

# Frequently Asked Questions:

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## **Q: Will King County provide a computer I can use while teleworking?**

A: No, you will need to use your personal home computer and remember, do not store any King County documents on your personal computer. Save files in your network folders.

## **Q: Can I bring office supplies home for teleworking?**

A: Yes, you may bring home the supplies you need to do your daily work activities, within reason. Check with your supervisor if you have questions.

## **Q: What if I need to go to an off-site meeting on a telework day?**

A: As soon as you know about the meeting, talk with your supervisor to learn about your department's policy on whether you should use a King County car or track the mileage on your own car. Depending on the situation, you would reserve a King County car (by filling out **this form** in advance) and take it home the day before or you would track the mileage on your personal car and be reimbursed.

## **Q: Can I email myself the files I need to work on to my personal email address?**

A: No, sending emails to your personal email account is not a secure way to send files. Connect via Anyconnect VPN, Outlook Web Access or log into your OneDrive to get to the documents you need.

## **Q: What if I have technical problems while working from home?**

A: When you first begin teleworking, make sure to test your set up prior to your first telework day so you can iron out any problems in advance. If you suddenly run into problems, then your best option is to **call** the IT helpdesk at **(206)263-4357**. You should be in front of the computer you use to telework if you are calling the help desk for support. If you submit the help ticket electronically, then the help desk may not be able to follow up until the next day, which likely will not be a telework day.

## **Q: What if my internet connection goes out while I am telecommuting?**

A: If possible, you should bring home work that you can do off-line in the event that you have technical problems. Otherwise, you will have to either come into the office or take leave for the day.

**Q: Can I telework from a coffee shop or the library?**

A: It is not recommended because the internet is not secure in a public place. Talk with your supervisor for further guidance.

**Q: Will King County pay for my internet use or my personal cell phone use while I am teleworking?**

A: No, you are agreeing to use your personal cell phone and internet connection when you agree to telework.

**Q: As a supervisor how do I know my employee is actually working while they are at home?**

A: Supervisors discover that they are better able to monitor the work by shifting the focus from how much work the employee looks like he or she is accomplishing to how much actually is accomplished. By focusing on the work product instead of the work activity, many supervisors find they are better able to communicate clear expectations to their employees. When supervisors and telework employees agree on job expectations, it often leads to increases in employee productivity and job satisfaction. Many supervisors already use this method of management by results.

**Q: As an employee I am worried that my supervisor will not value the work that I accomplish while at home.**

A: You would not have been approved for teleworking if your supervisor did not think you were a good candidate to work independently and productively at home. Continue to check in with your supervisor about work tasks or accomplishments if you still believe there is a knowledge gap.

**Q: What if I cannot get ahold of my employee when I need to?**

A: If your employee's VPN, Skype and phone forwarding is set up properly, there should be no more challenges getting ahold of your employee when they are at home then if they were in the office. If these items are not set up correctly, then that is an opportunity for a conversation about how the employee should set up his/her computer to ensure availability. Also, remember that they may be in a meeting or on the phone, as they would be when they are in the office.

**Q: What if I cannot get ahold of my co-workers or supervisor while teleworking?**

A: If your VPN, Skype and phone forwarding is set up properly, there should be no more challenges getting ahold of your co-workers and supervisor when you are at home then if you were in the office.

**Q: Will teleworking cause more work for my coworkers?**

A: No, if workload is properly communicated ahead of time, it will not have any effect on your coworkers. Supervisors and telework employees should agree on the telework employee's work products. The telework employee and supervisor should determine the anticipated resources for the teleworking period and determine how the telework employee will manage his or her normal office duties without burdening coworkers.

**Q: Will managing a teleworking employee cause more work for me?**

A: Managing teleworking employees may require more communication of the work product and expectations but that is not a bad thing. One of the extra benefits of flexible work options is that it encourages management by task and objective. Many managers have found that the increase in quality communication with employees has reduced their workload over time. Reduced interaction with coworkers also forces communications to be more direct and business-like.

**Q: What if there is a work emergency?**

A: Your manager may ask you to come to the office, if your presence is needed.

**Q: If I let one employee telework, will everyone want to telework?**

A: No, research shows that only about 20% of employees wish they could telework, either because their job is not suited for telework or because they prefer to work in the office.

**Q: What is the protocol for attending on site meetings in person?**

A: If your manager schedules a hands-on meeting, you may be required to come in to the office on a scheduled telework day.