

# Starting and Ending Your Work Shift the Right Way

Information security and critical timekeeping practices are the primary drivers for following correct startup and shutdown procedures for scheduled work shifts. 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. Maintaining accurate timekeeping procedures, practices, and records ensures compliance with United States laws and regulations that govern pay and pay practices. You must receive proper payment for all time that you work, including time spent preparing for and closing out each work shift.

This job aid gives the steps for starting and ending your scheduled work shift. To support these steps, you receive explanations of the systems, features, practices, and guidelines used in the process.

**NOTE:** The terms “clock in,” “punch (in),” “in punch,” “out punch,” “log in to Kronos,” “log out of Kronos,” “timestamp into Kronos,” or “timestamp out of Kronos” are one and the same. It refers to the method by which an employee enters his or her time in the Kronos timekeeping system. You should timestamp into Kronos for all work-related activities.

- Using the Applications ..... 2
  - TT2Go USB Drive..... 2
  - GlobalProtect Virtual Private Network (VPN) ..... 5
  - Go to Work..... 6
  - Kronos ..... 8
  - Virtual Machine (VMware) ..... 14
- Daily Startup Procedures ..... 16
- Daily Shutdown Procedures ..... 17
- Appendix ..... 18
  - Receiving Qualified Time for Pay ..... 18
  - Using Best Practices ..... 19
  - Using the Timekeeping and Workforce Optimization Features ..... 19
  - Resetting Your Windows Password | Routine Password Change ..... 20
  - Resetting Your Windows Password | Forgot Password ..... 24
  - Resetting Your Kronos Password..... 29
  - Changing GlobalProtect Verification Preferences ..... 29

## Using the Applications

Before you view the steps for starting up and shutting down each work shift, learn about the applications and tools. Each one has its own steps that make up the startup and shutdown procedures. After reading the explanations and procedures, the next section summarizes your daily startup and shutdown steps.

### TT2Go USB Drive

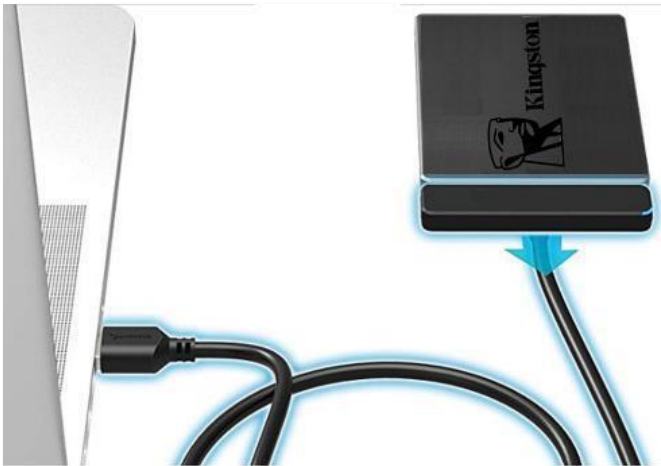
The TT2Go USB Drive has software that lets you use your personal computer as a TTEC computer on the company network. When using the TT2Go USB drive, always insert or remove it when your computer is shut down. Inserting or removing it while using your computer will interrupt services and disconnect you from TTEC and client systems. It may also damage the TT2Go environment. Always remove it after shutting down your computer to avoid potentially damaging your hard drive.

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.

To log in to your computer:

1. Insert the TT2Go USB drive into your computer's USB port.



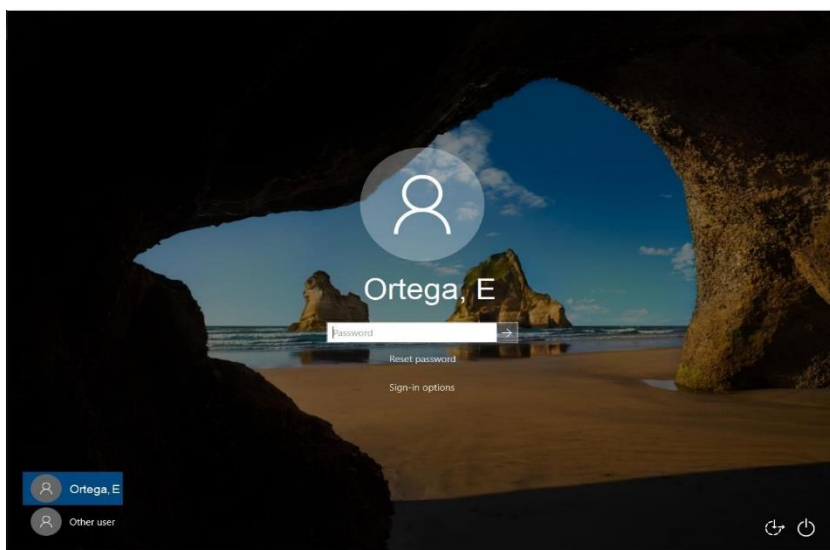
2. Turn on your computer. Wait for the Welcome screen to display.



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

**NOTE:** The standard email format is [firstname.lastname@ttec.com](mailto:firstname.lastname@ttec.com).

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



5. Press the **Enter** key.



After the desktop displays, you see icons or tiles to direct you to systems and bookmarks.

## GlobalProtect Virtual Private Network (VPN)

GlobalProtect VPN is an application that lets you connect to corporate and client networks. It authenticates your credentials to ensure you have permission to access sensitive resources and information. You must set up your verification preferences first.

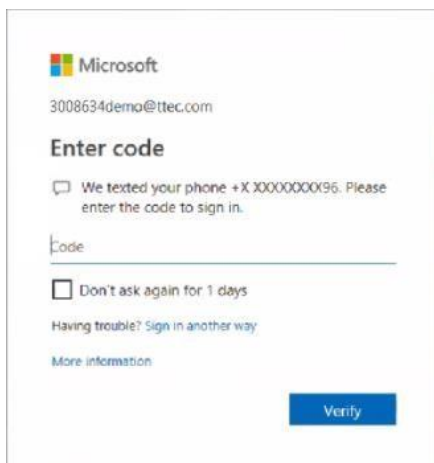
### Logging in to GlobalProtect

**WARNING:** You must connect to GlobalProtect before you can timestamp. Do not attempt to timestamp until you connect.

To log in to GlobalProtect:

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 immediately.



Microsoft  
3008634demo@ttec.com

### Enter code

We texted your phone +XXXXXXXXXX96. Please enter the code to sign in.

