

Alorica Anywhere

Desktop@Home Toolkit



Hello!

This is indeed a unique time—and our “new normal” is changing the way we live and work. The line between ‘home’ and ‘workplace’ has been blurred—and we are thrilled to welcome you onboard as a member of our Work-at-Home team!

But at Alorica, working from home doesn’t mean working alone! We’ve shipped you the **Alorica Anywhere Desktop@Home** box, which contains everything you need to get up and running!

So—let the unboxing begin!

Step 1: Check that all the equipment delivered to you is in good order (no obvious damage), and sign the Acknowledgement Receipt.

Step 2: Look for the IT Toolkit that will help you set up your tech bundle. The toolkit will either be provided in the box, or you will have a link to it in your email.

Step 3: Connect to the Alorica VPN here, and then Log into EIS; this is where you will review and acknowledge the WAH Expectation document and other required forms. You should see yourself tagged on EIS as a WAH employee; if not, please let your Supervisor know right away.

Step 4: Read the Alorica Anywhere Starter Kit—it was sent to you by your Supervisor through email. This is your guide on how to successfully get started working from home.

For issues and concerns, you can contact us at:

Call: 1-866-Alorica; press option 4, then option 1

Email: help@alorica.com

NA Logistics Support Chat:

[https://alorica.service-now.com/sp/\\$chat_support.do?queueID=7a7f7ed7db32d8186599d48a48961958](https://alorica.service-now.com/sp/$chat_support.do?queueID=7a7f7ed7db32d8186599d48a48961958)

SMS Text: (650) 529-6330

And that’s it! You’re officially Work-at-Home ready! Once again, welcome to the team—here’s to an *insanely great* start!



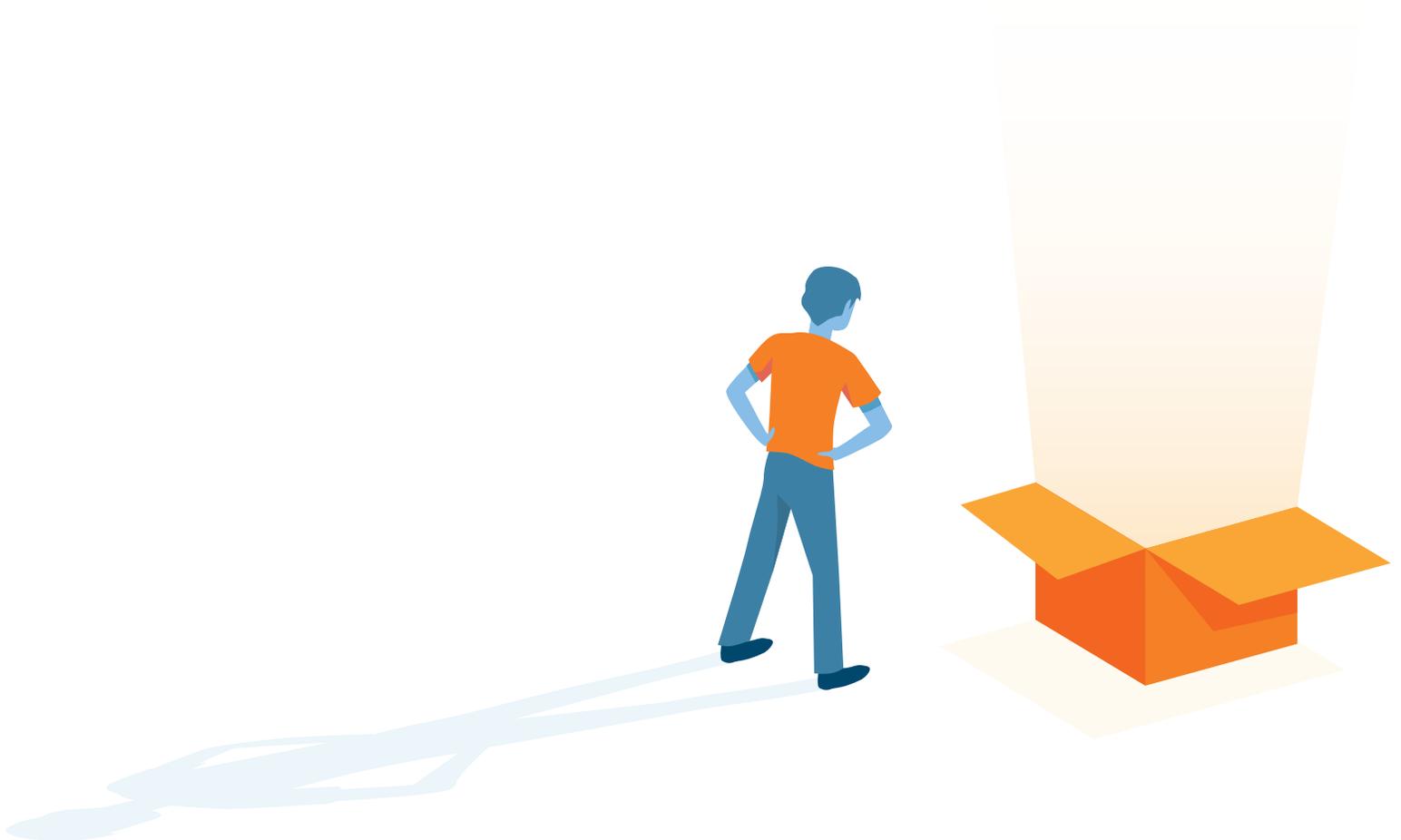
Colleen Beers
President, North America
and Europe Operations



