

**Managers and Supervisors: Please share this message with staff who do not have access to a computer at work and encourage them to visit the [employee portal](#) on ELI frequently for updates.**

## COVID-19 Updates & Resources – April 16

If you have questions about how COVID-19 is impacting you in the workplace, please feel free to send them to [covid19staffsupport@toronto.ca](mailto:covid19staffsupport@toronto.ca).

### Teleworking network capacity

Thanks to the hard work of Technology Services Division, the City's network capacity has been increased and there is no longer a restriction on accessing the City's VPN network during on-peak hours. We can now support telework at any time for all staff who have the technology resources to work from home. You are reminded to continue to do the following in order to ensure the network's performance levels remain high for active users:

- limit system remote access and disconnect when you are not active
- limit web-surfing and avoid streaming of music and video
- use your personal devices for web-surfing and all non-work-related activities
- do not call the Technology Service Desk with requests for new VPN, remote access tokens, laptops, tablets or cellphones – all telework and new hardware requests need to be directed to your supervisor
- use the updated [technical support guide](#) to help troubleshoot common network issues – [https://toronto.csod.com/clientimg/toronto/KB/2020-04-11-Tech%20Tips%20for%20Teleworking-ELI\\_637224856372230220.pdf](https://toronto.csod.com/clientimg/toronto/KB/2020-04-11-Tech%20Tips%20for%20Teleworking-ELI_637224856372230220.pdf)
- refer to the [Alternate Work Arrangements Policy](#) for further guidance – [https://toronto.csod.com/clientimg/toronto/KB/Alternate%20Work%20Arrangements%20Policy%20-%20COVID-19%20Revised%20April%202020\\_637217045063152582.pdf](https://toronto.csod.com/clientimg/toronto/KB/Alternate%20Work%20Arrangements%20Policy%20-%20COVID-19%20Revised%20April%202020_637217045063152582.pdf)

### WebEx resource

Connecting with colleagues and external partners can be a little more challenging when working from home. To help make the most out of your meetings, a resource has been developed to assist you in using WebEx effectively for teleconferencing and to show you how to set up a WebEx video conference. View the updated document [Tips for WebEx Conferencing](#) to learn more. [https://toronto.csod.com/clientimg/toronto/KB/2020-04-11%20WebEx%20tips-ELI\\_637224694250581796.pdf](https://toronto.csod.com/clientimg/toronto/KB/2020-04-11%20WebEx%20tips-ELI_637224694250581796.pdf)

### COVID-19 Employee Self Search tool

There's a new tool to help you find answers to your COVID-19-related questions! The COVID-19 Employee Self Search tool, now available on [ELI](#), enables you to search a database of information and resources on COVID-19, as well as to keep up with featured and trending information. Plus, the tool makes it easy to access policies, forms and other resources related to popular topics. The [Self Search Quick Start User Guide](#) will help you discover what this tool can do for you.

### Celebrating our everyday heroes

We're looking for inspiring stories or shout outs to share about our everyday heroes – City staff! – during the COVID-19 pandemic. Send them to [news@toronto.ca](mailto:news@toronto.ca).

The team at Purchasing and Materials Management (PMMD) has been busy finding vendors to provide City staff with PPE and other supplies and services to fight COVID-19. Because of their hard work, we expect to receive much-needed shipments this month and next. Of course, we need the help of our City warehouse staff to receive, inspect and distribute these important items. Thank you PMMD and our warehouse staff for all you do!



Questions? Email: [covid19staffsupport@toronto.ca](mailto:covid19staffsupport@toronto.ca) / Information line: 416-338-0016

### Useful resources

ELI ([toronto.csod.com](http://toronto.csod.com))

InsideTO (<http://insideto.toronto.ca/coronavirus/index.htm>)

[toronto.ca/covid19](http://toronto.ca/covid19)