



Attn: All Bridgeware Clients

Re: COVID-19 Response and Software Support Procedures

We are all in unprecedented times in the wake of the global Coronavirus (COVID-19) Pandemic.

A client recently posed a question to us about our preparedness here at Bridgeware to continue to provide timely support services to our clients as our nation moves through this crisis. Rather than give an impromptu answer we decided to give our system a thorough review to ensure uninterrupted availability of support services.

Our phone system is internet based and portable so each of our employees can be working virtually anywhere and be tied into our standard system. Indeed, half of our support department works remotely all the time and have for the past several years. Over the last several days, we have been preparing the rest of our support staff to get used to working from anywhere.

We are now well positioned to deliver support services uninterrupted with no apparent difference to our clients.

As always, off hours, 24-7 emergency support services will remain unchanged.

We will continue to send out email broadcast notifications, social media posts and website updates if any procedures are changed.

If you are not currently receiving email notifications and would like to be added our list, please email support@bridgeware.net and inform us which email address you would like added.

As our staff readies its procedures, you may be wondering about remote access to our software for you and your staff. Can you access your software from outside of your normal environment or network? If you are a hosted client, then of course, you have been doing this all along. If you are not hosted and have Temps Plus installed in your local network, you may not be so fortunate.

Many of our larger clients are already using remote desktop features set up on their network and need no instruction. For smaller clients, this may be something new and somewhat intimidating. We always recommend consulting with your local IT company first but in emergency response situations such as these, we are happy to provide any guidance that we can.

Microsoft has removed the Remote Desktop Host feature from Windows Home/Starter/Basic editions, if you are running Windows Pro you should be able to access your computer via Remote Desktop Services. If you don't have native support for remote desktop access and are unable to upgrade computers right away, there are many options out there to provide remote access. Companies such as LogMeIn are software as a service providers that give you access to remote connectivity. Other companies such as ThinSuff (<https://www.thinstuff.com/products/rdh/>) provide remote connectivity more similarly compared to Microsoft Remote Desktop and are compatible with all Windows 7, Windows 8 and Windows 10 editions.

At Bridgeware Systems, our clients and employees remain our top priorities as measures are taken to contain and treat COVID-19, and we are committed to keeping you informed of our efforts to ensure minimal disruption to your support and business procedures.

Bridgeware Systems

Updated as of: March 18th, 2020