TTEC PC Hardware Set Up

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Process Details

Process Name: TTEC PC Hardware Set up		Effective Date: May 19, 2021
Approved By:	**Theodore Cousins** Director, Desktop Support, **Carlo Bryan Ibo** Manager, Desktop Support, **Alvin Mapalad** Manager, Desktop Support, **Rio Mercado** Senior Supervisor, Desktop Support **Process Improvement Team – APAC**	Revision #: **2**
Last Updated Date:	June 29, 2021	Created By: **Jonnell Caranza** Supervisor, Desktop Support, **Benerose Lobo** Supervisor, Desktop Support, **Rex Resurreccion** Associate Technician, Desktop Support

Revision History

Revision Date	Document Version	Description	Revised by	Approved by
04/28/2021	Version 1	To create a standard documentation in relation to setting up a TTEC Hardware PC.	Benerose Lobo	Rio Mercado
6/29/2021	Version 2	Added the SRW Image Instruction	Benerose Lobo	Rio Mercado

A. Purpose

The purpose of this document is to inform and guide end-users on how to properly set up a TTEC hardware PC.

B. Setting Up Your Computer

Please Note:

- Please do not throw away the box and packing material that the computer equipment arrived in. If needed, it can be used in the future to return the equipment to TTEC.

- If the supplied ethernet cable is not long enough, you are required to obtain one before your PC tech check.

- Before you start unpacking or setting up your computer. Please watch the video at this URL: http://bit.ly/ttecPCsetup

1. **Identify the system ports**

    The back of your PC may look different. Please use these diagrams to identify the correct ports.

Desktop Manufacturer: Dell
Desktop Model: OptiPlex 3080
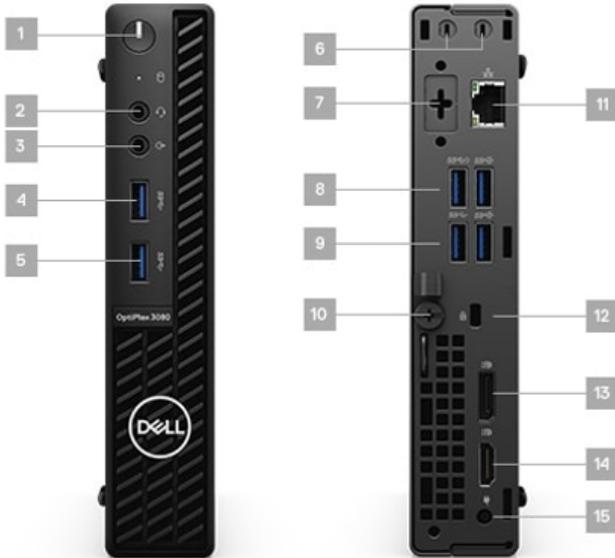
1. Power Button
2. Universal Audio Jack
3. Line-out
4. USB 3.2 Gen 1 Type-A port
5. USB 3.2 Gen 1 Type-A port
6. Knock-out Slots for Wireless Antenna
7. Optional Video Port: Serial/DP 1.4/HDMI 2.0b/VGA)
8. USB 2.0 Ports (2) (1 with Smart Power on)
9. USB 3.2 Gen 1 Type-A ports (rear) (2)
10. Thumbscrew
11. RJ-45 port 10/100/1000 Mbps
12. K-lock Slot
13. DisplayPort
14. HDMI Port
15. Power Connection

Desktop Manufacturer: Dell
Desktop Model: OptiPlex 3070
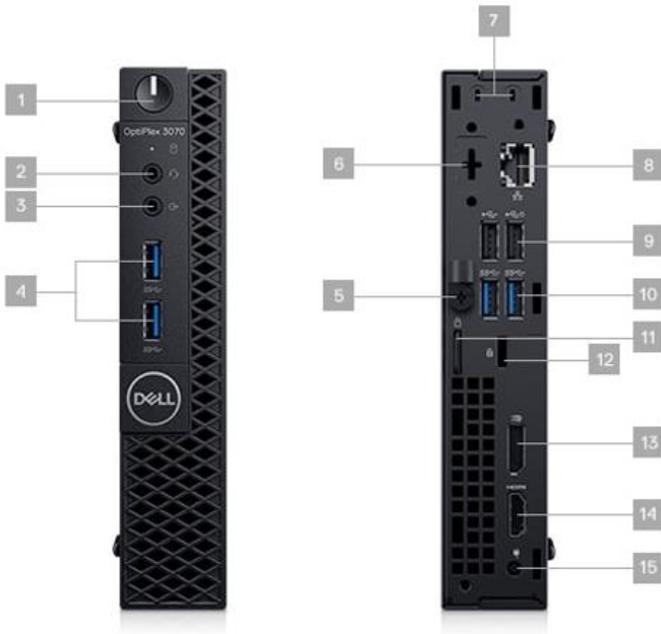
1. Power Button
2. Universal Audio Jack
3. Line-out
4. USB 3.1 Gen 1 Type-A Ports (2)
5. Thumbscrew
6. Serial/Video Port (Optional: Serial/DP/HDMI 2.0/VGA)
7. Knock-out Slots for Wireless Antenna
8. RJ-45
9. USB 2.0 Ports (2) (1 with Smart Power on)
10. USB 3.1 Gen 1 Type-A Ports (2)
11. Padlock Loop
12. K-lock Slot
13. DisplayPort
14. HDMI Port
15. Power Connection