Code

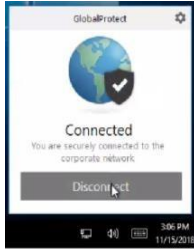
Don't ask again for 1 days

Having trouble? Sign in another way

[More information](#)

Verify

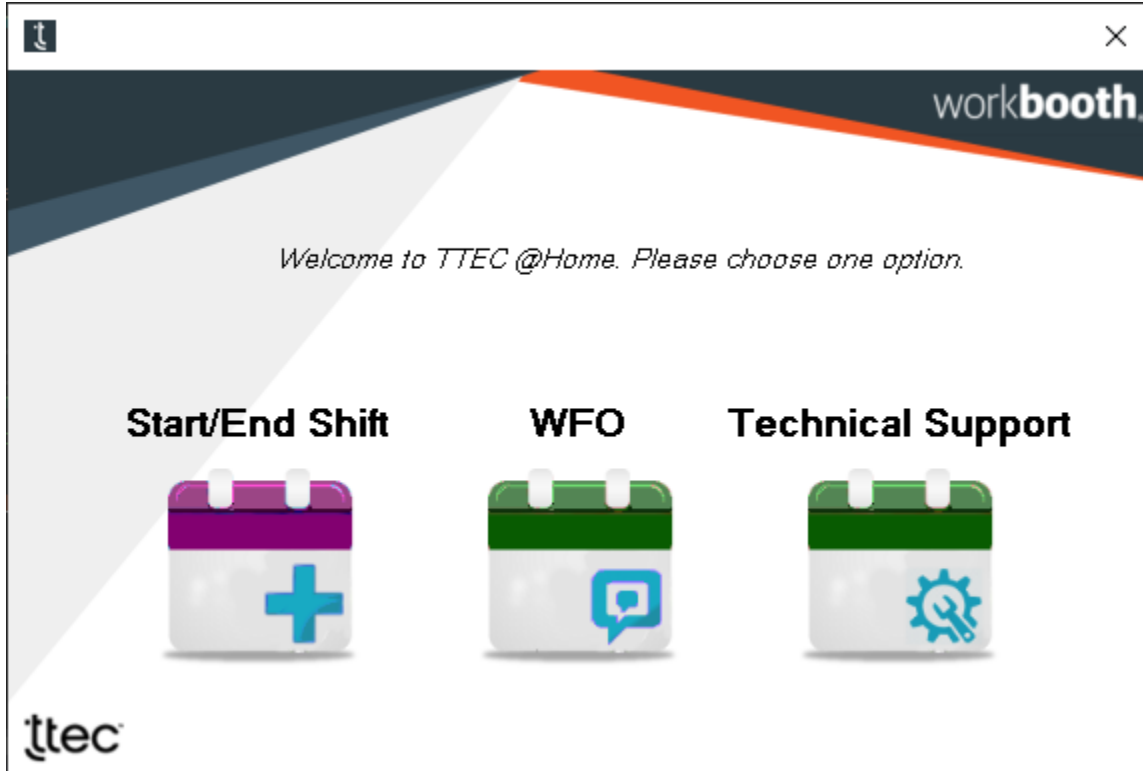
3. The VPN establishes a connection. You should check that you are connected. To confirm you are connected, click the **GlobalProtect** tile again. If you see **Connected** on the display, you successfully logged in.



**NOTE:** If you do not have a smart phone or tablet, 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.)

## Go to Work

The Go to Work application gives you access to TTEC systems required for timekeeping, checking your schedule, and receiving online technical support.



The application has three options.

Option	Description
Start/End Shift	Provides you a direct link to the Kronos Gating app to timestamp before performing any work-related activities.
Workforce Optimization (WFO)	Provides you a direct link to the WFO tool, which you may use outside of your scheduled shift but remains unpaid.
Technical	Provides you a direct link to the Request Assistance so you can chat with a service desk technician to troubleshoot technical issues; you must still contact the Service Desk after logging in to WorkBooth.  <b>NOTE:</b> Operations leadership will review the technical issue to determine if the time spent troubleshooting should be paid time.

## Kronos

Kronos is TTEC's timekeeping system. When you click Go to Work's **Start/End Shift** button, you are directed to the Kronos Gating interface. This app recognizes your credentials, simplifying your timestamping experience.

**NOTE:** If your Kronos Status displays *In*, proceed with timestamping. If it displays an error message, please ensure you have completed the Global Protect VPN connection steps. If the issue persists, please contact the Service Desk to troubleshoot the error.

**WARNING:** Only click a timestamp button one time. It may take up to one minute for your status to change in Kronos. Multiple clicks within the same minute will record an incorrect punch.





The Kronos Gating menu 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

A state of work in which you are:

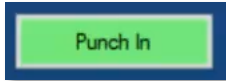
- Ready to take care of customers
- Taking care of customers
- Performing after call work

## Non-productive state

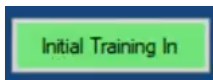
A state of work in which you are:

- 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 Punch In button.

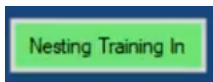


To punch in for a non-productive state, use one of the following buttons per the description.

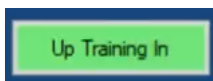


When attending new hire training, including:

- 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:

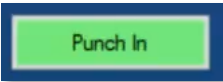

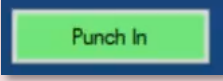
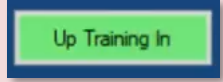
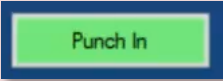

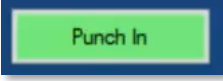

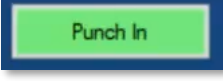

- Up training
- Meetings
- Coaching sessions



When:

