



Missoula C O U N T Y

Security Guidance While Telecommuting

Overview:

Missoula County has guidance below on important security to be aware of when working remotely as well as what to do when you need support.



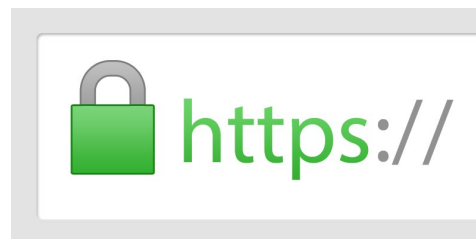
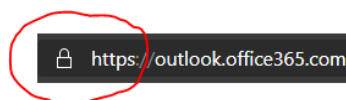
Security Guidance:

- Start by watching this video: [Create a Cyber Secure Home](#).
- Use Missoula County laptops, which include County security protections.
- Don't use "open" and unprotected Wi-Fi access points or networks that don't require a passphrase to connect (referred to as a pre-shared key). Wi-Fi security is a technical topic that isn't always easy to explain. Please visit the manufacturer's website for help on how to securely set up your home Wi-Fi access point. Below are links to some common manufacturers:

- [Netgear](#)
- [Linksys](#)
- [TP-Link](#)
- [D-Link](#)
- [Ubiquiti](#)
- [Cisco](#)



- Use the Missoula County Global Protect VPN when working remotely on the Internet. Particularly when using untrusted or public Wi-Fi. Unsure? Check with your supervisor.
- If using public or untrusted Wi-Fi, another good practice while using web browsers always use https if possible. Look for the "s" in https at the beginning of URL or web address. Also look for the small padlock symbol that web browsers use to indicate that a secure connection is in place. If you see certificate errors, **don't** bypass it because it's usually an indication of problems or risky situations.





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Example of a certificate error:



There's a problem with this website's security certificate

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to my homepage instead](#)

[Continue to this webpage \(not recommended\)](#)

- Use good home office security practices. For example:
 - Family members and friends should not be given access to Missoula County technology or be able to access, view or overhear sensitive or regulated data.
 - Employees should lock or log out of their laptop when stepping away from the device.
 - Report security incidents. This lets the County address the issue quickly. Please do not hesitate to report anything suspicious.
- Home equipment such as Wi-Fi access points should be updated to the latest firmware/software versions and default passwords provided out of the box by the manufacturer should be changed.
- Home software such as web browsers should be updated to the latest versions.
- Missoula County telecommuting policies need to be known and followed.



Additional Online Resources:

[Home Office Security](#)

[Phone Call Attacks & Scams](#)

[Personalized Scams](#)

[Securing Today's Online Kids](#)

Technical Support for Telecommuters during COVID-19 Response



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Employees who need technical assistance equipment should contact the Missoula County Servicedesk at <https://servicedeskplus.mc.local/> or by calling 406-258-4727.