



# DEVICE SETUP GUIDE

## FAQs

Question	Answer
How long will the setup take?	The setup must run <b>uninterrupted</b> to complete. It can take as little as 10 minutes or up to 90 minutes. <i>*Time depends on the speed of your home network connection.</i>
What if I have an issue with the setup?	<ul style="list-style-type: none"> <li>• Verify you have followed all steps within this guide.</li> <li>• Use the Troubleshooting Guideline section toward the end of the Setup Guide.</li> <li>• If you need more help, review the online instructions and videos in the HBA Self-Service Portal at: <a href="https://hbadocs.progressive.com/">https://hbadocs.progressive.com/</a></li> <li>• If unable to connect after having taken all above steps, contact the IT Service Desk at (888) 746-4500.</li> </ul>

Please follow each step-in order to complete the setup successfully

## Connect Your Desktop

<p><b>1</b> Getting Started:</p> <p>Identify cords and cord connection types.</p> <p>Look for labels on the cords for easy identification.</p> <p>The webcam, mouse, keyboard, and headset all have a USB connection as shown in the image to the right.</p>	 <p style="text-align: center;">Ethernet    DisplayPort    Monitor Power    PC Power    USB</p>
<p><b>2</b> Identify the corresponding ports for the cords as labeled on the back of your machine.</p> <p>Devices/models may vary</p>	

**3** Setup Monitor – 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 lying 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 the base
4. Tighten the two thumbscrews into the base



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.

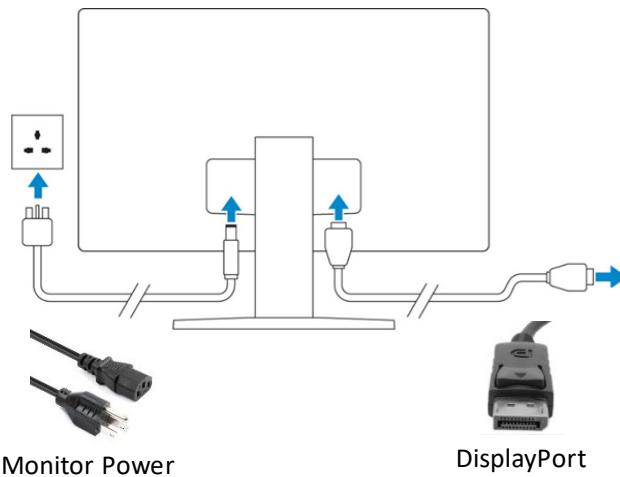


**4** Connect the monitor(s). There should be only two cords attached to your monitor:

- **Power cord:** Monitor to electrical outlet
- **Display Port cord:** Monitor to your device

**Dual Monitors:** Connect one Display Port cord and one Power cord to each monitor.

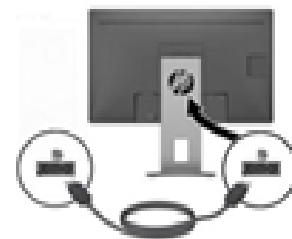
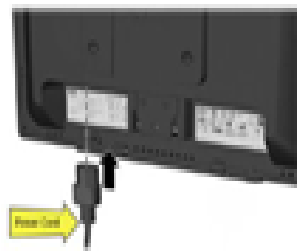
**Note:** It is recommended to use a surge protector.