Steve Phillips
Chief Information Officer

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1 MINIMUM REQUIREMENTS

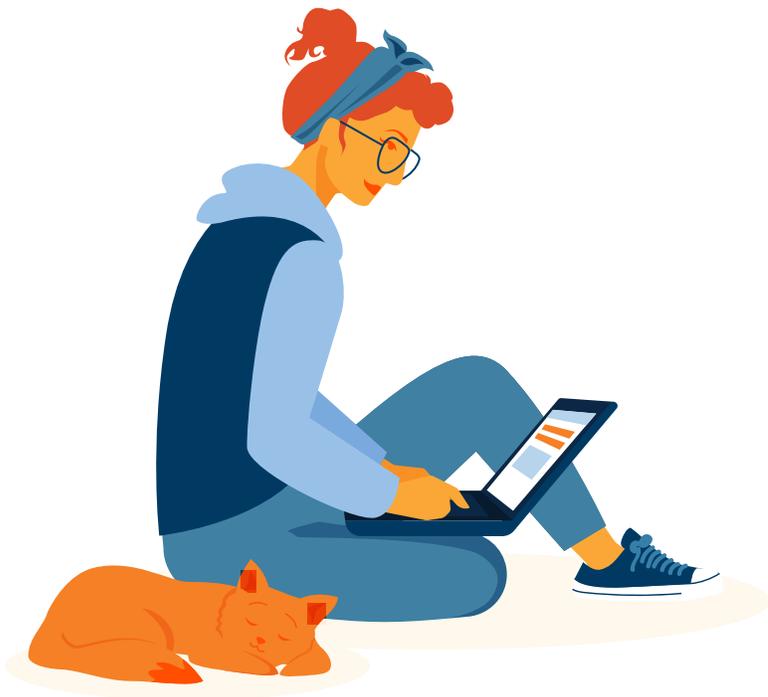
Internet connection

- Your computer must be connected with an ethernet cable directly to the modem or router
- Dial-up, satellite, WiFi or 4G wireless connections are not acceptable ways to connect to the internet; to find out what your internet speed is, go to www.speedtest.net
- A minimum of 3 mbps upload and 10 mbps download internet speed is required



Perform the following so your bandwidth is not impacted/reduced:

- Turn OFF any personal digital assistants/smart speakers in your home—including Amazon Alexa, Google Home, Apple HomePod—along with Siri or Google Assistant on your mobile phone
- Turn off your TV or other devices connected to the internet



