

TTEC@Home: 3.0 Daily Startup and Shutdown Procedures

To protect sensitive company and client data, TTEC requires thorough verification steps to make sure you can prove who you are and no one else can access that information on your computer but you.

This job aid guides you through your daily startup and shutdown steps for your work shift. It also lists the steps for resetting your password and changing your preferred verification method.

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What You Need

Having Your Tools at Hand

To set up, verify yourself, and log in successfully every day, you need the following items.

- TTEC2Go USB SSD
- Phone (cell, smart, or landline) or mobile tablet



Using the TTEC2Go USB Drive

When using the TTEC2Go USB drive, always insert or remove it when your computer is shut down. Inserting or removing it while using your computer will interrupt services and disconnect you from TTEC and client systems. It may also damage the TTEC2Go environment.

The USB drive is for work-related purposes only. Do not use it for personal use.

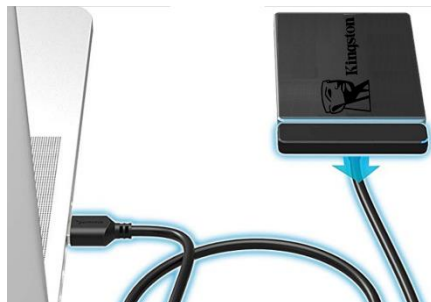
Note: Do not lose or damage your USB drive. You are responsible for purchasing a new, approved USB drive replacement.

Daily Startup Procedures

Logging in to Your TTEC2Go Drive

To log in to your computer:

1. Insert the TTEC2Go USB SSD into your computer's USB port.



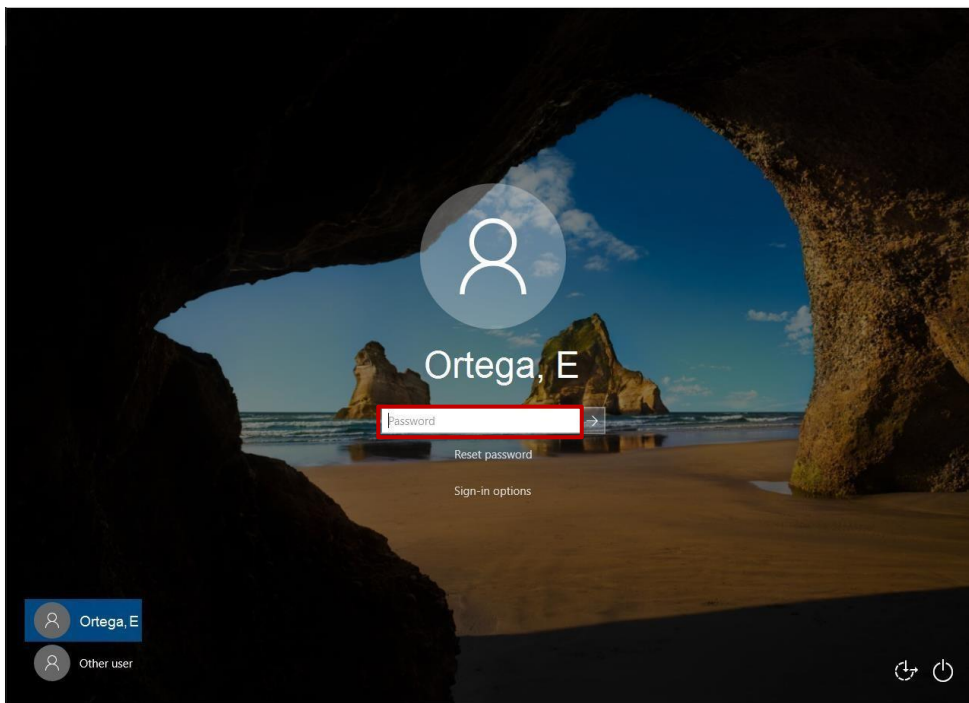
2. Turn on your computer. Wait for the Welcome screen to display.



3. In the **User Name** field, type your company email address.

Note: The standard email format is firstname.lastname@ttec.com.

4. In the **Password** field, type your Windows NT password.



Note: If you do not remember your password, follow the procedure listed in **Appendix B: Resetting Your Windows Password | Forgot Password** section to reset it.

5. Press the **Enter** key.



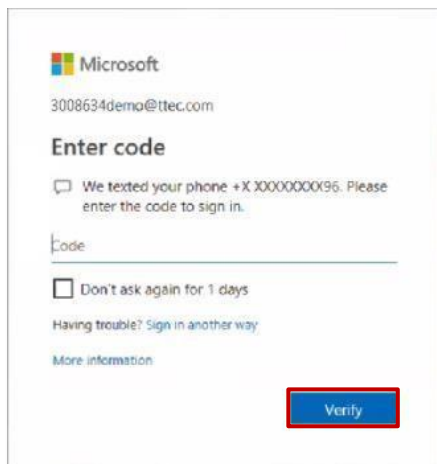
After the desktop displays, you see icons or tiles to direct you to systems and bookmarks. You will learn about the systems during on-boarding. This job aid omits most system definitions, explanations, and other details – keeping you focused on the technical steps.

