



Q: What is the purpose of Secure Remote Worker?

A: Secure Remote Worker is a secure workspace. It separates your personal desktop from your corporate/workplace resources. It is intended to ensure Teleperformance's security by ensuring secure access to company resources while protecting your privacy.

Q: How does Secure Remote Worker work?

A: Secure Remote Worker is an application that you launch from your desktop. It will then log you out of your local, personal desktop and log you into the Secure Remote Worker home. From here, you can securely access resources provided by Teleperformance. When you have finished your work, you simply log out of Secure Remote Worker and return to your local, personal desktop.

Q: Does Secure Remote Worker monitor my private PC?

A: Secure Remote Worker only monitors activity when you are active within Secure Remote Worker. When you launch Secure Remote Worker, Teleperformance will be notified and will see the activity made within the Secure Remote Worker session. Once you have logged out of Secure Remote Worker, Teleperformance will be notified that you have logged out, and all activity logging ceases.

Q: Does Secure Remote Worker make any permanent changes to my PC?

A: No, Secure Remote Worker is just an application and makes no permanent changes to your PC.

Q: Does Secure Remote Worker only function during my working hours?

A: Secure Remote Worker must be launched and closed by you. It will only function for as long as you are logged in.

Q: Who do I contact if I have issues on my device?

A: Any technical issues with your device may not be related to the Secure Remote Worker software, but the profile setup. As such any issues with your device should first be sent through to Teleperformance.

Q: Can I use Secure Remote Worker with two different employers?

A: While Secure Remote Worker can allow you to work for multiple companies under Teleperformance, it cannot facilitate work outside of Teleperformance's server.

Q: Can multiple users use the one Secure Remote Worker device?

A: Yes, as Secure Remote Worker creates a separate user from the existing Windows user, another Teleperformance employee can access their individual resources so long as they provide their credentials.

Q: What does Secure Remote Worker do when I stop working?

A: Nothing. Teleperformance may block specific corporate applications installed locally on your device for security purposes (for example, a corporate VPN). However, there is no interference or view of activity within your personal desktop.