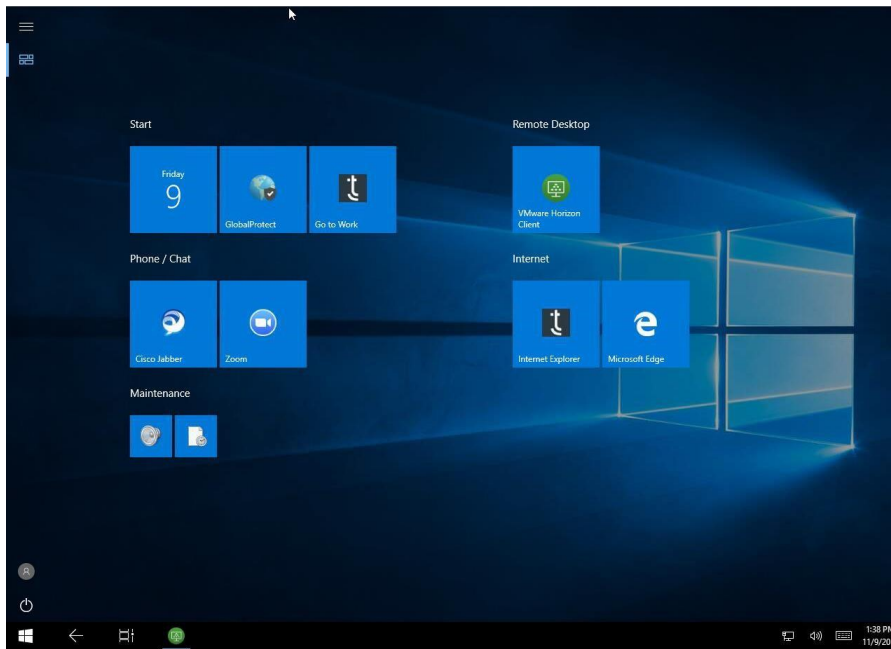
- Going on a break
- Having your mid-shift meal
- Ending your shift

**NOTE:** Do not use the Punch Out 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.

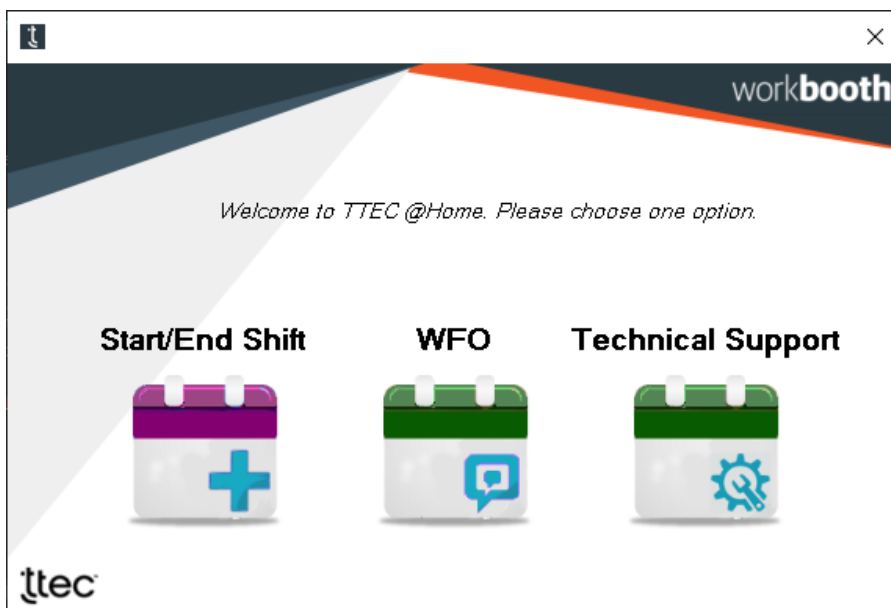
Time	Activity	Button
10:00 AM	Start your production shift	
11:45 AM	Take your first break	
12:00 PM	Return to production	
12:30 PM	Attend a meeting	
1:00 PM	Return to production	
2:30 PM	Have your mid-shift meal	
3:00 PM	Return to production	
5:00 PM	Take your second break	
5:15 PM	Return to production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

To timestamp at the beginning of your shift:

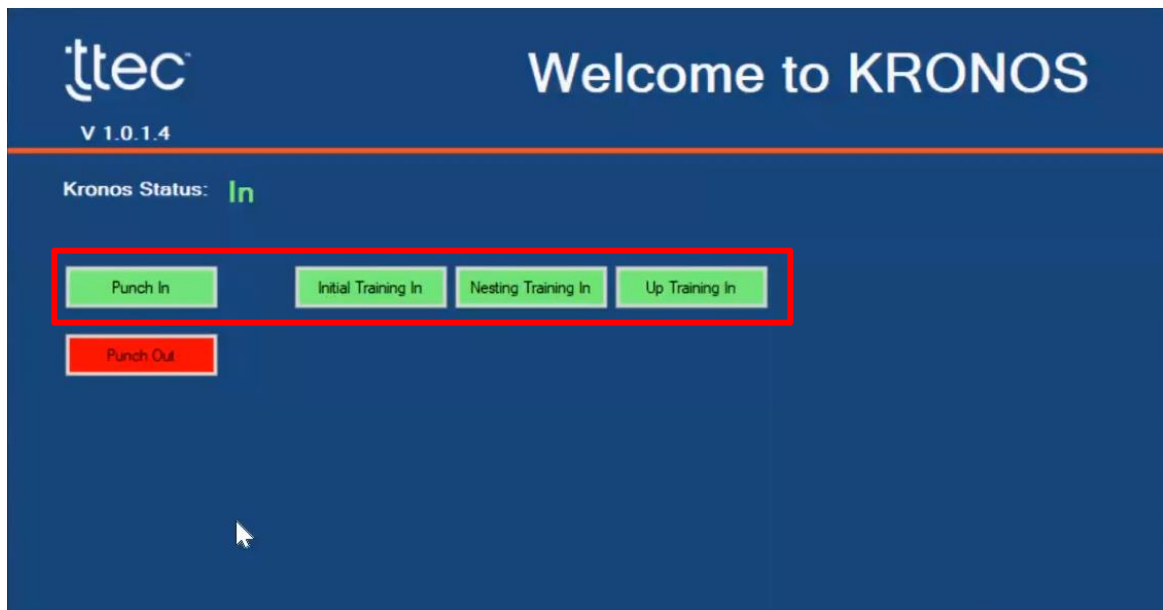
1. Click the **Go to Work** tile.



