



# Remote Working FAQs

from Our Recent Webinars

# INTRODUCTION

So many organizations are scrambling to find ways to rapidly implement remote working capabilities in an effort to protect their employees and customers. Unfortunately, a number of organizations weren't prepared for the need to move their workforce to a remote working model, nor are they sure how to get started with implementing remote working, and those organizations are floundering.

ProServeIT's recent [Remote Working 101](#) and [Remote Working 102](#) webinars were a chance for our attendees to ask questions about remote working, especially during this uncertain time. We've compiled those questions and answers below.



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Q1: Remote working got thrown on a lot of people, with some governments all but demanding social distancing and isolation, and a lot of organizations weren't prepared to shut down their office space, but they were forced to do so. What are some of the precautions these organizations can take if they are using their own personal devices to sign into Office 365 or to sign into other document sharing or document collaboration tools?



First and foremost, you should look at ways to be able to control access to your shared devices. Unfortunately, as people have been thrust into this remote working environment, a lot of the security policies and procedures that would normally have been put in place have not. Mobile devices and laptops should be secured, and ideally you would want to implement a solution as fast as possible, so that you can limit the amount of intellectual property that is leaving your organization's control - which can happen when you don't put something in place to protect it.

One of the easiest things you can do right now, and something that you're able to turn on fairly quickly, is to enable [Multi-Factor Authentication](#) (MFA). MFA would definitely be a great solution to restrict access to the potential for external entities to be able to access your tenant, or to access your environment. MFA greatly reduces that risk, and, at ProServeIT, we have implemented MFA for all of our employees and contractors to ensure that we are securing our tenant and environment.

## 4 Tips for implementing Multi-Factor Authentication



#1 Consider how you will deploy Multi-Factor Authentication within your organization.



#2 Consider enabling Conditional Access to control when Multi-Factor Authentication is required.



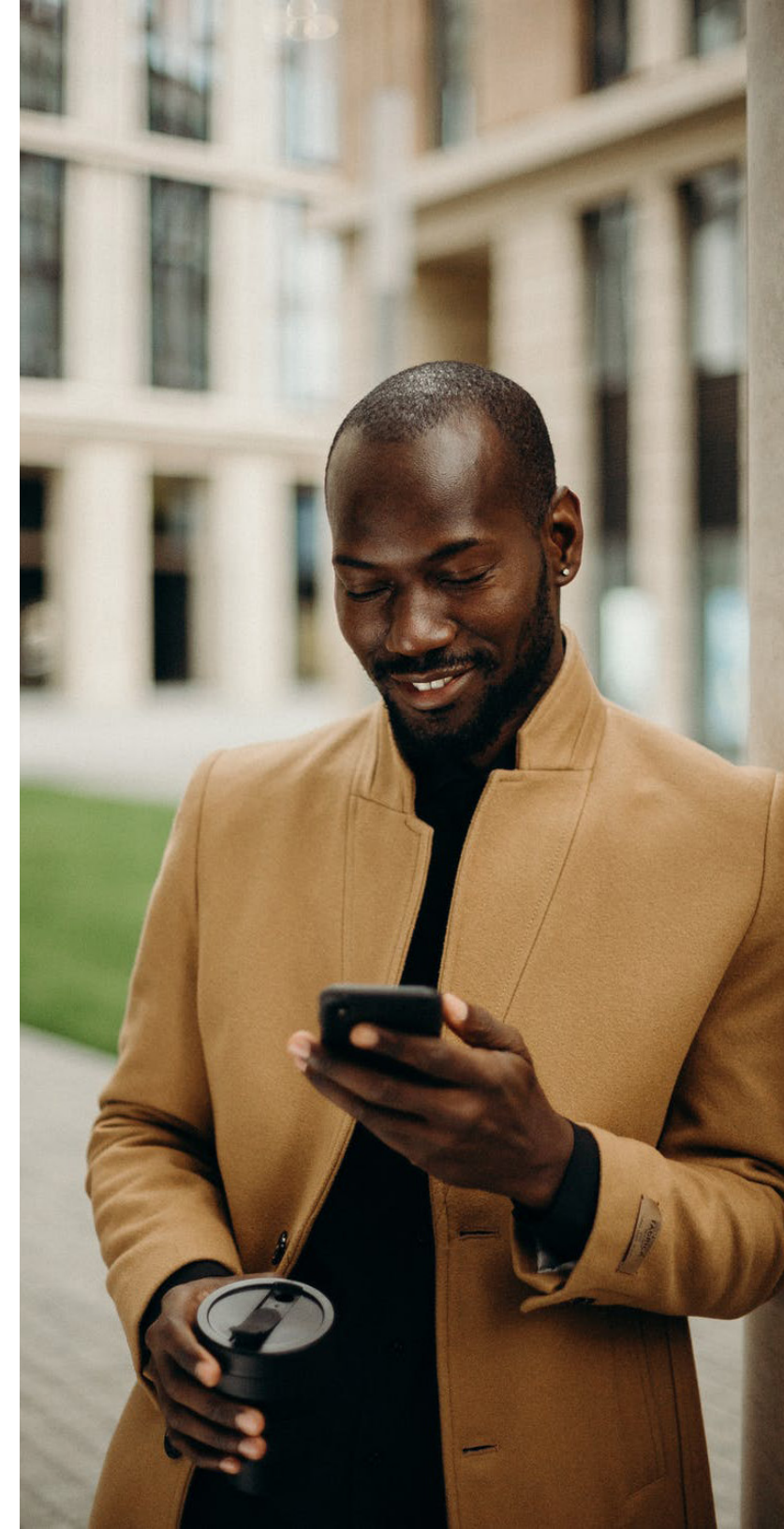
#3 Ensure a variety of authentication methods to make it easier for your employees to choose and MFA option that works for them.



#4 Evaluate your MFA Security on a regular basis.

The other concern that we're seeing, and what we're preparing for, is the potential for a lot more phishing attacks happening because of this pandemic – in fact, [they already are](#). Simply put, there is confusion right now – confusion about what's going on, confusion about what organizations need to do to protect their employees. Unfortunately, threat actors and hackers know there is confusion during this time, and they're using that confusion to their advantage and sending out phishing attacks. Products and solutions, like [Office 365 Advanced Threat Protection](#), is something you may also want to look at implementing fairly quickly, especially if you have employees dispersed due to remote working.