2 UNPACKING AND SETUP

Alorica Desktop @ Home Package

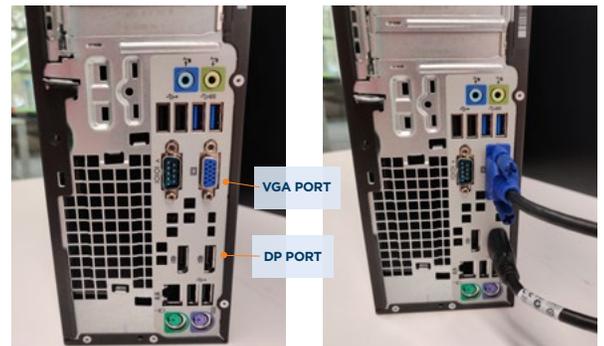
Congratulations! You have received the Alorica Desktop @ Home. Here are the devices that are included:

- 1 Desktop Computer
- 1 Monitor (additional monitors may be issued if required)
- 1 Keyboard
- 1 Mouse
- 1 LAN cable (15' or 20')
- 2 Power cords
- 1 Monitor cable
- 1 USB headset

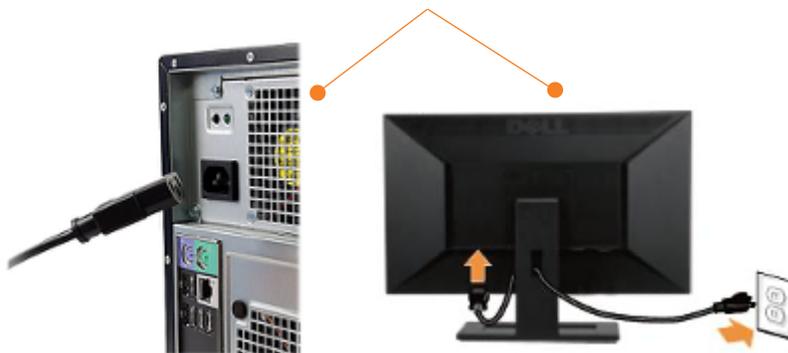
Instructions

1. Carefully unpack all devices from the box. Please keep the box and all packing supplies.
2. Check to make sure you've received all the devices listed above.
3. Place the monitor and computer on a stable surface.
4. Locate the monitor cable (if you were sent more than one monitor, you will have both VGA and DV port cables).

5. Connect one end of the cable to the monitor port at the back of the CPU, and the other end to the monitor. If you have more than one monitor, connect both the VGA cable and the DV port cables to the back of the CPU. (see images to the right for reference).



6. Plug the keyboard and mouse into any of the USB ports at the back of the computer.
7. Locate the power cords. Plug the first power cord into the back of the CPU, then into a power outlet. Use a second power cord to connect the monitor to the outlet. If you have more than one monitor, plug a third power cord from the monitor to the outlet.

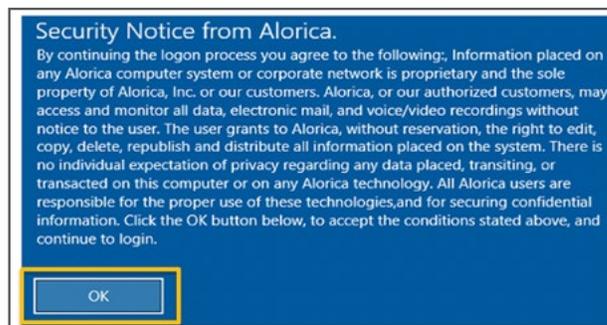


3 LOGGING IN TO ALORICA DESKTOP @ HOME

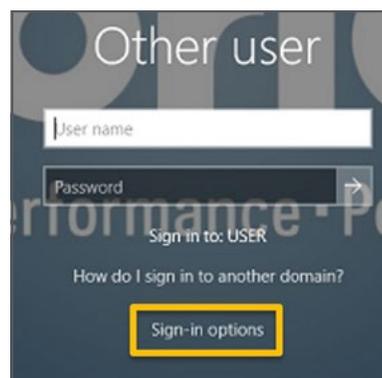
1. For your first time log-in: Register for **Microsoft Multi-factor Authentication (MFA)** using another PC or your mobile phone. [Click this link](#) for specific instructions.
2. Turn on your computer.
3. You will see the typical series of startup screens.