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Desktop Manufacturer: Dell
**Desktop Model**: OptiPlex 3040

1. Slim 9.5mm optical drive
2. Media Card Reader
3. Universal audio jack
4. USB charge ports
5. USB 3.0 ports
6. Natively supports 1 digital video output (DP and HDMI)
7. Optional VGA
8. Serial (Optional)
9. More USB 3.0 ports
10. USB 2.0 with smart power on
11. Optional Platinum 92% efficient PSU
12. Industry standard security slot

Desktop Manufacturer: HP
Desktop Model: EliteDesk 705 G4 DM

1. USB Type-C 3.1 Gen 2 port with Fast Charging
2. USB 3.1 Gen 1 Type A port
3. USB 3.1 Gen 1 Type A charging port
4. Audio-out (headphone) jack
5. Audio-out (headphone)/Audio-in (microphone) combo jack
6. Hard drive activity light
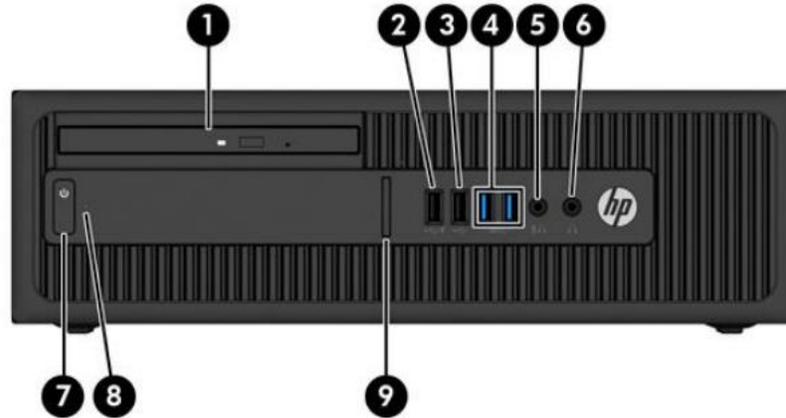7. Power button
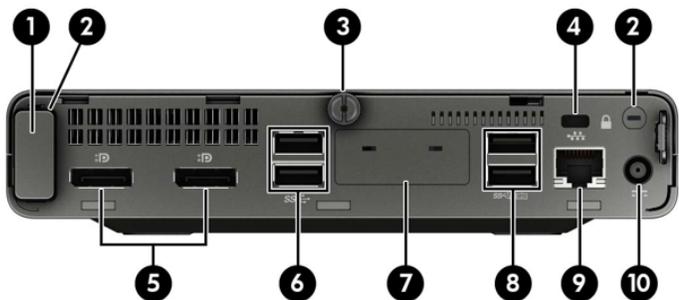
1. Antenna cover
2. External antenna locations
3. Access panel thumbscrew
4. Security cable slot
5. DisplayPort monitor connectors (2)
6. USB SuperSpeed ports (2)
7. Configurable option card slot (DisplayPort 1.2, HDMI, VGA, or USB Type-C)
8. USB 3.1 Gen 1 (5GBits/s) Type A port (allows for wake from S4/S5 with keyboard/mouse when connected and enabled in BIOS)
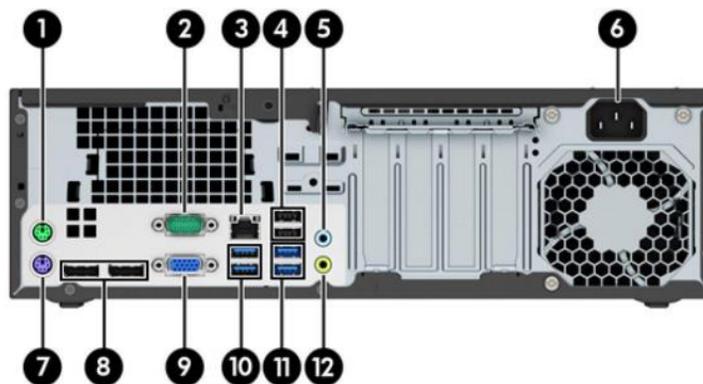9. RJ-45 (network) jack
10. Power connector