Logging in to the VPN

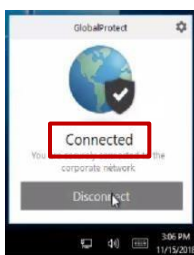
After setting up your verification preferences, you can log in to the VPN. To log in:

1. Click the **GlobalProtect** tile.
2. GlobalProtect starts up. Based on your preference, it sends you a verification code to your phone – either by a direct call or text message.
 - a. For direct calls, answer the phone. With direct calls, you receive a code via the automated voice system. When prompted, press the hashtag (#) key to receive your code. On the Enter code window, type the code you received, and then click the **Verify** button.
 - b. For text messages, open the message. On the Enter code window, type the code you received, and then click the **Verify** button.

Note: Verification codes expire every 30 seconds. Be prepared to enter your code at once.



3. The VPN establishes a connection. You should check that you are connected. To confirm you are connected, click the **GlobalProtect** tile again. If you see **Connected** on the display, you successfully logged in.

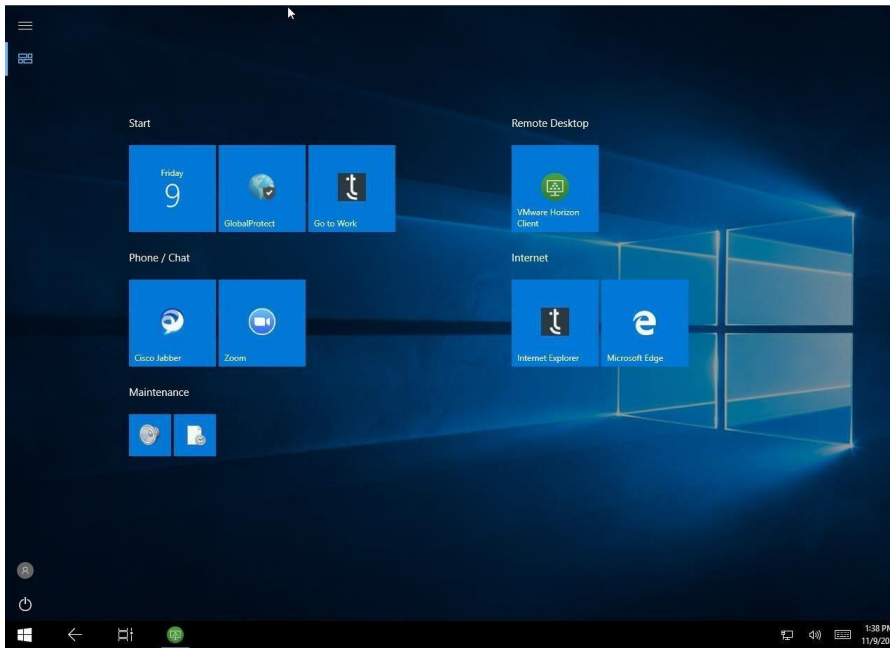


Accessing Kronos

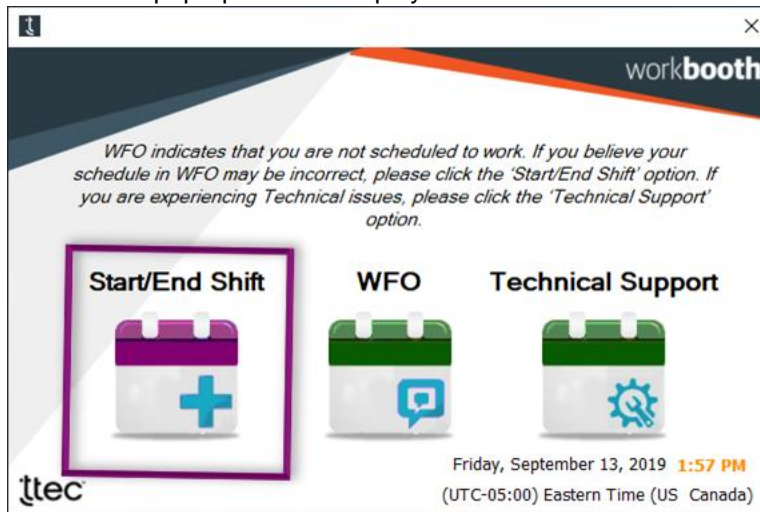
To ensure you are paid for time spent accessing and starting up your systems, you must timestamp in Kronos – TTEC's payroll system.

Note: If you have an error when you open Kronos, please ensure that you are connected to the VPN (Global Protect).

