in your home

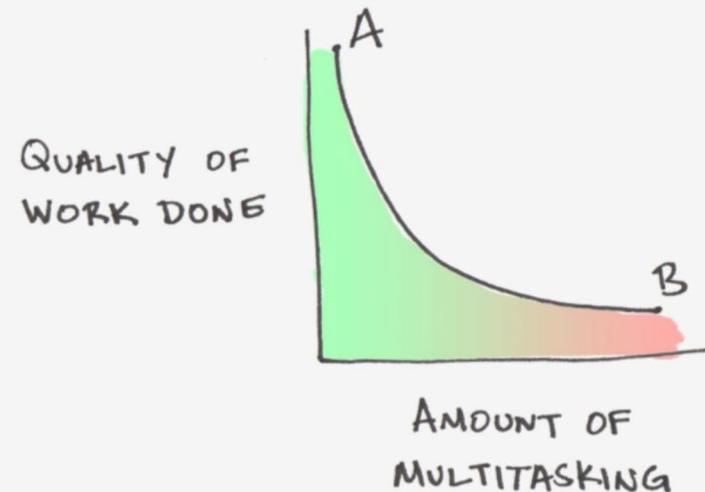
Have an **organized** space

# Do Not Multi-task

- Doing two things at the same time.
- Switching to a new task without completing the original thing they were working on.
- Rapidly cycling back and forth between tasks, which gives the illusion that they are among the 2% of effective multitaskers.

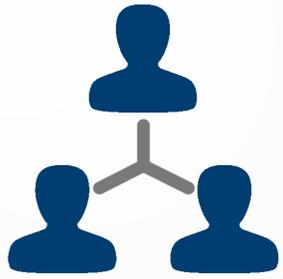
“To be everywhere is to be nowhere” –  
Seneca, Spanish-born Roman Statesman and philosopher

## The Myth of Multitasking



A = Looks simple, but actually gets results.

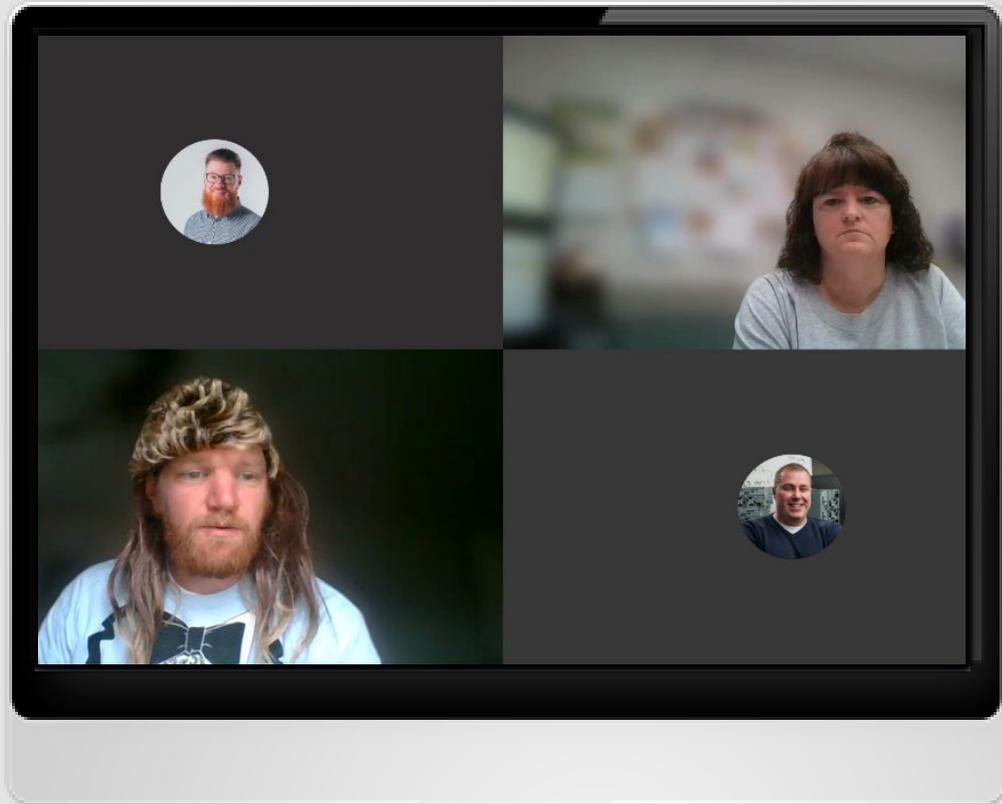
B = Looks busy, but actually wastes time.



