Welcome to WFH!

These directions are catered towards Agent users who receive the new WFH Kit at their residence. These instructions were created to provide step-by-step visual documentation to allow for successful setup and configuration of the WFH kit.

At any point during the process, if you require technical assistance, you may reach out to the Service Desk at 800-204-0581 or via email at ServiceDesk@cardworks.com. Dedicated support will assist you ASAP during normal hours of operation.

Configuration Instructions:

1. Power on the computer. Please wait a few seconds for the welcome screen to appear.
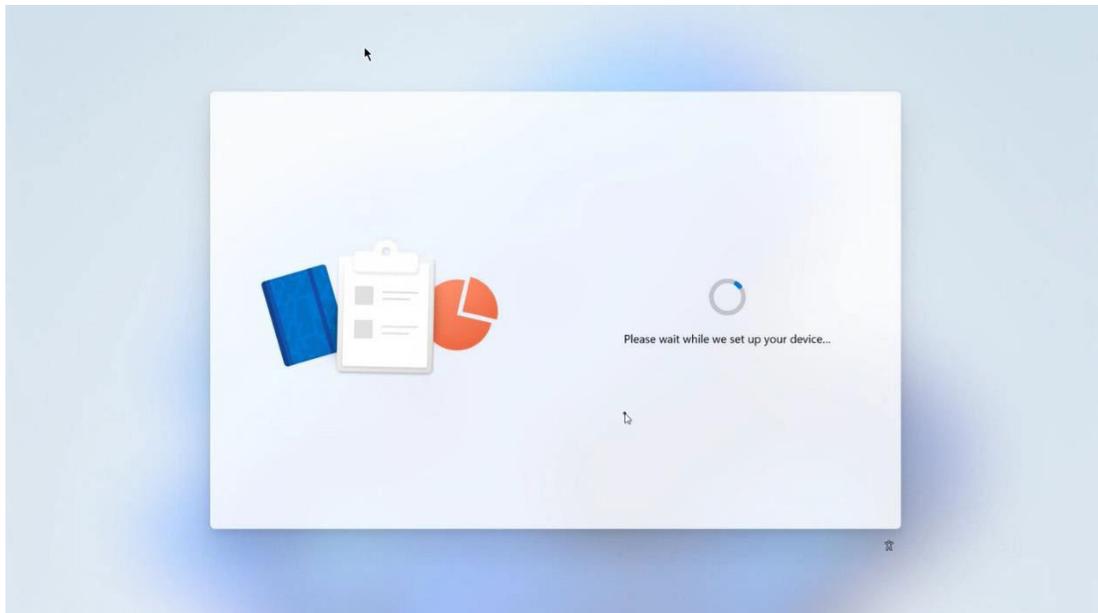