If you want to be able to control your devices outside of your office, products such as [Microsoft Intune](#) will be able to help you to control your work environment on handheld devices. At ProServeIT, we implemented [Intune](#), which allowed us to ensure that our corporate data is kept separate from personal data. In addition to that, Intune has the added benefit of ensuring Windows updates on Windows 8.1 or Windows 10 devices, and ensuring you have security and encryption in place for all corporate data while residing on personal devices. The good thing about Intune is its quick turnaround times to get implemented – [contact us](#) for more information.





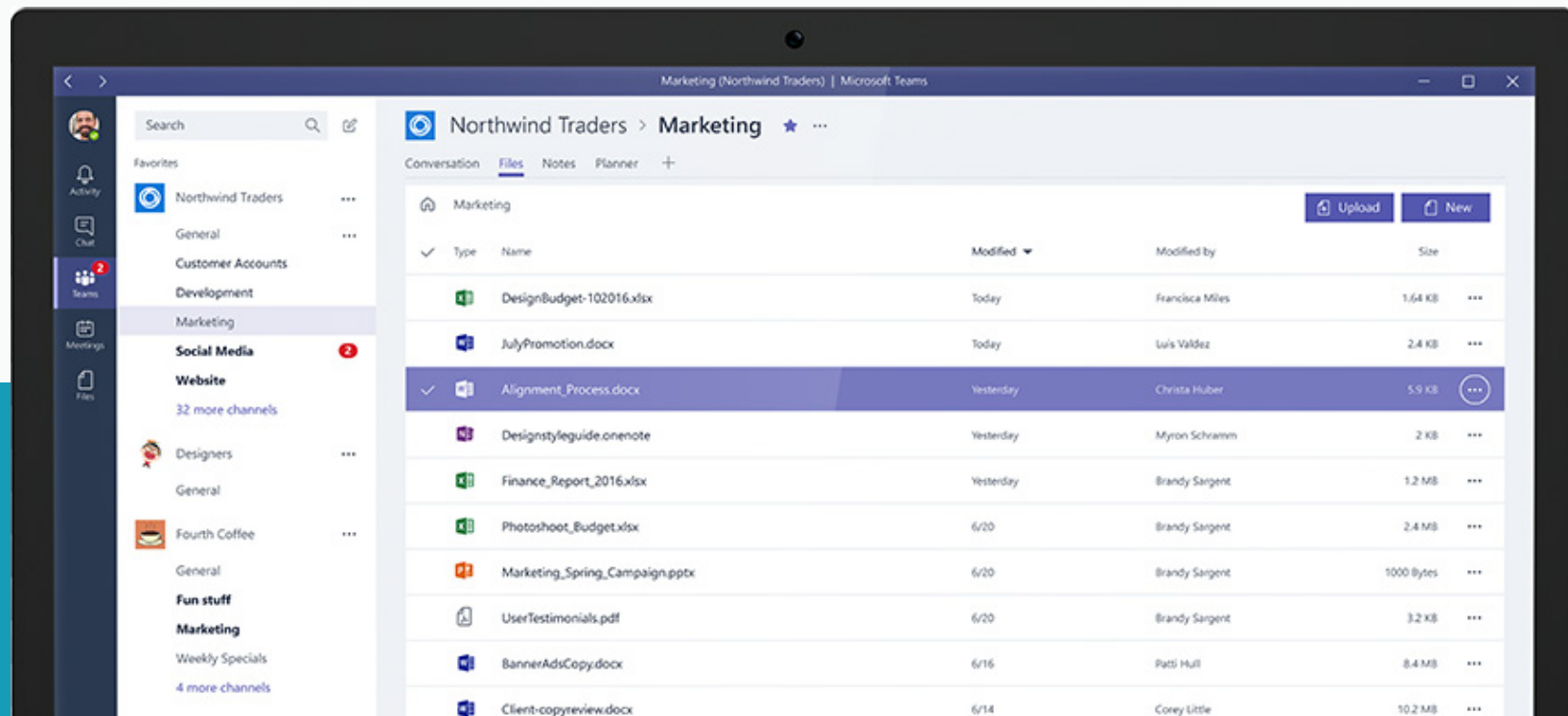
**Q2: With remote working being so prevalent, organizations are receiving meeting invitations via Teams, Zoom, GoToWebinar, Whereby, and other similar third party apps. Is there anything to be aware of when using them?**

Remote working has forced organizations to adapt and implement meeting apps like Teams, GoToWebinar, Zoom, and other reputable companies to help them stay connected. While there is absolutely nothing wrong with using these applications themselves (provided, of course, that they are in fact reputable companies), there is concern when you receive invitations from unknown sources.

If you receive an invitation from someone you don't know, and you're being asked to install a third-party application (even if that app is a well-known, and reputable one), it's very important to make sure that you have an antivirus product, like Office 365 Advanced Threat Protection, installed before downloading anything. Make sure that file is scanned first, and that no threats are detected before using it.

### Q3: Is Closed Captioning available through Teams, for those who are hard of hearing?

The simplified answer is yes, Closed Captioning is available for anyone who is hard of hearing, or having issues understanding or hearing colleagues in the Teams platform. For more information on how to turn on Closed Captioning, please check out this [Microsoft article](#).





#### Q4: Are there any recommendations around how to get employees who are working remotely to collaborate on documents?

Yes, of course. Document collaboration is one way to ensure that your employees can stay productive at work, and there are a number of great collaboration tools that organizations can utilize at this time.

At ProServeIT, we are a primarily Microsoft shop, and we're using the entire Microsoft Suite of services which includes [Microsoft Teams](#) – a very effective collaboration platform that our team is using to its full extent, including Enterprise Voice, IM and chat, and document collaboration and co-authoring. With Teams, you can drop documents right into Teams, and create different folders and structures in it, which allows you to control who has access to the content being shared. In addition to this, you can also integrate your own OneDrive or SharePoint document libraries into your Teams platform and get access to all your documents.

**This only takes a few simple clicks of the mouse to turn on, and you can easily start using it within a few minutes.**



# What do I need to co-author a document?



## A shared storage area

OneDrive, OneDrive for Business, SharePoint Online and SharePoint Server are shared storage areas which enable co-authoring.



