



WFH Frequently Asked Questions

Welcome to WFH!

This document is catered towards agents who have received the WFH Kit at their residence or who will receive it soon.

The guidance in this document aims to provide insight into recurring questions the WFH Implementation Team has received. If you need additional assistance when using this document, please contact the Service Desk by phone (800-204-0581) or email (ServiceDesk@cardworks.com).

Contents

- Equipment.....2
 - What’s included in my WFH Kit?2
 - When should I use a WFH USB headset?2
 - Are the USB headsets compatible with Work In Office (WIO) equipment?2
 - How do I set up dual screens?2
 - I’ve been shipped a new monitor or computer. How do I set it up with my existing equipment?5
 - What happens to my old equipment?9
- Daily Operations and Tasks9
 - Why do I need to log in everyday?9
 - Which employees use myapps.microsoft.com versus the applications on their desktop?9
 - Why is the date on my machine in Pacific time?9
 - How do we attend and conduct video calls?11
 - I’m unable to access Avaya – what should I do?11
- Team Leads/Coaches12
 - I do not have access to CMS Supervisor – what should I do?12
 - How do I listen to call recordings on my WFH machine (the play button is grayed out)?12
 - Why is there no screen recording for live monitoring on my WFH machine?12

Equipment

What’s included in my WFH Kit?

- Computer, keyboard, mouse
- Regular monitor
- Camera monitor
- Monitor stands
- Surge protector
- Ethernet cables
- USB headset
- WFH documentation – Sent by the Operations Project Manager via email

Once you complete the setup process, the software and applications will be pushed to your machine via Microsoft InTune.

When should I use a WFH USB headset?

When using Genesys, you should use the WFH USB headset.

When using Avaya, you should use the equipment you use today when making and receiving calls.

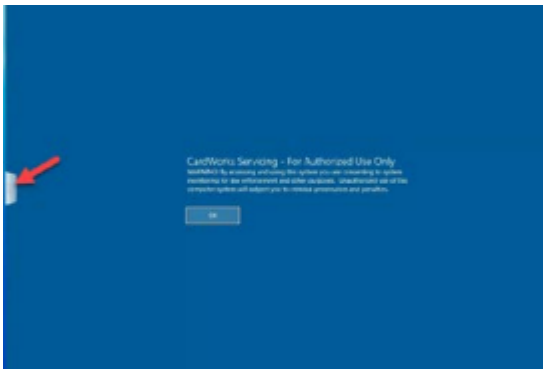
Are the USB headsets compatible with Work In Office (WIO) equipment?

The USB headsets will be compatible with WIO equipment once Genesys has been rolled out to all departments. Until then, employees in the office should continue to use the phone at their desk.

How do I set up dual screens?

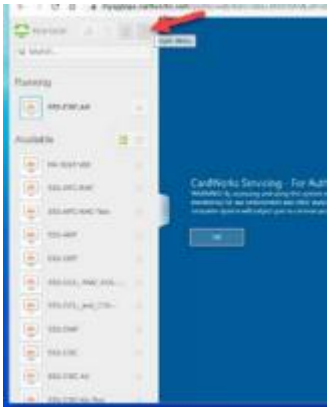
When logging in for the first time each day, follow the instructions below to enable both of your monitors. The settings for the monitors are retained when your computer is locked. The settings are *not* retained when you log off the computer.

1. Log into the computer and access the Virtual Desktop Infrastructure (VDI).
2. Click the menu tab on the left side of the screen.

