**COVID-19 Technology Guidance**

This page is a resource for JCCA employees working remotely. To create a successful remote work environment, please read through the information below and consult with your supervisor or IT as necessary.

**Can I obtain a mobile computer if I don’t already have one?**

All requests for new equipment\* (including chargers, keyboards, etc.) for COVID-19 telework will be centrally managed and prioritized. We already have an inventory of staff requiring technology solutions for remote work. You may also submit a ticket to our [Help Desk](https://support.jccany.org/support/home) here.

*\*Supplies are limited. IT is working to secure needed equipment and will provide updates on a rolling basis.*

**If I don’t have a JCCA-issued tablet or laptop, can I connect to my office computer from my personal** **home** **computer?**

If your home computer meets requirements and your supervisor has approved, the IT Department may be able to configure remote access to your office PC. To request this access, please have your supervisor submit a ticket to our [Help Desk](https://support.jccany.org/support/home).

**Is my home’s internet connection fast enough for me to work remotely?**

You’ll need a robust internet connection to work from home. To get started with your internet speed test, connect your JCCA device to your home’s internet using WiFi or a wired connection directly to your modem/router. Visit [www.speedtest.net](https://www.speedtest.net/) and conduct the test. 10-20 Mbps upload and download speeds are considered fast enough for typical work activities.

**How do I connect to JCCA’s Virtual Private Network (VPN)?**

You should always connect to a known, password-protected home or office WiFi network when using your device. Do not connect to public or unsecured networks.

Please refer to the [Connecting to VPN using an Agency issued device](https://support.jccany.org/support/solutions/articles/3000045712-how-to-connect-your-jcca-tablet-or-laptop-using-a-vpn) knowledgebase article for steps to connect to VPN.

**How do I sign documents digitally without printing, signing, and scanning?**

You can sign PDF documents digitally using Adobe Acrobat Reader, which is installed in all JCCA-issued devices. [Click here](https://support.jccany.org/support/solutions/articles/3000046485-how-to-use-adobe-acrobat-reader-dc-to-sign-documents-electronically) to refer to the knowledgebase article that contains the instructions.

**What Apps are approved for client contact?**

Although guidance from authorities state that HIPAA rules are “relaxed” during the COVID-19 state of emergency, this does not absolve JCCA from protecting client information. **We need all providers to take steps to reasonably ensure privacy during all client and provider interactions.** Not following privacy protection guidelines could lead to a data breach which would negatively impact JCCA and its clients.

Please see approved apps and guidelines on use below. Our focus has been on providing Wi-Fi platforms that maintain privacy standards.

**FOR ALL PROVIDERS**

|  |  |  |  |
| --- | --- | --- | --- |
| **C:\Users\garaya\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\82BAEA8A.tmp** | **Apple FaceTime** | iPhone only |  |
|  | **WhatsApp Messenger** *Has chat, voice, & video capability* | iPhone, Android |  |
| **C:\Users\garaya\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\D307921C.tmp** | **Skype for Business** | iPhone, Android, Windows, Mac OS |  |

**FOR PRESCRIBED TELEHEALTH\* PROVIDERS ONLY**

|  |  |  |  |
| --- | --- | --- | --- |
| **C:\Users\garaya\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\153738FF.tmp** | **Zoom for Healthcare** | Apple, Android, Windows, Mac OS |  |

\*Telehealth Services include assessment, diagnosis, consultation, treatment, education, care management and/or self-management*.* Please refer to, and become familiar with, Telehealth Policies and Procedures provided by your manager before using the communication tools listed above for providing a remote telehealth session.

**HOW TO ACCESS**

You should be able to download the above approved apps directly onto your JCCA-issued phone from either:



*Apple App Store JCCA Company Portal*

**GUIDELINES FOR USE**

* ***DO NOT*** *connect to public Wi-Fi networks with or without a password option (i.e. airports, coffee shops, malls, restaurants, and hotels)*
* ***DO NOT*** *use public-facing apps or group chats (i.e. Facebook & Instagram Live, Twitch, & TikTok), where people other than client/provider could view, read, or store messages.*
* ***DO*** *obtain informed consent from client before session begins*
* ***DO*** *conduct telehealth sessions in a private room (both provider and client)*
* ***DO*** *protect your device (cell phone or tablet) with a passcode*
* ***DO*** *connect only to password protected home Wi-Fi networks*
* ***DO*** *report lost or stolen phones immediately to the IT Department using the* [*Help Desk*](https://support.jccany.org/support/home)