4. At the Security Notice screen, click on **OK**.



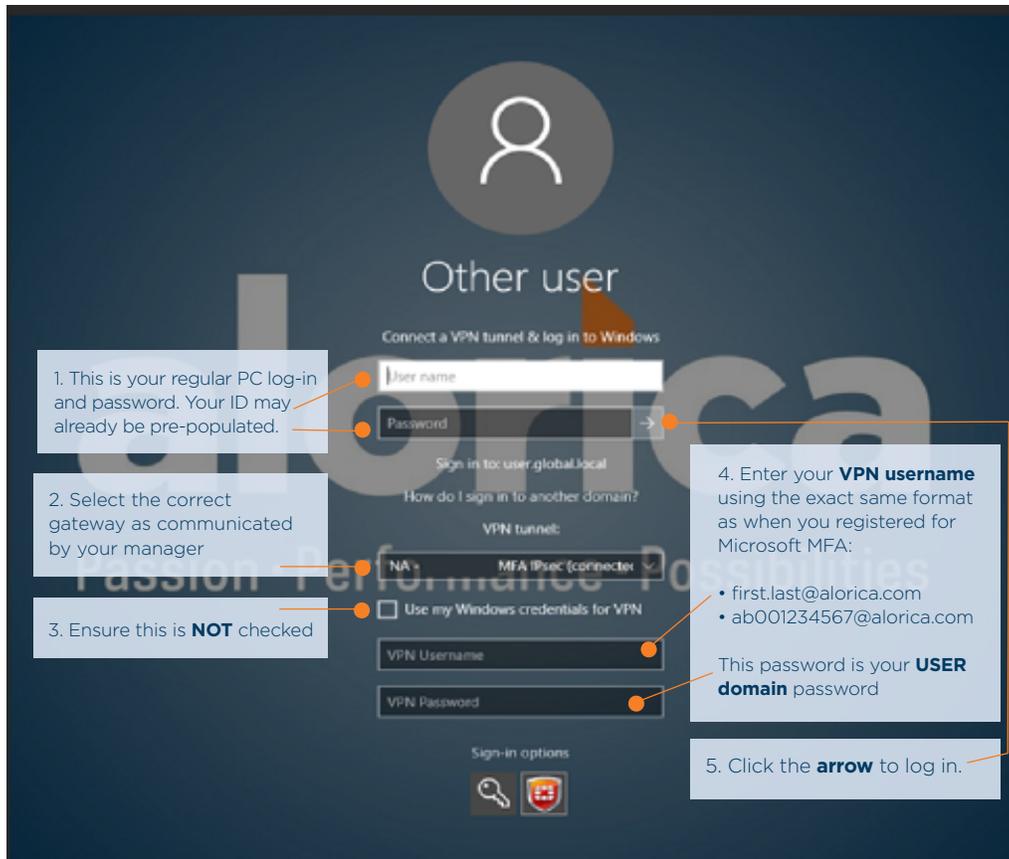
5. Click **Sign-in options**.



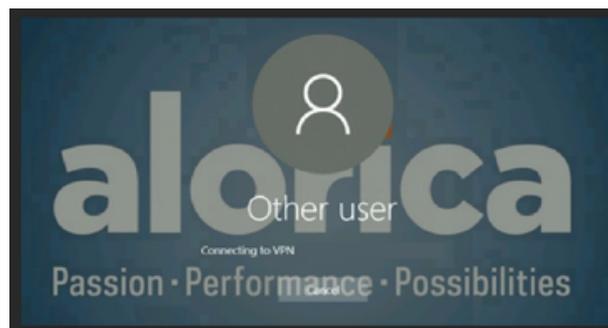
6. At the log-in screen, click the **red shield icon** on the bottom of your screen.



