

Apple Macbook Remote Workstation Set Up

EMPLOYEE TECHNOLOGY SERVICES



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.

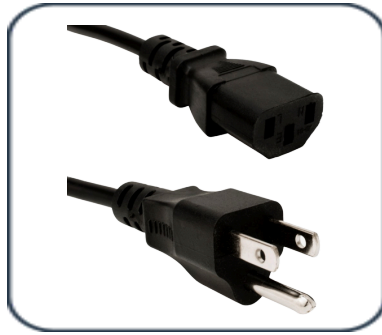


Unpack and set up both monitors, docking station, keyboard and mouse before your start date. **Do not throw away your boxes.** Boxes should be stored in case you need to return equipment to WEX for any reason including repair or replacement.



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!



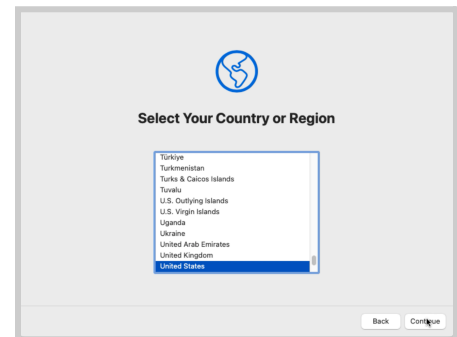
Do not attempt to log into systems or proceed with any other instructions in this document until your actual first day of work. Your system access will not be enabled until 6:30 a.m. CT on your start date.

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

Initial Start Up and Login

Starting your new MAC

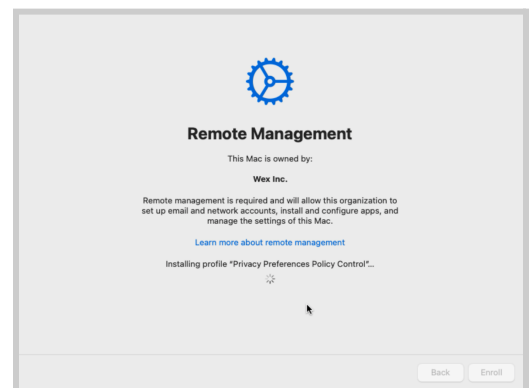
- 1 Power on the computer and walk through the macOS setup assistant screens.
 - Select Your Country or Region
 - Verify the Written and Spoken Languages
 - Choose any Accessibility options



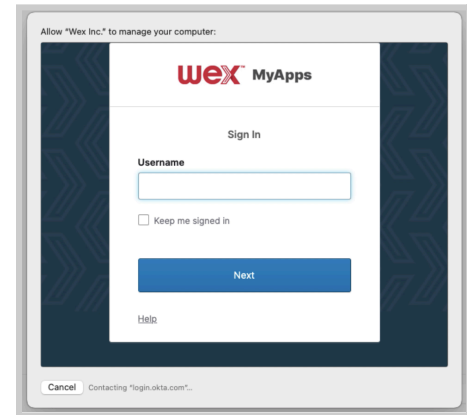
- 2 For a wired connection, ensure that your Ethernet cord is securely plugged into the docking station. For Wi-Fi, the macOS setup assistant will guide you through connecting to your preferred network.

- 3 Once connected to your home office network. The macOS Setup Assistant will prompt you to enroll in Remote Management. Select the "enroll" option to proceed.

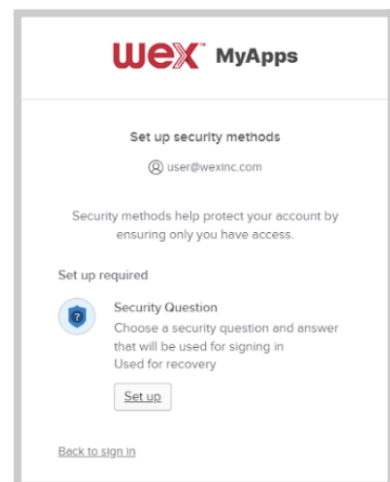
If a macOS update is required, you'll see an additional prompt asking you to install the necessary software update. Once the update is installed, your computer will restart, and the macOS Setup Assistant process will resume automatically back at step 1.



