

WORK FROM HOME TECHNOLOGY HANDOUT

1. COMPUTER ACCESS

REQUIREMENTS: home computer or laptop, strong internet connection and chrome on your home computer or laptop, Google Remote credentials from work computer.

- A. You will need to install Google Remote Desktop first on your work computer and then on your home computer.
- B. You need to install Google Remote Desktop on your work computer FIRST before working from home as you cannot use Google Remote Desktop without installing it on your work computer first and setting up credentials.

2. SLACK ACCESS

REQUIREMENTS: cellphone, home computer or laptop, strong internet connection, slack app installed, slack password

- A. You should have Slack installed on your cell phone and your home computer as it will be the primary method of firm communication.
- B. If you need login information, please let Adam know.

3. EMAIL ACCESS

REQUIREMENTS: cellphone, home computer or laptop, strong internet connection, browser or email application.

You should have email access while away from the office. This is quite simple.

A. Using your Browser

1. Log-in to mail.spencefirm.com
2. Enter your first name as your login
3. Enter your password

B. Using your Cell phone or Computer Email Program

1. You can use your browser on your phone and follow 3.A, above; or
2. Set up a POP3 email account on your phone or browser.
 - a. For your Incoming mail server (POP3) use
mail.spencefirm.com
 - b. For your Outgoing mail server (SMTP) use:
smtp.spencefirm.com
 - c. For login, use your email address
 - d. For Password: Enter your password
 - e. Click on the check mark box for “Outgoing Server Requires Authentication”
 - f. Change your outgoing server setting to 2525 or 587 if you are with Verizon you should change your port to 587
 - g. **IMPORTANT:** MAKE SURE THAT YOU CHECK “LEAVE MESSAGES ON SERVER” (or whatever similar language) OR YOU WILL NOT BE ABLE TO

DOWNLOAD TO TIMEMATTERS AND THEY WILL
REMAIN ON YOUR PHONE.

- h.** If you are having trouble, you can google “Network solutions setting up POP account”

4. **PHONE ACCESS**

REQUIREMENTS: home computer or laptop or cellphone, strong internet connection and Vonage Business Application installed on the computer or cellphone along with login credentials

It is a very good idea to use a phone application other than your cell number to avoid clients calling you directly on your personal cell phone. There are two ways you can mask your cell phone number: Vonage Business Application (recommended) or Google Voice (not generally recommended).

A. **Vonage.** Install Vonage Applications on your phone and your computer.

1. You can install the Vonage Business Application to your Cell Phone and Your Home Computer. <https://www.vonage.com/business/downloads/>
2. On your mobile Phone. Adam will need to send an email to you for login. This allows you to call from your cell phone but still make it appear that you are calling from the office. Note that you need strong data connection (wifi) to be able to call using this app. Not recommended while driving because may drop.
3. On your computer. The Vonage Business App can also be downloaded to your computer and you can make calls directly from the App if you have a microphone/headset, etc.
4. By installing the Vonage Business App on your computer and/or your cellphone, you will receive all calls for the office. if someone calls 410-823-5003, it rings into the App. It is pretty cool.

B.Google Voice.

1. Worst case, you can obtain a Google Voice Phone Number and use that as your phone number. It is free. This will allow you to see a call coming in from Google Voice and know that it is work related. Note that you need strong data connection (wifi) to be able to call using this app. Not recommended while driving because may drop.
2. You can direct Google Voice calls to your home phone or your mobile phone or both.
3. Dialing out appears as an anonymous caller. Clients may not answer unless they know your number.

4. Because of lack of direct “connectivity” to the office phone system, Google Voice is not a recommended way for phone communications while remotely working

5. CALL FORWARDING AND TRANSFERRING CALLS

REQUIREMENTS: home computer or laptop or cellphone, strong internet connection and Vonage Business Application installed on the computer or cellphone along with login credentials

The purpose of this section is to be able to “mask” staff’s personal cell or home numbers but permit transfer of calls received from the main dial in number as seamlessly as possible.

A. If someone is still in the office.

The office can transfer calls directly to people’s cell phones using the transfer feature, using the staff’s cell phones. This will not disclose the homemaker’s cell number or personal number and it appears as if the home worker is in the office.

B. If No One is in the office.

1. **Worst case scenario**, if the Vonage App doesn’t work as intended, I can arrange through Vonage to forward all calls to either Rebecca or Cameron’s cell phone(s), who can then take messages and then Slack the callback information to that staff.
2. **With the Vonage App**. We should be able to still take calls and transfer them using the Vonage Business Desktop or Mobile App. Rebecca or Cameron will be the lead and can use the app to transfer calls directly to staff cell phones or, if the person is using the Vonage App. I believe that this should work but we will need to work that out.

6. MEETINGS/VIDEO-CONFERENCING

REQUIREMENTS: Internet, microphone/speaker & video camera, home computer or laptop or cellphone, strong internet connection and Slack Application installed on the computer or cellphone along with login credentials

Vonage has the ability to have both direct dial and video-conferencing internally and externally. We will be using this conferencing as necessary. Rebecca and Cameron are currently testing this technology.

We hope to have video-conferencing available for client meetings.