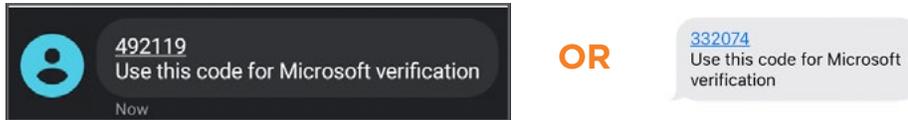
7. You will see more options appear on your log-in screen. Follow the steps in the screenshot below.



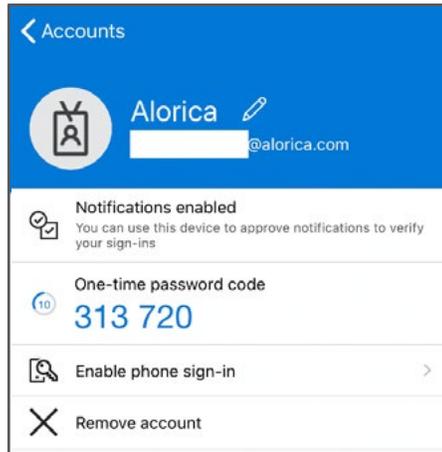
8. The computer will begin connecting to VPN.



9. To authenticate, you will either:
- Receive a text message to your mobile phone with your authentication code.



- Or, you can download and visit the Microsoft Authenticator app. You'll see a "One-time password code" that will automatically change every 30 seconds.



10. A box will appear on the lower right corner of the screen asking for your Microsoft Authentication code. Enter the username you used to enroll in Microsoft MFA (first.last@alorica.com OR ab001234567@alorica.com) and the code from your text message or authenticator app into the box. Click **OK**.



11. You will see a message that your connection was successful.



12. You have completed logging in to your Alorica computer with Fortinet VPN and Microsoft Authentication. **Well done!**

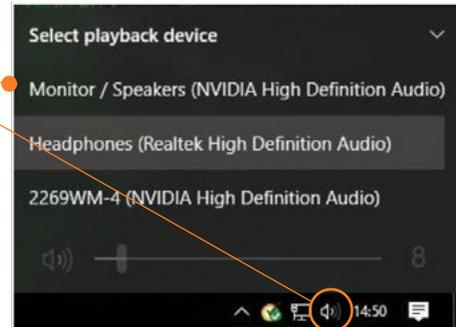
4 APPENDIX

How to Check Sound Output in Windows10

Once you have your headset connected to the PC, it's time to make sure Windows has sound levels set up correctly. First, we need to check Windows has the headset selected as the default output device.

1. Left-click the **sound icon** in the taskbar.
2. Select the **playback device** in the drop-down menu.
3. Choose the **connected headset**.

You may see either 'USB' or the make and model of the motherboard audio—it depends on which type of connection the headset utilizes. You can also rename each entry on this list to make it easier for you to select the right device—see below for instructions how.



Now we'll test the output to make sure everything is working perfectly. You can do this by playing a video or music on your PC, or utilize the test function in Windows.

1. Right-click the **sound icon** in the taskbar.
2. Select **Open sound settings**.
3. Choose **Sound control panel** on the right.
4. Select the **headphones** (should have a green tick).
5. Click **Properties**. You can rename this sound output here to make it easier to identify.
6. Select the **Advanced** tab.
7. Click the **test button**.



