

Remote Workstation Set Up

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



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

&



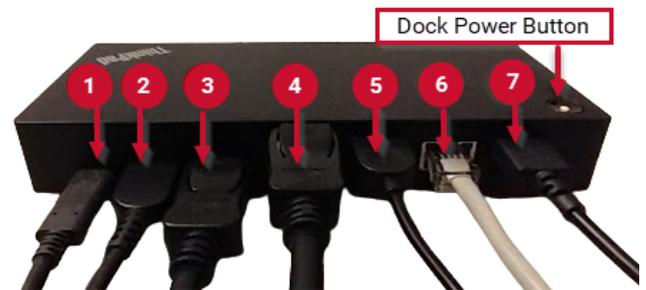
DisplayPort or HDMI cable

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

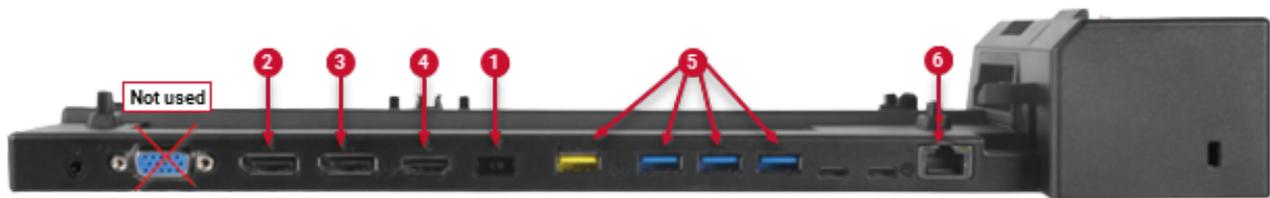
Note: The dock power button is used to power up your laptop when closed but connected to the dock. It also serves as the sleep and wake button as well.



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.



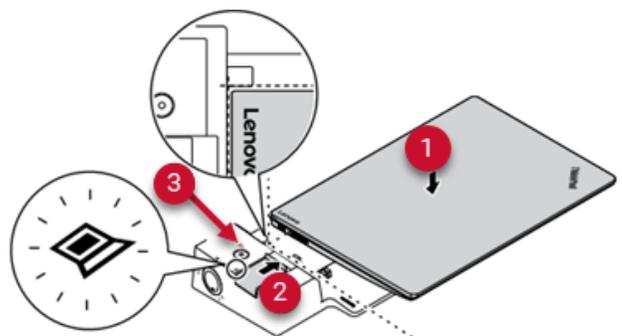
Back view



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!

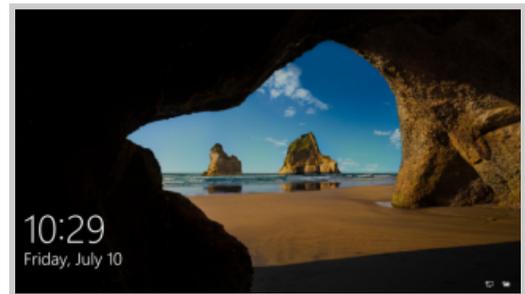


Do not attempt to log into systems or proceed with any other instructions in this document until your actual first day of work. Your system access will not be enabled until 6:30 a.m. CT on your start date.

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.



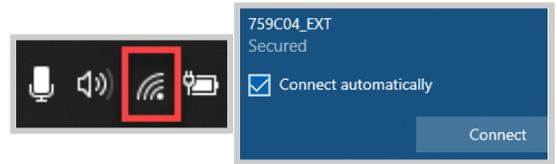
- 2 Press Enter, then "Ok" at the disclaimer screen, and you should see this screen. Select **"Other User"**.



- 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.



- 4 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.



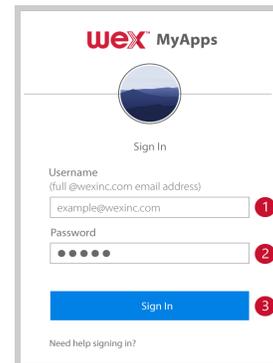
- 6 WEX Corporate Users: Select portal.vpn.wexinc.com

WEX Health Users: Select portal.vpn.wexhealthinc.com

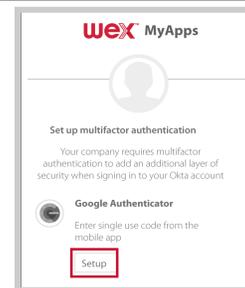
Once selected, click the arrow.



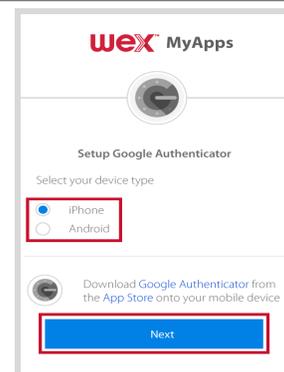
- 7 After a brief loading screen, you'll see a screen like the one shown here, enter your windows credentials here using "Username" = WEX Email Address (John.Doe@wexinc.com) and "Password" = **Windows password provided by manager**. Then click "Sign In".



- 8 On the next screen, click "Setup"



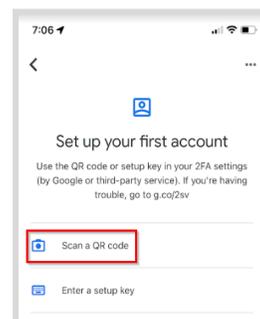
- 9 Select the type of personal device you have (iPhone or Android), and click "Next".