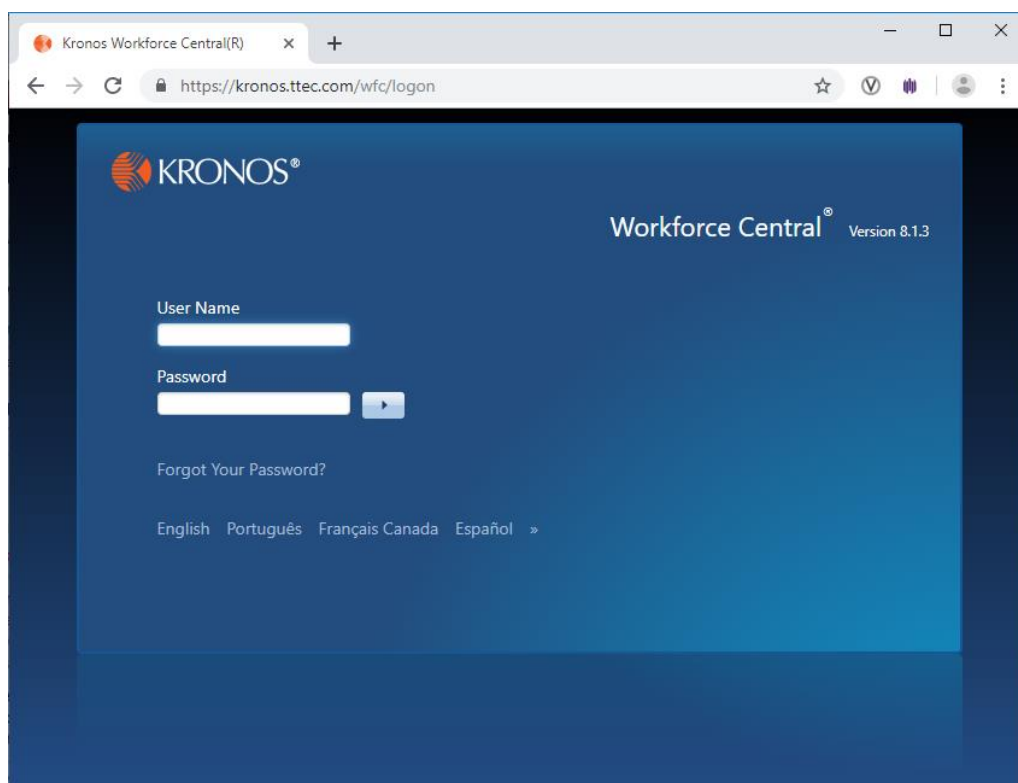
1. Click the **Go to Work** Tile.



2. The Go to Work pop-up window displays. Click the **Start/End Shift** icon.



3. The Kronos Login page displays.

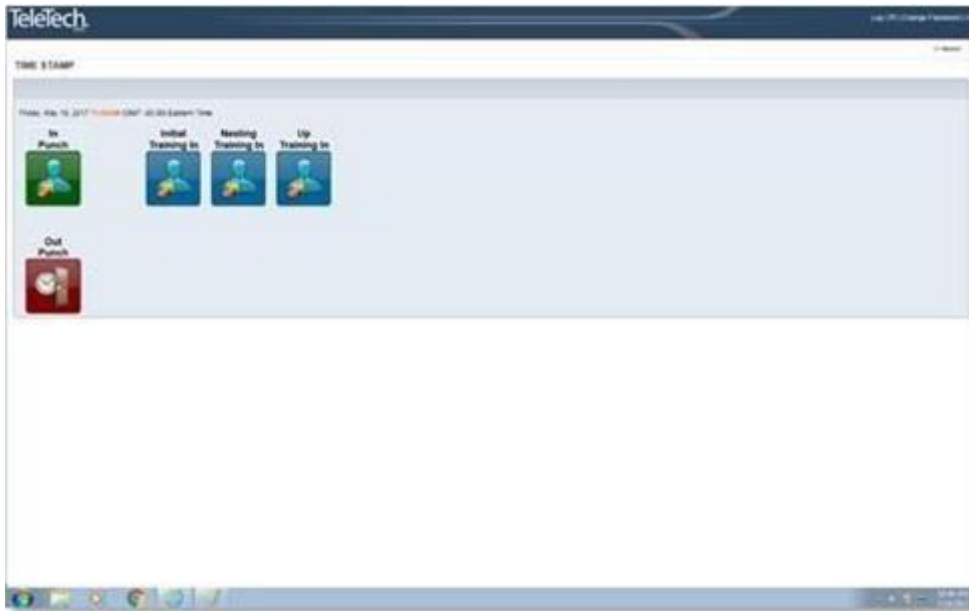


4. In the **User Name** field, type your company-issued employee ID.

5. In the **Password** field, type your password, and then press the **Enter** key.

Timestamping at the Start of Your Shift

1. Based on the activity that starts your day, click the corresponding button. See **Appendix A: Timestamping for Productive and Non-Productive States** to learn which button to use.



Note: When the Time Stamp Results page displays, **do not click the Workbooth icon**. Because of your unique requirements, you will go to work a different way.