Desktop Manufacturer: HP
Desktop Model: EliteDesk 705 G3 SFF

## HP EliteDesk 705 G3 Small Form Factor Business PC

1. 9.5mm slim optical drive (optional)
2. USB 2.0 fast charging port (black)
3. USB 2.0 port (black)
4. (2) USB 3.1 Gen 1 ports (blue)
5. Microphone/headphone connector
6. Headphone connector
7. Dual-state power button
8. Hard drive activity light
9. SD 4 card reader (optional)

HP EliteDesk 705 G3 Small Form Factor Business PC

1. PS/2 Mouse connector (green)
2. Serial port
3. RJ-45 network connector
4. (2) USB 2.0 ports (black), allows for wake from S4 with keyboard/mouse when connected and enabled in BIOS.
5. Line-in audio connector (blue)
6. Power cord connector
7. PS/2 Keyboard connector (purple)
8. (2) DisplayPort™ monitor connectors*
9. VGA monitor connector*
10. (2) USB 3.1 Gen 2 ports (blue)
11. (2) USB 3.1 Gen 1 ports (blue)
12. Line-out connector for powered audio devices (green)

2. **Check Accessories**
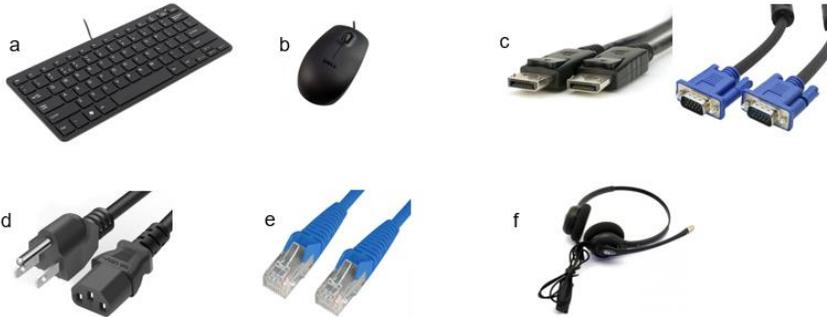
a) Keyboard
b) Mouse
c) DisplayPort or VGA Cable
d) Power Cable
e) Ethernet Cable
f) Headset, cradle and cables* (model may be different)

3. **Setting up the Display**
   a. Connect your power cable to the power port.
   Type of Display Connectors:
   a. **DisplayPort** and **VGA Cable** (c)
4. **Connecting the peripherals**
   a. Connect the cable from the monitor to the DisplayPort/VGA port at the back.
   b. Connect the mouse, keyboard, headset in the USB ports at the back.
5. **Connect to Network**
   a. Prepare your ethernet cable.
   b. Connect ethernet cable to the desktop's RJ-45 port and the other end to the modem.
6. **Connect the power cable and turning on the PC**
   a. Plug the power cable into the desktop's power connector.
   b. Plug the power cable into a power outlet.
   c. Press the Power Button.
7. **Logging in to the computer**
   Username: firstname.lastname@teletech.com or Oracle ID (2199999)
   Password: AD/NT Password
   Note: You may refer on the indicated username and password on the Welcome Letter you have received together with your PC set.
8. **The first time you logged in**

   a. Login to agent desktop, Global Protect will pop up on the lower right corner of the screen.
   b. You may need to enter the Portal Address: **agentsph.ttec.com** then click **Connect**. If there is a listed Global Protect portal on your Welcome Letter, use that instead.

c.   Log in with the same username and password that you used to unlock your machine.

