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.