Dell Mini

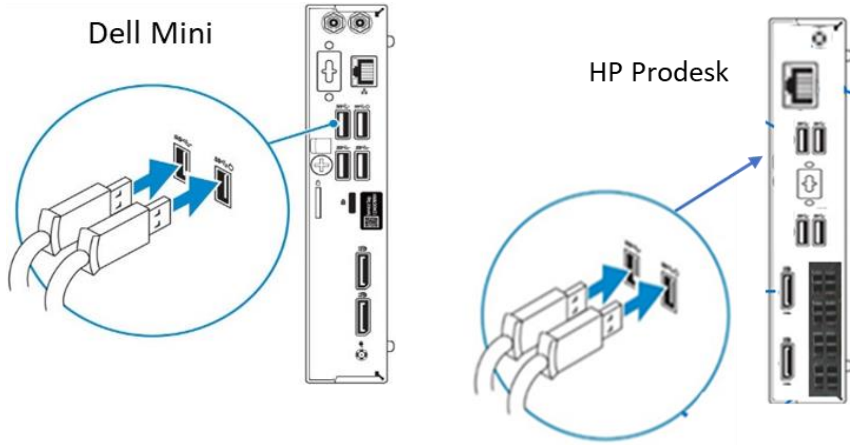


HP Prodesk



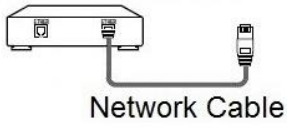
**5** Connect the keyboard, mouse, and webcam to the back USB ports, and your headset to the front USB port.

Cords have a USB end:

