

Working Remotely During COVID-19 Pandemic

Is this process different from the flexible work arrangements process described in policy?

Yes. Due to the COVID-19 situation moving so fast, we are increasing flexibility with the ability to work remotely. This new process is in effect until April 3, 2020. We will reassess the need to continue arrangements the week of March 30th.

My child's school closed, and I need to be home to care for them - what should I do?

Reach out to your supervisor to discuss options to accomplish your work. If working remotely is an option, follow the guidelines to gain approval from your supervisor. If working remotely is not an option or possible, discuss with your supervisor and Human Resources as needed whether a modified work schedule will work or there are other options.

Can I work remotely?

The Chancellor's Office remains open and we continue to need staffing levels across the office in the coming weeks. Not all our work can be accomplished remotely but for where this is a potential option:

- Think about if and how your work can be successfully completed remotely
- Request to work remotely in writing to your supervisor
- The written approval of your supervisor is necessary. In some cases, supervisors will need higher level approval to ensure coverage
- Supervisors need to ensure there is adequate coverage and support to meet USNH's mission
- **This approval process will be in effect through April 3, 2020**

What if I can't work remotely and changing my schedule will not work because of any of the following? I am sick; I have to self-quarantine; I have a family member who must self-quarantine; my child's school is closed, and I have no childcare options.

Talk with your supervisor to explore how the work will be accomplished. If it is determined that no options will work in your situation, non-exempt (hourly paid) staff should enter COVID on their web time entry and paid leave will not be charged. Exempt staff will continue to be paid but again, must explore with the supervisor how work will be accomplished. This approval/pay practice process will be in effect through April 3, 2020.

Are there IT requirements I must follow while working remotely?

Yes. Most requirements are common sense, but here are some of the parameters:

- Use USNH-issued equipment when possible (i.e. USNH laptops)

- The equipment must meet UNH IT security requirements found at <https://www.unh.edu/it/information-security-services>
 - a. Anti-malware software installed/operational/updated
 - b. Operating system patches applied
 - c. Host-based firewall installed and enabled
 - d. Screen lock requiring password or PIN
- Don't share equipment (i.e. with other family members) and protect from theft
- Protect all USNH data and printed material from unauthorized access
- Log into the **UNH VPN (Pulse Secure)** prior to logging into university systems remotely
- Store all USNH information on university servers, BOX, or equipment (i.e., hard drive)
- Do not use public machines to log into USNH systems containing restricted information (i.e. Banner) or public networks and do not use passwords for restricted environments on public machines
- Report any IT security breach or equipment compromises immediately at **862-4242** during customary work hours or 862-1427 outside customary work hours

Can I expense my data charges for working from home?

No. USNH does not reimburse use of your web account or phone service when working remotely.

What if I don't have Internet access at home?

There are options to get Internet service from the following vendors if you are eligible.

- Comcast [Internet Essentials](#): 60 days of free Internet to low income families
- [Charter Communications](#) will offer free Spectrum broadband and Wi-Fi access for 60 days to households with college students who do not already have a Spectrum broadband subscription at any service level up to 100Mbps.
 - To enroll call 1-8944-488-8395. Installation fees will be waived for new student households.
- Xfinity Wi-Fi hotspots across the country will be available to anyone who needs them for free. For a map of Xfinity Wi-Fi hotspots, [visit online here](#).
- If you have a cell phone plan that includes Internet data services, it is usually possible to setup the phone to be a personal hotspot. Once the hotspot is setup, it can be used from a laptop or other device. Check with your cell phone provider about doing this.
- USNH Enterprise Technology & Services has implemented Wi-Fi hotspots throughout New Hampshire for all USNH institutions' students, faculty and staff in specific locations. The eduroam network, a secure wireless network used by educational institutions worldwide, can be accessed in the parking lots listed here. If you have connected to a wireless network on one of our campuses before, you may already have eduroam installed on your device. If not, please follow the directions below.
 - To use eduroam:
 - Drive to one of the hotspot locations listed here.
 - Select the eduroam network in your Wi-Fi settings.
 - Connect using your UNH username and password.
 - Locations ([Access maps with locations](#)):
 - UNH – Goss Building, 121 Technology Drive, Durham
 - UNH Manchester – 88 Commercial St., Manchester

- USNH System Office – 5 Chenell Drive, Concord
- UNH Law – 2 White St. Concord
- Plymouth State University – Court Street, Plymouth
- GSC Concord – 25 Hall St., Concord
- Keene State College – Blake Street, Keene