

RESOURCES FOR WORKING REMOTELY IN THE AGE OF COVID-19

1. **Get your work-at-home game plan together.** For many lawyers, it feels unsettling to change to an extended work-at-home status. If you remember your favorite time management and office organization tips, dust them off because they will help you to preserve your optimism and focus on helping your clients and yourself. This blog post provides some good ideas to reassure us that we can creatively translate our work function from the office to our new work-at-home process: “Planning for a Shift to Remote Work? Tips for Staying Productive When Working from Home,” <https://www.govloop.com/community/blog/planning-for-a-shift-to-remote-work-tips-for-staying-productive-while-working-from-home/>.
2. **Expand your methods for communicating with clients.** Not being able to meet with your clients in person does not need to put up a barrier to maintaining your relationship and communicating effectively. Emails and phone calls are helpful, but the ability to see each other when you communicate is necessary in an ongoing attorney/client relationship. Certainly the opportunity to chat via Facetime on your Apple devices is very easy. This blog post has excellent tips for carrying on your meeting via video conferencing: “Working and Meeting in the Age of Social Distancing,” <https://osbplf.org/inpractice/working-and-meeting-in-the-age-of-social-distancing/>.
3. **Remote access.** Having access to client files and programs on your work computer while working from home is an important part of setting up. This type of remote access requires particular technology such as remote desktop and a virtual private network (VPN). This blog has more information on remote access: <https://www.osbplf.org/inpractice/remote-access-for-lawyers--remote-desktop-protocol-rdp-and-virtual-private-network-vpn/>.
4. **Tune in to the best news channels.** Gather your sources for reliable news about COVID-19. Although it is tempting to throw “COVID-19” into Google’s search box, what comes up may bury you and send you into an extended derailment reading news about the virus. Two essential reliable sources of information include the World Health Organization (www.who.int) and the Centers for Disease Control and Prevention (www.cdc.gov), which can give you tools for keeping you and your family healthy. The World Health Organization has also launched “Health Alert” to bring COVID-19 facts via the WhatsApp. Send ‘hi’ on WhatsApp to +41 79 893 18 92 to start the conversation.
5. **Disarm the myths about the coronavirus.** The longer we try to make sense of the COVID-19 pandemic, the more we find ourselves being updated by well-meaning but misinformed individuals. When it comes to the coronavirus, rumors become myths and the World Health Organization is there to stop the “fake news” spreading as fast if not faster than the virus itself. A favorite resource to bookmark is the WHO Mythbusters (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>).
6. **Learn how to identify the symptoms to be concerned about.** You sneeze, you cough, you Google “Coronavirus symptoms” so you will know when it is time to call the doctor. The Centers for Disease Control and Prevention has a helpful “Coronavirus Self-Checker” so that you can get informed about your symptoms and what to do if you have been exposed: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

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7. **Get a plan for picking up mail so you don't miss a deadline.** "You've got mail" was a welcome announcement in the early days of email on AOL. You may have conquered your email inbox but are beginning to get seriously distressed at the thought of unopened mail piling up, including notices of deadlines. "Staying the Course During the Covid-19 Pandemic," has some ideas to help you:
<https://www.osbplf.org/inpractice/staying-the-course-during-the-covid-19-pandemic/>.
8. **Set up a secure way to share documents with clients.** Sending documents back and forth with your client doesn't have to be done inefficiently or insecurely. A client portal may soon become your favorite way to share confidential documents with your clients. Here is a blog post to help you get started: "Client Portals: Take Control of Client Communication," <https://www.osbplf.org/inpractice/client-portals--take-control-of-client-communication/>.
9. **Make it easy to get paid.** If you are not already set up for sending secure invoices that can be paid with a click of a button or having a special website link in your client portal for credit card payments, now is a good time to get set up. Look at your case management program to determine how it can enable providing clients with accurate, timely billings and for streamlining being paid. If you find that the included bill paying feature doesn't meet you and your client's needs, consider standalone billing programs such as [Bill4Time](#), [Time59](#), and [TimeSolv](#).
10. **Getting set for remote signing.** Make online signing available for clients to sign their fee agreement, engagement letter, other documents, and forms. Electronic signature services like [DocuSign](#), [signNow](#), and [HelloSign](#) let clients sign on their computer or mobile device without having to print, scan, and email or mail back to you.
11. **Offer online scheduling.** Eliminate calling or emailing back and forth to schedule appointments by using an online scheduling tool that allows new clients, existing clients, and others to make their own appointment with you based on your availability. Just provide a link to the online calendar or embed it right into your website. Common online scheduling tools include [Calendly](#), [Acuity Scheduling](#), and [ScheduleOnce](#).
12. **Stay in touch with your team.** If you miss the weekly huddle with your practice team, you can still gather the groups. Two ideas: [Slack](#) can serve as a private posting platform that lets you set up channels— maybe a channel for one department or a channel for each client matter. You can even add in video meetings. [Zoom](#) is a video conferencing or webinar platform that can help you communicate with greater ease and speed.

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