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

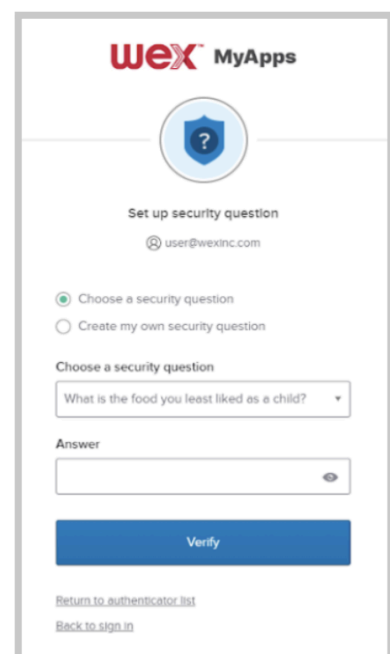


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- 5 On the next screen, click "Set up"

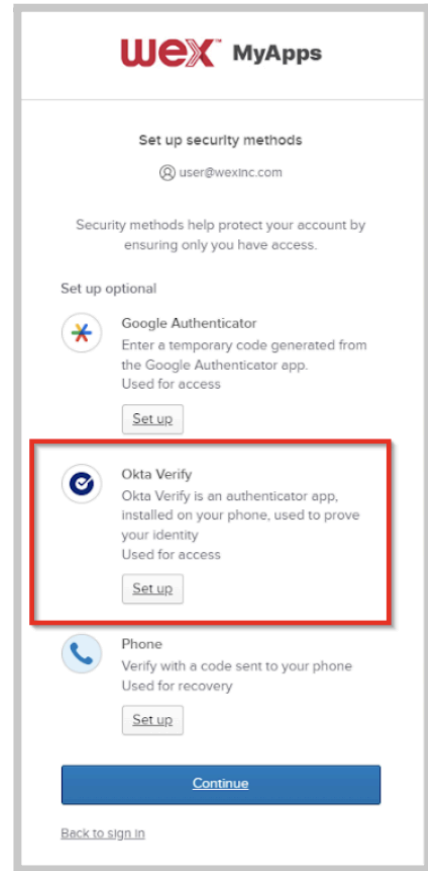


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- 6 Set up a security question by selecting "Choose a security question", then select one from the dropdown and enter your **Answer**.

Then click **Verify**



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- 7 On the “Set up security methods” select the **Okta Verify** “Set up” button.



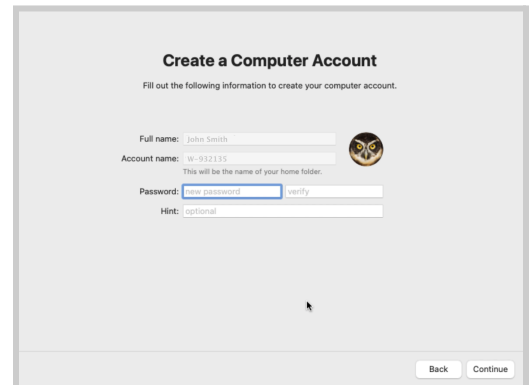
- 8 Follow the onscreen instructions to complete the **Okta Verify** set up steps.

- 9 Creating your Computer Account:

Your full name and account name will be automatically filled in based on the info from your Okta account that you used to enroll your device.

Your Account name will be set as your **WID**.

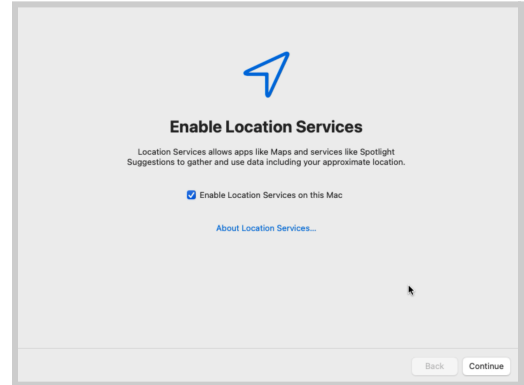
Please use the same password you used with Okta earlier.



10 Once connected to your home office network. The macOS setup assistant will prompt you to Enable Location Services. Check the box to enable it and hit Continue.

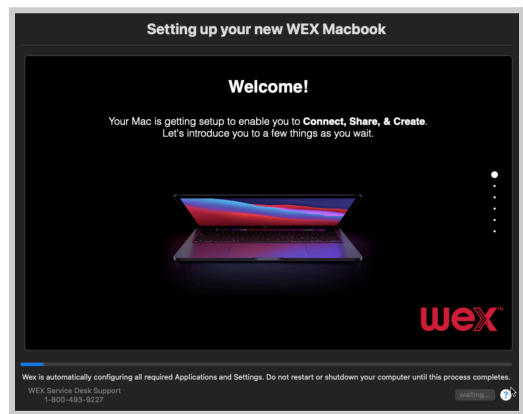
Next up, you'll see FileVault Disk Encryption.

Just click Continue for that too.