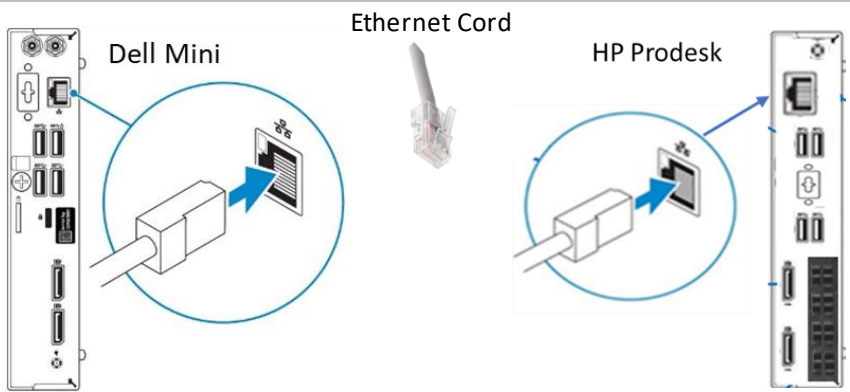


**6** Connect the network(ethernet) cord from your home Internet cable modem to the network port on the device.

Internet Cable Modem



Network Cable

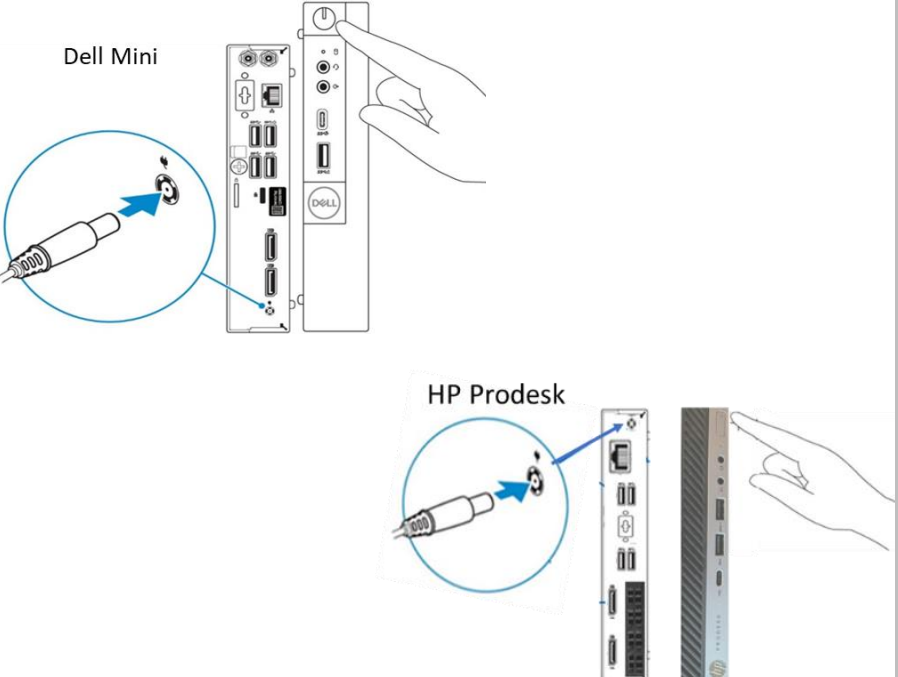


**7** Connect the power cord and press the Power button.

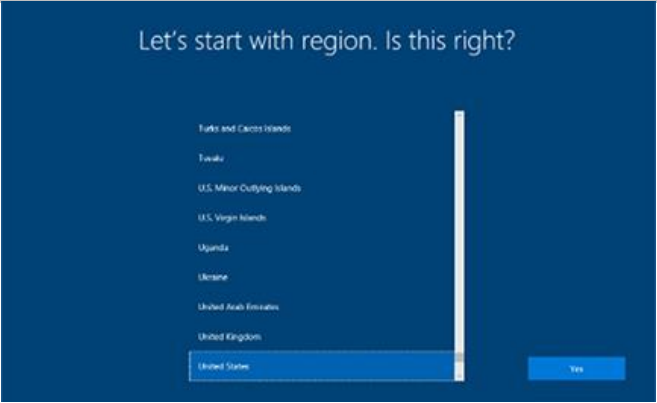
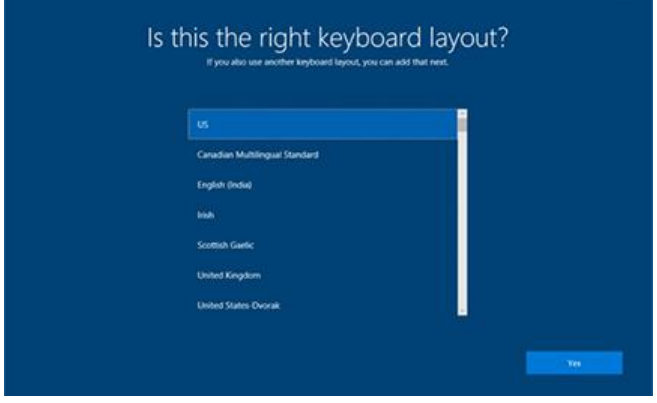
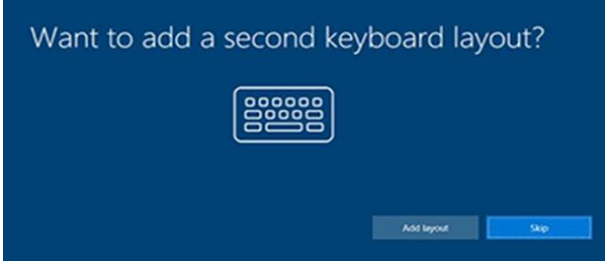

PC Power cord assembly:


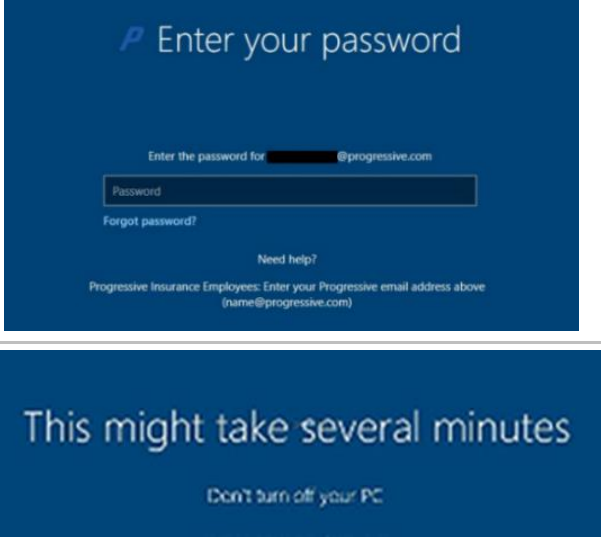



You will see a steady and blinking light at the network port on the device when the connection is working properly.