2. Click the **Start/End Shift** button.



3. Based on the activity that starts your day, click the corresponding button.



To timestamp at the end of your shift:

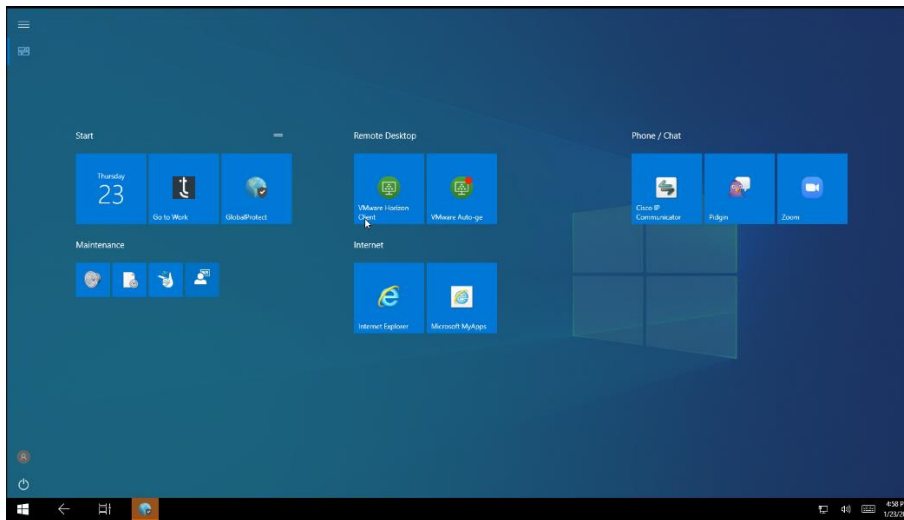
1. Click the **Go to Work** tile.
2. Click the **Start/End Shift** button.
3. Click the **Punch Out** button.

## Virtual Machine (VMware)

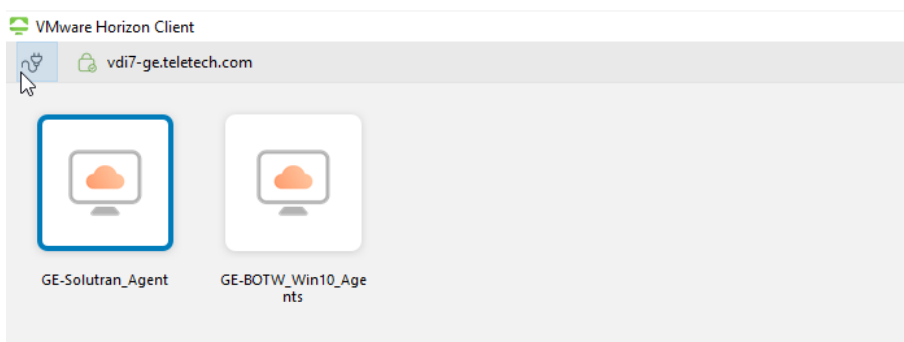
The VMware application lets you connect as a guest to a host server to emulate a separate desktop from your computer. From the desktop, you can access and use your production systems and software.

To log in to VMware:

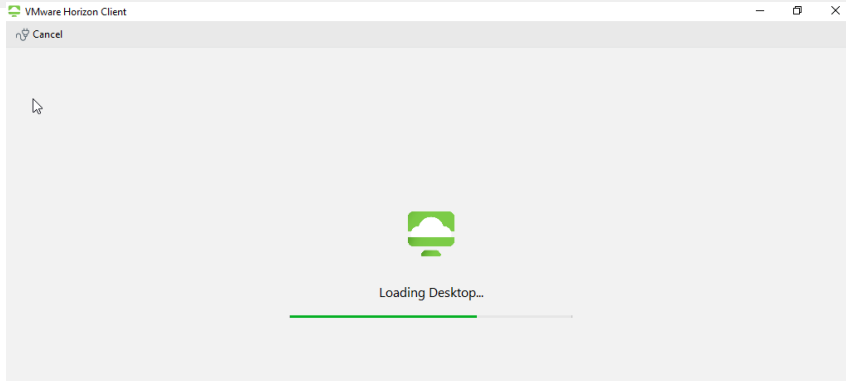
1. Click the **VMware Horizon Client with the red dot** tile.



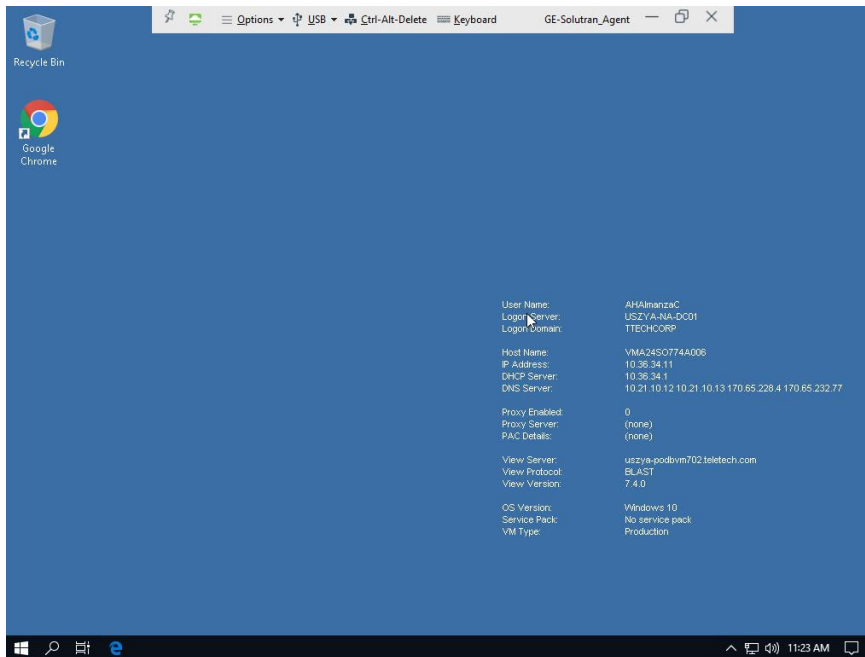
2. On the VMware Horizon Client window, you see a profile button displaying the name of your client campaign. Double-click the profile button.



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 Startup Procedures

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

- TT2Go USB Drive
- Phone (cell, smart, or landline) or mobile tablet

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** button.
7. From the Kronos Gating interface, click the corresponding button.
8. Click the **VMware** tile.
9. Once your VMware desktop fully loads, log in to all required systems and tools for the day.



## 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.

1. Log out of all production systems.



2. From the VMware desktop, click the Windows **Start** button.
3. Click the **Log Off** button.
4. Click the **Go to Work** tile.
5. Click the **Start/End Shift** icon.
6. From the Kronos Gating interface, click the **Punch Out** button.
7. From the Windows Start menu, click the **Power** button.
8. Click the **Shut down** command.
9. After the computer **fully** shuts down, remove the TT2GO USB drive from your computer.

