

# Remote Workstation Set Up

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E N D U S E R S U P P O R T





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# Getting Started

Select a space large enough to set up your computer workstation; IT recommends at least 4ft x 2ft. It is highly recommended that you use a wired network connection to ensure the best performance and connection. You will also need to be near an electrical outlet.



Unpack and set up both monitors, docking station, keyboard and mouse before your start date. Do not throw away your boxes. Boxes should be stored in case you need to return equipment to WEX for any reason including repair or replacement.



An example of what a typical workspace should look like.

All monitors come with several cables, you need two for each monitor:



The standard power cord

&



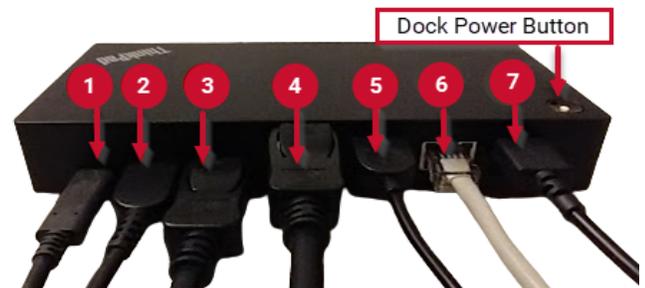
DisplayPort or HDMI cable

Your Docking Station **You will have one of the two docking stations shown below.**

Your docking station will be the central connection point for your laptop, monitor, keyboard and mouse as well as your internet connection. The pictures below show where each of the cables should be connected to either of the two different docking stations.

### USB-C Docking Station

The USB-C cable plugs into the laptop at the left hand back corner, near the laptop asset sticker like shown above (note this location, it's not the port near the back corner but rather the one closer to the middle of the laptop).



1. USB-C cable that connects the dock to your laptop
  - a. **The USB-C cable must be connected to this port in the back**
2. Power cord that comes with the docking station (90 Watts)
3. Display Port or HDMI for the first monitor
4. Display Port or HDMI for the second monitor
5. USB ports for your USB mouse or USB keyboard
6. Wired network port (a wired connection is mandatory for all remote CS agents and users who work in call queues)
7. USB ports for your USB mouse or USB keyboard

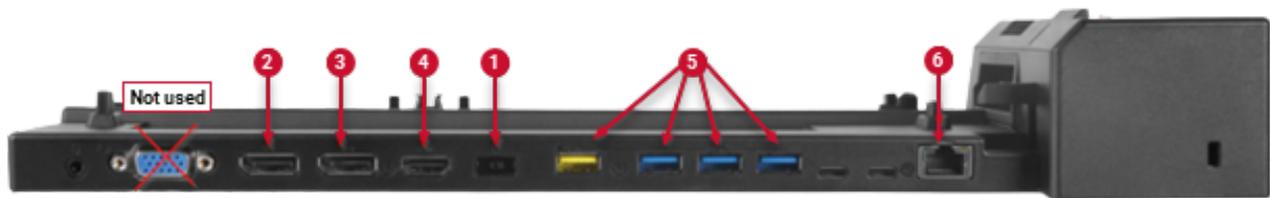
**Note:** The dock power button is used to power up your laptop when closed but connected to the dock. It also serves as the sleep and wake button as well.



This is the port to plug in the cord for the docking station

## Slider Docking Station

To connect your laptop to a slider docking station, simply place the laptop on the docking station and align with the back left corner that has the power button. Once properly seated, slide the black insert piece into the laptop until it clicks into place.



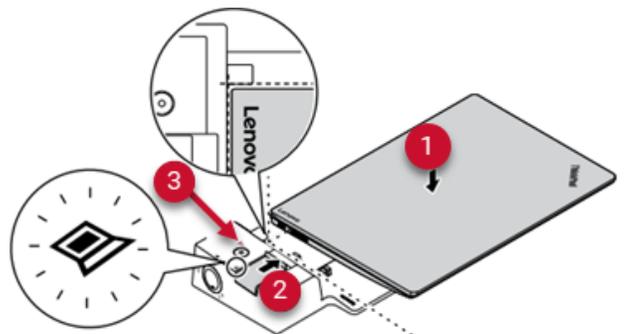
Back view



Side view

1. Dock power cord
2. Display Port for monitor #1
3. Display Port for monitor #2
4. HDMI Port for monitor #2 (if no DP cable)
5. 4 USB ports for keyboard, mouse, webcam, and headsets
6. Wired network connection (**Preferred**)
7. Dock power button

**Note:** To dock and power on your laptop, please see the graphic on the right.



## Do not go any further in this process!



Do not attempt to log into systems or proceed with any other instructions in this document until your actual first day of work. Your system access will not be enabled until 6:30 a.m. CT on your start date.

