

**Given the recommendations being provided by W.H.O and local health authorities, we encourage everyone to plan for moving their staff to a remote workforce where everyone works from home.**

IntelliComp will be following these recommendations ourselves, limiting in-office staff and restricting all onsite visits to critical infrastructure down situations only. Any existing projects that rely on a hard deadline will continue, anything that can be delayed will be rescheduled. All new projects will be backed up behind the existing project load and will be addressed in the order they are received.

All existing and future tickets dealing with repairs or systems down will be handled first. Any tickets dealing with a change or adding something new will be moved further down the list to accommodate urgent situations first. To help you with setting up your remote workforce IntelliComp has two options for your employees to work remotely. The tiers listed below are regarding how quickly we can complete the setup for you.

- **Fast Tier:** This secure remote access method uses verified ConnectWise Control software and is the same system IntelliComp technicians use when accessing your computers. **INSTRUCTIONS WILL BE PROVIDED UPON REQUEST ON HOW TO USE THE SOFTWARE.** Accounts must be created by IntelliComp prior to your users being able to use this method, you will be required to provide a list of users who need access; the list will need to have their FirstName, LastName, EmailAddress, and the Computer names they need access to. We can provide a list of all computers for your site upon request with the username of the last person who logged in (if available) to make this task easier; however, we will be unable to assist in identifying users' specific computers. **IN THE EVENT YOU REQUIRE ASSISTANCE IDENTIFYING THE USERS COMPUTERS IT WILL LOWER THE PRIORITIZATION OF YOUR REQUEST AS THIS IS VERY TIME INTENSIVE.** We are working with a small window of time to get this done for **all** our customers and we must be efficient. Additionally, the labor involved in identifying these machines will be billable.
- **Slow Tier:** Some customers may have existing remote access methods in place, in the event you want to utilize this for additional users, labor for configuring and assisting the users will be billable as with any other project, and again these requests will be handled at a lower priority than the fast tier.

Please note, remote access provided by IntelliComp (Fast Tier) is only available for your work machines that are covered by the IntelliCare Contract. This access comes with no guarantee for any "additional features" like Remote Printing, Clipboard Sync, and File Sharing.

If you have no existing remote access method and want to have one setup other than the above Fast Tier then this will be a project that will need to be scoped, quoted, and scheduled as a normal project priority (see the above about the freeze on the project queue).

During this time of crisis IntelliComp will be operating in **EMERGENCY RESPONSE MODE** assisting all of our clients in establishing methods for allowing business to continue throughout this period. All requests unrelated to COVID-19 will be deprioritized unless it's regarding a significant outage or a business-critical situation.