## Appendix

### Receiving Qualified Time for Pay

TTEC wants to be clear about activities that are paid prior to logging in to the Switch to take calls. You are paid for certain qualifying activities, including:

- Starting up your required systems and software to begin production work
- Shutting down your required systems and software to end production work
- Fulfilling a request to support additional hours once confirmed in WFO
- Overriding your schedule when WFO is not accurate
- Submitting and resolving a technical assistance request when the technical issue is validated as a TTEC or client system issue
- Reviewing emails, which should only be done during your shift

**NOTE:** You should review your emails while systems are starting up or between incoming calls.

To ensure you receive payment for time worked, make sure you use the correct option that fits your scenario. You will not be paid for:

- Accessing WFO through the Go to Work application; system is unable to track your specific activity.
- Verifying if additional hours are needed using WFO.
- Submitting and resolving a technical assistance request when the technical issue is not a TTEC or client system issue. If the issue is found to be a TTEC or client-related issue, your team lead will submit a request to have Kronos adjusted to ensure you are paid for the time spent resolving the problem.
- Accessing Mosaic through the Go to Work application when not scheduled to work and wish to participate in a voluntary engagement activity.

**NOTE:** If you believe you have performed work-related activities during any of these scenarios, you must follow TTEC's procedures for timekeeping adjustments and corrections so that this time, if considered work-related by TTEC, is paid.

## Using Best Practices

Follow these best practices to ensure you accurately follow procedures:

- Do not remain logged in to TT2Go outside of your scheduled shift.
- Unless directed otherwise, always use the Go to Work application to begin and end your scheduled shift.
- Directly access the Kronos Gating app to punch in and out throughout your scheduled shift.

## Using the Timekeeping and Workforce Optimization Features

The Kronos timekeeping method allows you to immediately timestamp in Kronos before accessing any other TTEC or client applications including WorkBooth. The Go to Work application requires you to timestamp before logging in to WorkBooth. It also gives you access to the Workforce Optimization (WFO) tool with features that you can use to perform inquiries and tasks including performing shift swaps, pickups, and time off requests

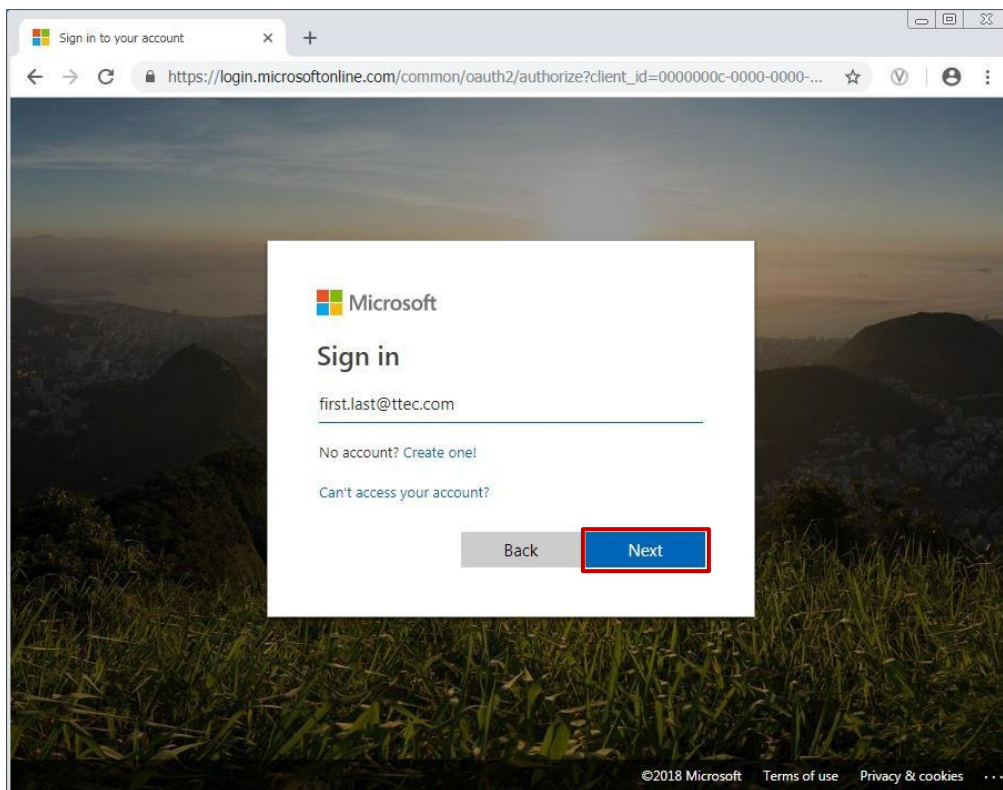
**NOTE:** You should not timestamp into Kronos to access WFO or contact ASD to resolve technical issues.

It is mandatory that you use the Go to Work application and its features according to the steps, policies, and guidelines explained in this job aid to ensure you are paid accurately. Failure to do so will result in corrective action, up to and including termination.

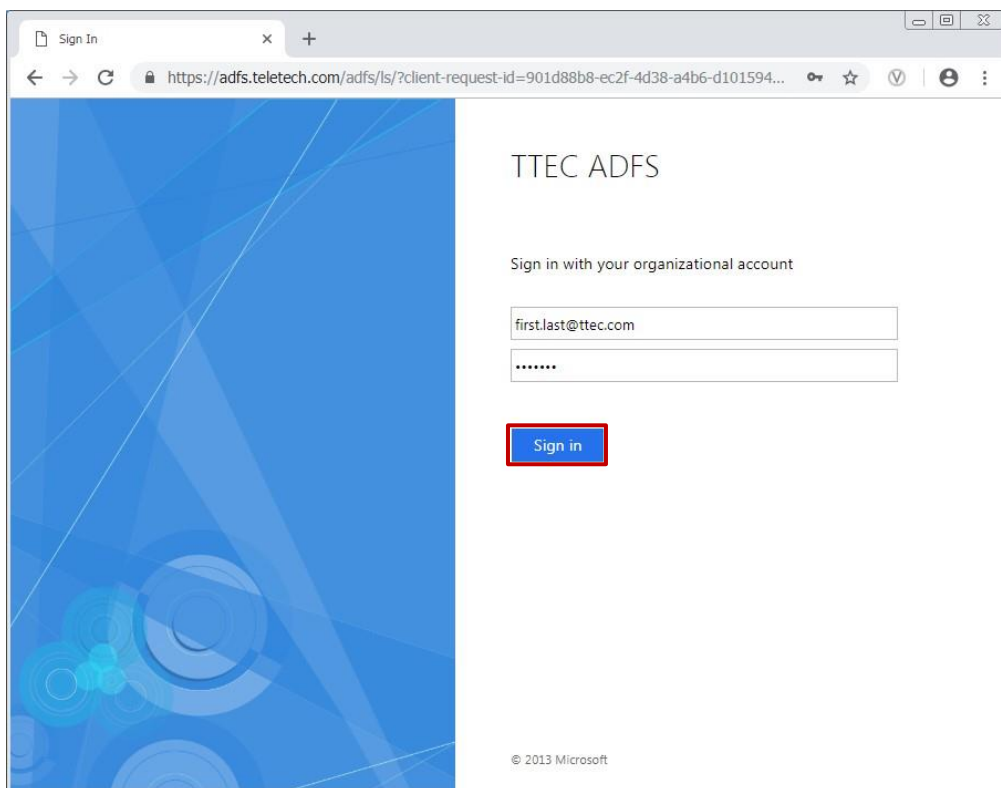
## Resetting Your Windows Password | Routine Password Change

