Apple Macbook
Remote Workstation Set Up

END USER SUPPORT

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

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 on the docking station. Docking Stations may vary by manufacturer but should have similar layouts.

USB-C Docking Station
The USB-C cable plugs into the laptop at the left hand back corner.
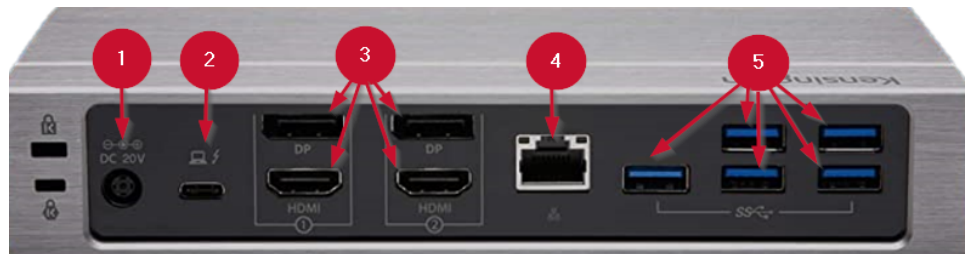
USB-C Docking Station
1. Power cord that comes with the docking station (96 Watts)
2. USB-C cable that connects the dock to your laptop
   a. **The USB-C cable must be connected to this port in the back**
3. Display Port or HDMI for the monitor(s)
4. Wired network port - Ethernet Cable
5. USB ports for your USB mouse or USB keyboard

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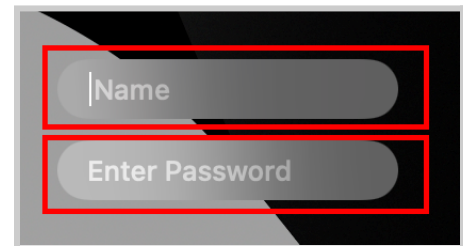
If you have IT-related issues before your start date, please contact your HR contact.

Initial Start Up and Login

Logging into the new MAC

1 At the login screen, click on your name or if prompted enter the WEX UserID/WID that was provided to you by your manager. Enter the initial temporary local login password provided by the End User Support Technician.
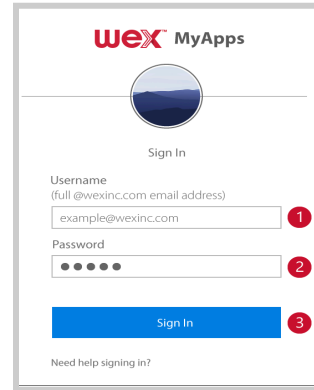
2 If using a wired connection, make sure your ethernet cord is plugged into your docking station. If using Wi-Fi, click on the internet icon and connect to your preferred network.

3 Connect to your home office network and then to the WEX network using the Global Protect application, the icon is located at the top right-hand corner of the menu bar, launch, and click connect.
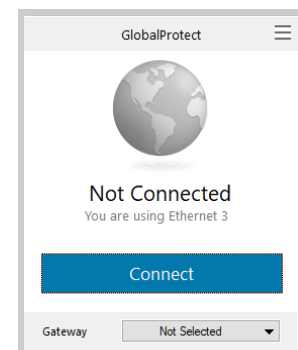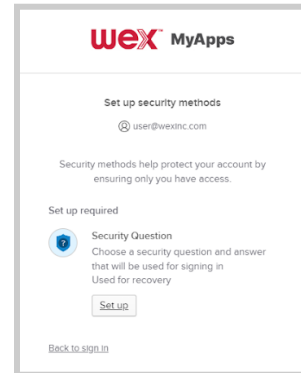
4 After a brief loading screen, you'll see a screen like the one shown here, enter your windows credentials here using "Username" = WEX Email Address (John.Doe@wexinc.com) and "Password" = **Windows password provided by manager.** Then click "Sign In".

5 On the next screen, click **"Set up"**

6 Set up a security question by selecting "**Choose a security question**", then select one from the dropdown and enter your **Answer**.

