

1. Should all my employees be working on their cloud based EMR from home only via VPN?

*Cloud-based EMRs' use secure encryption through their login process. If your Provider is providing a web portal, they're already applying encryption.*

2. How much added security does a VPN offer on home WiFi? Is that something I need to be looking into, or is changing the password every 90 days enough?

*If you need to access a server at your Office, a VPN is a secure tool to use to access that server on an appropriate network. This will encrypt and protect against anyone trying to intercept that connection.*

3. Is it better to connect to the cloud based EHR from say a library or a coffee shop workspace via VPN or on the library/coffee shop network?

4. How do I ensure that my WIFI is secure?

*The first thing to check is that if you go to log-in to your WIFI network, does it require you to put in a password. If it doesn't or says "WIFI Open", it is considered an open network and has a higher probability of being exploited. Another way to check if your WIFI network is secure is to click on the WIFI icon in the bottom right-hand part of your computer screen and it should say "Secured" under or next to the WIFI designated name. If it does not say that, then it is considered "open" or unsecured. Please check this immediately.*

5. Are there risks associated with sending emails between my personal and work emails?

*With any email, there is an opportunity for risk. The biggest risk with personal emails is that you don't recognize that is someone in your Organization. It is easy to make an email look similar to your personal email without it being your actual email to performing a phishing scheme. It is an appropriate policy to use your business email for all business-related purposes.*

6. How do we install Microsoft Teams?

*You can download Microsoft Teams from the Microsoft Office Portal. (portal.office.com). If you have Microsoft Office account, please sign into your Account and in the top-right hand of the page, there will be an “Install Applications” option that you will click. Select the “Other Install Options” and Microsoft Teams is an option under the “View Apps” section to install.*

7. Why install Microsoft Teams instead of Zoom for remote conferencing?

*There are many similarities between what you can perform in both Zoom and Microsoft Teams. One of the advantages of Microsoft Teams is it is an integrated part of the Microsoft Office 365 environment. If you have other Microsoft Office 365 products (SharePoint, OneDrive, etc.), all of the work and file shares done in Microsoft Teams will stay in the Microsoft Office 365 environment. Microsoft also offers Advanced Threat Protection that scans all file shares and work being done to ensure of it staying secured. Zoom is a quality product but with the high usage of the program, hacking has been a common occurrence in Zoom room meetings that are unsecure and don't properly use the right security settings. Vertical Solutions has not experienced those issues with Microsoft Teams.*