Best Practices and Information for Working from Home – 3/13/20

In support of global efforts to limit the spread of COVID-19, many of our employees in administrative roles will work from home until further notice. Our commitments to our customers, shareholders and to each other remain unchanged.

So, this unprecedented measure will require us to collaborate in innovative ways. We'll need to stay connected and engaged with our teams to deliver the level of service our customers need from us.

Below are tools and resources to help you improve your work from home experience.

Basic Remote Work Requirements

Here's what you need to know to start working from home regularly:

- **Equipment:** Have a computer capable of accessing AT&T data and applications.
  - Examples: Work laptop or a personal device approved to access a hosted virtual desktop – or other bring-your-own-device tools.
  - Note: You must have the appropriate licenses and software if you are using a personal device.

- **Connectivity:** Check to make sure you have an appropriate internet connection.

- **Access to the Corporate Network:**
  - **Remote Access Software:** Download necessary software to connect to the AT&T corporate network, Cisco AnyConnect VPN (for corporate computer) or VM Horizon client (HVD).
  - **RSA Token:** Obtain a Secure-ID soft token to authenticate your access to the AT&T corporate network.

- **Conference calls:** You may dial into conference calls on your COU mobile device, home phone, or through software solutions like Skype or Webex Teams.

![AT&T logo] **AT&T**

Work from Home Checklist

Once you have confirmed the basic technology and access requirements, follow these steps to get off to a smooth start.

1 **Equipment:** Ensure your machine is working optimally with the latest updates and that you have proper systems access.
- *If you have a COU device*, be sure it is working properly and available for calls.
- *If you do not have a COU device*, ensure you have access to reliable phone service.

2 **VPN Access:** Confirm you have the required software and authorization to access the AT&T Corporate Network.

To Install AnyConnect VPN client:
- Visit the http://softwarestore.sbc.com and search for Cisco AnyConnect.

Request an RSA Soft Token:
- If you do not have an RSA token, click here to request.

Support:
- If you encounter issues, you can find VPN support here.
- Access troubleshooting
- Frequently asked questions on VPN access

3 **Peripherals:** Ensure you have the necessary network and power cables, mouse, keyboard, and any other accessories you need at the remote location.

4 **Connectivity:** Confirm you have access to high-speed internet connection. Have a contingency plan in place for remote connectivity (may include options such as COU internet tethering or hotspot device).

5 **Communication Tools:** Individuals working remotely should have an active presence on an instant message (IM) platform such as: Q, Skype, Webex Teams, etc. for timely communication. Organizations should use the platform best suited for them.

Be prepared to host all meetings using WebEx Meetings:
- If you don't already have your own account, please sign up for one here
- Guides to host or participate in meetings

We also have Webex Teams for added collaboration tools, like file sharing and real-time collaboration – and Skype for Business.

Best Practices for Working from Home

- **Online Hours** – While the expectation is that employees will available and online during normal work hours, we understand that these extraordinary circumstances may require employees to prioritize the health and safety of their families. Please visit with your supervisor if you need to make alternative arrangements.
  - Nonexempt employees who are approved to work from home must timely and accurately report all time worked.

- **Contact Information** – Be sure to update your WebPhone and other pertinent personal information:
  - Update your contact information in WebPhone – click here.
  - Review and update your emergency contact information in eLink.

- **Remote Office setup** – For more information and helpful tips to set up an effective remote office environment, click here.

- **Time Reporting** – Check with your supervisor for any business unit specific time reporting requirements. Please document all time off or other out of office requests properly. Nonexempt employees who are approved to work from home must timely and accurately report all time worked.

- **PLE Training** – AT&T University created a learning path to help supervisors and employees make the most of their work-from-home experience. Click here to launch the PLE learning path.

Support Resources	
Helpdesk	**Telephone:** 1-877-448-6767 **Online:** http://desktop.it.att.com/
Password Help	http://servicedesk.it.att.com/toolkit/cdt/index.cfm
COU	https://cou.web.att.com
VPN	https://www.e-access.att.com/iamportal-prod/rsauser/#/home
Conferencing & Collaboration	https://workspace.web.att.com/sites/etech/pages/products.aspx
Application ID Access	https://workspace.web.att.com/sites/ACP/SitePages/Home.aspx
ask&GET	Shop, order and learn more about general employee communication, collaboration and productivity tools. http://askget.web.att.com