**NOTE:** If you forget your security question answers for any system, 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. If you know your security answer, proceed with the password change steps.

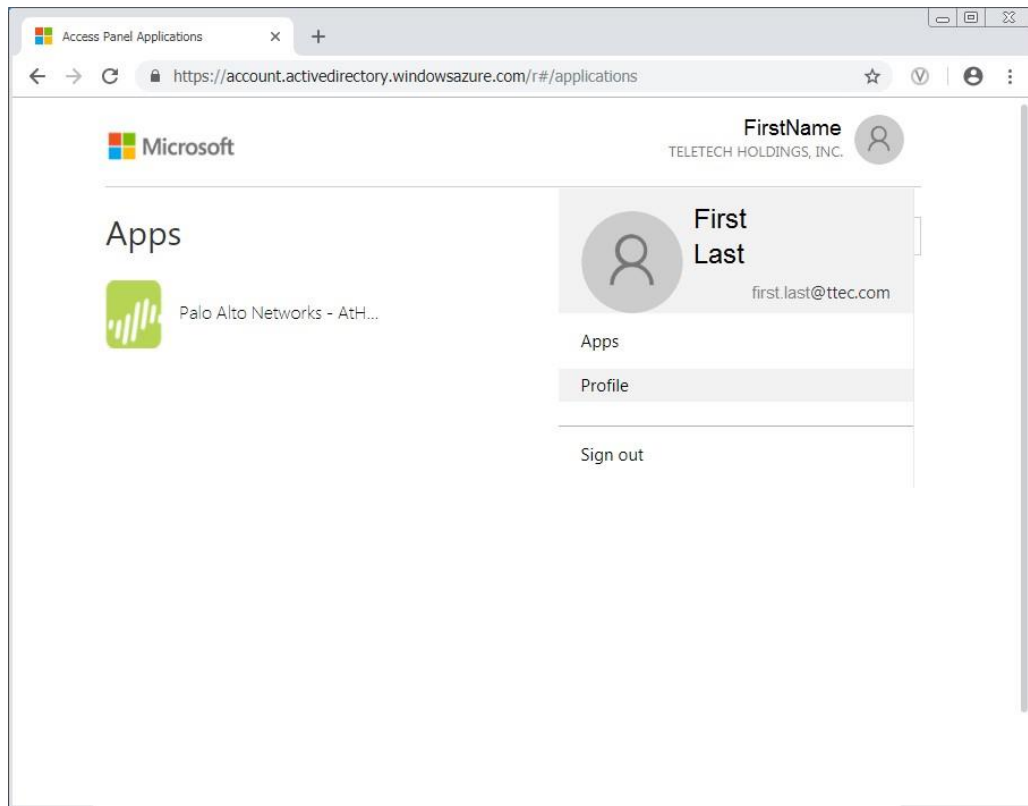
1. In your Internet browser's URL field, type **myapps.microsoft.com**, and then press the **Enter** key.
2. On the Sign in screen, type your company email address, and then click the **Next** button.



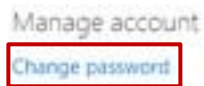
3. On the TTEC ADFS screen, type your Windows password, and then click the **Sign in** button.



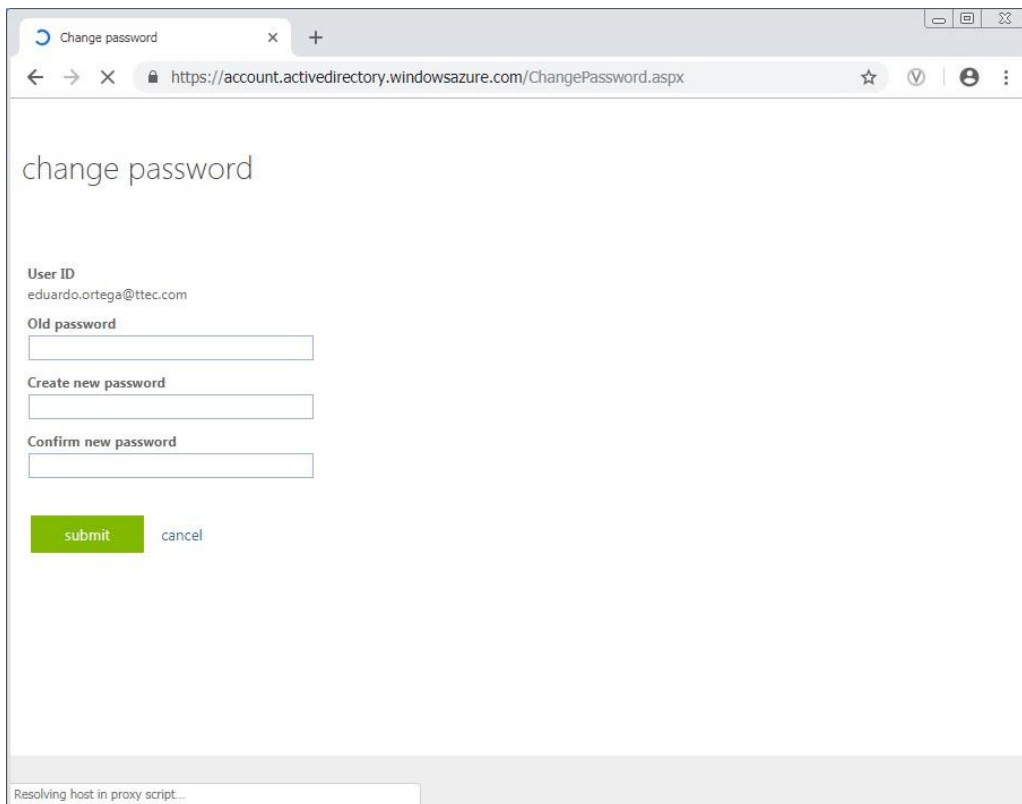
4. Click your Profile avatar.