2. Click the **Log Off** link.

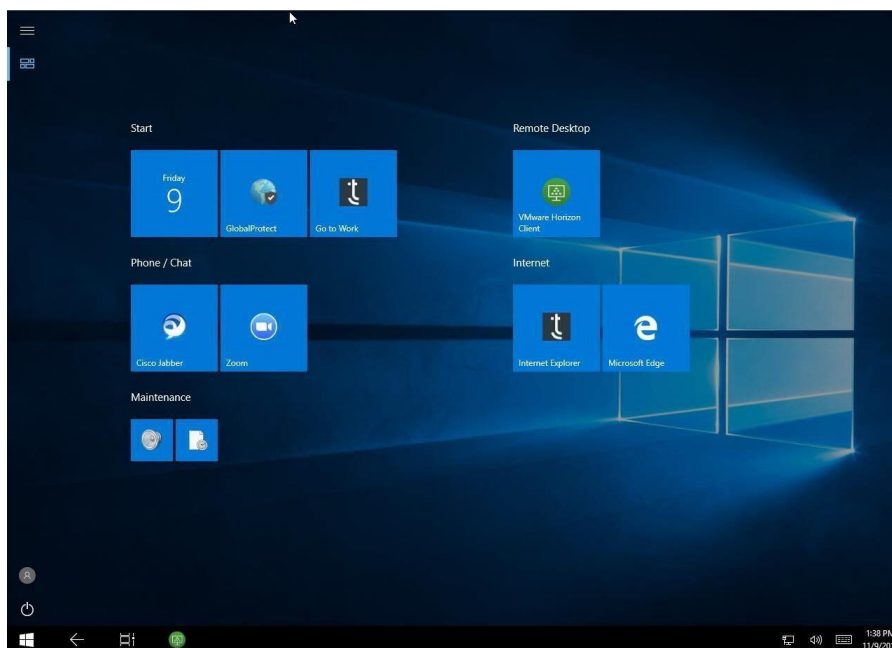


Logging in to the VM

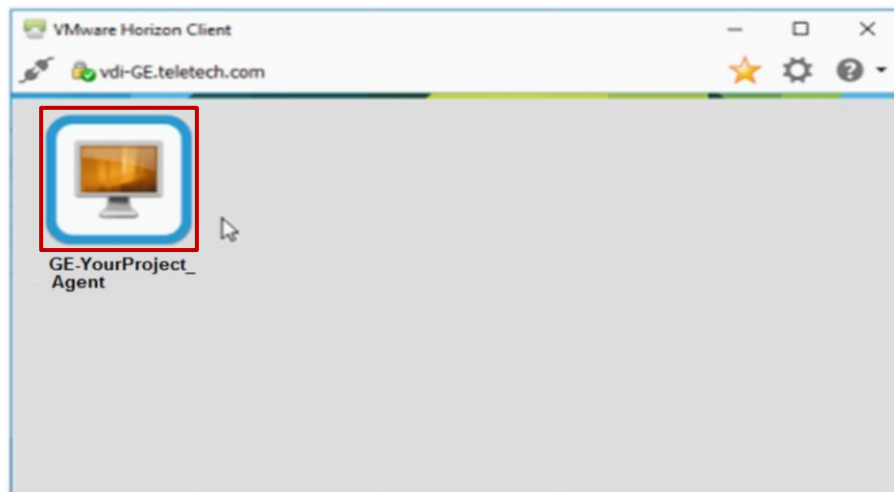
Now, you are ready to log in to Virtual Machine – or VMware. The software lets you connect as a guest to a host server to emulate a separate desktop from your computer. From the desktop, you can access and use your production systems and software.

To log in to VMware:

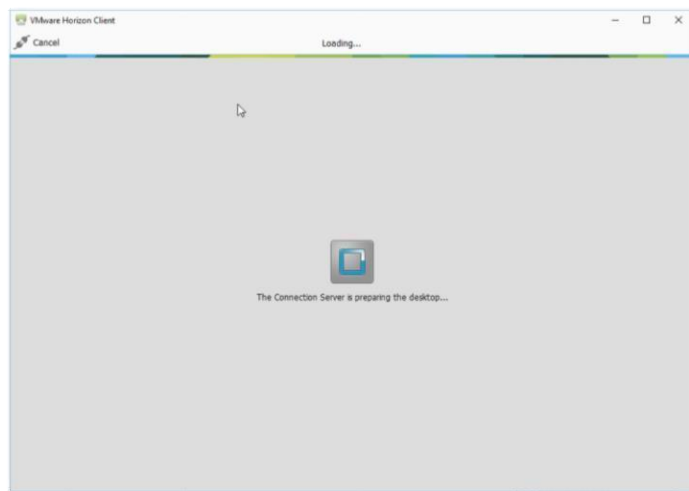
1. Click the **VMware Horizon Client** tile.



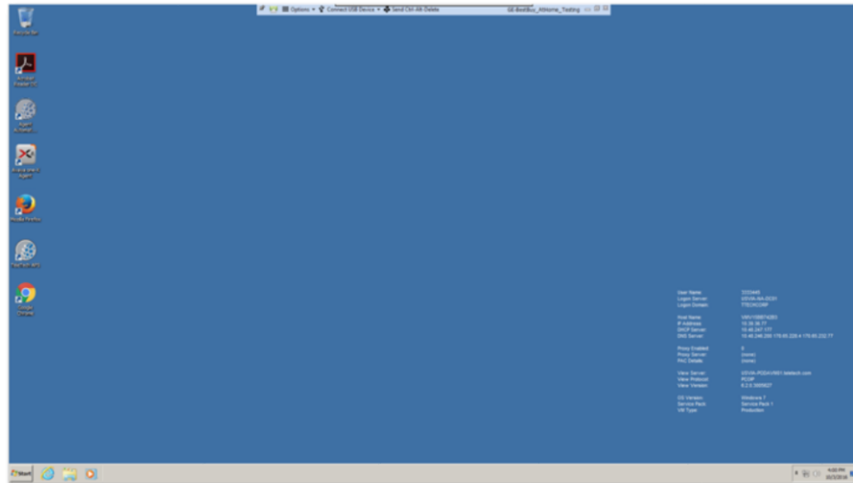
2. On the VMware Horizon Client window, you see a profile button displaying the name of your client campaign. Double-click the profile button.



3. The software processes the connection request and prepares the desktop to load and display.



4. Once the desktop displays, you are fully logged in to TTEC systems. From this desktop, you log in to the systems and tools you use daily to perform your job.