## Apps that support co-authoring

Word and PowerPoint on all devices and versions more recent than Office 2010 support co-authoring. The Excel mobile apps and the latest version of Excel for Office 365 also support co-authoring.



## A co-authoring friendly document

Co-authoring is only supported on modern file formats including: .docx (Word), .pptx (PowerPoint), and .xlsx (Excel).



## Edit permissions for co-authors

All co-authors must have permission to access and edit the documents.

## Q5: We use Teams today, but we haven't figured out how more than one person can be in the same Excel file at the same time. Is this even possible?

Absolutely, it's possible! What's great about Office 365 and using SharePoint, OneDrive, or Teams, is that you have that ability to have multiple people collaborating on the same document at the same time.

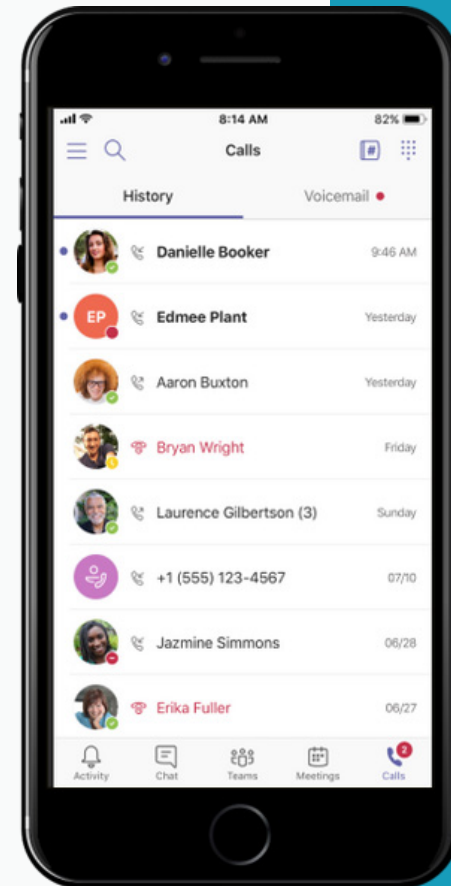
It's important to note that you need to make sure you have the right version of Office installed on your device in order for this to work. If you're using Office 2010 or later versions, co-authoring documents shouldn't be an issue. However, if you are using a version prior to Office 2010 (like Office 2007), you won't be able to utilize the co-authoring, document collaboration capabilities, even if you have saved the document in SharePoint. It's just not compatible. For more information, check out this [Microsoft article](#).

## Q6: Can you call landlines with Teams?

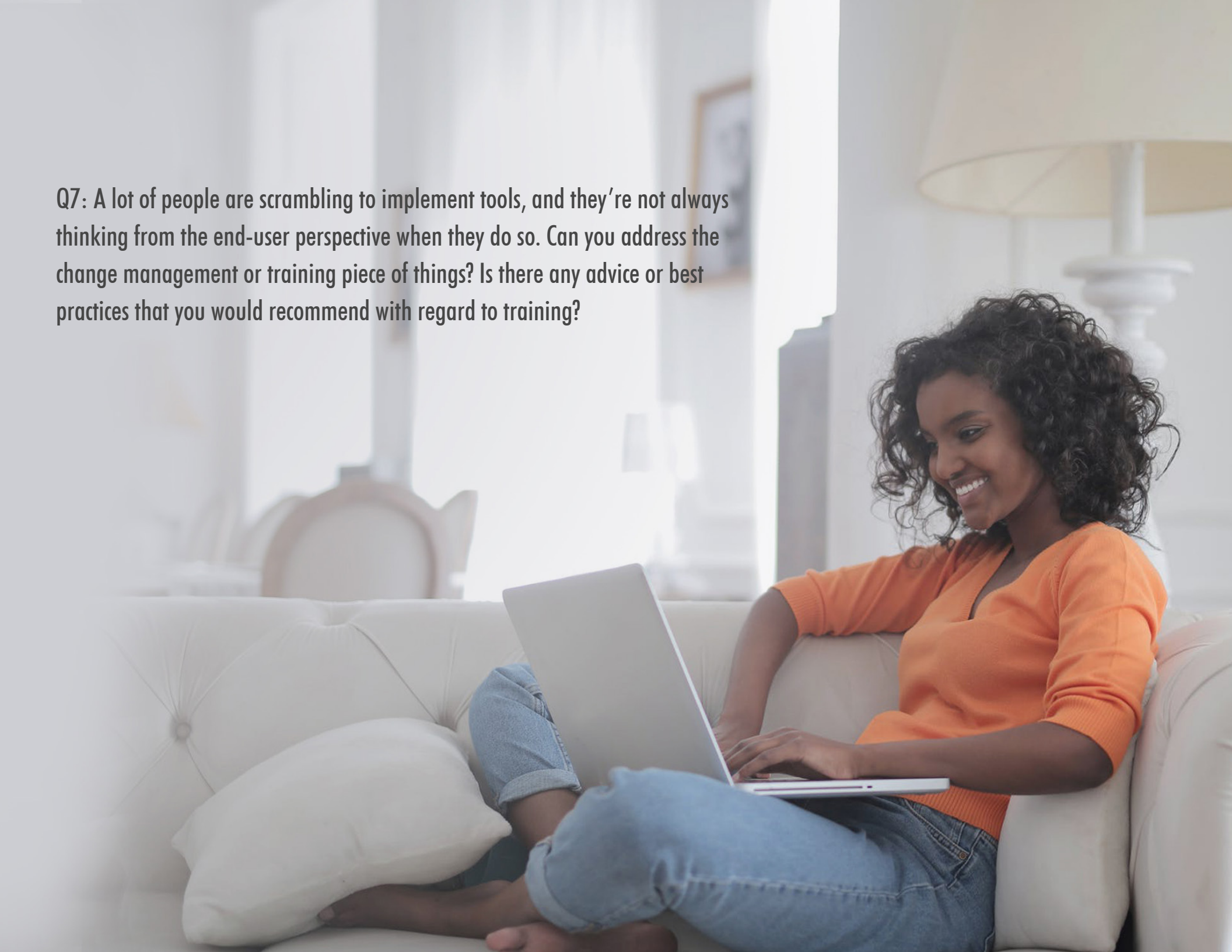
The simple answer is yes, with an asterisk. Yes, you can call a landline with Teams, however, you need to enable Enterprise Voice and ensure it is licensed appropriately through the user account before you can call landlines or outside lines.

