

Windows Laptop 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

&



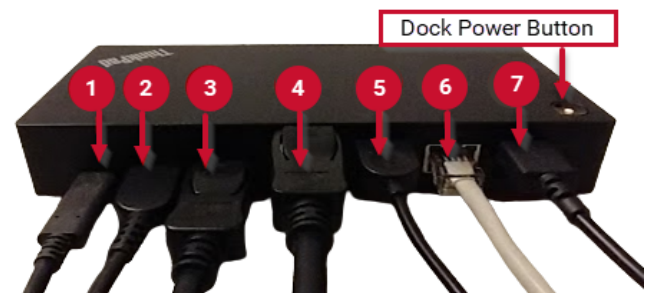
DisplayPort or HDMI cable

Your Docking Station

Your docking station will be the central connection point for your laptop, monitor, keyboard and mouse as well as your internet connection. The picture shown below is an example of how the cables should be connected. Docking Stations may vary by manufacturer but should have similar layouts.

USB-C Docking Station

The USB-C cable generally plugs into the laptop at the left hand back corner.



USB-C Docking Station Cable Layout Example

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.

HP PC USERS: The dock power button will not work for HP Laptops, if using a Lenovo Docking Station.

Note: Some docking stations come with a special USB-C Cord that has a USB adapter installed. Please remove the USB adapter so the cable has a USB-C plug on both ends.



The USB-C end with the screws is designed for making the connection in the back of the dock only and should never be used in/on the laptop USB-C port



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

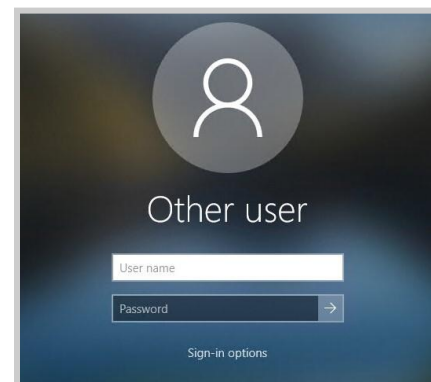
1

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



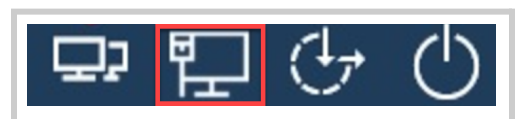
2

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

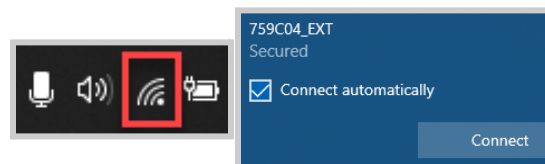


3

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.



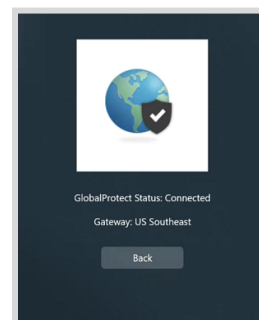
- 4 If using Wi-Fi, click on the internet icon in the bottom right corner of your screen and connect to your preferred network.



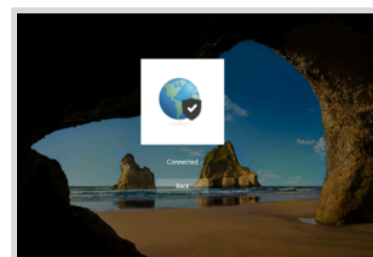
- 5 Once connected, click the “Network sign-in” icon in the bottom right of your screen.



- 6 After a brief loading screen, you'll see a screen like the one shown here, it may take up to 10 minutes for it to show Connected. You may need to hit back and try again if it goes longer than 10 minutes.



- 11 Once connected, click **Back**.



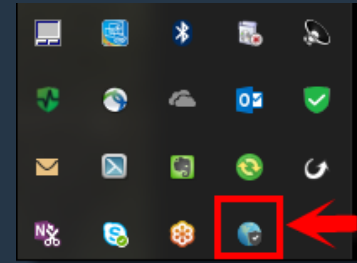
- 12 On the login screen, enter your “Local or domain account password”. Then enter your WID (example: **w123456**) as your username and your Windows password and click Enter.

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



Remote Network Access via GlobalProtect (VPN)

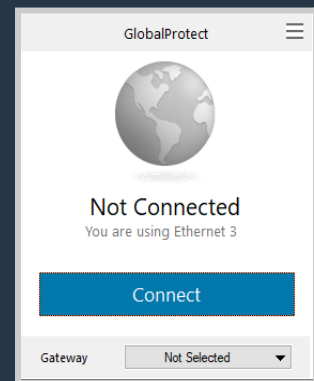
After initially logging in, **you should be connected to the VPN**. To confirm you are connected, click the up arrow by system clock in the bottom right corner of your screen. If you are connected, you should see an image that looks like this.



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.

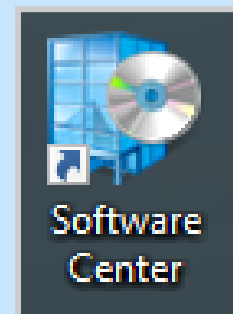
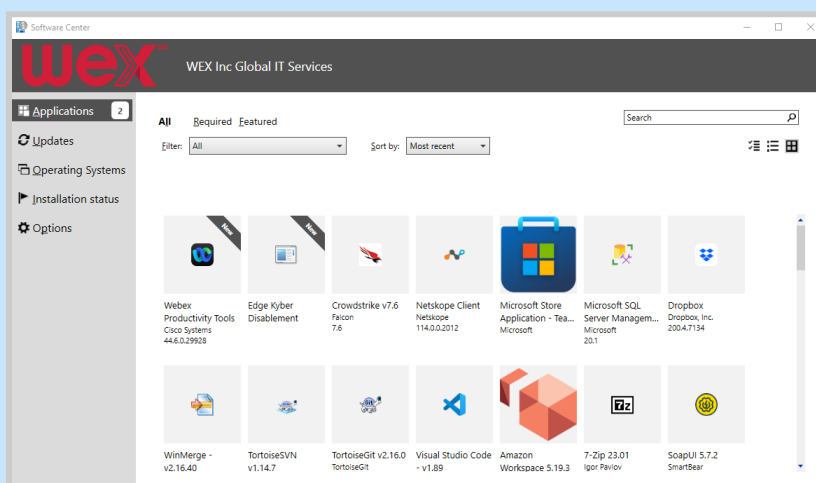
Click “Connect” to connect to the Global Protect VPN. After a brief loading screen, **enter your Windows credentials** here using “Username” = WEX Email Address and “Password” = Windows password you previously created in the steps above.

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”.



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 Employee Service Portal, 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!