2. From the welcome screen, type your (USERNAME@cardworks.com), then click **Next**.
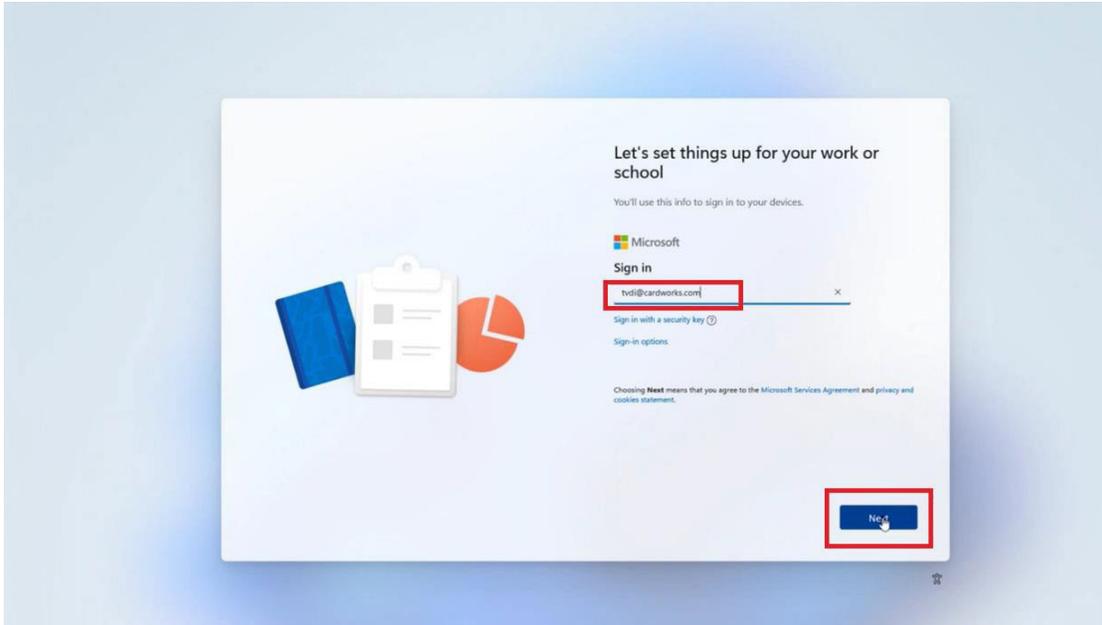
3. Enter your CardWorks network password, then click **Sign in**.
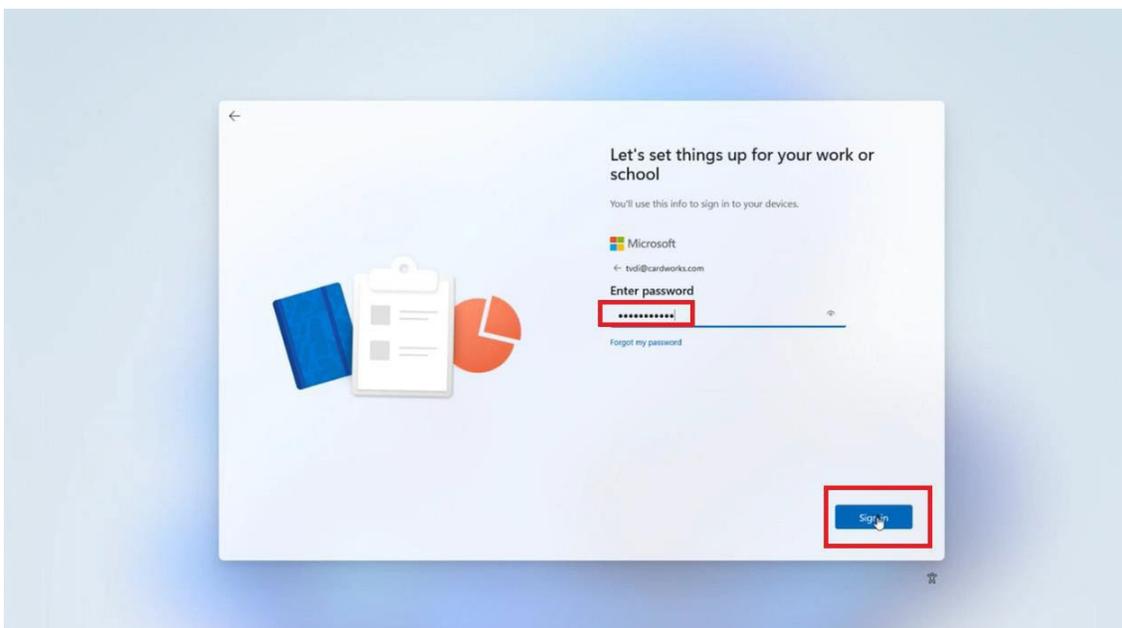
4. The next steps involve Microsoft Authenticator. If Microsoft Authenticator is already installed on your phone, you do not need to reinstall the application. Open Microsoft Authenticator and enter the 2-digit code in the box. Click **yes** on the phone and skip to step 20 of this document. If you do not have Microsoft Authenticator installed on your phone, continue to step 5.

