



Because we are a small business ourselves, in times like this we know the importance of keeping core office functions alive whether you are a business or a non-profit. We know that the devices that we maintain in your office often perform critical functions. G-I Office Technologies is not immune from the challenges that all of us face today, however because of our role in supporting your office, please know that we will continue to do all that we can to keep your devices up and running.

### **Keeping Your Office ‘Up’ if your office doors are shut**

If one of our team would not be allowed to visit your office and address an issue in person, we still hope you will call our Dispatch-Help Desk for assist. We will do our best to help your situation remotely. If our technical staff are helping other customers, we may need to return your call. We will then make an effort to understand exactly what’s happening on your device. We will be trying to determine if we can ‘walk-you-through’ resolution or at least return your device to partial functionality. If you have multiple devices one of our suggestions might involve helping you load a print driver for a device down the hall that *is* working. If the problem device has issues that we feel might be solved remotely we may suggest an effort for remote access to your network and thus the device.

### **Keeping your staff safe -- keeping our staff safe**

If one of our team *is* allowed to visit your office to address an issue we will be taking steps that are different from what may be familiar. It is in your best interest and our best interest that we do not expose your people to our people (and visa-versa) any more than is entirely necessary. Because of that, we will ask a few more questions when you call for support. Please be patient. We will be trying to determine if any solution mentioned in the last paragraph can be engaged and in doing so this might negate the need for a face-to-face visit.

If an onsite visit does result, you may notice that our technicians take extra precautions for cleanliness. This may involve: Wearing latex gloves on arrival, the technician wiping off hard control surfaces on your device(s) before work begins, and the technician wiping again hard surfaces before departure. We will observe social distancing from your staff and will limit unnecessary interaction with your staff.

### **Other tips for your staff working ‘remotely’ with your office**

Many of our clients are familiar with the various applications for either remotely accessing their office workstations or for engaging two-way communications with their office or others. G-I Office does not endorse or support any of these applications however they are well known and there is an abundance of material on-line to help with implementation. Probably the most common app for simple online access to workstations in your office is [LogMeIn](#). For video two-way communications or virtual conferencing the most common apps are [Zoom Video](#) and [Skype](#) .

### **“Essential Business” Status**

G-I Office Technologies is classified as a WI Essential business and we plan to stay open. This may be in a limited function however we have contingency plans to remain staffed in some fashion.

We hope this brief review is helpful. You are a valued client and please know that we take the confidence you place in our team and the safety of all concerned seriously.

Please visit our website for the latest updates or changes due to **COVID-19**

**www.gioffice.com** or **call 608-221-3457**