

# REMOTE WORKING

## CHECK-UP

**Hopefully your team is set up with the right devices and have transitioned to working from home. It's a challenging time for NZ businesses, and some things might have been missed. Double check everyone can access all your email, programmes and files remotely, and that your team have done the same across all systems you use e.g. CRM, accounting, inventory management systems. Talk to us about any connection help and support you need, your local Spark Business Hub is here to help on the phone or online.**

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### **Focus on security**

Make sure remote access to programmes and files doesn't compromise your security. Passwords on devices and an up to date antivirus program are essential, as is ensuring all your business files are backed up. Give everything a second check.

### **Update your answering system**

The message on your phone system should be updated to let your customers know your availability. Update any call routing to make sure calls get to the right people. You'll find help on diverting landline calls to mobile numbers [here](#).

### **Keep it simple**

Circulate an up to date list of everyone's mobile number. Text is a quick way to get messages to your team with a high read rate - 90% of texts are read within 3 minutes.

If you haven't already, consider a chat platform - it might be as simple as Facebook Messenger or WhatsApp, to Microsoft Teams or Skype video calling. Microsoft is offering a free 6-month trial of Teams with full access to the Office suite on devices, with Teams calling and video conferencing and 1TB of storage. Dropbox is another option with a free trial.

### **Keep working on ways of working**

Communication is key in maintaining your productivity during difficult times. Check in with your team to check systems are working. Create a structure and timetable to communicate regularly with calls or video chat. Scheduling a daily check-in is a simple way to keep everyone on the same page and help them feel supported and motivated when working away from the office.

### **We're here to support you**

As you go on and through talking with your team you might find areas that need addressing. The current situation with COVID-19 is an unprecedented and challenging time and like all businesses, Spark is adapting day by day. We understand the challenge and are here to help. Reach out to your local Spark Business Hub if there's anything you think we can do to support you.