

QUICK START GUIDE

1. Monitor Setup

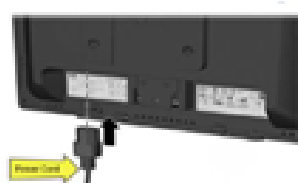
Install the base on your monitor. Your model of monitor may vary, follow instruction that matches your model. Tip: It is easier to attach the cords to the monitor while it is laying flat.

With the monitor still placed facedown inside the box:

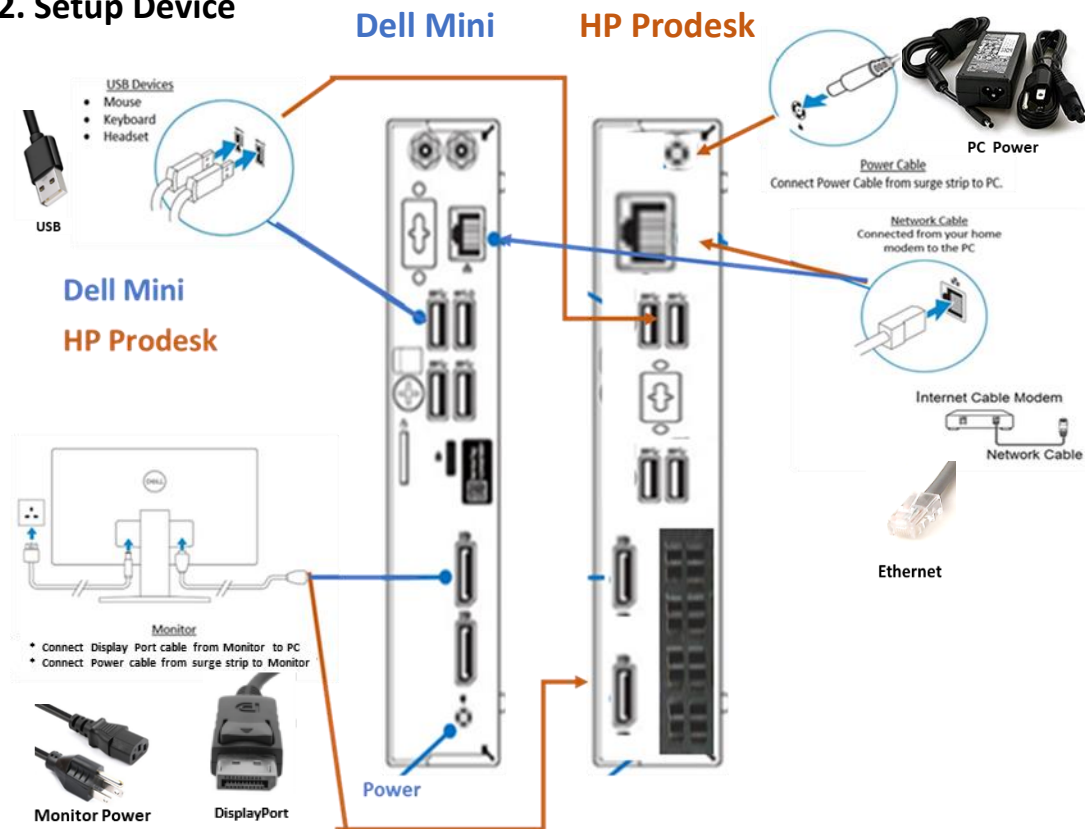
1. Insert the base into the bottom of the monitor stand
2. Swivel the base counterclockwise to lock it in place
3. Confirm that the arrow on the monitor stand is aligned with the arrow on the bottom of



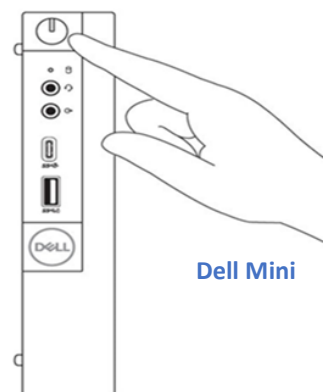
1. Position the monitor face down on a flat surface covered by a clean, dry cloth.
2. Slide the top of the mounting plate on the stand under the upper lip of the recess in the back of the panel (1).
3. Lower the bottom of the stand's mounting plate into the recess until it snaps into place (2).
4. The latch pops up when the stand is locked in place.