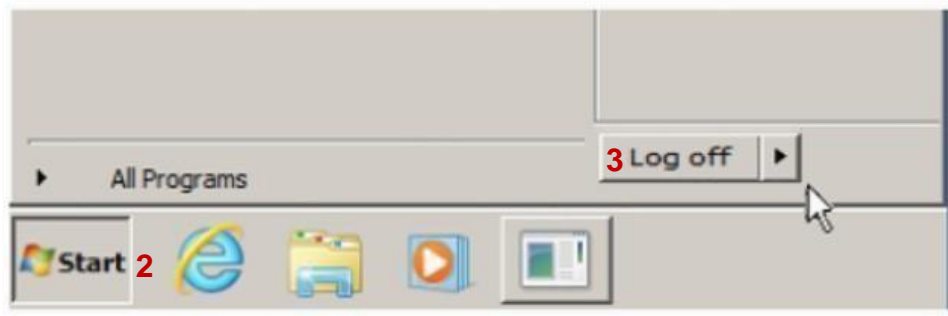
Daily Shutdown Procedures

The daily shutdown procedures must be completed in the following order to ensure you log out of all systems and are paid for time spent performing the tasks.

Shutting Down Your Systems

To shut down at the end of your shift:

1. Log out of all production systems.



2. From the VMware desktop, click the Windows **Start** button.
3. Click the **Log Off** button.

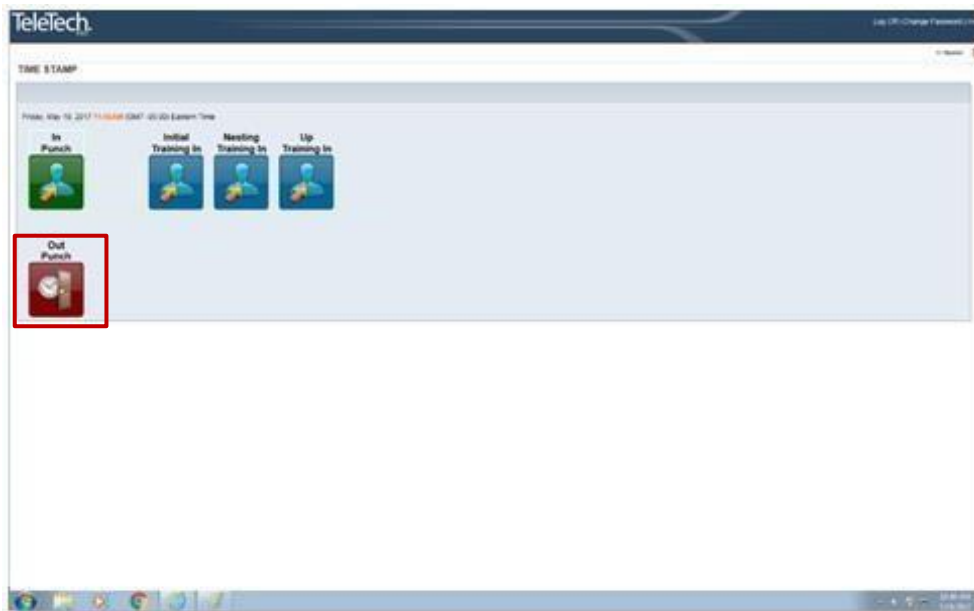
Timestamping at the End of Your Training Shift

To receive pay for time spent shutting down your systems, you must timestamp after completing the steps above.

To timestamp in Kronos at the end of your training shift:

1. Click the **Go to Work** tile.
2. The Go to Work pop-up window displays. Click the **Start/End Shift** icon.
3. The Kronos Login page displays. In the **User Name** field, type your company-issued employee ID.
4. In the **Password** field, type your password.
5. Press the **Enter** key.

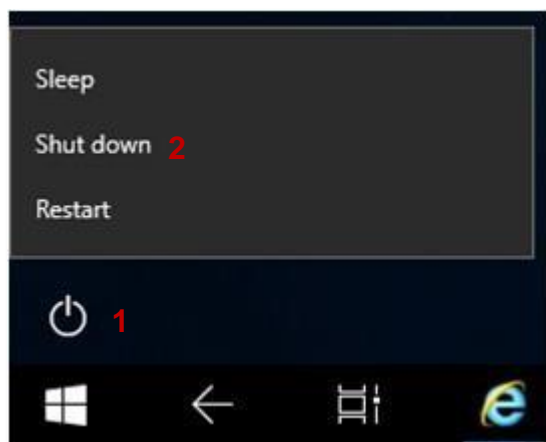
6. Click the **Out Punch** button.



7. Click the **Log Off** button.

Shutting Down Your Computer

To shut down your computer correctly:



1. From the Windows Start menu, click the **Power** button.
2. Click the **Shut down** command.
3. After the computer **fully** shuts down, remove the TTEC2GO USB drive from your computer.

Daily Startup Quick Steps

Use this section as a reminder for completing the daily startup steps in the correct order until they become second-hand knowledge to you.