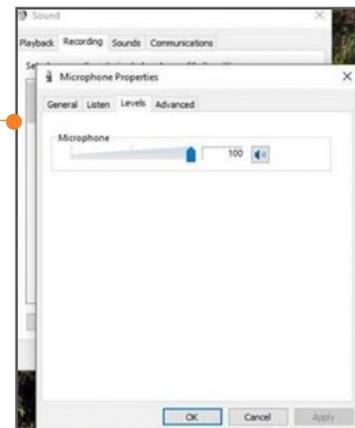
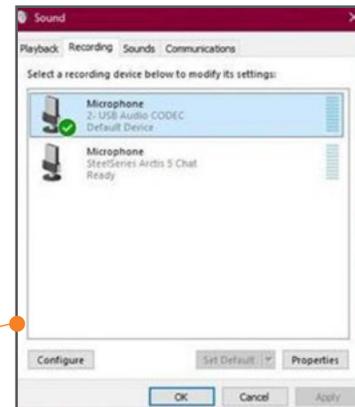
If you hear sound through the headphones, you're good to go. If not, check that you have the correct device selected for sound output, and that the headset itself is plugged in.

Trust us—we've been there—sometimes it just won't work, and it turns out it was never connected!

Record your voice

Next, we need to select the microphone as the default input device, and make sure the volume is turned up. To do this, we run through similar steps like we did for the headphones.

1. Right-click the **sound icon** in the taskbar.
2. Select **Open sound settings**.
3. Choose **Sound control panel** on the right.
4. Select the **Recording** tab.
5. Choose the **microphone**.
6. Click **Set as default**.
7. Open the **Properties** window.
8. Select the **Levels** tab.
9. Adjust the volume accordingly.



IT Support

Self Service Password Reset for Windows login, Microsoft Teams and Outlook 365

- Enroll first via **Self Service Password Reset Enrollment**; you will need to enter your mobile phone number and/or set and answer three security questions for verification
- After you've enrolled, you're ready to reset your password; from the **ServiceNow log-in window**, click the Forgot/Reset Password link and follow the prompts
- You can reference the **Self Service Password Reset User Guide** for additional help

Tier 1 Support

The North America (NA) Logistics Desk Team will send you an SMS text message with your equipment tracking information, and will confirm on the delivery date that the equipment is received.

For equipment tracking requests, issues and returns—and all other tech-related questions and concerns—please use the following channels to get in touch with the NA Logistics Desk team:

Call: 1-866-Alorica, press option 4 then option 1

Email: help@alorica.com

NA Logistics Support Chat:

[https://alorica.service-now.com/sp/\\$chat_support.do?queueID=7a7f7ed7db32d8186599d48a48961958](https://alorica.service-now.com/sp/$chat_support.do?queueID=7a7f7ed7db32d8186599d48a48961958)

SMS Text: (650) 529-6330

For help with resetting your VPN password:

Tier 2 IT Support – ServiceNow Chat

ServiceNow Chat WAH NA:

[https://alorica.service-now.com/\\$chat_support.do?queueID=4728cf3f1b2b88d87b6e0d0fdc4bcb16](https://alorica.service-now.com/$chat_support.do?queueID=4728cf3f1b2b88d87b6e0d0fdc4bcb16)



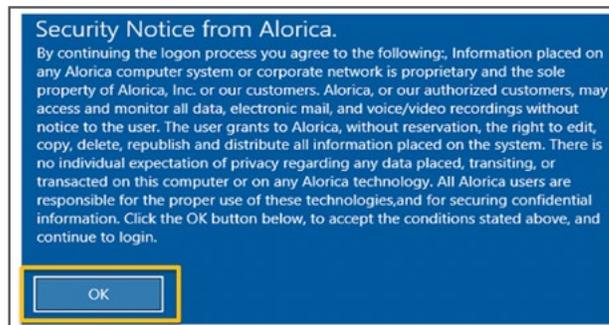
Troubleshooting

For troubleshooting assistance, first log in to your computer, and then launch the VPN. This will help us isolate which log-in is giving you problems.

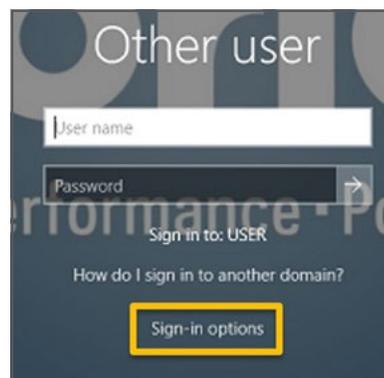
1. You will see the typical series of startup screens.