2. Setup Device



3. Power & Device Settings



Dell Mini

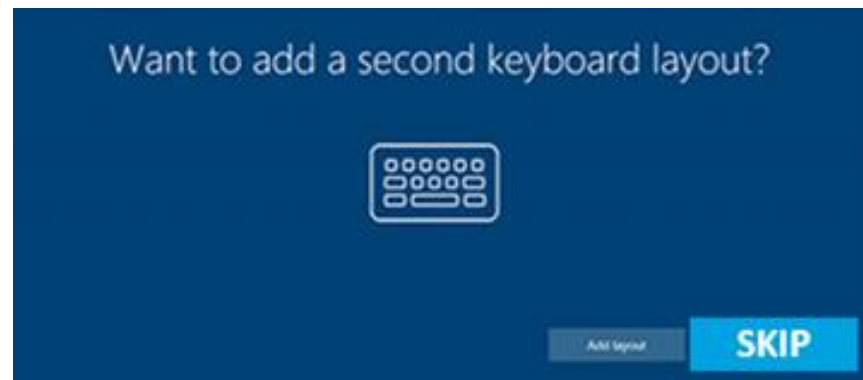


HP Prodesk

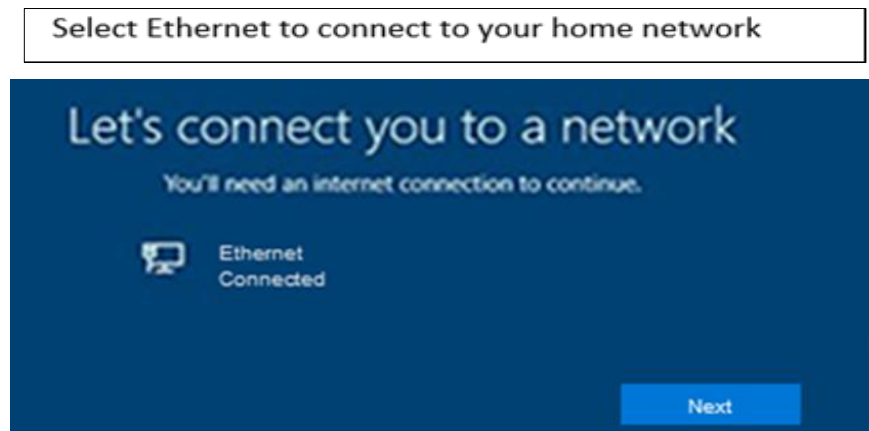
Power On
Press power button to start Device



4. Device Settings



5. Join Home Network – Wired Connection



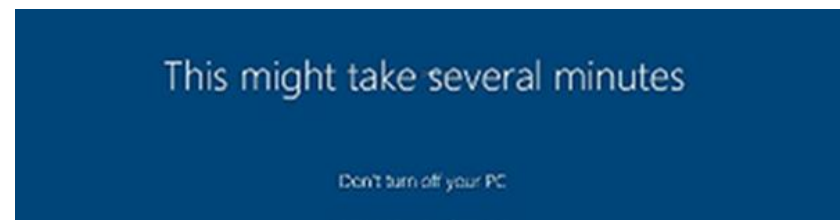
*The above screen may vary by model.
If properly connect setup will automatically continue to next step

Note: **You must be connected with an Ethernet cable to your modem or router.**
DO NOT use WiFi/wireless connection even if the option appears on the screen.

If you receive you receive a connect to network screen*, be sure cables are secure and the home network is connected.

If you receive **Identifying network** message, wait until the network shows Connected and click Next

6. Connect to Progressive



It may take up to **5 minutes** for the update to begin.