**How do I communicate with clients via phone and TXT if I don’t have a JCCA-issued cell phone?**

* **PREFIX**:                 Dial \*67 to block your number before you dial the number you are calling. If clients are not accepting blocked calls use the next option.
* **PHONE APP**:       [**Talkatone**](https://apps.apple.com/app/id397648381)

Use this free app to register for a NY-area number to make and receive calls, as well and send and receive text messages, from your personal phone without using your own phone number. Phone calls and text messages are completed through your phone’s internet connection, so it does not use your phone line. The free app is supported by ads, so please ignore them.

**App Install Instructions**

1. Download and install the Talkatone app on your personal smartphone from the Apple App Store (iPhones) or Google Play Store (Android phones).
2. Then, [click here](https://www.instagram.com/p/BGFei3KgLZN/) to watch a quick video on how to register for a free account.
3. Open the app and repeat the steps from the video. Use your JCCA email address to register.
4. Connect your phone to your home’s Wi-Fi network so that you do not use your data plan.
5. Open the Talkatone app. Select the keypad to dial your client’s phone number. Select the messages option to send a text message.
6. Share this number with your clients so that they can call and text you on your new number.

**What Communications Tool Should I Use for Tele & Video Conferencing?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | |  |
|  | **Number of Participants** | | |
|  | 1 - 6 | 7 - 25 | 25+ |
| **For Phone Conference** | Dedicated Department Specific Conference Lines\* | | |
| **For Video Conference** | Microsoft Teams or Skype for Business | Microsoft Teams | Contact IT |
| **For Screen Sharing** | Microsoft Teams or Skype for Business | Microsoft Teams | |

*\*The IT Department provided each Senior Leadership Team (SLT) Member a dedicated number for their department and program to use for team meetings. If additional numbers are needed for smaller teams, directors should request them through the* [*Help Desk*](https://support.jccany.org/support/home)*.*

Microsoft Teams is a powerful collaboration tool. It has built-in features to keep you connected to your team with tools like audio & video calling, chat, and screen sharing. On-demand meetings can be created quickly within Teams or Microsoft Outlook. Your calendar and contacts are synchronized so Teams becomes an extension of your email client.

Please refer to [Using Microsoft Teams for Virtual Meetings](https://support.jccany.org/support/solutions/articles/3000045727-use-microsoft-teams-to-hold-online-video-meetings-or-audio-calls) to get started.

Here are some additional training resources:

* [Getting Started with Microsoft Teams](https://microsoftteams.eventbuilder.com/Getting%20Started%20with%20Microsoft%20Teams)
* [Master working from home with Microsoft Teams](https://microsoftteams.eventbuilder.com/TeamsWFH)

**What if I don’t have a stable internet connection at home?**

You'll need to have an internet connection that is stable and fast enough to support your use of JCCA online and VPN services. A cellular hotspot is not a recommended solution.

**Can I check my office voicemail from outside the office?**

Yes, remote voicemail access is available for each of the JCCA locations as follows:  
Pleasantville: 914-773-6999  
Wall Street: 212-558-9952  
BX - E149th St: 347-293-4199  
BX - 555 Bergen Ave: 347-284-1999  
Brooklyn: 718-758-7875

At the prompt, enter your extension followed by # sign. Then, enter your voicemail password.

**What if I have other questions?**

* Check out teleworking resources at the [JCCA Help Desk Self-Service Knowledgebase](https://support.jccany.org/support/solutions)
* **From an Agency office:**                                             Dial 4357 (HELP) from any Avaya desk phone
* **From outside the Agency:**                                        Dial (888) 522-2832 (JCCA-TECH)
* **Submit a ticket through our Support Portal:**        <http://support.jccany.org/support/home>

For future reference, a consolidated and updated version of technology resources is available under Other Resources, on the [COVID-19 Preparedness at JCCA](https://my.jccany.org/covid-19-preparedness-at-jcca/) page.