**If you have IT-related issues before your start date, please contact your HR contact.**

## Initial Start Up and Login

- 1 Dock your new laptop and power on. This should be the first screen you see.



- 2 Press Enter, then "Ok" at the disclaimer screen, and you should see this screen. Select "Other User".

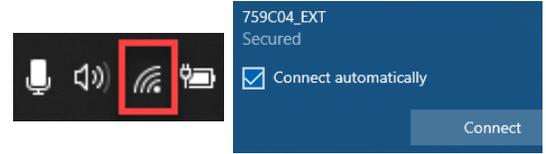


- 3 If using a wired connection, make sure your ethernet cord is plugged into your docking station. If it is, the icon will look like this in the bottom right corner of the screen.



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If using Wi-Fi, click on the internet icon in the bottom right corner of your screen and connect to your preferred network.



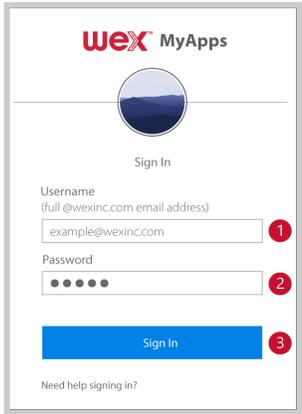
5

Once connected, click the "Network sign-in" icon in the bottom right of your screen.



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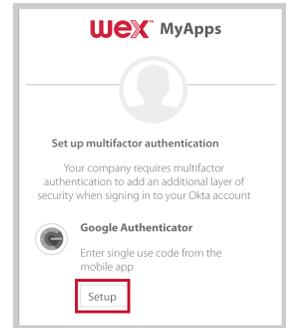
After a brief loading screen, you'll see a screen like the one shown here, enter your windows credentials here using "Username" = WEX Email Address (John.Doe@wexinc.com) and "Password" = **Windows password provided by manager**. Then click "Sign In".



**Note:** Password must be a Minimum of 8 characters, contain alphabetic characters, uppercase characters, lowercase characters, Arabic numerals 0 - 9, special characters !"#\$%&'()\*+,-./:;>@[\\]^\_`{|}~. And must not have been a previously used password.

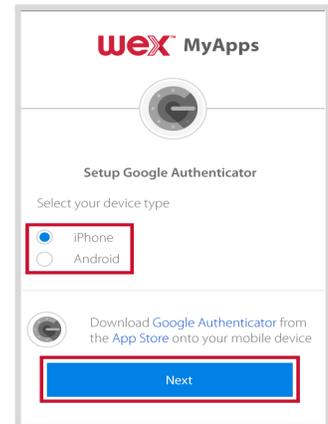
7

After entering your credentials and clicking "Sign In", click "Setup" on the next screen.



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Select the type of personal device you have (iPhone or Android), and click "Next".



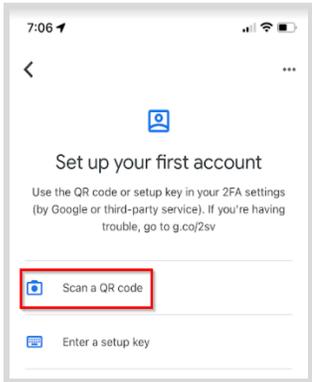
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On your mobile device, download the Google Authenticator application. On an iPhone, the app can be found in the App Store. On an Android, the app can be found in the Google Play Store. Alternatively you can scan the QR codes below from your mobile device's camera app.



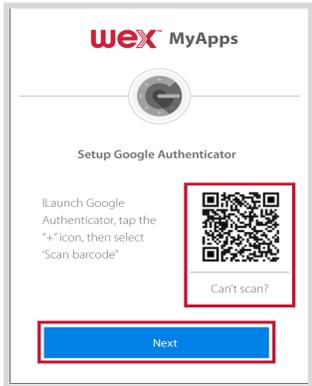
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On your mobile device, open the Google Authenticator application, click "Get Started", then click "Scan a QR Code".



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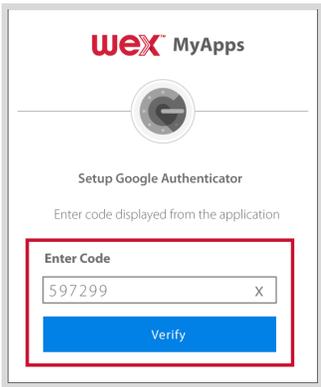
Using your mobile device, scan the QR code on the laptop screen, then click "Next".