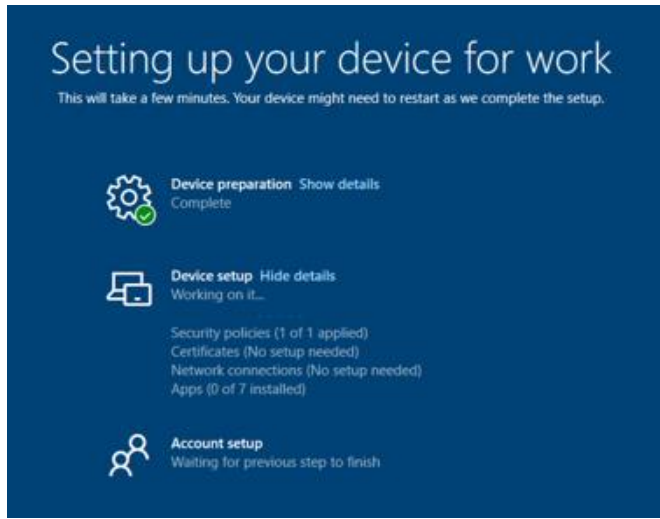
QUICK START GUIDE

6. Machine builds

When the authentication process is complete, the Enrollment Status Page (ESP) will display, and the build cycle will begin showing you the progress of your build.

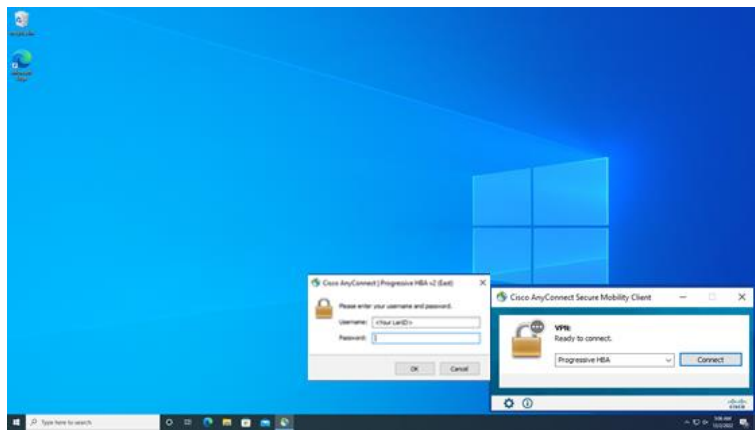
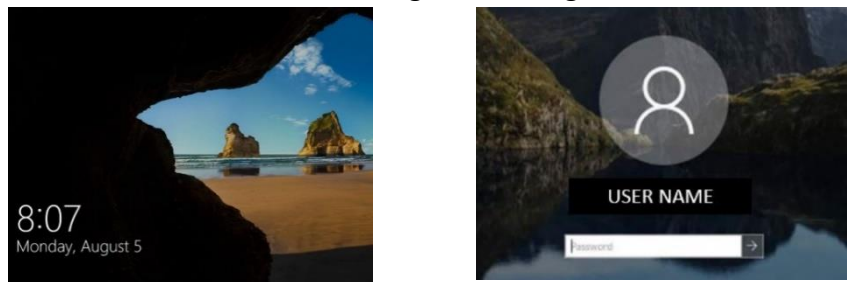
DO NOT POWER OFF OR DISCONNECT YOUR MACHINE DURING THIS TIME.

Machine may reboot on its own several times Let the machine run uninterrupted approximately 10 – 90 minutes. Time can vary depending on the speed of your home network.



7. Build Complete

Hit CTRL – ALT – DEL and login with Progressive Credentials



You will not see icons on your desktop. Your applications are in the Start Menu.

9. Applications

Do you have a different background? You may be presented with a black or Windows blue background

- Click on the Windows Start button
- See if you have the 3 core applications listed below
- If you have the applications – continue to launch core applications
- If applications are missing – the machine build is not complete

Launch these 3 core applications from the Dell or HP Prodesk Start Menu

1. Cisco AnyConnect (will require MultiFactor authentication)
 - o New Hires – See *Device Setup Guide* for Azure MFA Instructions
2. Your phone application –Cisco Jabber / Finesse
3. VMWare Horizon Client (VM)

Launch your other applications used in daily activities/your business area from your Virtual Machine.