1. Plug in the USB drive and start up your computer.
2. Type your Windows user name and password in the proper fields, and then press the **Enter** key.
3. Click the **GlobalProtect** tile.
4. Verify yourself using your preferred method – landline phone or mobile phone.
5. Click the **Go to Work** tile.
6. Click the **Start/End Shift** icon.
7. Type your Kronos user name and password in the proper fields, and then press the **Enter** key.
8. Based on the activity that starts your day, click the corresponding button.
9. Click the **Log Off** button.
10. Click the **VMware** tile.
11. Once your VMware desktop fully loads, log in to all required systems and tools for the day.

Appendix A: Timestamping for Productive and NonProductive States

The timestamping interface has five buttons. At the beginning of and throughout your shift, you use each button for different purposes to show productive and non-productive states.

- | | |
|----------------------|---|
| Productive state | <p>A state of work in which you are:</p> <ul style="list-style-type: none"> • Ready to take care of customers • Taking care of customers • Performing after call work |
| Non-productive state | <ul style="list-style-type: none"> • A state of work in which you are: • In training • In nesting (if your program has one) • On break • Having your mid-shift meal • In coaching sessions • In meetings |

To punch in for a productive state – at the start of your shift or when returning from a non-productive state, use the In Punch button.



To punch in for a non-productive state, use one of the following buttons per the description.



When attending new hire training, including:

- TTEC's on-boarding program
- Client production training



When attending nesting training, if your client program has one



When attending other non-productive activities, including:











- Up training
- Meetings
- Coaching sessions



When:

- Going on a break
- Having your mid-shift meal
- Ending your shift

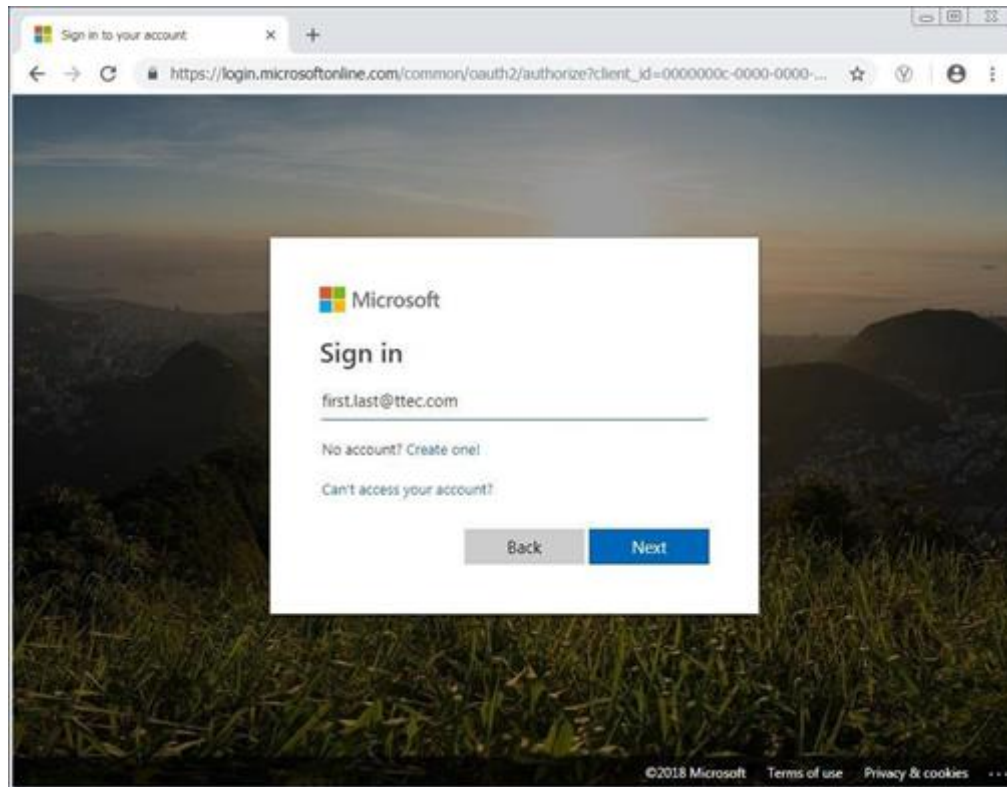
NOTE: Do not use the Out Punch button when switching between training and productive states that happen outside of breaks and meals. Simply punch in from one active state to another. Use the example shift schedule below to better understand how this works. Take note of the 12:00 PM – 1:00 PM time block. There are no out punches between states.

Time	Activity	Button
10:00 AM	Start your production shift	
11:45 AM	Take your first break	
12:00 PM	Return to production	
12:30 PM	Attend a meeting	
1:00 PM	Return to production	
2:30 PM	Have your mid-shift meal	
3:00 PM	Return to production	
5:00 PM	Take your second break	
5:15 PM	Return to production	
7:00 PM	End your shift	

