



Work From Home Information Sheet

Requirements

- You will need a separate working computer at home running Windows 10
 - Exceptions are if you currently are enabled to work from home with a company provided device
 - QuickBooks will not run on a VPN and requires a working system at the office
- Your home computer must be fully up to date with all Windows updates
- If you are accessing a terminal server, you need to download and install Java
<https://www.java.com/en/download/win10.jsp>
- You will need a stable wired network connection between your home computer and your router
- You will need an internet provider with sufficient speed. 10mbit download and 1mbit upload is a minimum. You can check your speed at: <https://www.fast.com/>
- You must have an Android or iOS based phone with the Google Authenticator App Installed

Capabilities

- When connected via the remote tools, you will be operating as if you are in front of your computer in the office

Limitations

- Sound doesn't always come across and can require separate configurations and has no guarantee of working properly.
- Tools that require graphics acceleration, such as video rendering or video streaming service may not operate normally.
- Not all systems will support dual monitors simultaneously, but the tool will let you switch from one monitor to the other

Support Provided

- Stream IT has remote access tools available to connect to you work PC if the above requirements are met and we can get you set up quickly to use these tools from your home PC
- Stream IT cannot troubleshoot home network issues due to the large variance in configurations and equipment hardware brands.
- Stream IT cannot troubleshoot issues with your home PC

Enabling Remote Access

- Write in an email to support@streamit.net with your manager CC'd to approve the request, your email address, and the computer(s) you need access to
- If adding more than two people to remote access, we ask you submit a support ticket with an excel sheet containing the following:
 - Staff member name, email address, name(s) of computers access is needed
 - We strongly advise against using personal email addresses

Suggested Equipment

- We suggest the ASUS Gaming Routers for best home performance.
- ASUS Support can assist with home network setup



- Routers and wireless access points have a useful life of around 4 to 5 years