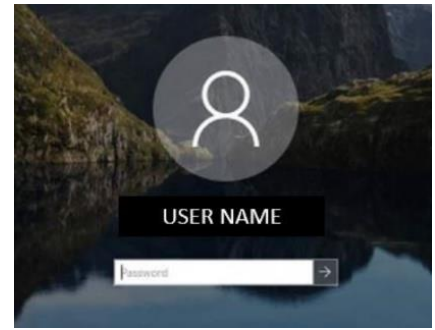


# Windows Setup

<p><b>1</b></p>	<p>Select <b>United States</b> for region and click <b>Yes</b>.</p> <p>Note: If you see any additional screens, stop, and start over. Example: prompted for Personal or Organizational setup. Please stop and contact the Service Desk.</p>	 <p>The screenshot shows a Windows Setup screen with a dark blue background. The text at the top reads "Let's start with region. Is this right?". Below this is a list of regions: Turks and Caicos Islands, Tuvalu, U.S. Minor Outlying Islands, U.S. Virgin Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, and United States. The "United States" option is highlighted with a blue bar. A "Yes" button is visible in the bottom right corner.</p>
<p><b>2</b></p>	<p>Select <b>US</b> for "Is this the right keyboard layout?" and click <b>Yes</b>.</p>	 <p>The screenshot shows a Windows Setup screen with a dark blue background. The text at the top reads "Is this the right keyboard layout?". Below this is a list of keyboard layouts: US, Canadian Multilingual Standard, English (India), Irish, Scottish Gaelic, United Kingdom, and United States (Qwerty). The "US" option is highlighted with a blue bar. A "Yes" button is visible in the bottom right corner.</p>
<p><b>3</b></p>	<p>Click <b>Skip</b> for "Want to add a second keyboard layout?"</p> <p><b>Note:</b> This will take up to <b>1 minute</b> to update.</p>	 <p>The screenshot shows a Windows Setup screen with a dark blue background. The text at the top reads "Want to add a second keyboard layout?". Below this is a keyboard icon. At the bottom, there are two buttons: "Add layout" and "Skip". The "Skip" button is highlighted with a blue bar.</p>
<p><b>4</b></p>	<p>If you receive a connect to network screen*, be sure cords are secure and the home network is connected.</p> <p><b>Note:</b> You <b>must</b> be connected to an Ethernet cord to your modem or router.</p> <p><b>DO NOT</b> use WiFi/wireless connection even if the option appears on the screen.</p> <p>Wait until the network shows Connected and click <b>Next</b>.</p>	 <p>The screenshot shows a Windows Setup screen with a dark blue background. The text at the top reads "Let's connect you to a network". Below this is the text "You'll need an internet connection to continue." and an icon of a network card. To the right of the icon, it says "Ethernet Connected". At the bottom right, there is a "Next" button highlighted with a blue bar.</p> <p><b>If properly connected setup may automatically continue to next step</b></p> <p>*The above screen may vary by model.</p>

<p>5</p>	<p>Enter your <b>full</b> Progressive email address and click <b>Next</b>.</p> <p><b>Example:</b> John_Doe@progressive.com</p>	
<p>6</p>	<p>Type in your Progressive password and click <b>Sign in</b>.</p>	 <p>It may take 5 minutes for the update to begin</p>
<p>7</p>	<p><b>Enrollment Status Page (ESP) progress page</b></p> <p>There are three phases that will show you the progress of your machine as it builds. It can take as little as 10 min. or up to 90 min. to complete. Time will vary with the speed of your home network.</p> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>*****IMPORTANT*****</p> <p>During this time, do <b>not</b> turn off the machine or interrupt the build cycle</p> </div>	 <ul style="list-style-type: none"> <li>• See <i>Troubleshooting Guide</i> if ESP displays any errors during your build</li> </ul>

8 If your screen locks during the build cycle, hold down the CTRL/ALT/DELETE keys and log back in using your Progressive password.