   NOTE: Microsoft Authenticator is a security application that provides two-factor authentication. The app is required to verify your identity and allow access to the system. Additional information on Microsoft Authenticator is available at: https://support.microsoft.com/en-

us/account-billing/how-to-use-the-microsoft-authenticator-app-9783c865-0308-42fb-a519-8cf666fe0acc

5. A Microsoft Authenticator prompt will appear. Click **Next**.
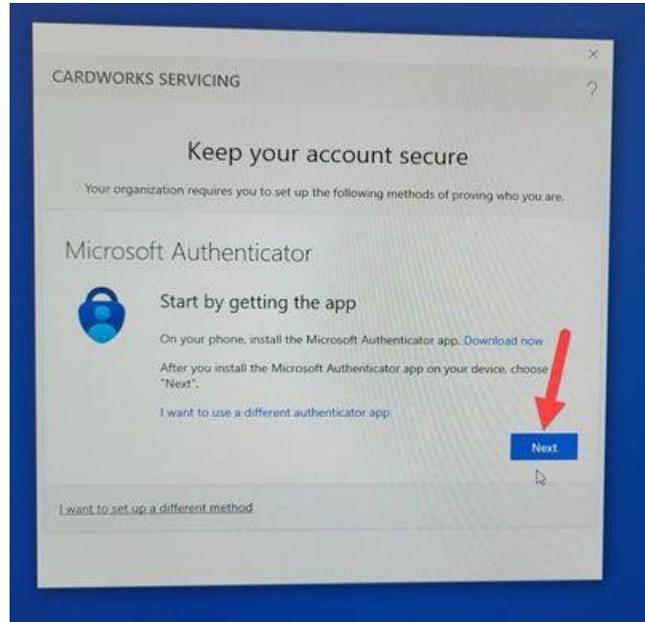
6. Click **Next** again.

7. A QR code will appear on your computer. You will perform the next nine steps using your cell phone.

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8. Using your cell phone, download the **Microsoft Authenticator** application from the Google or Apple application store. iPhone image shown below.
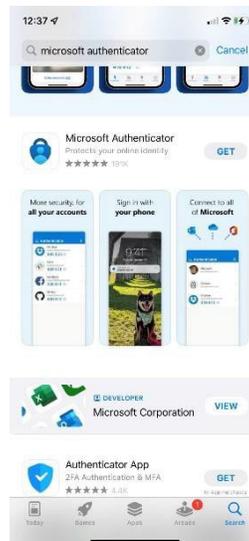
9. Once the app is downloaded, follow the prompts to setup Microsoft Authenticator on your cell phone.
10. On the right side, click the menu with the three (3) dots (iPhone) or button with a white plus sign (Android).
11. From the dropdown, click **Add Account**.
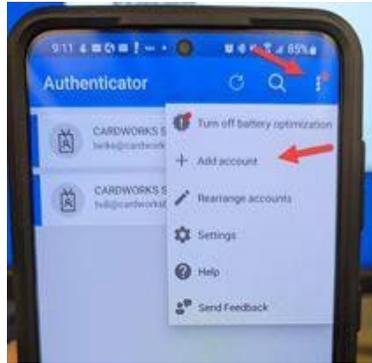
12. Select **Work or School Account**.

13. Select **Scan a QR code**.
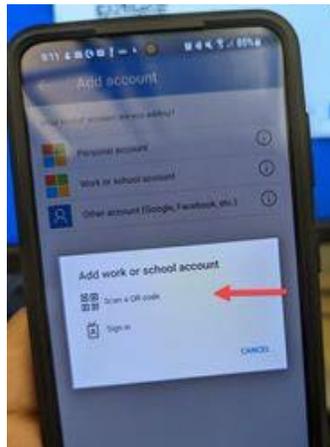
14. Using your cell phone, scan the QR code displayed on the monitor.