Teams is a full-fledged telephony PBX system, so as soon as you turn on Enterprise Voice, you'll be able to integrate Teams with your existing phone system, or move away from that phone system and become fully-Teams enabled. This is something that ProServeIT did last year, migrating all of our phone numbers from our previous phone provider to Microsoft Teams, and using Microsoft Calling Plans to be able to make and receive all our calls via the Teams platform.

**If you'd like to see whether or not Teams would be a good solution for your telephony needs, please reach out to us at [cloud@proserveit.com](mailto:cloud@proserveit.com) and we can help you explore your options.**



**Q7: A lot of people are scrambling to implement tools, and they're not always thinking from the end-user perspective when they do so. Can you address the change management or training piece of things? Is there any advice or best practices that you would recommend with regard to training?**



When it comes to training, it is important to think about how these implementations are going to impact end users. One of the things that we've included, with regard to Teams specifically, as part of an offer that we've put together to help people implement Teams, is going through the platform with the admins and showing them some of the best practices that we recommend on how to enable Teams in their organization. For example, how to set up document libraries, how to enable permissions for who can set up Teams and channels, and things like that.

It is very important that you set up these tools and solutions correctly from the first time you use them, otherwise you'll get what's called "sprawl" – a messy situation where you don't always know who has access to what or when your employees are accessing your content. So, as part of our [Teams 48-hour Deployment offer](#) for new Teams customers, we'll help you set up Teams with this in mind, and ensure that you're not going to wind up with any messy situations later on.

With regard to training people on how to use these new tools, Microsoft has a number of help and how-to documents that they provide with their Office 365 subscriptions that are available through their [Office 365 Training Centre](#). Customers can use this link to see all the training documents and videos that are available, from learning the basics of SharePoint or Teams, to accessing [Quick Start Guides](#), to getting more out of your Office apps.

**In addition to this, ProServeIT has created a [Teams User Manual](#) page for remote workers who aren't as familiar with Microsoft Teams. On this page, we've provided a variety of content that can help walk new users through how to use Microsoft Teams.**



## Q8: What are some next steps that people can take? Are there any best practices or next steps that you would recommend?

We're also seeing a massive shift to work-from-home or remote working capabilities. Ultimately, at the end of the day, the ability to secure what organizations have in place will be paramount. Obviously, for most organizations (depending on the risk structure they're following), getting productivity up and moving is priority number one, but this should be closely followed by securing your data and devices.

We highly recommend that organizations should be thinking about the effects of what enabling a remote working environment does to their business, and what exposures are being introduced, based on the fact that they have several people working remotely. If people are using home PCs or their personal devices to access corporate data, and that wasn't being done before, that's a new risk being introduced into the business model.

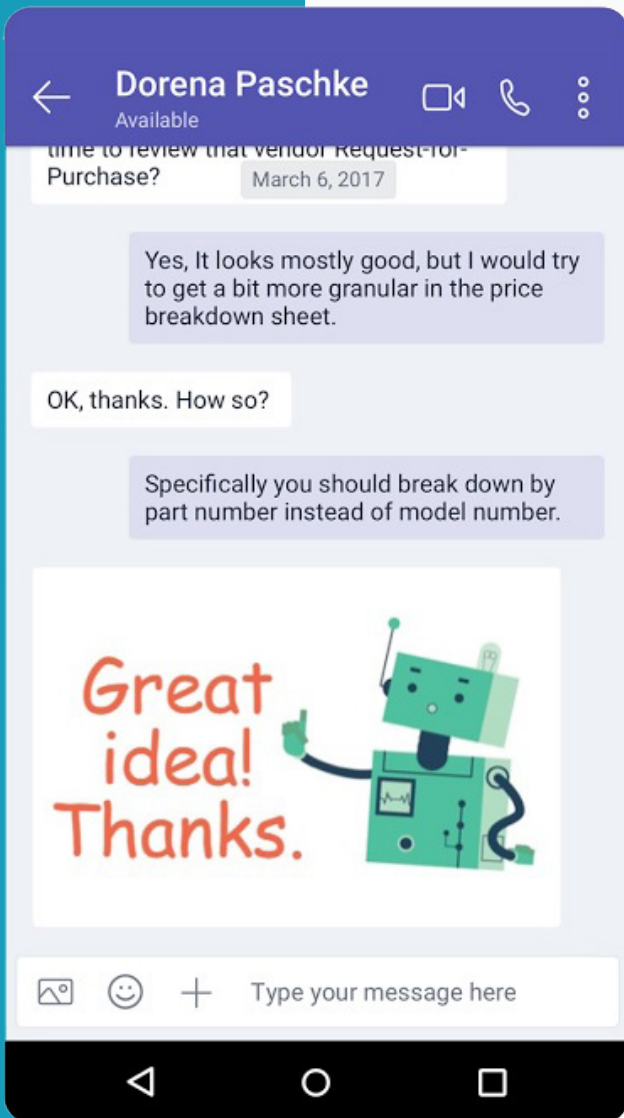
**At ProServeIT, we can help you to plan out what that looks like – [give us a shout](#), and we'll help you understand the various approaches that are open to you and our recommendations on how to secure your corporate data. We're entering into uncharted territory here, but we are committed to helping you during this difficult time.**



**One of the first things that people can do is to take part in our 5-minute [Remote Work Readiness Assessment](#) survey**, which would help them to understand how ready their organization is to move their employees to a remote working model. Once they've filled out that survey, they'll be matched with one of ProServeIT's Business Development Managers, who can then go ahead and help that person to understand what they can do to quickly and efficiently get their employees switched over to a remote working model.



**[Implement Teams](#) in your organization**, and ensuring that we're not only helping you move to Microsoft Teams, but also turning on the Voice component as well, so that you can use Teams for all of your communication and collaboration needs. As mentioned, Teams Enterprise Voice and Audio Conferencing can take your Teams use to the next level, and can provide you with a place where you can do voice and video calls, not only to those within your organizations, but to your customers, suppliers, partners, and other external users.