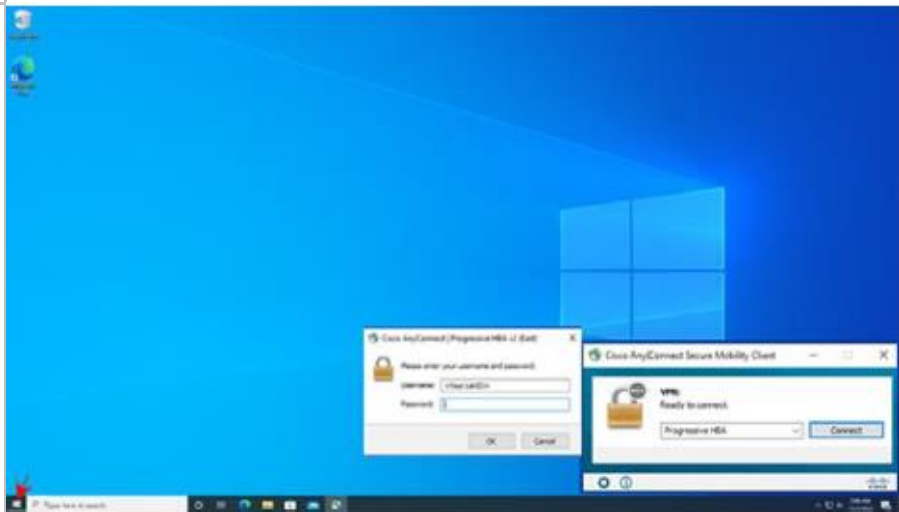


9 When the Account Setup phase of ESP completes, the device will then display the Windows Desktop.

Cisco AnyConnect will launch to connect to VPN

Verify **Progressive HBA** appears. If not, select it from the dropdown and enter your Progressive password.

Click Connect.



If Cisco AnyConnect is not open on your Windows Desktop, hit the Start button and launch the application from the menu.

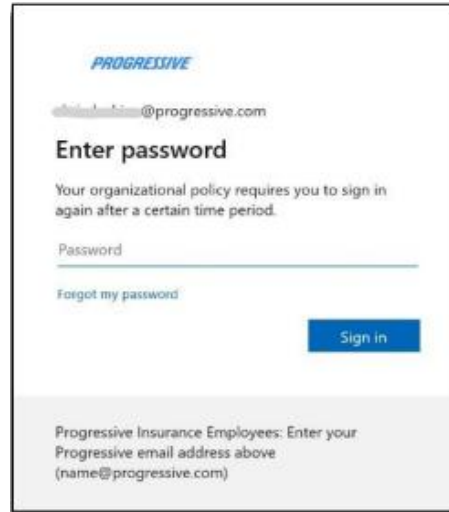
10

**Azure MFA Registration Process**  
**Logging in with Azure MFA**

You will begin to be prompted to authenticate to Azure MFA (Multi-Factor Authentication) by entering your existing Progressive (PGR) LAN password and will verify your identity by clicking on the text option. A 6-digit code will be sent to your phone.

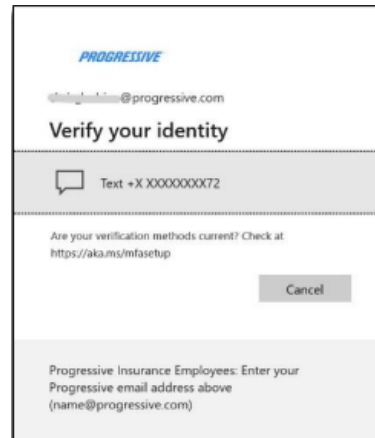
Enter your PGR LAN password.