# Stay Connected

- Senior Leadership “town hall” meetings
- Have online chat channels for random discussions
- Encouraging starting meetings social time
- Must use collaboration tools (ex Microsoft Teams)
- Must teach your staff how to effectively use the tools
- Leadership must demonstrate use of the tools
- Daily Team Huddles – 15 minutes at beginning of day – an take many forms depending on size of group.
  - Smaller teams can review:
    - What I accomplished yesterday
    - My objectives for the day
    - Where I need help

# Use Video Conferencing



Microsoft Teams is a Fantastic Tool to Collaborate and Meet Remotely

Turn on VIDEO!

- PROVEN to increase engagement and focus
- Reduces multi-tasking distraction
- Forces you to care about your appearance and environment
  - Use “blur my background” if needed

Plan time at start of meetings to be social

Don't be afraid to have some fun

# Accountability and Productivity

What would you do if you were in the office?

- Check in with team members
- Have clear responsibilities
- Utilize planning tools with tasks, responsible person and due date
- Train on remote working and collaboration tools
- Use time tracking tools

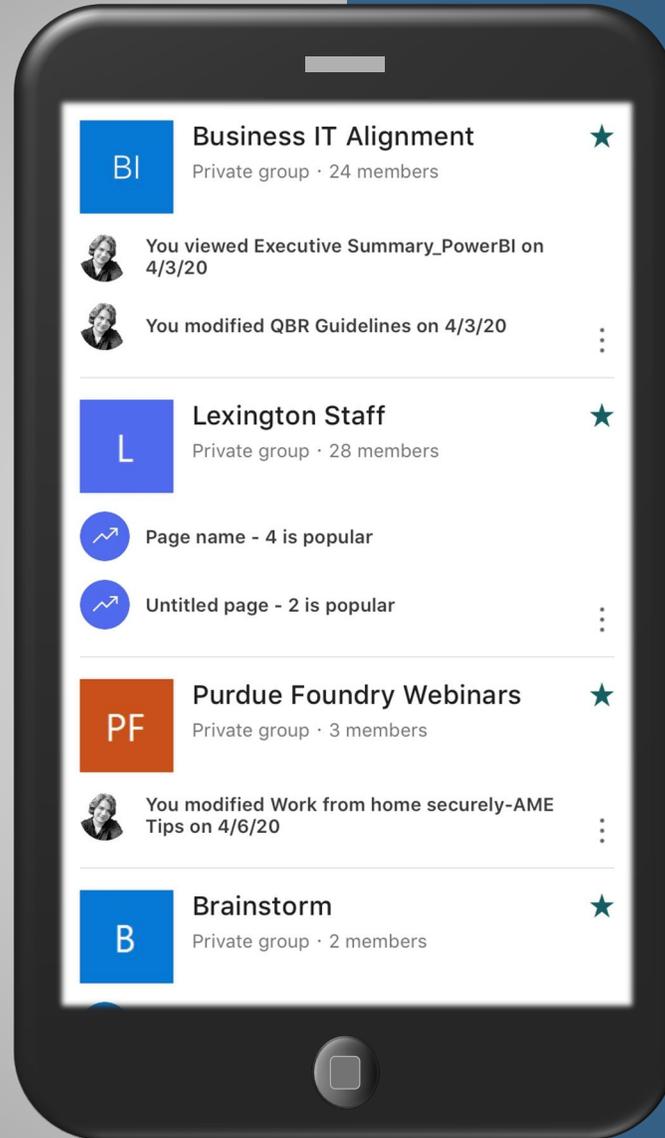
# Evaluate Yourself

Sometimes it helps for you to take a periodic self-assessment on your remote work habits. Maintaining awareness of how you work at home will ensure you are remaining productive. Some items to consider for your assessment could include:

- Are you meeting your goals?
- Are you meeting your deadlines?
- Are you connected to your coworkers?
- Are you setting and maintaining your hours of availability?
- What tasks are difficult for you while working remotely?

# Learn to Use Mobile Apps

Give yourself an easy way to stay securely within your company's applications and conveniently connect with co-workers.



## Phone App

Ideally, your company phone system has a mobile app – your calls appear to come from the office, not your personal device



## Teams

Quickly message, chat and call team members



## SharePoint

Ability to access team sites, share documents and find the latest files and emails by person.