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

Create new password

Confirm new password

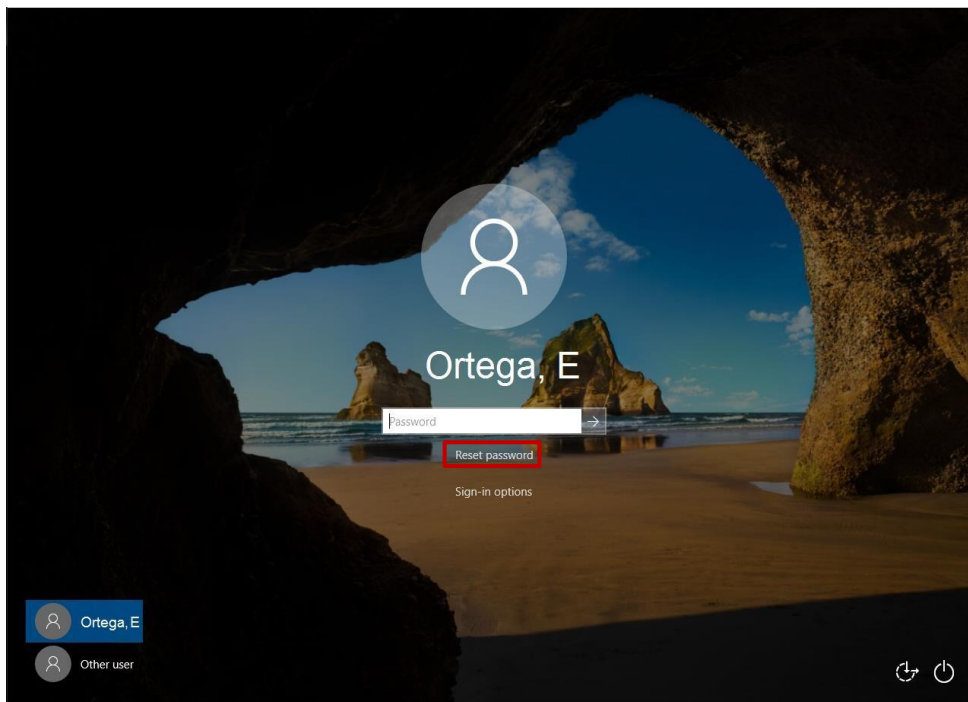
Resolving host in proxy script...

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

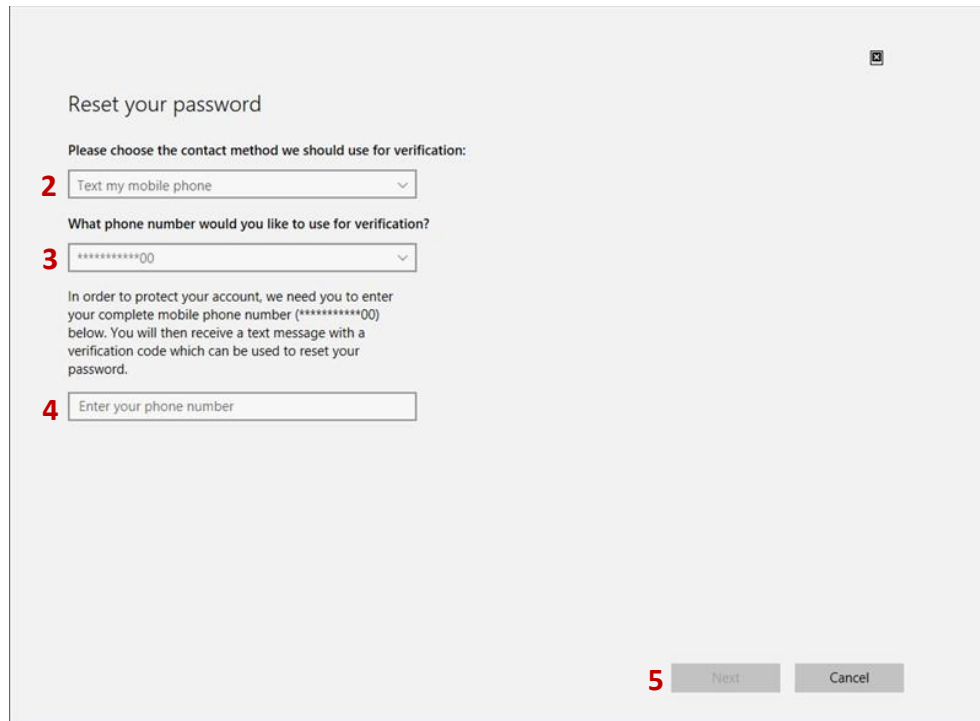
**NOTE:** You must have your verification methods set up, **including security questions**, to use this procedure.