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If successful, your mobile device will now show a 6 digit pin number. Enter that on the laptop in the "Enter Code" field, then click "Verify". You may need to then enter your password, and a new code.

- a. If you receive a popup that says "400 Bad Request", simply click "Go to Homepage" and redo the initial steps.
- b. If you receive a popup that says "An error has occurred in the script on this page", simply click "Yes" and redo the initial steps.

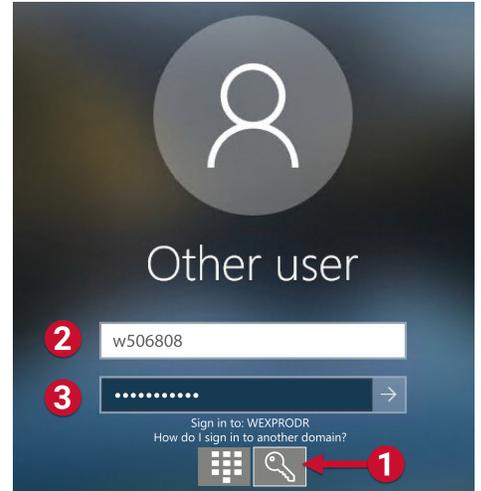


**Note:** These are both known issues that we're working to resolve but they do not impact your ability to continue through the process.

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On the login screen, click the Key icon in the middle of the screen to enter your "Local or domain account password". Then enter your WID (**w123456**) as your username and your Windows password and click Enter.

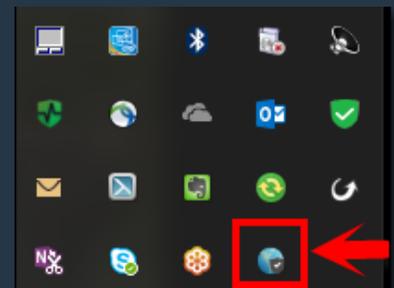
**You now should be logged in and ready to begin your WEX work!**



## Remote Network Access via GlobalProtect (VPN)

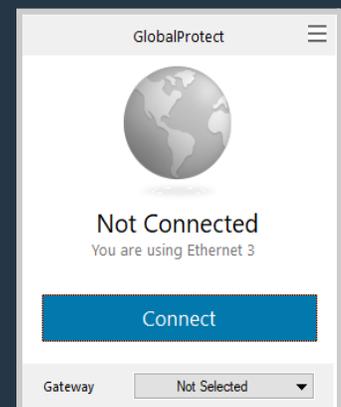
After initially logging in, you should be connected to the VPN. To confirm you are connected, click the up arrow by system clock in the bottom right corner of your screen. If you are connected, you should see an image that looks like this.

**Note:** If the globe icon appears gray, you are not connected to the VPN. To connect, locate and click the gray globe icon. It should say "Not Connected" when you hover your mouse over the top.



Click "Connect" to connect to the Global Protect VPN. After a brief loading screen, enter your windows credentials here using "Username" = WEX Email Address and "Password" = Windows password provided by manager.

Now on your mobile device, open the Google Authenticator App and enter the 6 digit pin number into the "Enter Code" field on the computer screen. Then click "Verify".



## Password Changes

Once connected to the Virtual Private Network (VPN), you will need to change your password.

Press the **Ctrl-Alt-Del** keyboard keys **simultaneously** and choose, **change password**. You will be prompted for your current password and then asked to type your new password two times for verification.

\*\*As a precaution, after you have successfully changed the password, it is also recommended that you lock your computer using **Ctrl-Alt-Del** buttons and then unlock it with the new password to sync the password to your laptop and prevent password mismatches.



## Logging into OKTA

Okta connects any person with any application on any device. It's an enterprise-grade, identity management service, built for the cloud, but compatible with many on-premises WEX applications. With Okta, IT can manage any employee's access to any application or device.

1 Open Google Chrome.

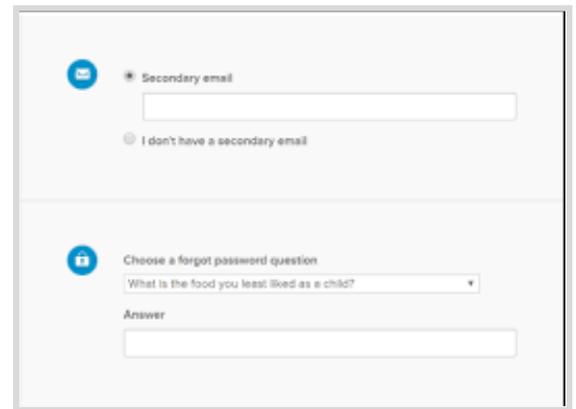


2 Go to <https://wexinc.okta.com> and enter login credentials.

For the username, please enter your WEX email. Most are [firstname.lastname@wexinc.com](mailto:firstname.lastname@wexinc.com) (it is not case sensitive.) Type in the same password that you changed to earlier.