11 The Desktop will appear, and in about a minute the Wex Setup assistant will take over your screen. This helper will install additional software like browsers and security tools.

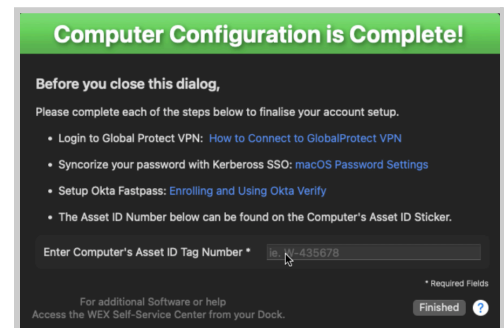
You can watch the progress on this screen



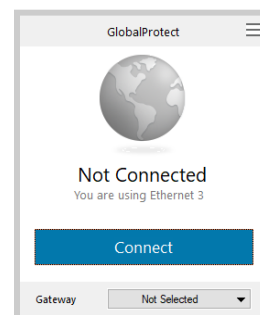
12 As the software gets installed, the web view will switch between support information and progress updates. You'll see these updates below. Once everything is installed, you can click the Continue button to move on.

13 The Computer Configuration is now complete. Next, you'll need to enter the Asset ID Tag Number for your computer. You can find this number on the Asset ID Sticker that's attached to your computer.

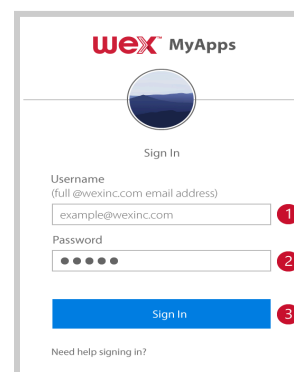
After that, just follow the rest of the steps to finish setting up your account.



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- 14 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.



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- 15 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".

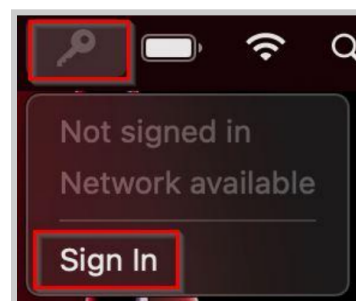


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- 16 On the next screen, select your preferred verification method and follow the onscreen instructions. **Okta Verify should be the preferred verification method moving forward.** Once complete, you should be connected to the VPN.

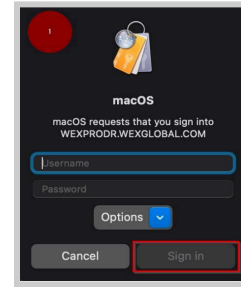
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- 17 To verify connectivity, click the Global Protect icon again to display connection status.



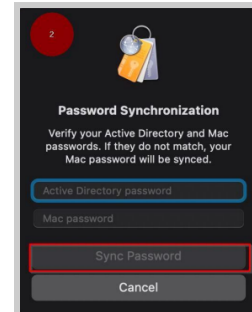
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- 18 Once successfully connected with Global Protect, click on the Single Sign-On key icon, located at the top right-hand corner of the menu bar, and click on Sign In.



19 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.



20 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. PLEASE NOTE: THIS STEP IS CRITICAL!**



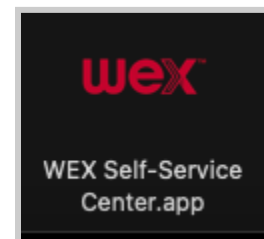
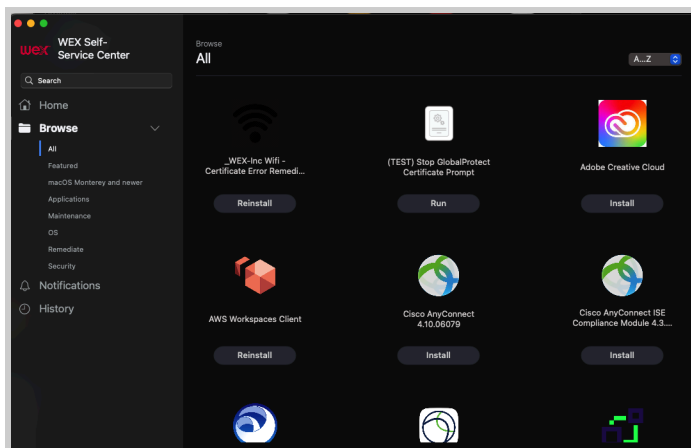
21 Once completed, you will have a Single synchronized password for your Active Directory password (OKTA password) and the local machine password.

22 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!

WEX Self-Service Center

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



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!