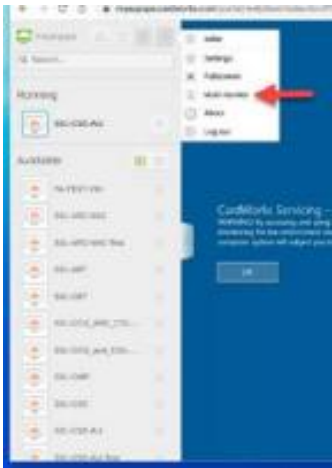


3. Select **Open Menu** from the drop-down menu.

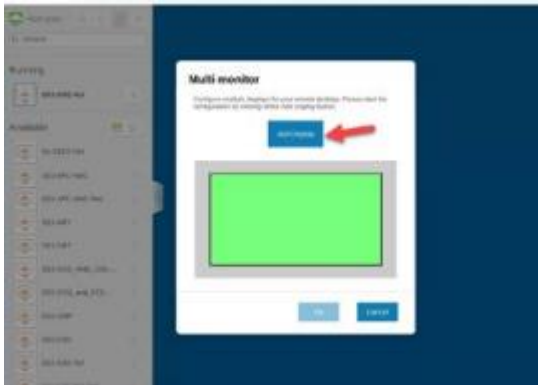
WFH Frequently Asked Questions



4. Double-click **Multi monitor**.

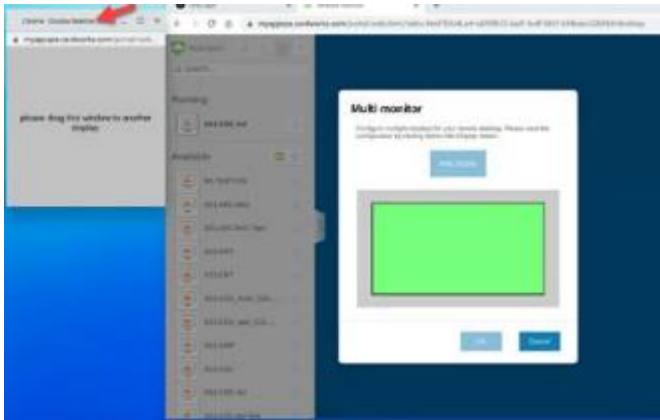


5. Click **Add Display**.



6. Click and hold the mouse button to drag and drop the window to the second display.

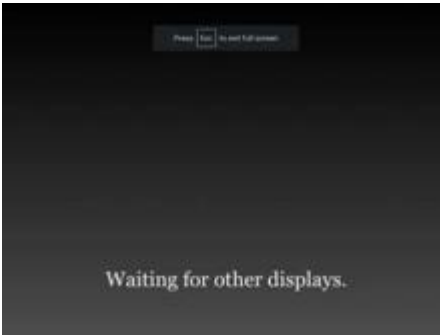
WFH Frequently Asked Questions



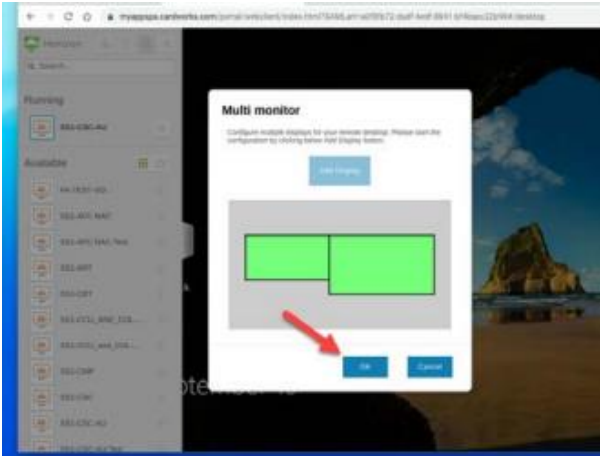
7. On the second display, a computer icon with a plus sign will display. Click on it.



8. The second monitor will turn black with the message, **Waiting for other displays.**



9. From the primary monitor, click **Add**.



10. If a **Warning** message about scaling settings displays, click **OK**.

11. Your dual screens are enabled and you can now move applications between the monitors.

WFH Frequently Asked Questions

I've been shipped a new monitor or computer. How do I set it up with my existing equipment?
There may be occasions when you're shipped replacement hardware such as a new monitor or computer.

