Remote Worker Frequently Asked Questions (FAQ)

Thank you for everything you're doing each day. We are grateful for your continuous commitment to our organization, community and each other during this unprecedented time. Our Information Technology (IT) team continues to work on solutions on our system bandwidth issues so that you can work efficiently and without delay.

Why are staff being asked to work remotely?
Minnesota Governor Tim Walz is asking Minnesotans to stay at home unless absolutely necessary in order to slow the spread of coronavirus in the state.

Am I mandated to work from home?
No. However, we strongly encourage those, who have remote work capabilities, to work from home during this time.

What is my first step to complete in order to work from home?
First work with your manager for approval. Your manager will work with you on hours, expectations, badge access, and equipment.

Do I still need to work the 6-hour split shift?
No, however, please continue to use the system intermittingly and limiting consumption of system resources. For example, if you need to step away, log off your computer. If at any time we have system resource issues, we may move back to the split shift arrangement.

If leaders will have staff working remotely temporarily, do they need to complete the work from home agreement/checklists/environment forms?
No, not at this time.

Can I utilize my personal cell phone, when working remote, to access my work emails?
Yes, however, we are not requiring employees to use their personal cell phones. Using mobile.fairview.org to access your emails also does not interfere with our network capacity. If you choose to add Secure Fairview email access to your phone, please complete a request via the IT Service Now Hub. For technical assistance please call the IT Help Desk at 612-672-6805 or via https://fairview.service-now.com/sp/?id=landing

If I work remotely, is it OK if my children are at home with me?
Yes, for children not in school or day care, you will be able to work remotely. Performing your job duties and meeting expectations should be the primary focus during your work time.

Can I purchase equipment or supplies for my home and have them reimbursed?
No, purchasing of supplies or equipment for use at home for work is not allowed. These expenses if made out of pocket or by a P-card will not be reimbursed. If you have work related equipment needs work with your manager to request.

Who do I contact if I'm having issues getting connected?
Contact the IT Help Desk at 612-672-6805 or https://fairview.service-now.com/sp/?id=landing

What if I don't have internet access at home?
You will have to work with your leader on other options to complete your work.

Additionally, some internet providers (Comcast-Xfinity, USI Wireless, etc.) as a response to COVID-19, are offering programs to keep people connected ranging from 2 months free internet, raising internet speed, and suspending late payment fees. Check with your internet provider for eligibility requirements and details of their different programs.

What if I need to pick up my IT equipment but I don't have transportation?
Work with your leader but working remotely may not be an option for you if you are unable to pick up your IT equipment.

How will E-time be modified for non-exempt (hourly) staff moving to remote work?
Leaders may choose to temporarily modify the E-time hours entry process for those staff. In those cases, the leader will need to go to go to IT Hub and select an order "for someone else". They will fill out the required information for the employee for whom they wish to modify the E-time access. Then select E-Time Access Request from the Search Engine. Use April 1, 2020 (or later) as the desired completion date. The Request Type is New/Modify; E-time Access is Employee; Level of Employee Access Needed is Web Access (Hrly TC), then add to the Cart, and check out. Once completed this access will give employees full capability of manually adding all punch in and punch out times. Employees will also be able to add non-productive pay codes and floats to other positions or departments. Employees should not add evening, night or weekend differential. Those entries will apply automatically based on punch times and days of week. There is no approval step for these non-exempt employees. A completed time card, by the employee, is the approval.

Additional resources include employee instructions on how to enter time, which can be found here. A listing of pay codes can be found here (scroll to Payroll Calendars, guides and forms). Finally, for any additional questions or issues concerning this process, contact the Employee Service Center for further assistance.

Additional Resources available
Access for working remotely tip sheets can be found within our 2019 Novel Coronavirus page:
http://intranet.fairview.org/Resources/Clinical/InfectionPrevention/S_160894

Review the Intranet resources for Remote Work:
http://intranet.fairview.org/learning/howto/technology/workingremotely/index.htm