**NOTE:** If you have already completed this step, but had a hotswap, you can move to **'Dual-Monitor setup'** on page 13.



11

Click on the **'Text +X XXXXXXXXX'** area.



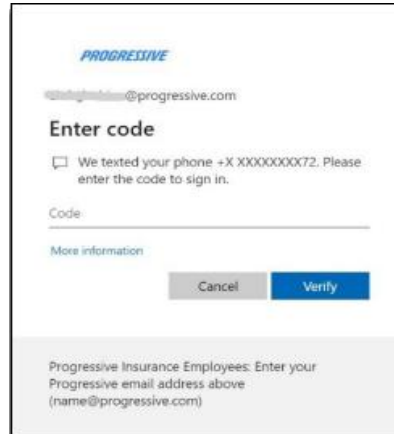


12

You will receive a 6-digit code on your phone like the image shown here.



Enter the 6-digit code sent to your phone. Click 'Verify'



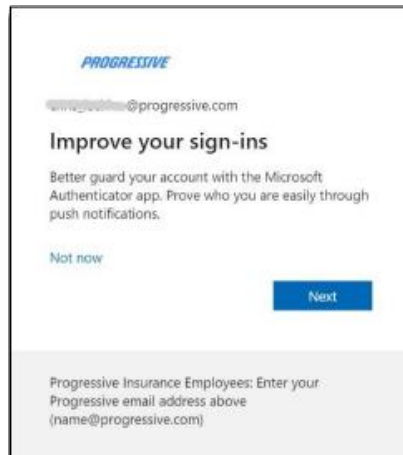
13

**Improving Your Sign-ins**

If you receive the Improve your sign-ins prompt, follow the screen prompts to complete the Azure MFA registration process.

Click 'Not now' and proceed to Monitor Setup.

If you do not receive the Improve your sign-ins prompt, move to the next step to setup your monitor.





## Dell Monitor Setup

1

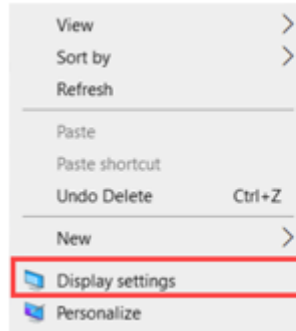
### Dual Monitor Set Up:

Right- Click on your **desktop** and select **“Display Settings.”**

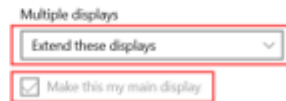
Check the **“Make this main display”** box AND verify **“Extend these displays”** is selected under **Multiple displays**.

When finished, Click **Apply** to save changes.

**NOTE:** You may have to change your Primary monitor if your mouse is not dragging correct (from left monitor to right monitor by clicking and dragging the image of monitors).



### Multiple displays



## Webcam Setup

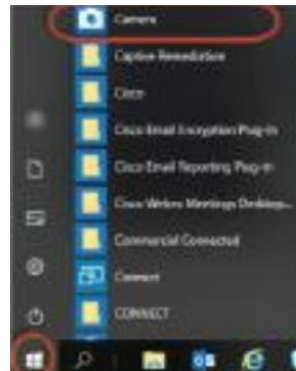
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### Webcam Set Up:

Plug webcam USB cord into a USB port and mount the webcam on the top of the monitor.