Use two DisplayPort cables to connect the monitors to the computer. The DisplayPort cable, along with the DisplayPort ports on the monitor and computer, can be identified by the following logo:



In addition, you must use either the **USB-C** or **USB 3.2 Gen 1 upstream cable** to connect your multimedia monitor to the computer. Your multimedia monitor is the one with the slide-up camera.

The cable and ports that you use depend on your setup:

- [Dell computer with Dell multimedia monitor](#)
- [Dell computer with HP multimedia monitor](#)
- [HP computer Dell multimedia monitor](#)
- [HP computer with HP multimedia monitor](#)

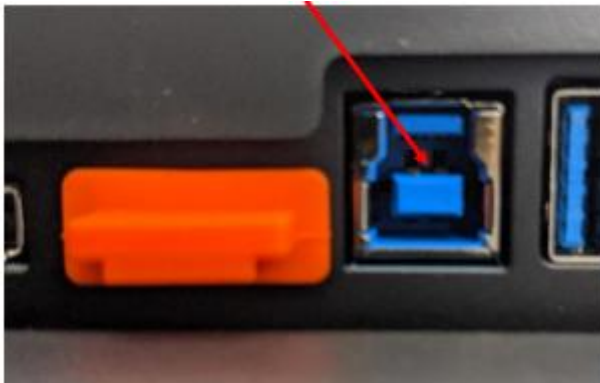
Dell computer with Dell multimedia monitor

First, connect the USB 3.2 Gen 1 upstream cable to the monitor as shown below.



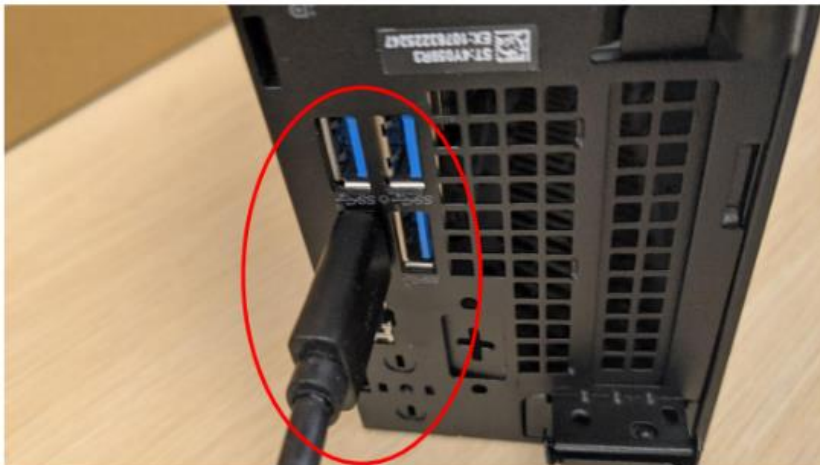
USB 3.2 Gen 1 upstream cable

WFH Frequently Asked Questions



Port on monitor

Then, connect the other end of the USB 3.2 Gen 1 upstream cable to an available USB 3.2 Gen 1 upstream port on the computer.



Port on computer

Dell computer with HP multimedia monitor

First, connect the USB-C cable to the USB-C port on the back of the monitor as shown below. The USB-C port can be identified by its logo. It has a trident with prongs that end in a square, circle, and triangle. It's oval and more compact than other USB connectors.



Port on monitor

Then, connect the other end of the USB-C cable to the USB-C port on the front of the computer.



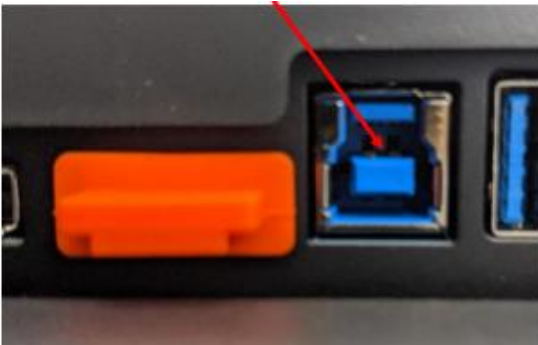
Port on computer

HP computer with Dell multimedia monitor

First, connect the **USB 3.2 Gen 1 upstream cable** to the monitor as shown below.



