

Remote Log-in Checklist

Early Log In	
<input type="checkbox"/>	Begin logging into the remote desktop 15 minutes before your shift start time - Do not clock in
<input type="checkbox"/>	Clock in 5 minutes before your shift time
Workspace	
<input type="checkbox"/>	Work area is free of clutter and nothing is in the way of working
<input type="checkbox"/>	Work area is closed/locked or otherwise has privacy so that others in your home cannot hear your conversations
<input type="checkbox"/>	Work area is free of distractions and all other devices in the room are shut off
Computer	
<input type="checkbox"/>	If using laptop, ensure it is plugged in and not on battery
<input type="checkbox"/>	Computer is up to date
<input type="checkbox"/>	Antivirus is active and up to date
<input type="checkbox"/>	No other applications are running other than what is needed for working remote
Internet	
<input type="checkbox"/>	Computer is connected to internet by ethernet/network cable
<input type="checkbox"/>	Wifi is turned off
Headset	
<input type="checkbox"/>	Headset is plugged into the computer
<input type="checkbox"/>	Headset is set as default audio and recording device
Remote Desktop	
<input type="checkbox"/>	Password is up to date and not pending a change

If experiencing issues before or during an Inbound shift,
please notify the Inbound Supervisor at **(614) 224-4534** or **through Zoom** as soon as possible
and attempt to fix the issue following the steps in the Remote Help page.

A link to the Remote Help page is available in the CMS Remote folder downloaded to work
remote.

If none of the suggestions from the Remote Help page work, please inform
the Inbound Supervisor.