

Technology Tools for Remote Work

Your friends at **Hands On Nashville's GeekCause** know that with so many options out there to support remote work, selecting the options that works best for your team can be tricky. To help, we've put together some information to navigate the possibilities. Please carefully consider your organization's security needs and standards before choosing a solution.

Nonprofit Tech Resources

- Tech Soup (techsoup.org)
 - Tech discounts, services, resources, and guidance for nonprofits
- Tech Soup Blog (blog.techsoup.org)
 - Regular posts offering tech updates, training, and best practices
- Tech Impact (techimpact.org)
 - Tech services, resources, and webinars for nonprofits
- Hands On Nashville's GeekCause (hon.org/geekcause)
 - Matches skilled tech volunteers with nonprofits who need their expertise

Communication Platforms

- Free Conference Call (freeconferencecall.com)
 - Robust free option available
 - Pros
 - Capacity of up to 1,000 participants
 - Supports audio and video conferences
 - Access can be shared with anyone easily
 - Dial-in number for every account
 - Screensharing, recording, and chat options are easy to use
 - Host can mute participants if needed
 - Compatible with mobile devices
 - [Step-by-step instructions](#) available
 - Cons
 - Some mobile carriers (e.g. T-Mobile) may charge a small fee to participants who dial in
 - No file attachment option
 - No HIPAA compliant option at present
- Google Meet (<https://gsuite.google.com/products/meet/>)
 - Free for nonprofits as part of [G Suite for Nonprofits](#)
 - Includes access to all the apps of [G Suite Basic](#) such as Gmail, Drive, Calendar, and more, making it a robust remote work solution
 - Pros
 - Capacity of up to 100 participants
 - Supports audio and video conferences
 - Access can be shared with people outside the organization
 - Dial-in number available if this feature is turned on
 - Screensharing and chat options are easy to use
 - Compatible with mobile devices
 - [Training guide](#) and [cheat sheet](#) available
 - Possible to establish HIPAA compliance after signing a BAA with Google
 - Cons
 - Recording to save in Google Drive not available at the Basic account level

- Microsoft Teams (<https://products.office.com/en-us/microsoft-teams/group-chat-software>)
 - Free for nonprofits as part of [Office 365 Nonprofit Business Essentials](#)
 - Includes access to Exchange for email, OneDrive and SharePoint for digital file storage/sharing, making it a robust remote work solution
 - Packages with additional features available at an additional cost
 - Pros
 - Capacity of up to 10,000 participants
 - Supports audio and video conferences
 - Access can be shared with people outside of organization to some extent
 - Screensharing, recording, chat and file attachment options are easy to use
 - Option to mute others if needed
 - Compatible with mobile devices
 - Quick start guide and [on demand video training](#) available
 - Possible to establish HIPAA compliance after signing a BAA with Microsoft
 - Cons
 - Does not offer a dial-in option
 - Allowing people with a [gmail.com email address to access Teams](#) is challenging
 - Extra steps required to include people outside of organization
- Zoom (<https://zoom.us/>)
 - Free version available, but limits group meetings to 40 minutes
 - Discounted premium plans available through [Tech Soup](#)
 - Pros
 - Capacity starts at 100 participants, increases available with different plans
 - Supports audio and video conferences
 - Access can be shared with anyone easily
 - Dial-in number available for all meetings
 - Most robust set of features (multi-screensharing, recording, chat, raise hand, breakout groups, multiple view options, host controls, etc.)
 - Compatible with mobile devices
 - On demand [video tutorials](#) available
 - Possible to establish HIPAA compliance at cost of \$200/month
 - Cons
 - Cost
 - Many privacy/security issues have been encountered in recent weeks
 - User interface a bit more complex because of wide variety of features

Tech Security Resources

- IT Security Training and Resources for Staff
 - [FTC Small Businesses Protection Information](#)
 - [SANS Security Awareness Work-from-Home Kit](#)
 - [Cybrary Cybersecurity Awareness Training](#)
- Password Managers
 - [Best Password Manager for 2020 article](#)
- IT Security Policies
 - [SANS Information Security Policy Templates](#)
 - [Sample Disaster Recovery Plan Policy](#)
 - [Sample Pandemic Response Planning Policy](#)