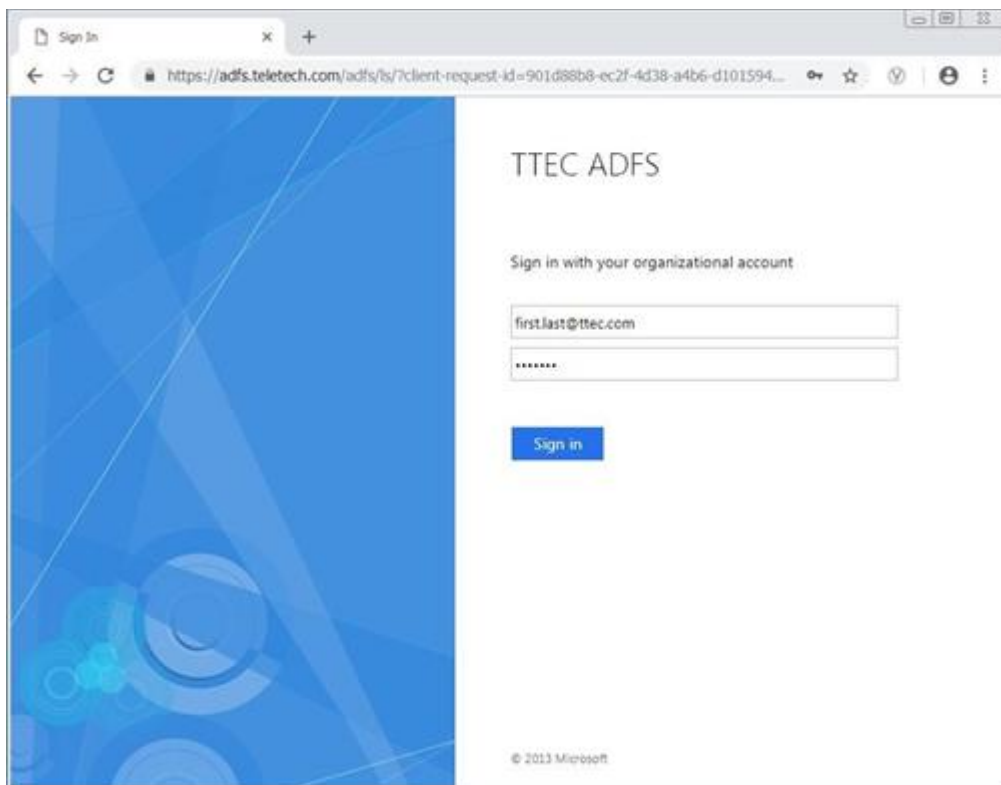
Appendix B: Reset and Modification Procedures

Resetting Your Windows Password | Routine Password Change

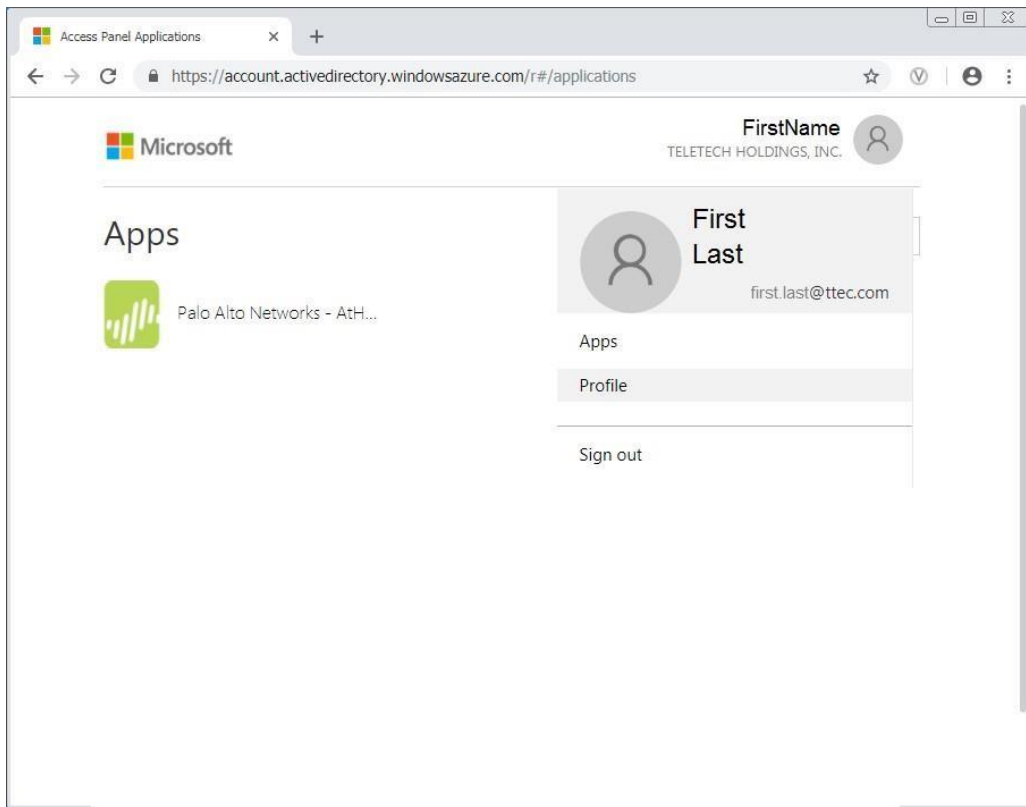
1. In your Internet browser's URL field, type **myapps.microsoft.com**, and then press the **Enter** key.
2. On the Sign in screen, type your company email address, and then click the **Next** button.