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

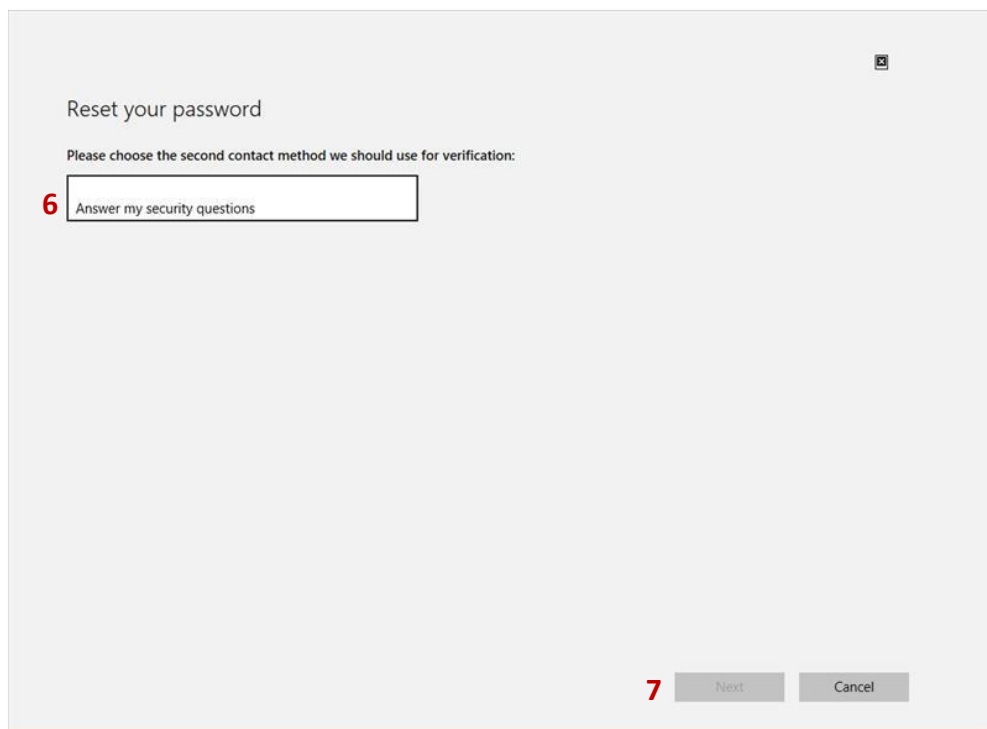
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*00) below. You will then receive a text message with a verification code which can be used to reset your password.

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

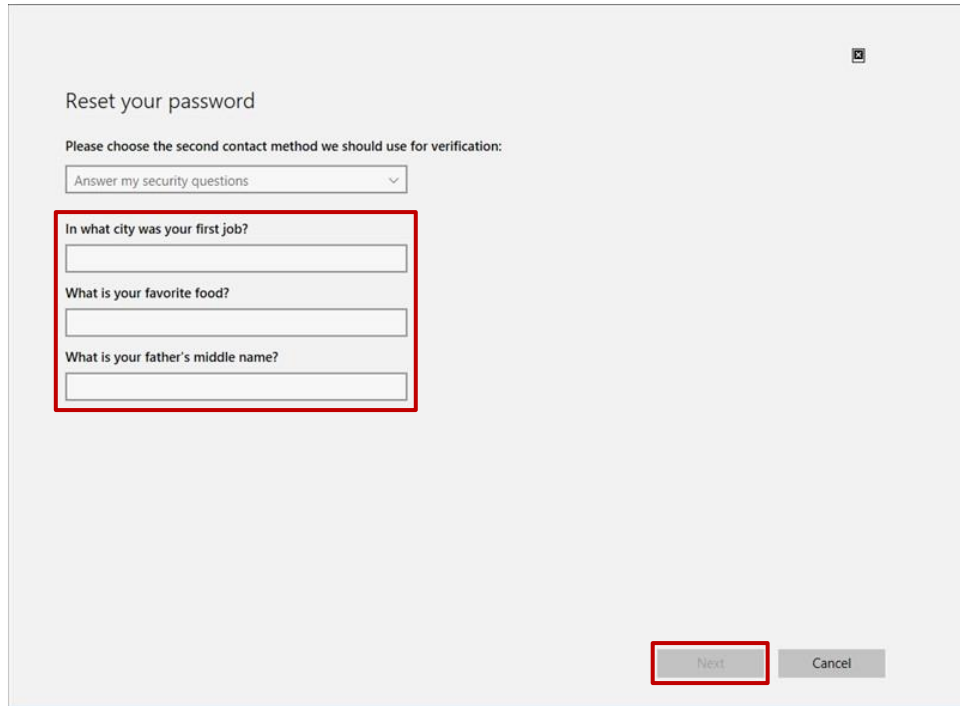
Please choose the second contact method we should use for verification:

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

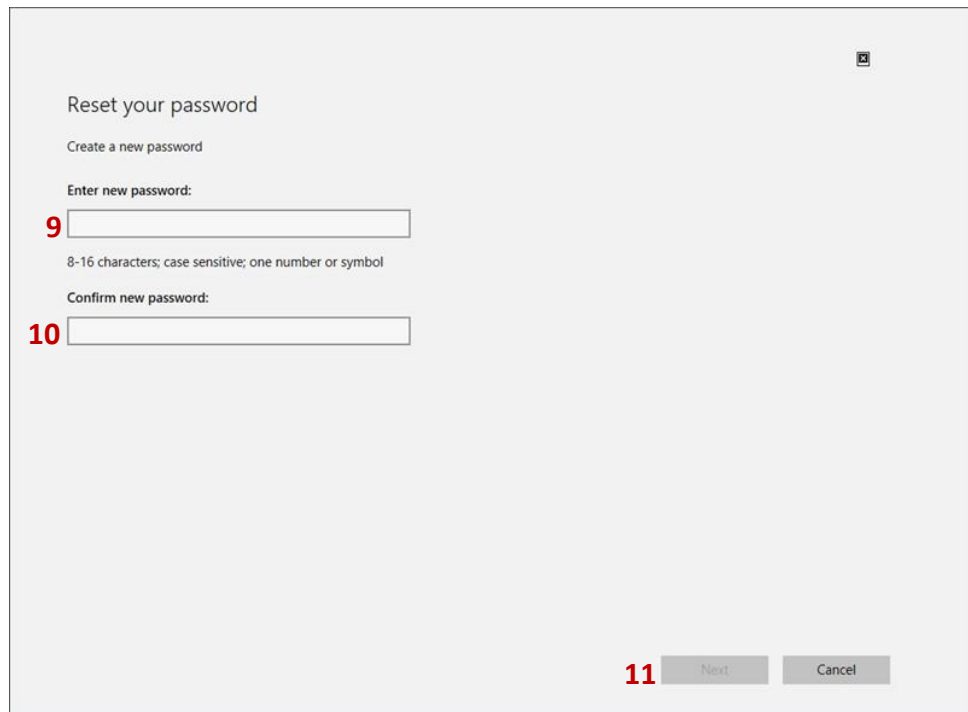
In what city was your first job?

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.



The screenshot shows a 'Reset your password' dialog box. It contains the following elements:

- Title: Reset your password
- Section: Create a new password
- Label: Enter new password:
- Input field: A text box with a red '9' to its left.
- Text: 8-16 characters; case sensitive; one number or symbol
- Label: Confirm new password:
- Input field: A text box with a red '10' to its left.
- Buttons: 'Next' and 'Cancel' buttons at the bottom right, with a red '11' to the left of the 'Next' button.

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 GlobalProtect Verification Preferences

To set up verification 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.