

# Lessons learned while remote working

## Sometimes we have to use Zscaler VPN with Outlook.

Use Office 365 to access Outlook either with the desktop app on your computer or by logging into portal.office.com for the browser web app. You must connect to Zscaler Secure VPN for the desktop app to work.

## Don't let your reply get lost in the clutter.

Remember to use the Reply link under the conversation in Microsoft Teams. If you type your reply in the field at the bottom of the page, you start a new, separate conversation thread that will not stay with your intended conversation, and others will not be notified.

## Control what you say and hear in Teams meetings.

To reduce background noise in a virtual meeting, mute your microphone when not talking. Remember to turn it back on when you need to speak. If your mic picks up feedback from your speakers, use headphones instead to cut out the echo. Personalize your background by using a [virtual background template](#).

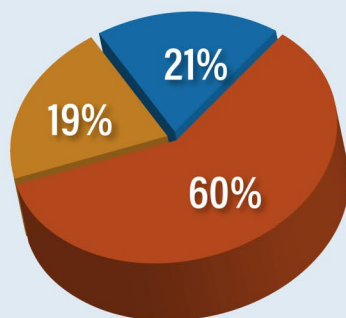
## Plan for virtual emergencies.

During a storm, power can be disrupted at any time. In inclement weather, save your work more often, especially if your program isn't saving automatically in the cloud. When running a meeting, install the platform on your phone to quickly reconnect if your Wi-Fi goes down.

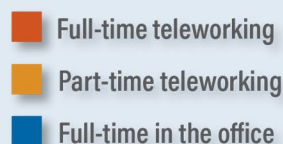
## Supervisors – overcommunicate with your employees.

Keep employees informed about all [telework policies, tips and tools](#). Involve them in regular communications through daily Teams calls, culture clubs, retreats and newsletters so they all understand their roles as active partners in our collective mission.

## Look, we're doing it!



## Work Status of OMES Employees



**Thank you, from us to you:** OMES thanks you for your support in realigning your expectations, interacting differently, being open to change and being flexible with your schedules through the COVID-19 pandemic.



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