3. On the TTEC ADFS screen, type your Windows password, and then click the **Sign in** button.



4. Click your Profile avatar.



5. From the Manage Account options, click the **Change Password** link.



6. In the **Old Password** field, type your current password.

change password

User ID
eduardo.ortega@ttec.com

Old password
6

Create new password
7

Confirm new password
8

9

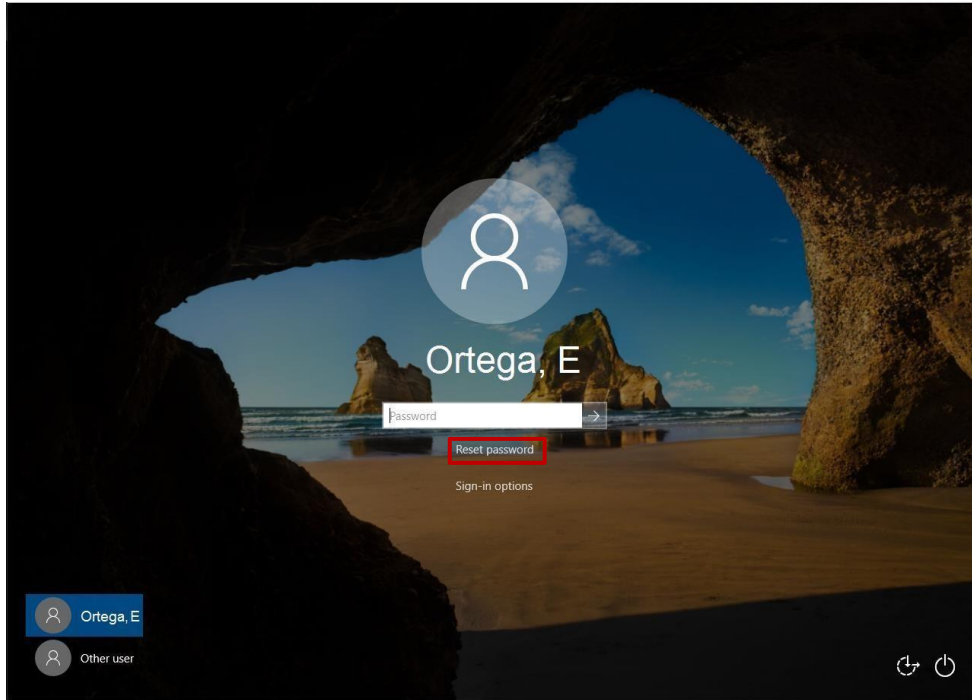
Resolving host in proxy script...

7. In the **Create New Password** field, abiding by the listed password requirements, type your new password.
8. In the **Confirm New Password** field, type your new password again.
9. Click the **Submit** button.

Resetting Your Windows Password | Forgot Password

Note: You must have your verification methods set up, including security questions, to use this procedure.

1. From the Windows login screen, click the **Reset password** command.



2. Select the **Text my mobile phone** or the **Call my mobile phone** option from the **Primary Contact Method** drop-down list.

Reset your password

Please choose the contact method we should use for verification:

2

What phone number would you like to use for verification?

3

In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a text message with a verification code which can be used to reset your password.

4

5

3. In the **Phone Number** field, type your mobile number starting with the area code first.
4. In the **Phone Number Verification** field, type your mobile number again.
5. Click the **Next** button.

6. Select the **Answer my security questions** from the **Secondary Contact Method** drop-down list.

Reset your password

Please choose the second contact method we should use for verification:

6 Answer my security questions

7 Next Cancel

7. Click the **Next** button.

8. Type your answers to each security questions in the proper fields, and then click the **Next** button.

Reset your password

Please choose the second contact method we should use for verification:

Answer my security questions

In what city was your first job?

What is your favorite food?

What is your father's middle name?

Next Cancel

9. In the **Enter new password** field, type your new password.

Reset your password

Create a new password

Enter new password:

9

8-16 characters; case sensitive; one number or symbol

Confirm new password:

10

11

10. In the **Confirm new password** field, type your new password again.
11. To submit your changes, click the **Next** button.

Resetting Your Kronos Password

1. On the Kronos Login screen, in the **User Name** field, type your seven-digit employee ID.
2. Click the **Forgot your password?** link.
3. Type your answers to each security questions in the proper fields, and then click the **Submit** button.
4. In the **Old Password** field, type your initial password.
5. In the **New Password** field, abiding by the listed password requirements, type your new password.
6. In the **Verify Password** field, type your new password again.
7. Click the **Change Password Now** button.

Changing Your GlobalProtect Authentication Preferences

1. Type **myapps.microsoft.com** in your Internet browser's search field, and then press the **Enter** key.
2. On the Sign in screen, type your company email address, and then click the **Next** button.
3. On the TTEC ADFS screen, type your Windows password, and then click the **Sign in** button.
4. Click your profile avatar.
5. From the Manage Account options, click the **Edit security info** link.
6. Complete your current authentication method.
7. Click the **Change default method** option.
8. Edit your options and enter any change in details.
9. Click the **Done** button.

Appendix C: Frequently Asked Questions

Maybe you have questions unanswered in the previous pages. Look for the answers below. If your question is not answered, please speak with your direct trainer or team lead for guidance.

I don't have a smart phone or mobile tablet. How can I verify myself?

You can use a landline phone to receive a direct verification call. You can also use a legacy cell phone to receive a direct verification call or receive a text message. (In context, legacy means any non-smart phone that is still compatible with current mobile provider services.)

I forgot my Windows, Kronos, or GlobalProtect password and the answer to my security question. What do I do?

Contact the TTEC Global Service Desk (GSD) at 1.866.835.3832 to reset your password through a representative. Press 3 for all password reset requests.