## Q9: What are your thoughts on using WhatsApp instead of Teams as a communication tool?

A9: We love WhatsApp! It's a great app for personal use – several of our team members use it every day to stay in touch with family and friends. But in terms of corporate governance, there is really no way to protect your data or your IP via WhatsApp, so it's probably better to look at a different solution that will protect your corporate data.

Teams has all these capabilities built-in, and helps people connect, not just from desktop or laptop, but from mobile devices as well. Teams provides a virtually identical experience, regardless of the device you're using, and all data is stored in a central repository that anyone in the company has access to, and can monitor if needed. At ProServeIT, we also have various policies in place to protect corporate data – conditional access, not allowing people to copy or transfer documents from the data repository to a personal device, and things like that.

**Q10: Is there a “raise hand” feature in Teams for larger calls?**

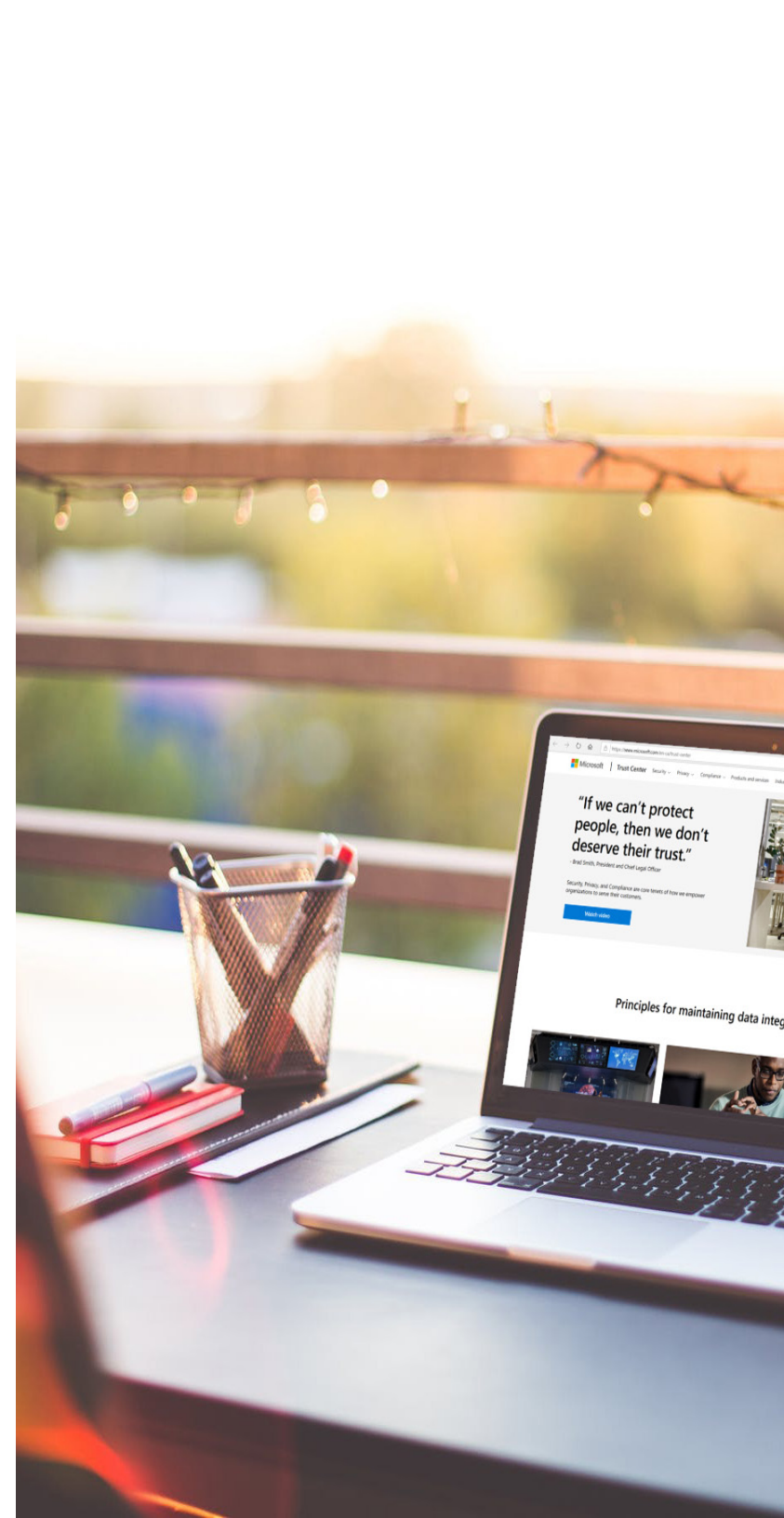
Not yet, however, it is part of Microsoft's future plans to include a “raise hand” feature during live streams. A simple way to mitigate large group calls in the meantime could be to ask questions in the chat window on the call, and the person chairing the meeting could control who asks those questions, when they're asked, and who gets to answer them. Chat features can be seen by everyone on the call, so others could also use the chat window to weigh in.





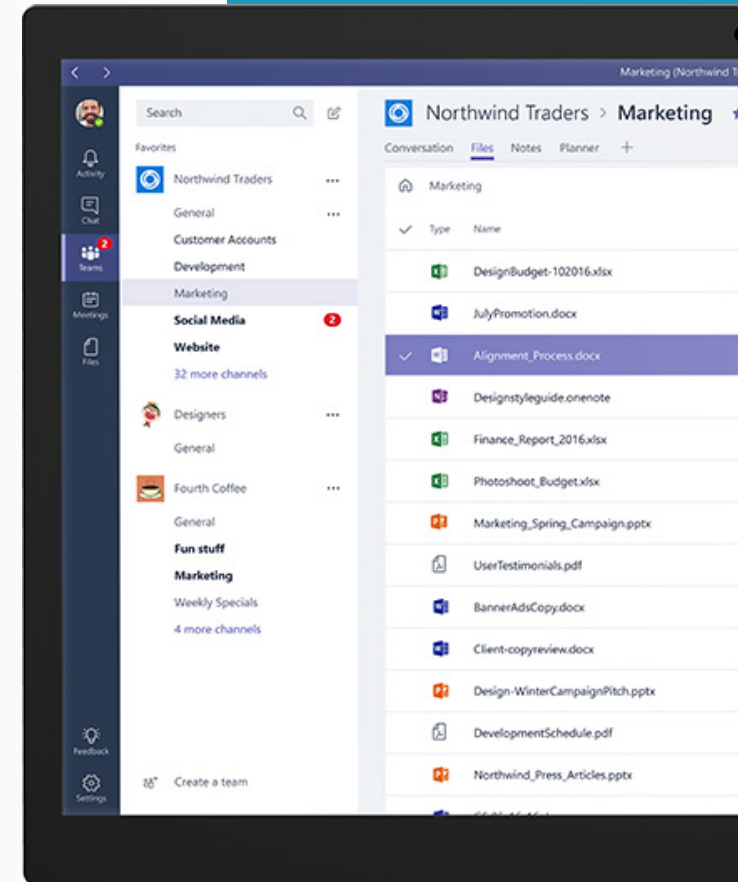
## Q11: Does Microsoft have online references to their built-in data redundancy features, like an SLA?

