Know Your TTEC Tools
Agenda

1. Login
   - TT2Go USB drive
   - Go To Work and Kronos
   - @Home 3.0 – VPN and MFA

2. Authentication
   - VMWare

3. Signing out
   - Properly Signing out

Appendix 1

- Password Reset – Preferred method
- Password Reset – Alternate method
- Setting up MFA for first time
- Change MFA method

*Optional – Click here to read the Appendix
Ensure that everyday you have one of these devices available for the login process:

- Phone (cellphone, smartphone, land line)
- Tablet
Know Your Tools

Names and Acronyms

Below is a list of tools needed to properly connect you to the TTEC @Home platform:

- TTEC 2Go USB drive (TT2Go)
- Workbooth (WB)
- Virtual Machine (VM)
TT2Go USB drive
Before you begin…

1. **Insert** the *USB drive* into a USB port.

2. **Turn on** your *computer*.

**NOTE:**
Due to technical differences between computers, ASD advised you during your Tech Check-In (TCI) on the proper way to boot from your USB drive.
TT2Go USB drive

**TT2Go**

- **Boot** the *USB drive* on your computer.
- The welcome screen will appear on your desktop.
- **Login** using *First.Last@ttec.com* profile or as provided during TCI and your NT password.

*Need to reset password?*  
*See Appendix 1*
TT2Go USB drive

- Ensure you do not plug the TT2Go USB drive in or remove the TT2Go USB drive without your computer being shut down and powered off.
- Do not use TT2Go USB drive for any non-work related tasks or Internet browsing.
- If for any reason a replacement USB drive is needed, you will be responsible for purchasing an approved USB drive.
To log in, **click** the *Go To Work* tile* from the Desktop.

*Tiles – the colored rectangles or squares (larger than the normal sized icons used for the shortcuts found on your desktop).
Go To Work and Kronos

Logging in to Workbooth

Click this button to start your shift.
Go To Work and Kronos

You will be redirected to the Kronos portal

- **Type** your *Kronos username* and *Password.*
Go To Work and Kronos

To **start** your shift, use the **In Punch** button.
Go To Work and Kronos

Do not click the button.

Close the browser.
@Home 3.0 – VPN and MFA
To log in, click the Global Protect tile* from the Desktop to connect the VPN.

*Tiles – the colored rectangles or squares (larger than the normal sized icons used for the shortcuts found on your desktop).
Login to VPN – Multi-Factor Authentication

Authentication using Phone

If you have not selected your MFA method follow steps in Appendix
Login to VPN – Multi-Factor Authentication

- VPN is connecting. You will see this window at the lower right corner.

- To validate that the VPN is connected, click again the GlobalProtect tile. You will see this window at the lower right corner (this window appears few seconds only).
### Login to VPN – Multi-Factor Authentication

#### Phone steps
- **Click** on the *GlobalProtect* tile.
- **Click** on the *Connect* button.
- **Wait** for the next window to come up.
- You phone **should** ring and you must **answer** to approve the login process.
- You'll be instructed to **press pound "#"** to approve the login process.
- **Click** on the *Next* button.
- **Click** on the *Done* button.
- The GlobalProtect window will disappear. **Click** on the *Start Button* to go back.
- **Click** on the *GlobalProtect* tile.
- This GlobalProtect confirms that you're now connected.

#### Authenticator app steps
- **Click** on the *GlobalProtect* tile.
- **Click** on the *Connect* button.
- **Wait** for the next window to come up.
- **Type** in the *code displayed on your authenticator app*.
- The app will show the code you must enter. **Note that the code expires every 30 seconds.**
- The GlobalProtect Window will disappear. **Click** on the *Start Button* to go back.
- **Click** on the *GlobalProtect* tile.
- **Click** on the *GlobalProtect* tile. This GlobalProtect confirms that you're now connected.
VMWare
VMWare

To launch VMWare, click on the tile*.

*Tiles – the colored rectangles or squares (larger than the normal sized icons used for the shortcuts found on your desktop).
It auto-launches.

- **Double-click** on **GE-YourProject_Agent**.
VMWare

- Wait while the system processes.
- The following screen will load.
Signing Out
Signing out of VMWare properly, is a three-step procedure:

1. **Sign out** of *all your work applications* in VM.
2. **Click** the *Start* button.
3. **Click** *Log Off* button.
To sign out, click the *Go To Work* tile* from the Desktop.

**NOTE:**
It may take up to one minute for the session to fully end and for the *Go To Work/Kronos Punch Out* option to become available.

It is not necessary to reboot your system, simply wait for the session to end.

*Tiles – the colored rectangles or squares (larger than the normal sized icons used for the shortcuts found on your desktop).*
Signing Out

To End your shift, click on this button.
To **End** your shift, **use** the *Out Punch* button.
Shutting down TT2Go USB drive

To properly shut down the TT2Go USB drive

1. **Click** the *Power* button.

2. **Then, click** *Shut down*.

3. **You can safely remove the USB drive.**
Reminders
Reminders

When you **Begin** each scheduled shift

1. **Login** to *TT2Go USB drive*.
2. **Click** the *Go to Work* shortcut.
3. From the Workbooth Wizard menu, **click** the *Start/End Shift* button.
4. **Log in** to *Kronos*.
5. From the Kronos Clock Punch menu, **click** the *In Punch* button.
6. Connect to the **VPN**.
7. **Multi-factor authentication**.
8. Connect to VMWare.
9. **Boot up** all required systems.
10. **Log in** to the *Switch/ACD* (Automatic call distributor system i.e. Avaya/Cisco)

When you **End** each scheduled shift

1. **Log out** of the Switch/ACD (Automatic call distributor system i.e. Avaya/Cisco)
2. **Log out and shut down** all systems.
3. **Disconnect** from VMWare.
4. **Disconnect** from the **VPN**.
5. **Click** the *Go to Work* shortcut.
6. From the Workbooth Wizard menu, **click** the *Start/End Shift* button.
7. **Log in** to *Kronos*.
8. From the Kronos Clock Punch menu, **click** the *Out Punch* button.
9. **Log out** from *TT2Go USB drive*.

*Optional – Click here to read the Appendix*
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