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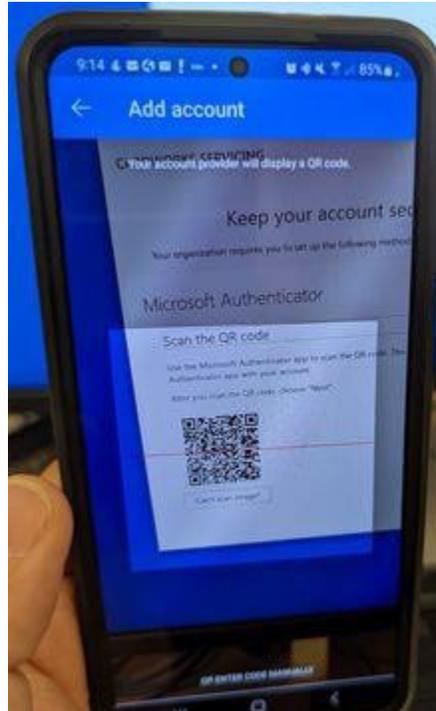
15. Verify your account displays in the Microsoft Authenticator application.
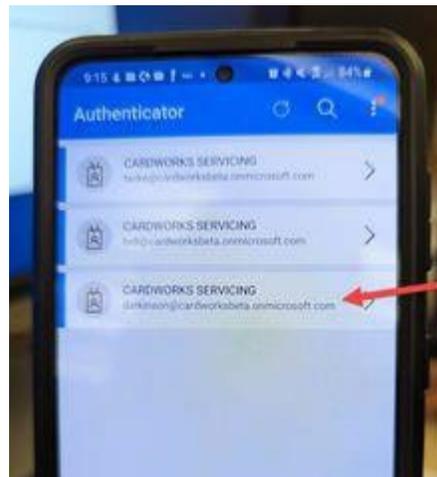
16. Click **APPROVE** at the **Approve sign in?** prompt. You are done using your cell phone and will be performing the remaining steps on the computer.
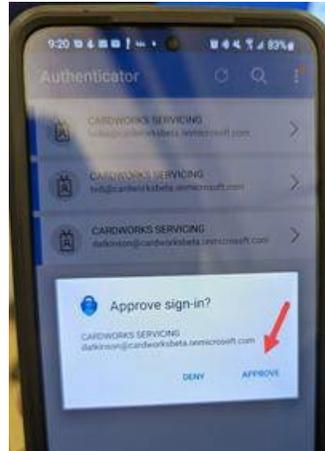
17. From the computer, verify there is a green check mark beside **Notification approved**.
18. Click **Next**.
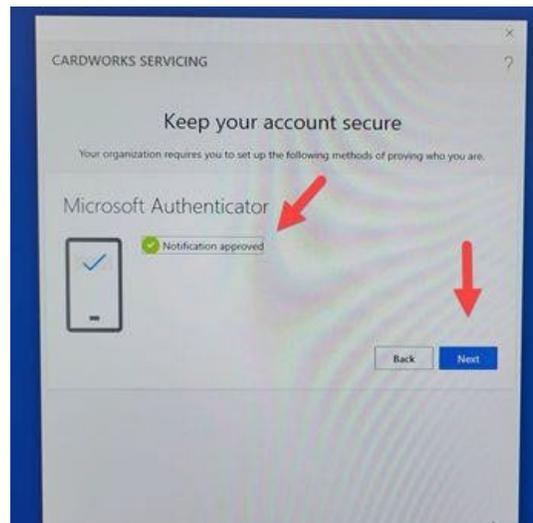
19. When the **Success!** Message is displayed, click **Done**.
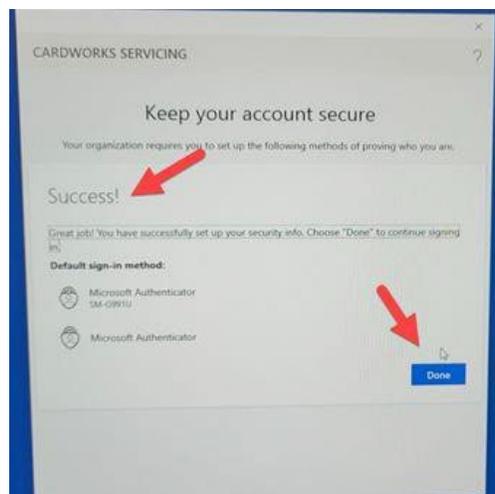
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20. Once you have successfully authenticated, a **Setting up for work or school account** window will display. Click **Continue anyway**.
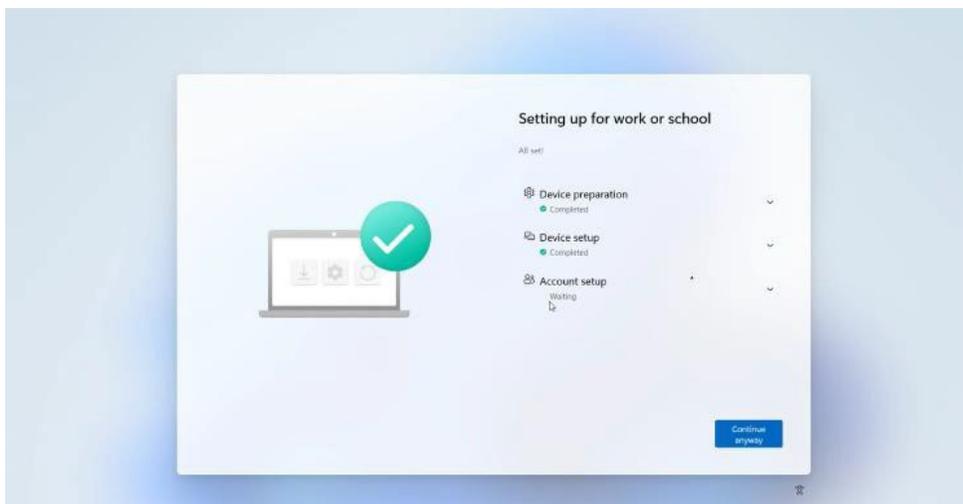
21. Please wait while your desktop configures. You may see the following screens during this process before the desktop appears.
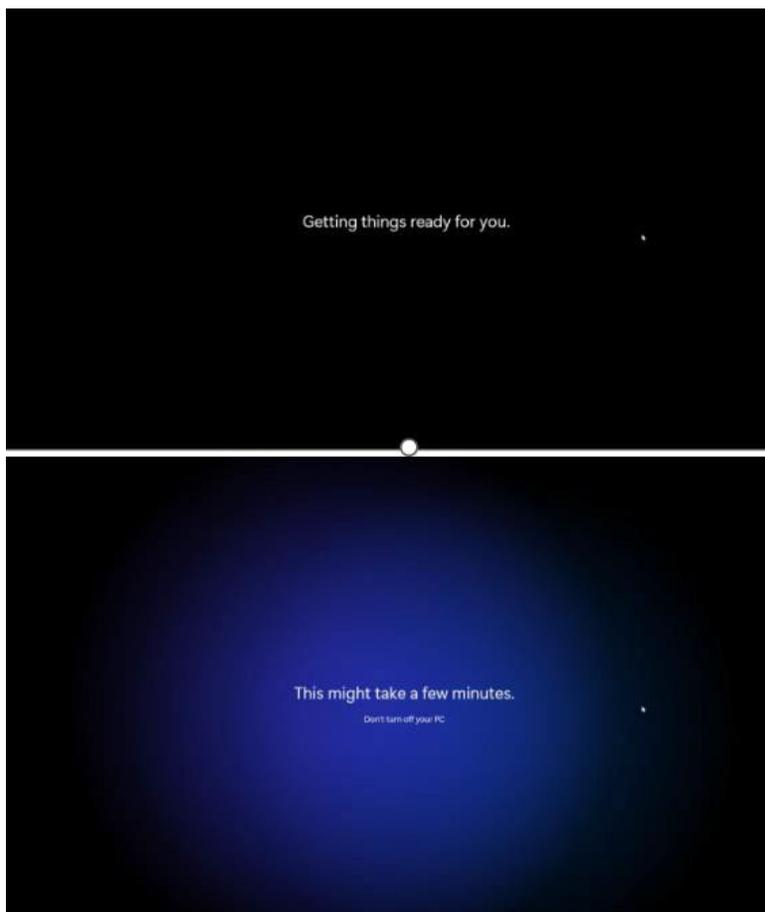
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22. The desktop will display and your computer will begin to download your applications.

> *NOTE:* It will take 1 - 2 hours for all of your applications to download. **You must monitor your computer during this process.** If your computer reboots, you must sign back in with your LAN credentials. The applications will not download unless you are signed in.

23. Once all of your applications have finished downloading, a GlobalProtect **Sign In** screen will be presented. Enter your LAN **Username** and **Password**, then click **Sign In**.

> *NOTE:* GlobalProtect is the VPN, which will grant you access to the network to use the applications. You must be connected to the Virtual Private Network (VPN) **before** logging into any other CardWorks applications.

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NOTE: You will be prompted to verify yourself with Microsoft Authenticator. This is the same process referenced in step 4.

24. From the computer, verify that GlobalProtect shows **Connected**.

Congratulations! You are now connected to the network and are able to start logging into your applications and start taking calls.

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