USB 3.2 Gen 1 upstream cable



Port on monitor

Then, connect the other end of the USB 3.2 Gen 1 upstream cable to an available USB 3.2 Gen 1 upstream port on the computer.



Port on computer

HP computer with HP multimedia monitor

First, connect the **USB-C cable** to the USB-C port on the back of the monitor. The USB-C port can be identified by its logo. It has a trident with prongs that end in a square, circle, and triangle. It's oval and more compact than other USB connectors.



Port on monitor

Then, connect the other end of the USB-C cable to the USB-C port on the front of the computer.



Port on computer

What happens to my old equipment?

Once you log into your WFH machine and your profile is downloaded (detailed setup instructions will be provided for you to do so), you will work directly from the WFH machine. You will no longer use your existing desktop or Chromebook. This equipment will be recovered by the WFH Implementation Team at a later, scheduled date.

Exception: If you use Verint for call playbacks, you will need to use both your WFH machine and Chromebook until the Cloud Contact Center is in place.

Daily Operations and Tasks

Why do I need to log in everyday?

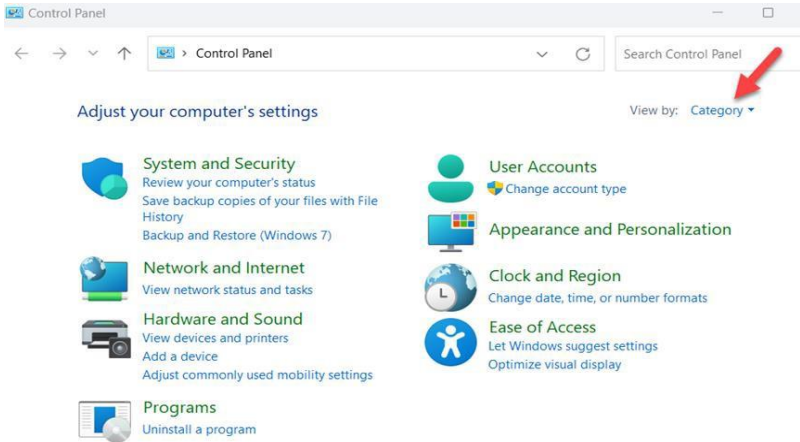
If you use certain applications, such as FDR, you need to log in every day in accordance with the setup of Microsoft Authenticator. The use of Microsoft Authenticator is part of our M365 initiative and it helps to ensure the data you're working with stays protected at all times.

Which employees use myapps.microsoft.com versus the applications on their desktop?

Please refer to the **WFH Configuration Matrix**.

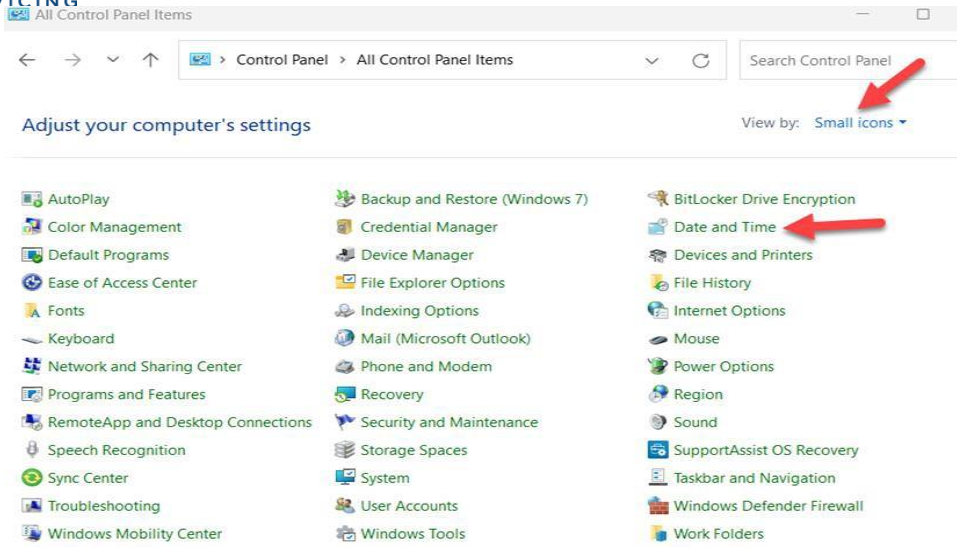
Why is the date on my machine in Pacific time?