Yes, they do. The [Microsoft Trust Centre](#) has tons of data available for public consumption. In Canada, there are 2 Microsoft data centres – one in Ontario, and one in Quebec – to help support public- and private-sector organizations that are concerned about data sovereignty. These data centres add in-country data residency, failover, and disaster recovery for core customer data at rest. You can see [more information here](#).



## Q12: Can you add multiple teams within Microsoft Teams?

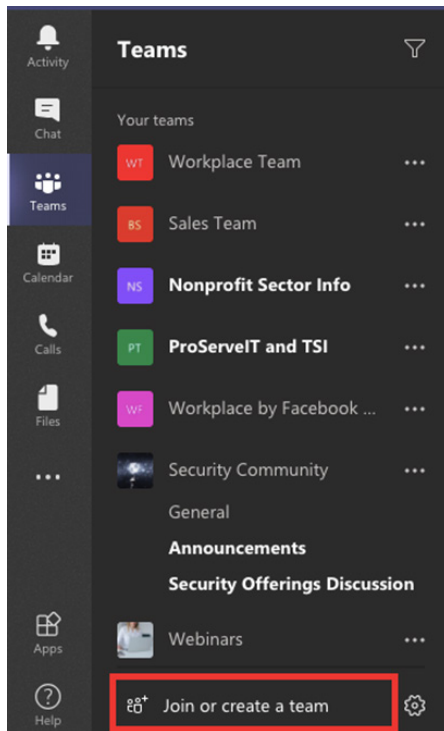
Absolutely, you can! The “Teams” tab in Microsoft Teams allows you to add as many teams as you need; for instance, setting up each department of your organization with their own team. However, at ProServeIT, we do recommend that you put some governance in place before just allowing everyone in your organization to create as many teams as they would like. Garbage in, garbage out, as they say!



Follow these 4 simple steps to create a team:

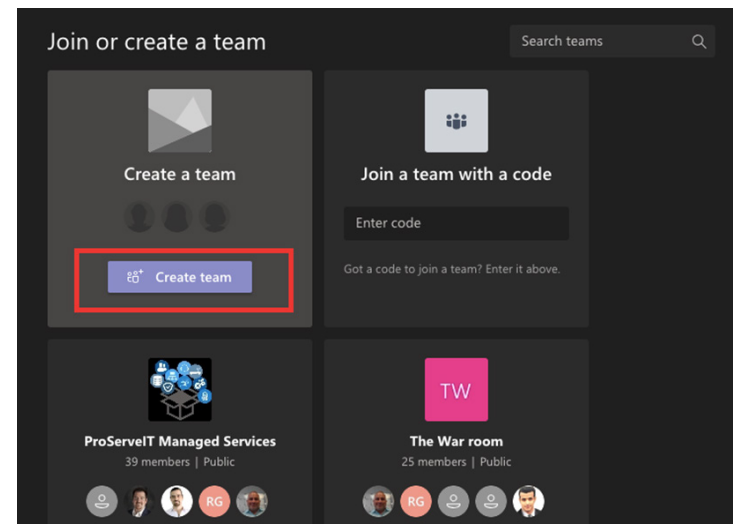
From the Teams tab, click on "Join or Create a Team" at the bottom of the window.

1



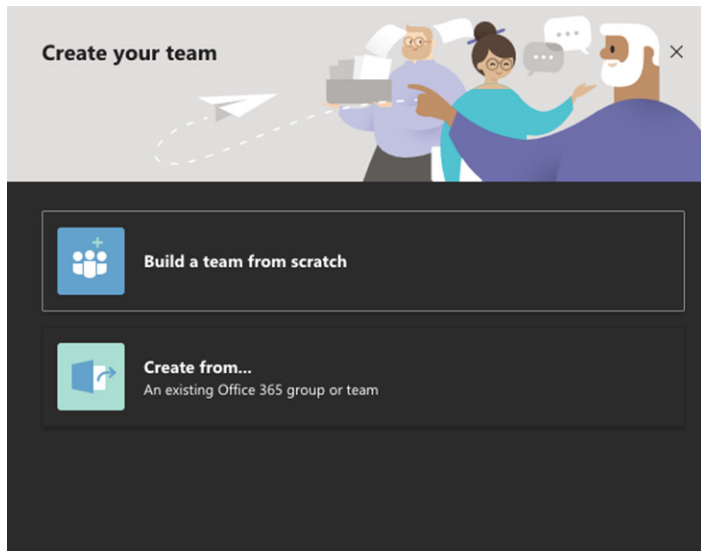
2

Hover over the "Create Team" and look for the purple "Create Team" button. Click it.



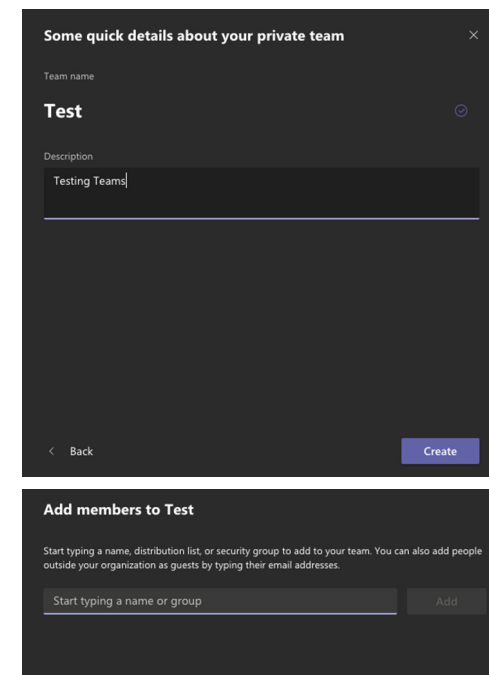
Decide if you're going to build a team from scratch, or if you want to create a team based on a previous team that has already been created. If you choose the second option, this will create a new team with the same parameters as the already-created one (so, the same settings and contacts chosen, the same permissions set, etc.). Click it.