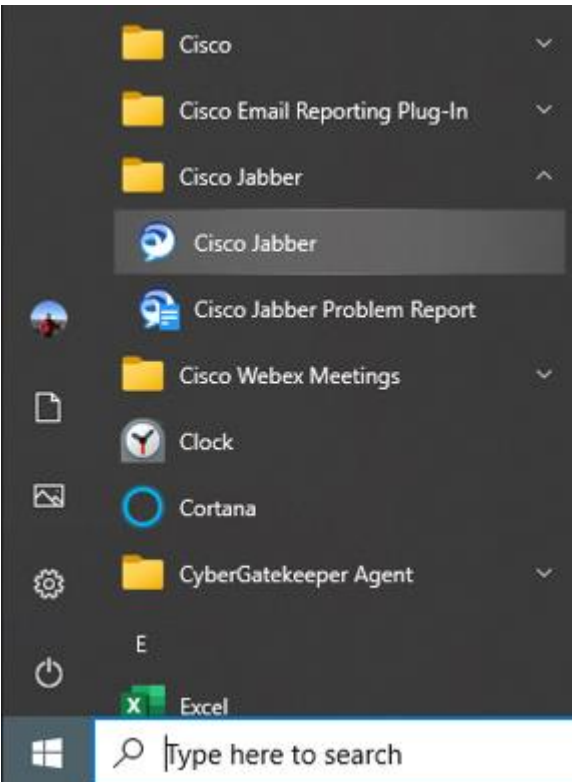
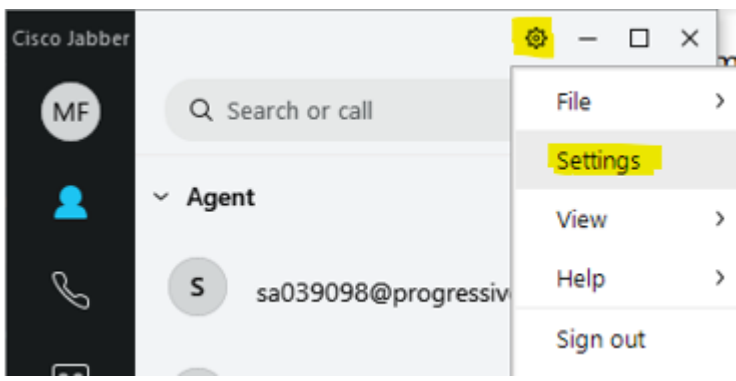
Launch the “Camera” app from the Start menu and adjust the webcam so your face is in the center.

Make sure there is nothing sensitive/offensive in the background (2<sup>nd</sup> monitor w/ customer info, personal info, or posters/imagery).



# Launch Applications: Jabber and Virtual Machine

We use two different phone systems, **Jabber and Finesse**. **Jabber** is software that provides the ability to make and receive calls through a computer. **Finesse** is a web-based tool used to manage incoming calls routed through 800 numbers. First, you will learn how to log into Jabber and later, Finesse. Later in training, you will learn how to use the other functions of Jabber and Finesse.

<p><b>1 Sign into Jabber</b></p> <p>Access <b>'Cisco Jabber'</b> from the Windows Start menu.</p> <p>Enter your Progressive email address.</p> <p>Click Continue.</p> <p>Enter Windows password.</p> <p>Click Sign In.</p>	 <p>A screenshot of the Windows Start menu. The 'Cisco Jabber' application is highlighted with a grey bar. Other visible items include 'Cisco', 'Cisco Email Reporting Plug-In', 'Cisco Jabber Problem Report', 'Cisco Webex Meetings', 'Clock', 'Cortana', and 'CyberGatekeeper Agent'. The search bar at the bottom contains the text 'Type here to search'.</p>
<p><b>2 Setup Jabber</b></p> <p>Access the gear icon in the upper right-hand corner of Jabber and select <b>'Settings'</b> from the drop down.</p>	 <p>A screenshot of the Cisco Jabber application window. The 'Settings' option in the top-right corner menu is highlighted in yellow. The application interface shows a search bar, an 'Agent' dropdown, and a contact card for 'sa039098@progressiv'.</p>