Note: Global Protect will sign in automatically on your next log in. If not, you may manually pull it up by going to **Start > All Programs > Teletech > Tools > Covid_Test > Global Protect.**

9.   **Connected to Global Protect**
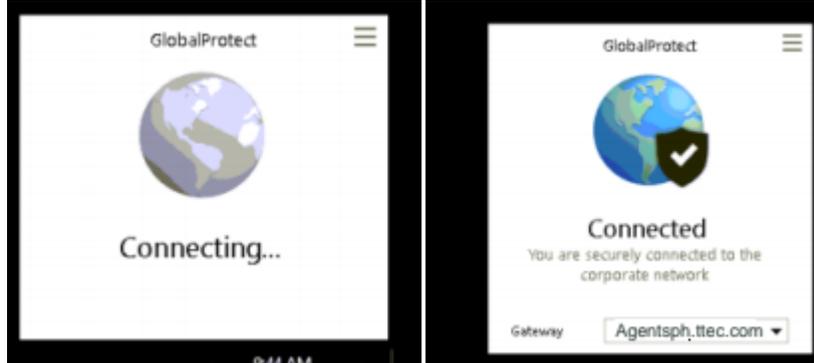
a.   Wait until it shows connected to Global Protect

b.   Once connected, your PC will finish configuring. It will take up to an hour to complete.

Note: Do not power off or disconnect the PC until the hour has passed.

If your Start Menu is blank after the hour passes, please call ASD:

Australia Hotline: (00612) 90219518

PH Hotline:

Metro Manila Contact Numbers
For Sites on the Metro

Smart Numbers	Globe Numbers
09498831306	09171703704
09498831305	09171703705
09498831304	09171703706
09498831303	09171703707
09498831328	09171010003
09498831327	09171010004
09498831326	09171010005
09498831325	09171010006

Landline Numbers
(02) 89813002
(02) 77187305
(02) 77395940

Outside Metro Manila Contacts
For Sites Outside the Metro

Site	Phone Number
Cebu	(032) 4949101
Duma	(035) 4204005
Iloilo	(033) 3299101
Sta. Rosa	(049) 5471301
Dumaguete	(035) 4204005
Pampanga	(045) 4068101
Lipa	(043) 7248605

C. For SRW Image

Logging in to the computer

1. Place your cursor on the desktop splash screen and left click on the mouse. You might see a couple of login entries on the lower left side of the display. You will be using **TTUSER**.
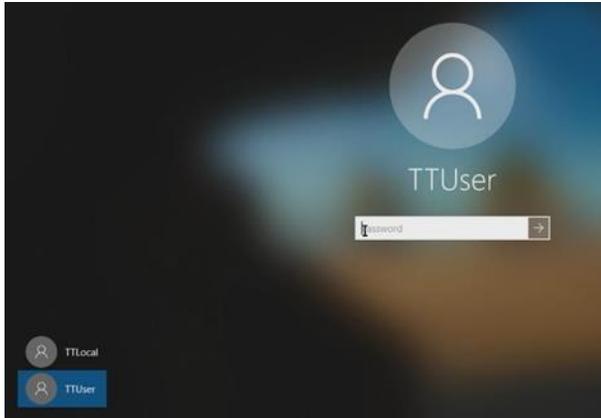
2. Select **TTUser** if it does not already appear on the credential login request
3. If you are prompted to enter a password, enter **Welcome123** and either select <**Enter**> on your keyboard or select the arrow to the right of your password entry

If you are logged out after a brief setup, log in again. You will see several blue screens during this step, and it may take up to 5 minutes.

Installing PingID

PingID must be installed before you can access the SRW platform and Global Protect. If you already have PingID installed on your mobile, please contact the AtHome Service Desk for assistance.

1. Open a browser on your computer. Register your PingID before initially signing on by using this link: https://desktop.pingone.com/ttec
2. Sign on with your TTEC email address and Windows password (do not use your Employee/Oracle ID)
3. Once you have completed the registration on the computer, keep the browser open. You will need to complete the registration once you installed the application on your mobile device.
4. Return to your mobile device and search for the PingID app on your mobile device either from the App Store (Apple) or Play Store (Android).
5. Your mobile device should be ready for the registration code to be entered. You will need to display the registration code on the computer screen.
6. On your computer, once the app is downloaded right-click on "**I already installed the Ping ID app**".
7. The next screen provides a QR code. Open the PingID application and agree to the permission pop- ups (notifications, location, and camera). The camera on your mobile device can then be used to scan the QR code.
8. After the QR code has been scanned, your phone will verify your global protect sign in. Verify your identity on the app by following the prompts.
9. Once the process is complete, you must keep the PingID app on your phone to allow for multi-factor authentication in the future.

