



KnoxHMIS User Bulletin

Tips for Working Remotely

Working remotely during COVID-19

The COVID-19 pandemic response is requiring many agencies to institute changes to their regular operations. Many of our partners and users are instituting alternative workplace measures for meeting the needs of our community. These tips are just a few reminders to help our users use KnoxHMIS effectively when at alternate workplaces.

Client Privacy

- KnoxHMIS policies apply when using an alternate workplace: <https://knoxhmis.sworpswebapp.sworps.utk.edu/partners/>.
- Please remember that people in your home or alternate work location may not have permissions to view/overhear your clients' information! To keep client information confidential:
 - ✓ Use screen savers and position your monitor to keep unauthorized persons from inadvertently viewing private data.
 - ✓ Lock your screen when not in use.
 - ✓ Do not leave your workstation unattended, especially when logged in to KnoxHMIS.
- Do not store or view client information external hard drives, flash drives, unauthorized devices, or other media.
- Protect any hardcopy resources and dispose of them appropriately (e.g. shredding).

Technological Security

- Update and maintain your computer, including antivirus and antimalware software; Support is available to provide guidance!
- Be alert for phishing and online scams.
- The National Cyber Security Alliance has put together information on current cyber threats and scams, security tips for working remotely, and resources to support those who work online, especially during the COVID-19 outbreak: https://staysafeonline.org/covid-19-security-resource-library/?fbclid=IwAR3G3PgSK94t-nKJ-eD44D-h2l7P3-qSA_zqHpXCnlzAE04JFb0vGGwAZ5Y

Questions?

Please reach out with any questions. We are best reached by email: hmissupport@utk.edu

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<http://KnoxHMIS.org>



Additional Resources

- KnoxHMIS resources, including training information and policy: <http://knoxhmis.org>
 - HUD resources on COVID-19: <https://www.hud.gov/coronavirus>
 - CDC Resources to support people experiencing homelessness: <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/index.html>
 - Interim Guidance from CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>
 - Knox County Health Department information on COVID-19: <https://covid.knoxcountyttn.gov/>
 - State of TN Dept. of Health information on COVID-19: <https://www.tn.gov/health/cedep/ncov.html>
 - The National Cyber Security Alliance: https://staysafeonline.org/covid-19-security-resource-library/?fbclid=IwAR3G3PgSK94t-nKJ-eD44D-h2l7P3-qSA_zqHpxCnlzAE04JFb0vGGwAZ5Y
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