At the Security Notice screen, click on **OK**.

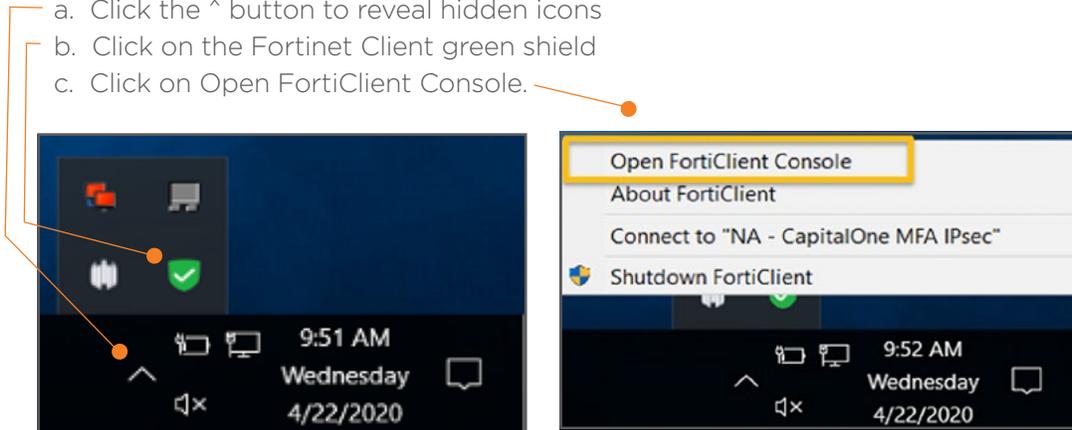


2. At the log-in screen, use your typical computer username and password to log in.

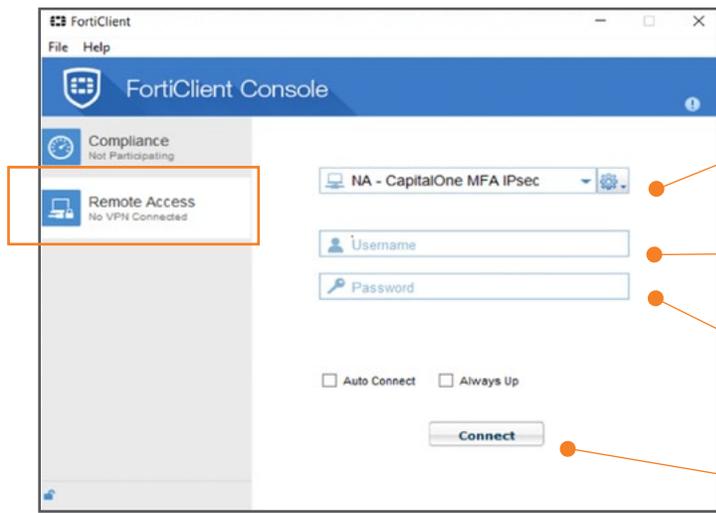


3. Once the computer finishes logging in, go to the lower right hand corner of your Windows toolbar.

- a. Click the ^ button to reveal hidden icons
- b. Click on the Fortinet Client green shield
- c. Click on Open FortiClient Console.



4. On the left side, click on Remote Access. Follow the steps in the screenshot below.

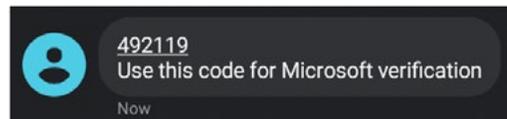


1. Select the correct gateway as communicated by your manager

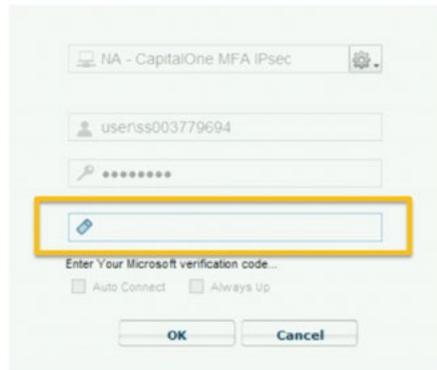
2. Enter your **USER domain VPN username** in the following format:
user\ab001234567 OR first.last@alorica.com
This password is your **USER domain password**