1. Click the start menu and search for Control Panel. Once it is open, click the arrow beside **View by:** and select **Small icons**.

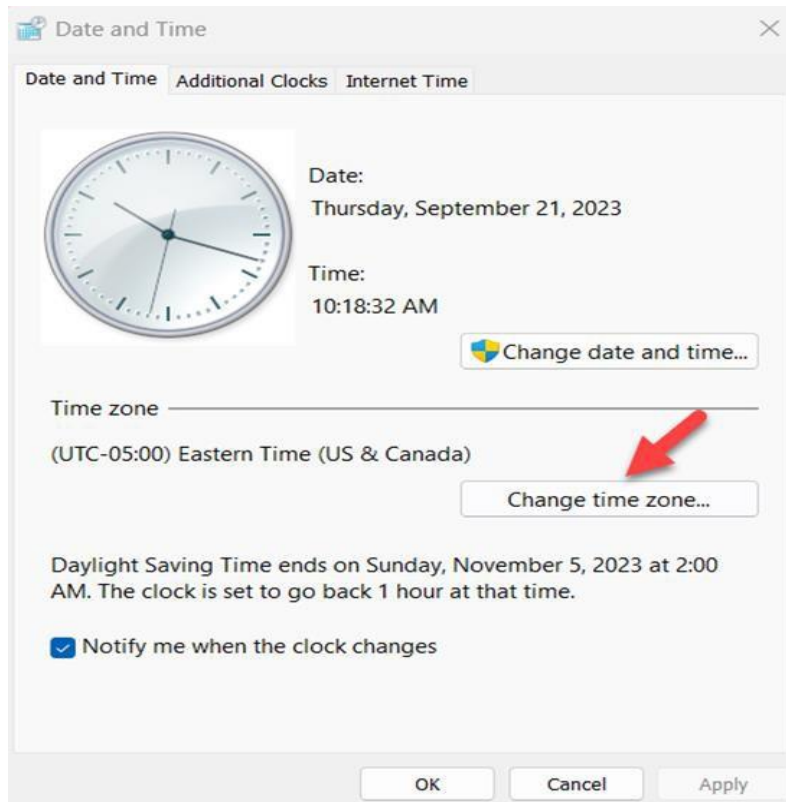


2. Click **Date and Time**.

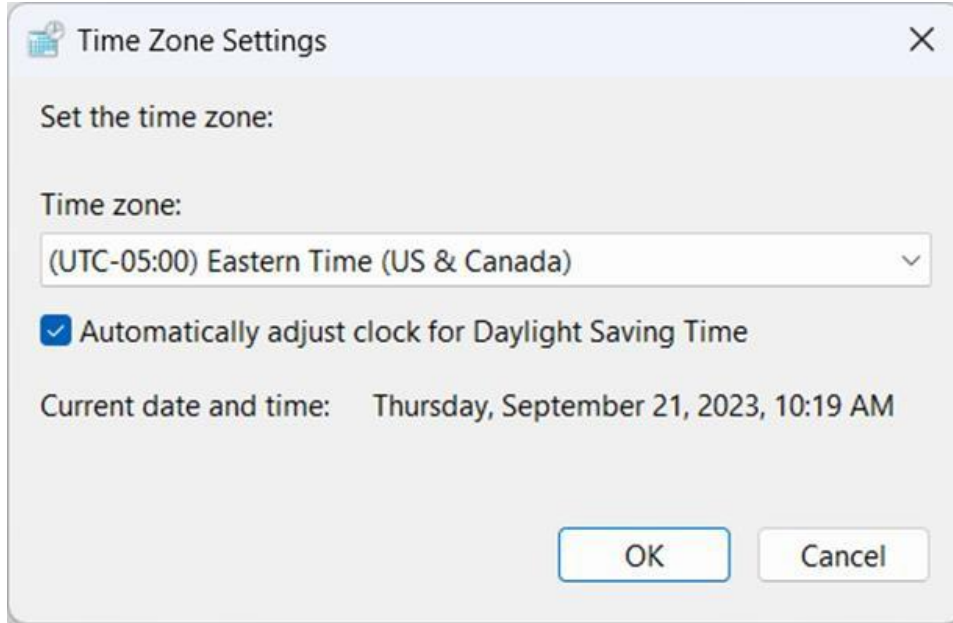
WFH Frequently Asked Questions



3. Click **Change time zone**.



4. Select the appropriate **Time zone**; then click **OK**. Close the Control Panel.



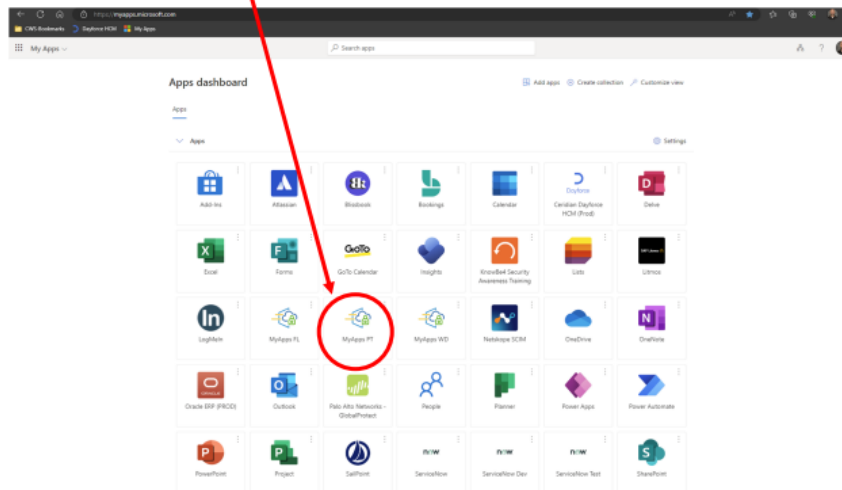
How do we attend and conduct video calls?

If you are not on a remote session, use the Teams application installed on your local machine to attend audio and video calls for collaboration with other CWS employees. You cannot use your WFH camera if you are in a remote session.

I'm unable to access Avaya – what should I do?

The HP WFH machines do not have Avaya installed on them. If you've received an HP WFH machine, follow the instructions below to access MyApps and use VMware (VDI):

- a. From your computer, launch an Internet browser.
- b. In the address bar, type **myapps.microsoft.com**.
- c. Click **enter** to display the apps that your profile can access. The screen capture below is for illustrative purposes and available tiles will vary based on permissions.
- d. Click on the applicable MyApps tile.





WFH Frequently Asked Questions

Team Leads/Coaches

I do not have access to CMS Supervisor – what should I do?

The Avaya CMS Supervisor application should be on your WFH machine after you log in and follow the setup instructions. If it is not, please create a ticket in ServiceNow and a Service Desk agent will assist you.

How do I listen to call recordings on my WFH machine (the play button is grayed out)?

If you need access to Verint for call playbacks, access the VDI environment via your Chromebook or WFH machine.

Why is there no screen recording for live monitoring on my WFH machine?

At this time, screen recordings are set to record out of New York (NY). This will be resolved once Genesys is in place.