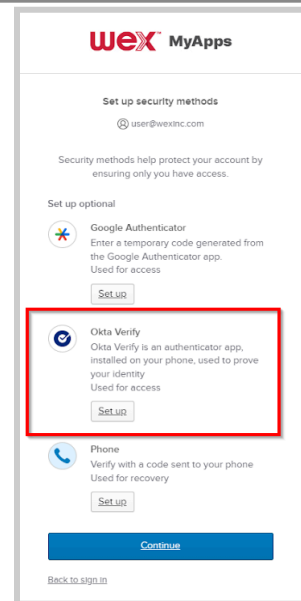Then click **Verify**.
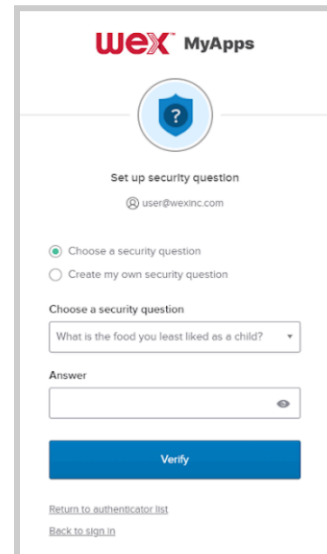
7 On the **"Set up security methods"** select the **Okta Verify** **"Set up"** button.
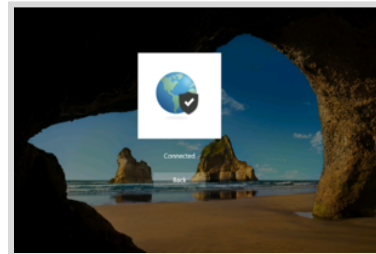

8 Follow the onscreen instructions to complete the **Okta Verify** set up steps.

9 To verify connectivity, click the Global Protect icon again to display connection status.
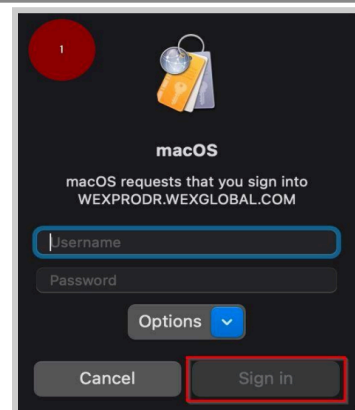

10 Once successfully connected with Global Protect, click on the Single Sign-On key icon, located at the top right-hand corner of the menu bar, and click on Sign In.
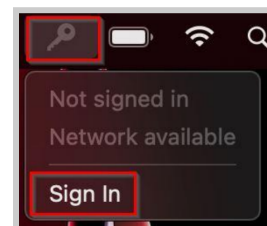

11 You will then be prompted to sign into the network domain, use your WEX UserID/WID for the Username and the newly created password from earlier (aka OKTA password) and click Sign In.

12 The system will detect the password is out-of-sync and you will be prompted to sync them. Enter your current Active Directory password (aka OKTA password), then local login password (the temporary password) and **click Sync Password**.

**STOP** **PLEASE NOTE: THIS STEP IS CRITICAL!**
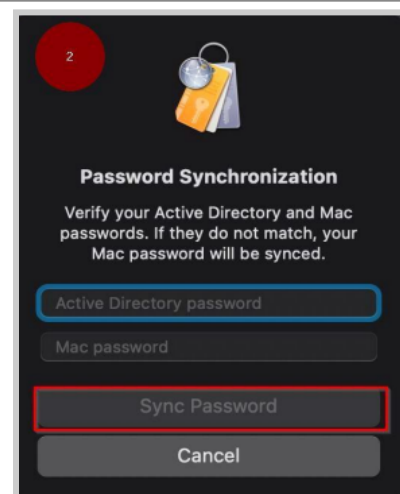
13 Once completed, you will have a Single synchronized password for your Active Directory password (OKTA password) and the local machine password.

14 To confirm the synchronization was successful, lock the screen (click the Apple icon, choose Lock screen) and then use your new password to unlock it.

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

Software Center

PLEASE NOTE: If software is missing from your laptop, **please visit the Software Center and search for the missing application**. The Software Center can be used to self-service most application installs. Some licensed software may require a Jira ticket for access.
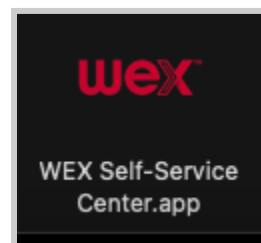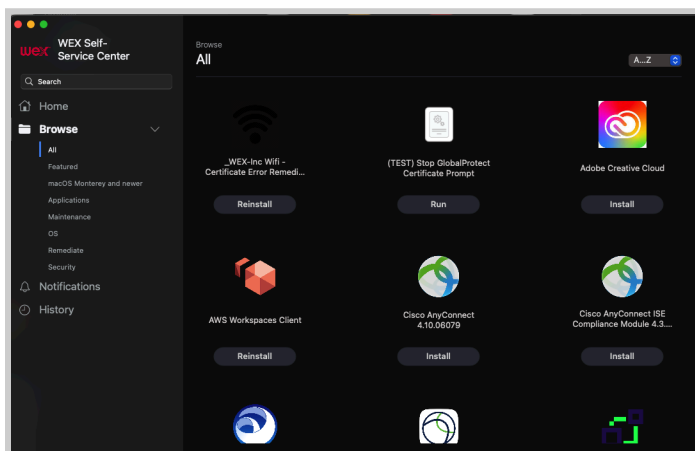
Need More Help?

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!