If you do not have a mobile device and need to install PingID on a desktop computer please contact the AtHome Service Desk for instructions.
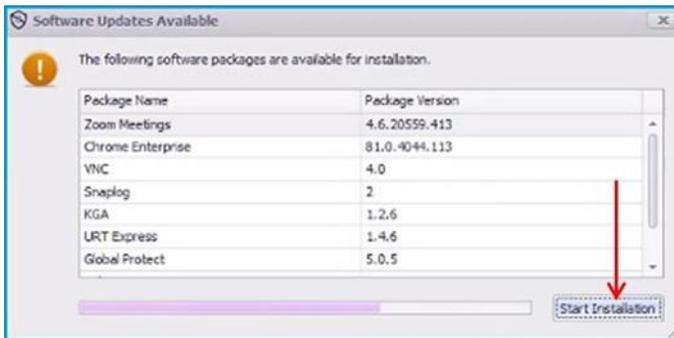
Launching Secure Remote Worker (SRW)

During the SRW installation your computer may reboot several times. Once it reboots, follow the same instructions from above to return and complete the SRW installation. This install may take up to 30 minutes, so please be patient.

1. Select **Programs**
2. Select the **Secure Remote Worker** folder
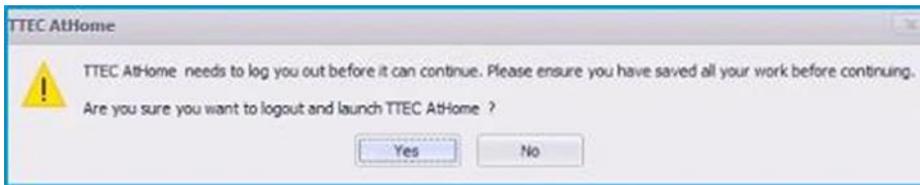3. Click **Secure Remote Worker**
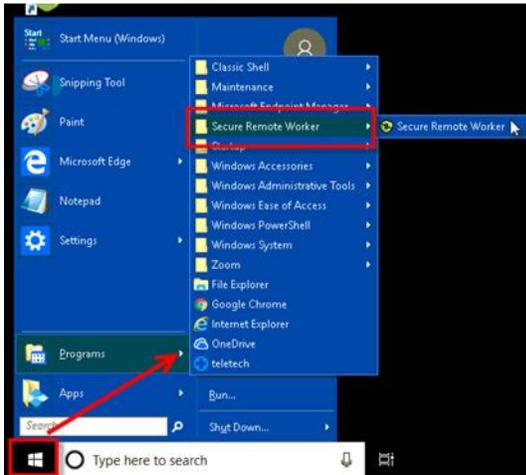
4. The SRW install process will launch. This is an automatic process; it will automatically begin the download and installation of the application stack. If the install does not start, click the "**Start Installation**".

5. After the install is complete you will see another login screen below. Enter your TTEC email address and your network password
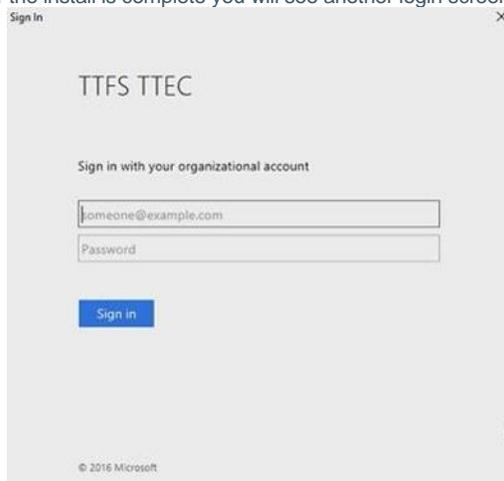
6. Secure Remote Worker prompts you with a security warning about saving your work and being prepared to launch TTEC AtHome. Click **Yes**.
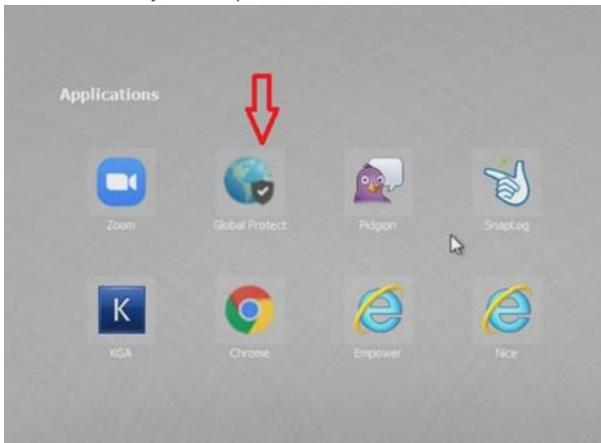

