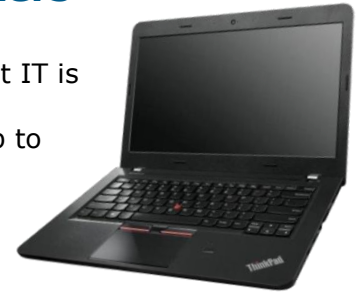


## Important New Laptop Procedures for Remote Workers

In order to remain current with security patches and software, it is important that IT is able to provide periodic updates to company-provided laptops. This is a critical component to our ability to secure our Policyholder data. These updates also help to ensure that our computers run smoothly.

Since we are currently working on our laptops as a remote workforce, the automated update process that is normally used needs to change. Your assistance in this effort is required for the process to be effective.



### Here are the steps to take:

- **At the end of each day,** including on weekends, we ask that you keep your laptop plugged in, logged on, and the VPN connected to the NJM network to allow updates to occur overnight.
- **At the start of each day,** we ask that you restart your laptop to finish any updates that need a reboot to complete.
- **After the morning restart,** you can reconnect the VPN to the NJM Network or use NJM's Citrix access method to begin working as you normally would.

If you have any questions or require assistance, please [email the IT Service Desk](#) or call 609-883-1300 x7888.