

## Working From Home FAQ

At Bentley, we understand the coronavirus (COVID-19) outbreak has affected many of our users. We are committed to providing you assistance during this time to ensure the health and safety of your organization, in addition to eliminating potential disruptions in your daily workflow.

### **What can we do to ensure our users' workflows are uninterrupted?**

With the benefits you receive through our license pooling, we do not anticipate any disruptions in your users' workflow. License pooling allows you to work as needed, whether on your usual work machine or in a remote environment.

To ensure your users are able to access Bentley applications without incurring any unanticipated term licenses, please [download the latest version of the CONNECTION Client](#). Signing onto the CONNECTION Client while accessing your Bentley applications will allow us to efficiently monitor your usage. Please note: Internet connectivity is required to sign into the CONNECTION Client.

### **Will we need to check out licenses if our users are required to work remotely?**

No, you do not need to check out a license to work remotely. As long as you have internet connectivity, your Bentley licensing will work as intended. If you need to transfer a checkout license to an alternative machine that has not previously utilized the checked-out license, please contact your license administrator who can force a check-in and can complete a new administrator check-out if connectivity is not available.

### **How can I ensure my users who are working on a new machine continue to sign in as a Connected User?**

To ensure new workstations are properly identified, please make sure every machine has the latest version of the CONNECTION Client installed and that users are signing in when accessing our desktop applications and/or ProjectWise.

### **Can I ensure my users' data will remain private and, if required, GDPR-compliant?**

Working in a remote environment or on a new machine will not change our governance around protecting your data. For more information on our security policies, [click here](#).