- Verify you are logged into your Virtual Machine.
- You must be on your VM to see your additional applications.**


If you have any issues: Review self-help documents at <https://hbadocs.progressive.com> from any personal device (PC, Tablet, Smart Phone)

- *Access and Launch Application*
- *How to Create Icons on Your Desktop and Taskbar*

10. Troubleshooting

- Allow the machine to build. Takes approximately 10-90 min . uninterrupted. Watch your Enrollment Status Page (ESP). More information is available on the Device Setup Guide
- For network connection issue – Reboot your home network – remove power from all devices. If the computer will not shut down, hold down the power button for 30 seconds. Wait 1 full minute then plug everything for your network back in and start them. Do NOT start your computer.
- Reboot your device – After the network is fully functional. Start your device and log in.
- If not resolved, contact the Service Desk

No Internet Connection error.....

 This error symbol will appear once you are connected to VPN. Your Internet connection now comes from VPN.

Monitors not working or showing 3 monitors

- Check your cables. You should have a power cable connecting the monitor to a power outlet and only one display cable connecting the monitor to the device. Remove any extra cables.

To setup dual monitors go to <http://hbadocs.progressive.com> and open *Dual Monitors Setup* document

To get help, contact the Service Desk by one of these methods:

- Type Help/ in your browser:
1. Online self service ticket: Click on the Create a Ticket button, a technician will contact you
 2. To start a Live Chat: Click on the **Chat Support** button
 3. To contact by phone: Call the Service Desk (888) 746-4500.

11. Customize Settings

Customize your settings	Type the following address in your browser: https://hbadocs.progressive.com/
Now that you are online, access the HBA Self-Service Portal to configure additional settings.	
Set up dual monitors (if applicable for your business area)	<ul style="list-style-type: none"> • You must set up dual monitors in your Dell Mini Desktop settings before enabling dual monitor settings in VMWare Horizon Client settings. • Review the Dual Monitors Setup self-help document in the HBA Self Service portal at https://hbadocs.progressive.com
Change Screen resolution	<ul style="list-style-type: none"> • Screen resolution must be set in the Dell Mini and cannot be adjusted in the virtual machine. • Review the Change Screen Resolution self-help document in the HBA Self Service portal at https://hbadocs.progressive.com

Hotswap – Returning your equipment

If you received a Hotswap – Return the broken device within 1 week. Do not hold on to equipment.

Pack the equipment for shipping

1. Reuse the same box the new equipment came in. Removed all old labels on the box
2. Pack the device you are returning in the box and seal it
3. Put the included FedEx shipping label on the outside of the box.

See the *Device Setup Guide* for more detailed instructions

12. Shipping

USE ONE OF THE FOLLOWING METHODS TO SHIP EQUIPMENT

METHOD #1 - Phone:

- Call 800-GO-FEDEX (800-463-3339)
- Say “Schedule a Pickup” OR Press “0” to be transferred to a representative
 - o FedEx Account#: (See printed document in your shipment)
 - FedEx Ground pickup
 - Pickup Type:
 - o Pick up at your home select Residence
 - o Claims office select Business

METHOD #2 - Online:

- Go to FedEx.com from your browser
 - o Under the **Shipping** tab go to “Schedule & Manage Pickups”
 - o Scroll down (bottom of page) “Tools & resources”
 - Find “FedEx Ground returns pickup, go to the right, click on “ONLINE FORM” www.fedex.com/grd/rpp/ShowRPP.do
 - o Fill in all lines on pick up information on both panels
 - Tracking ID – can be found on the bottom of your Return Label
 - o EX: 4898891 xxxxxxxx”

Keep this number as your proof of return of your equipment

- Contact Name = your name
- Company = Progressive
- Address, City, State, Zip, Phone number
- Pickup Type:
 - o Pick up at your home select Residence
 - o Claims office select Business
- Special instructions – Knock or Ring doorbell
- o Click Schedule Pickup.