3



4a

a. If you decide to create a team from scratch, select if you want the team to be public (everyone in your organization has access to it and can join this team), or private (people who want to be part of this team need to be invited to join). Then, give your team a name and a description, and click the purple "create" button! Once the team has been created, you will have the chance to add members to the team – start typing their name into the box, then click "Add".



4b

b. If you decide to create a team from an existing Office 365 group or team, select where you want to pull your team from, then choose the group or team that you want to clone from the list that pops up. Create a new Team Name for the group, change the description and privacy settings accordingly, then click "create". Once the new team has been created, you can choose to add new (additional) members to the team from the next screen.

**You are using "Health & Safety @ PSIT" as a template for a new team** ×

Team name

**New Health & Safety Group - TEST** ✓

Description

Showcasing how to use a previous group to create a new version - this is a test only!

Privacy

Private - Only team owners can add members ▾

**Choose what you'd like to include from the original team**

Messages, files and content won't be copied. You'll need to set up tabs and connectors again.

Channels  Apps

< Back Create

**Add members to New Health & Safety Group - TEST**

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.

Start typing a name or group Add

**Q13: As part of your security recommendations, you mentioned that we should move to Windows 10 to keep ourselves more secure. We have purchased an extended security updates for Windows 7 to delay this transition to Windows 10 until year's end. Are we at risk?**

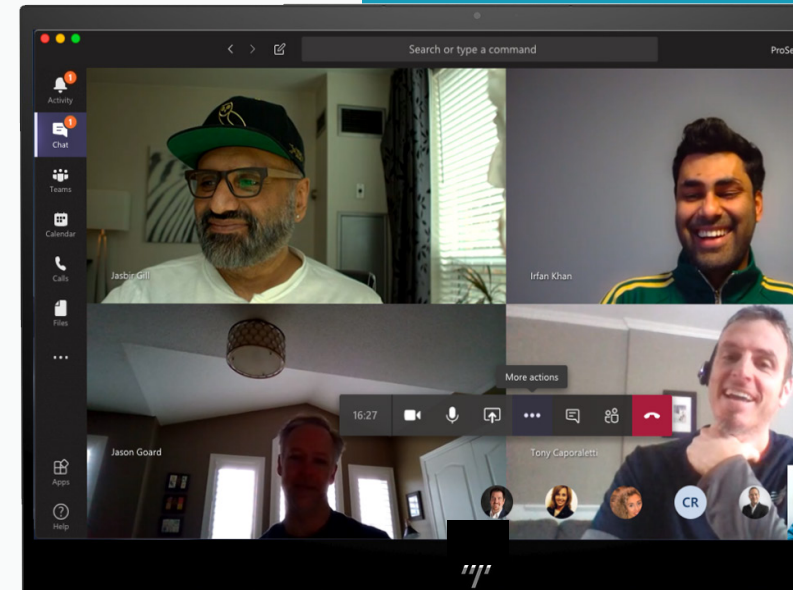
No. If you have purchased Extended Security Updates, you are covered until the end of the year. To learn more about Windows 7 ESU and see other FAQs, check out this [Microsoft support](#) document.



## Q14: How do you keep people engaged and happy? Are there some teamwork apps, or something that could potentially assist with keeping people engaged and happy while they are remote working?

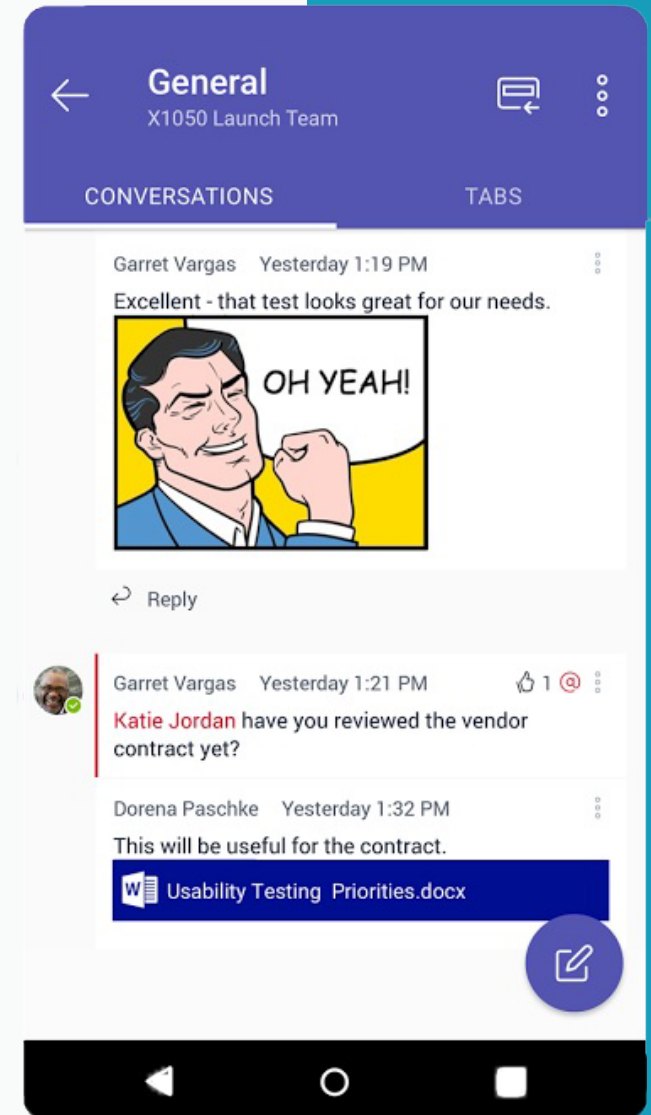
This is a very good question, especially during this time of social distancing! To answer it, let's take a look at a few things that ProServeIT has implemented, in an effort to keep our remote workers engaged.