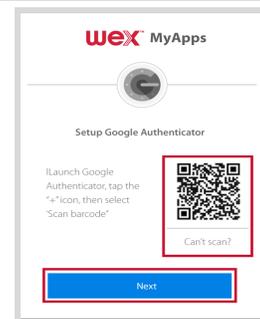
10 On your mobile device, **download the Google Authenticator application**. On an iPhone, the app can be found in the App Store. On an Android, the app can be found in the Google Play Store. Alternatively you can scan the QR codes below from your mobile device's camera app.



11 On your mobile device, open the Google Authenticator application, click **“Get Started”**, then click **“Scan a QR Code”**.

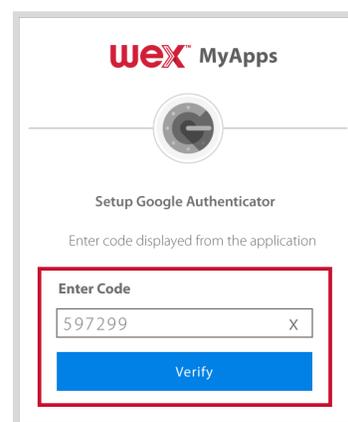


12 Using your mobile device, scan the QR code on the laptop screen, then click **“Next”**.



13 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.

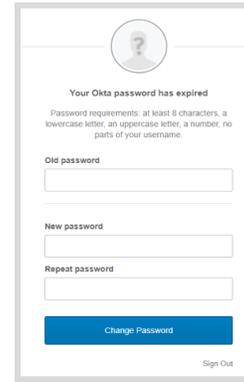
- a. If you receive a popup that says **“400 Bad Request”**, simply click **“Go to Homepage”** and redo the initial steps.
- b. If you receive a popup that says **“An error has occurred in the script on this page”**, simply click **“Yes”** and redo the initial steps.



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

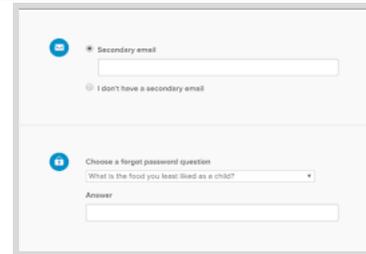
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After logging in, **your password will automatically expire** and you will be required to reset your password.



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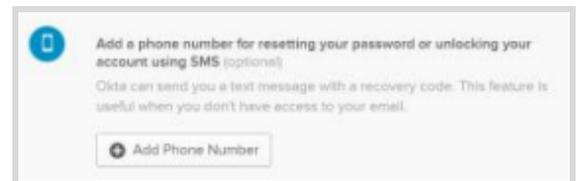
Complete '**Secondary email**' (personal email) and '**forgot password question**'.



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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**".



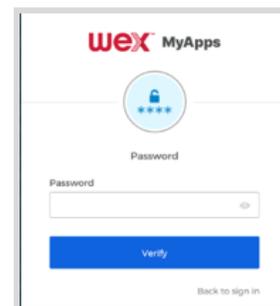
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Scroll down to the bottom and select your security image, then click "**create my account**".



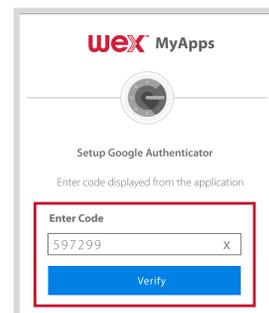
18

Enter your new **Windows password**.



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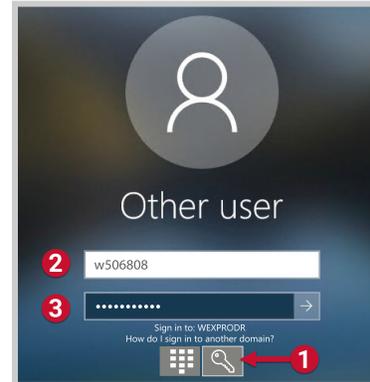
Enter a **new 6-digit code** from the Google Authenticator application on your mobile device. Click Verify.



20 Once connected, **click Back**.



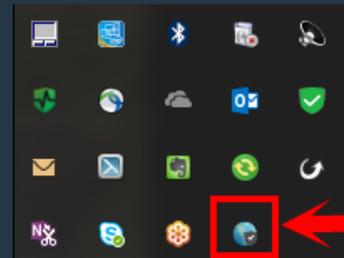
21 On the login screen, click the **Key icon** in the middle of the screen to enter your “Local or domain account password”. Then enter your WID (**w123456**) as your username and your Windows password and click Enter.



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

Remote Network Access via GlobalProtect (VPN)

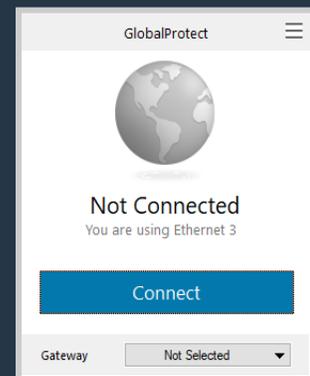
After initially logging in, **you should be connected to the VPN**. To confirm you are connected, click the up arrow by system clock in the bottom right corner of your screen. If you are connected, you should see an image that looks like this.



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 you previously created in the steps above.

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”.



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

- **United States:** Call 1-800-493-9227
 - **United Kingdom:** Call 0800-0113546
 - **Australia:** Call 1-800-329138
 - **Brazil:** Call 0800-0474538
 - **India:** Call 0008000503182



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?"



WEX Service Desk Mobile App

The WEX Service Desk has a mobile application that will allow internal WEX employees and contractors to easily reach the WEX Service Desk for their support needs.

It is available through both Google Play and the Apple App Store. Once you have your WEX login credentials, try it the next time you need support!