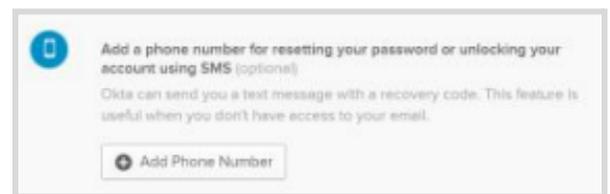
A screenshot of the WEX MyApps login page. At the top, it says "wex MyApps". Below that is a "Sign In" button. Underneath is a "Username" field with a placeholder "(full @wexinc.com email address)". Below that is a "Password" field. At the bottom is a blue "Sign In" button.

- 3 Complete '**Secondary email**' (personal email) and '**forgot password question**'.



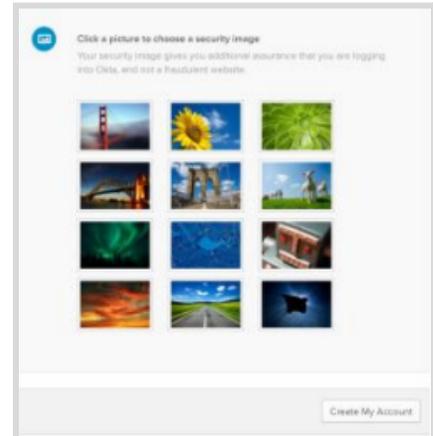
The screenshot shows a form with two main sections. The first section is titled 'Secondary email' and has a radio button selected for 'Secondary email' with an empty text input field below it, and another radio button for 'I don't have a secondary email'. The second section is titled 'Choose a forgot password question' and has a dropdown menu with the text 'What is the food you least liked as a child?' and an 'Answer' text input field below it.

- 4 Scroll down and click "**add phone number**".
- Type in your phone number then click "**OK**". It will text you a code to enter. Enter it and click "**verify**".



The screenshot shows a section titled 'Add a phone number for resetting your password or unlocking your account using SMS (optional)'. Below the title is a paragraph: 'Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.' At the bottom of the section is a button labeled 'Add Phone Number'.

- 5 Scroll down to the bottom and select your security image, then click "**create my account**".



The screenshot shows a section titled 'Click a picture to choose a security image'. Below the title is a paragraph: 'Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.' There is a 3x3 grid of nine different images to choose from. At the bottom right of the section is a button labeled 'Create My Account'.



**Need More Help?**

Prior to your start date **please reach out to your HR contact** for any issues or additional information.

## Call the WEX IT Service Desk 24 x 7

**In the US:** In the US: Call 1-800-493-9227 for Out-of-Office and Mobile Dialing

**Dialing outside of the US:** Dial your country's AT&T Direct Access Code then dial 1-888-840-8735.



**If you are connected to the WEX network, you can use our other support channels:**

### Send a chat to Finn!

Chatting with Finn is fast and easy. The first time, you'll need to search for Finn in your Google Chat, then, say "hi" or your greeting of choice.

Available 24/7, Finn can support you in many ways, such as:

- Facilitating requests from the IT Service Desk/Cherwell catalog, like "I need a new mouse," or "I need access to Salesforce."
- Managing your service tickets with real-time update notifications, including ability to add comments to your open tickets. Just ask Finn to "Add a comment to my ticket" or "Check my ticket status."
- Answering your questions in an instant. Finn is connected to WEX's internal IT Support knowledge base and dozens of external knowledge sources (Google, Salesforce, etc.), and can answer inquiries like: "How do I connect to VPN?" or "How do I use arrays in Google sheets?"



## Self-Service in the Cherwell Portal



- Log into OKTA/MyApps and click the Cherwell IT Service Desk button
- Request support with a technical issue or request an item
  - Such as PCs, Macs, software, network access, etc.
- Review the status of your request tickets at any time

## Chat with the WEX IT Service Desk

- For a quick question, or to check in on the status of your Help ticket, connect instantly and chat with IT support
  - **Step 1:** Go to MyApps, and click on the “IT & HR Services” icon.
  - **Step 2:** Once inside the WEX Service center click to “Open IT Portal”.
  - **Step 3:** Click on “Chat with Service Desk” in the Get Some Help section.
- A chat window will open after you click Continue. This will automatically create a support ticket and a remote support session



In an effort to continuously improve our process, we'd love to get your feedback on how your IT equipment setup experience was! Please scan this QR code to complete our quick survey.