7. Once the Secure Remote Worker launches, you will see a page like this example dashboard.
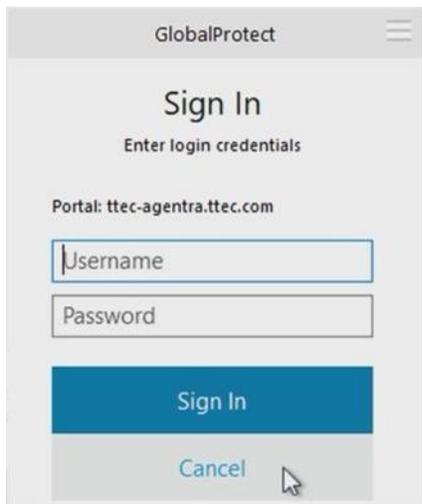

Launching Global Protect

1. Open PingID on your mobile device.
2. Within SRW on your computer, click on the Global Protect icon as shown in the picture below.

3. Enter your TTEC email address and network password. Click the "Sign In" button to authenticate into Global Protect. You will then be prompted to authenticate with PingID.

4. From your mobile device, enter the passcode from PingID on your computer. If you enabled the swipe gestures, swipe up on the red circle in the application on your mobile device.
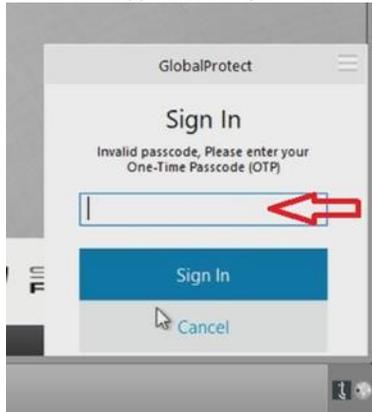
5. You should now see a message saying you are **Connected** to Global Protect.

D.   Basic Troubleshooting Guide
Applications are stuck or not loading

• If applications are web-based, try closing and opening a new window.
• Use another browser if available.
• Shutdown your PC, unplug the power cable from the power outlet then press and hold the power button for about 2-3 seconds. Turn your PC on, then retry.
• If still not working, reach out to ASD (AtHome Service Desk)

– Australia Hotline: (00612) 90219518
– PH Hotline numbers. (see previous page for the PH numbers)
• It is not advisable to have other devices connected to your modem/router (internet connection) such mobile phones, gaming console on another Computer.

Computer is not turning on

• Check that cables are properly connected, if YES, reconnect the cable then try turning on.
• Check light on the power button of your monitor or your tower.
• Do a power cycle of your devices.
• If still not working, reach out to ASD (AtHome Service Desk)
– Australia Hotline: (00612) 90219518
– PH Hotline numbers. (see previous page for the PH numbers)

Cannot connect to VPN (Global Protect)

• Confirm you are using the correct username and password.
• Check if you have internet connection.
• Shutdown your PC, unplug the power cable from the power outlet then press and hold the power button for about 2-3 seconds. Turn your PC on, then retry.
• If still not working, reach out to ASD (AtHome Service Desk).
– Australia Hotline: (00612) 90219518
– PH Hotline numbers. (see previous page for the PH numbers)

Unable to login to your TTEC applications

• Confirm you are using the correct username and password.
– For your PC use your AD/NT username / password.
– For Oracle, use standard format username: [First Initial] [Middle Initial] [Last Name].
– For Kronos, use your Oracle ID/Employee Number and the default password is Welcome1
• If password reset is needed do a reset via https://help.ttec.com/
• If applications are web-based, try closing and opening a new browser.
• If still not working, reach out to ASD (AtHome Service Desk).
– Australia Hotline: (00612) 90219518
– PH Hotline numbers. (see previous page for the PH numbers)

Unable to login to your client applications

• Confirm you are using the correct username and password.
• Close the application, relaunch, then try again.
• For web-based application, close all browsers then try launching the application.
• Restart your computer.
• Reach out to your team lead for assistance on proper login.

Peripherals are not working

• Confirm wireless devices have good batteries
• connect and reconnect the device (change ports if not successful)
• Restart your computer