First, our President, Eric, implemented "Social Time" – a standing half-hour Microsoft Teams meeting at 5pm that anybody in the company can join and just talk about some of the personal things we're doing during COVID-19. For instance, this standing call allows us a space to share stories about what we're doing to keep ourselves occupied while self-isolating, discuss issues we're having, things we're struggling with, or things that we've found has helped to alleviate loneliness and anxiety. We talk about movies or shows we're watching, how our kids or animals are coping with our enforced social distancing, share tips and tricks on keeping healthy and active, and much more.



For us, Teams provides a platform where, not only are we able to talk and text, but we can also utilize the video function to be able to interact face-to-face with our colleagues and coworkers. So, the second thing that ProServeIT has done is to move most of our meetings to video meetings. This face-to-face interaction has allowed us to feel more connected to our colleagues, and these interactions have been an important part of keeping employees engaged and happy and addressing mental health concerns as well.

In addition to this, Teams also provides the document collaboration and co-authoring capabilities that we, as an organization with offices around the globe, and a number of our workforce choosing to remote work, heavily rely on. As mentioned above, ProServeIT is a Microsoft shop, so we are utilizing Teams, SharePoint, OneNote, OneDrive, and other Office 365 built-in document collaboration and document co-authoring tools to ensure that we are able to view, open, and work on documents at the same time.





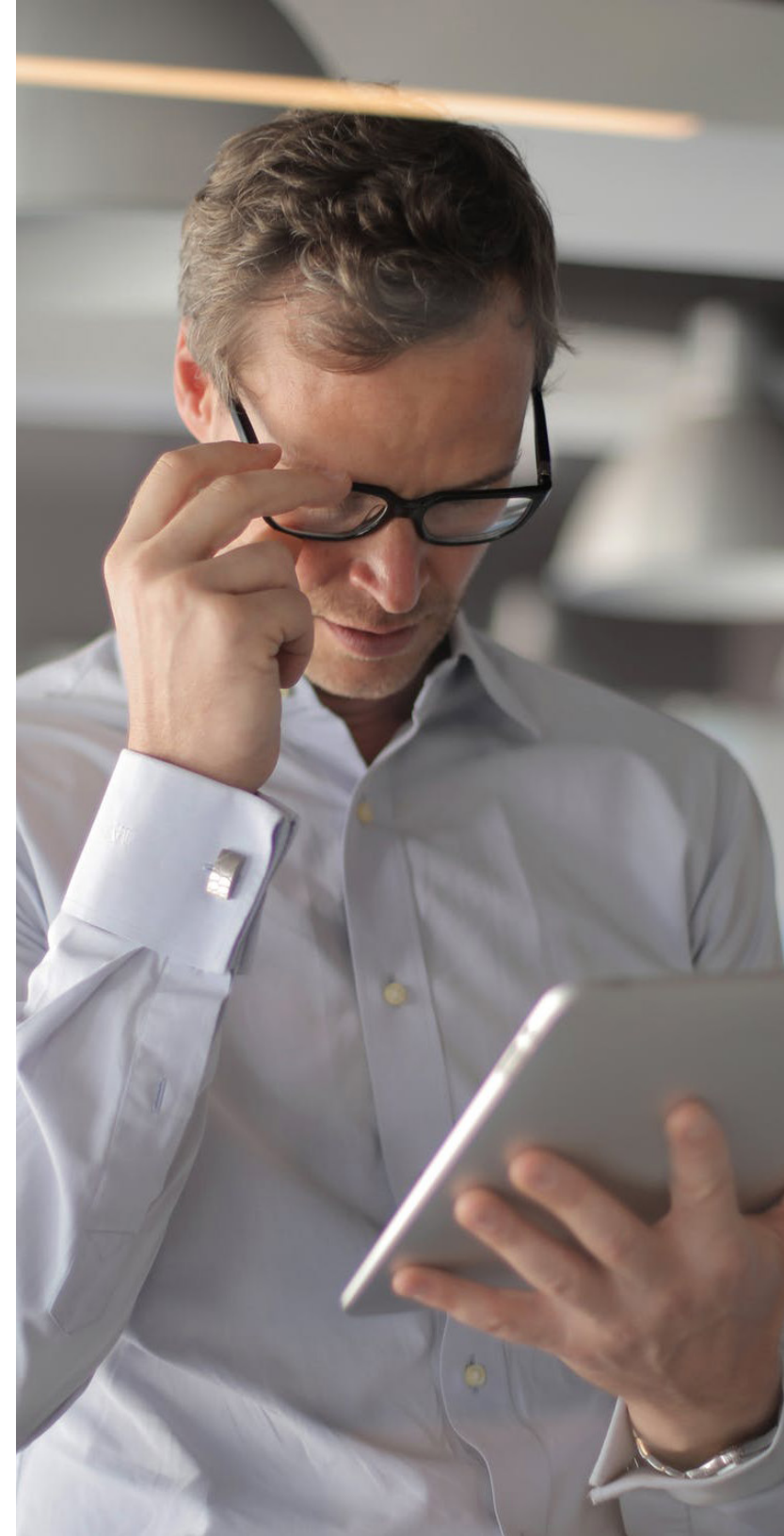
# HELPING THOSE WHO ARE REMOTE WORKING

We have entered unprecedented times, and at ProServeIT, we completely understand how tough it is on organizations who are scrambling to try and find ways to meet remote working demands for their workers. We want you to know that you're not alone – we're here to help!

As mentioned above, ProServeIT's recent [Remote Working 101](#) and [Remote Working 102](#) webinars were a chance for us to showcase some of the ways that we, at ProServeIT, have set ourselves up for remote working success! Check out both of these webinars on-demand to pick up tips and tricks on how you can do the same.

In addition to these webinars (and our Remote Working 103 webinar for IT professionals on utilizing Windows Virtual Desktop as a potential solution), ProServeIT has put together several [COVID-19 Resources](#) for organizations who are requiring a shift in the way they do things. On this page, you'll see several potential solutions, such as our [Microsoft Teams User Manual for Remote Workers](#), or our [48-Hour Accelerated Teams Deployment](#) for new users.

If you're still not finding what you're looking for, [give us a shout](#). We're here for you.





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