3. Click **Connect** to log in.

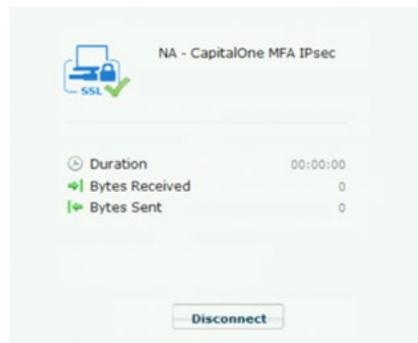
5. You will receive a text message to your mobile phone with your authentication code. The Android phone example is shown below.



- A box will appear under the password box for your Microsoft Authentication code. Enter the code from your text message or authenticator app into the box. Click **OK**.



- The VPN will connect, and you should see a screen like one below.



- You have completed logging in to your computer with Fortinet VPN and Microsoft Authentication.

Document Information

INFORMATION	DETAILS
Document Owner	Alorica IT
Category	Work-at-Home
Affected Location(s)	Alorica NA Locations

Review Policy

This document must be reviewed annually at a minimum or following any changes for relevance. However, as our business plan evolves so must this document to reflect all changes that may place.

Working at home?

We've got you covered!

Now that you've begun working from home, we want to make sure you know who to reach out to—and HOW to reach out—when you need technical support.

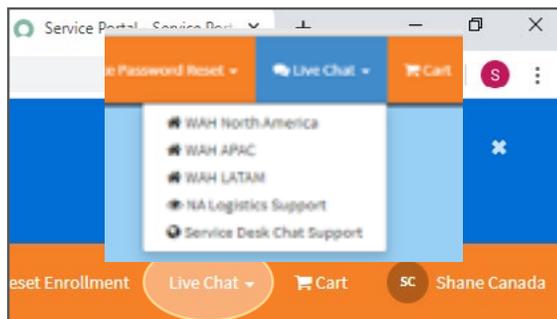
Step 1: Contact your Team Lead/Supervisor, and try the following:

- Reboot PC
- Reboot home modem
- Double check that you are using the correct login

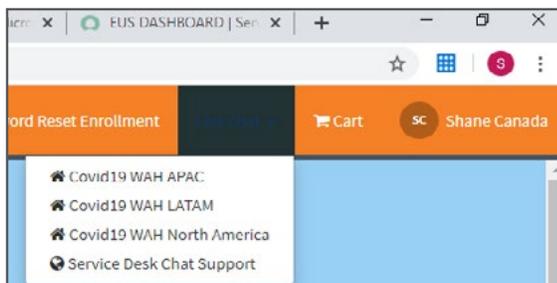
If this doesn't fix your problem, proceed to step 2.

Step 2: Contact Support through ServiceNow Chat

- In your web browser, visit alorica.service-now.com
- To log-in, your user name will be in one of the following formats—depending on your site's domain
 - a. User Domain: FirstInitial + LastInitial + 00 + OracleID (Example: AB001234567)
 - b. Mercury Domain: Windows Login ID followed by @mercury.local
 - c. NCOGROUP Domain: Windows Login ID followed by @ncogroup.com
 - d. APAC Domain: Windows Login ID followed by @apac.apaccs.com
 - e. CF Domain: Windows Login ID followed by @cf.apaccs.com
- Your password will be your current password used to log into your PC
- Select Log-in (if prompted you can save credentials for future use)
- After logging in select **Live Chat** in the upper right-hand corner of the screen



- Select the COVID-19 Support link for your region



*Thank you—and remember,
we're here for you!*