3 Select 'General' under Settings.

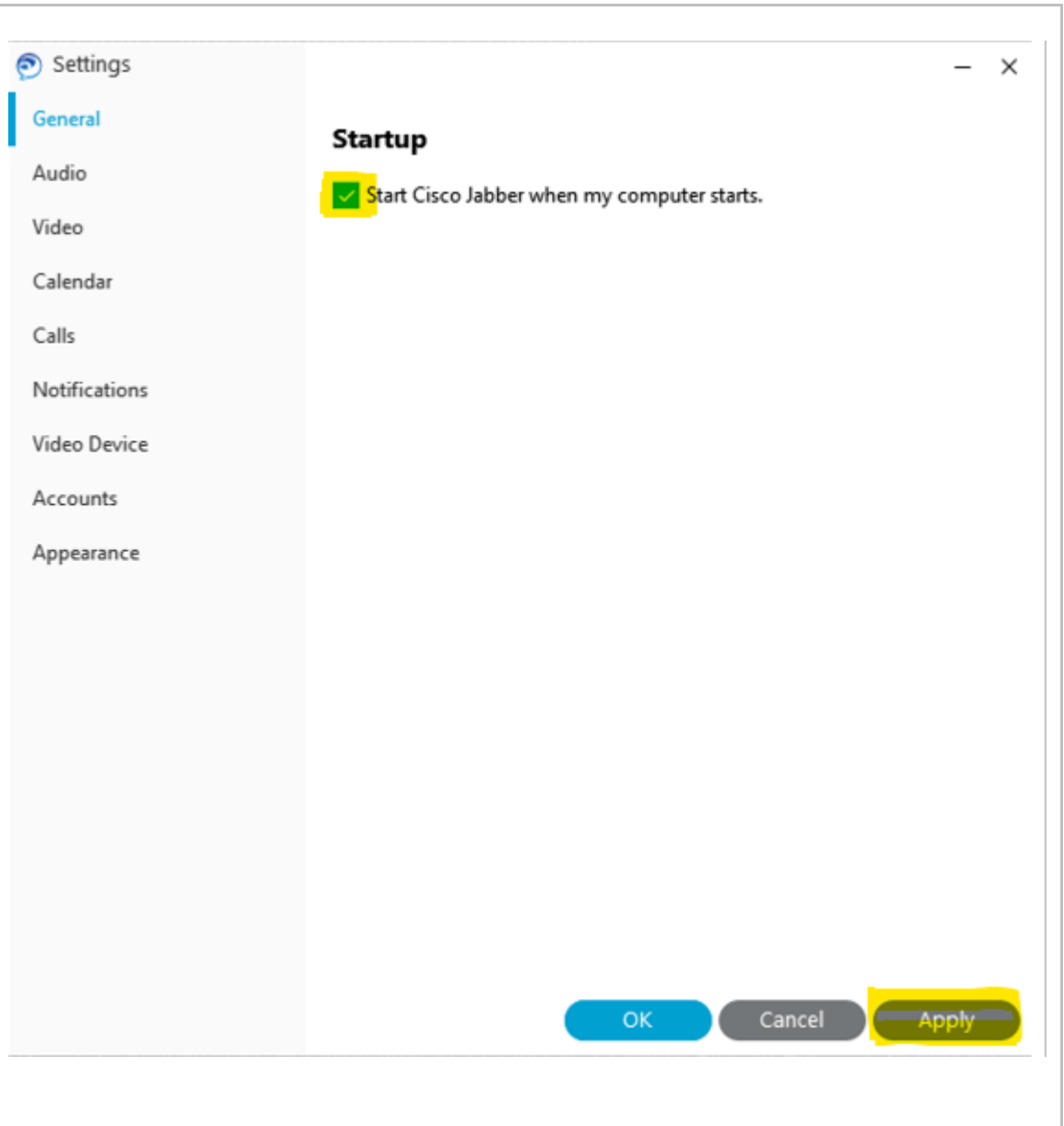
Check the box next to "Start Cisco Jabber when my computer starts."

Click the "Apply" button lower right.

Jabber will now start automatically when you load windows each morning saving you one step.

**Reference**

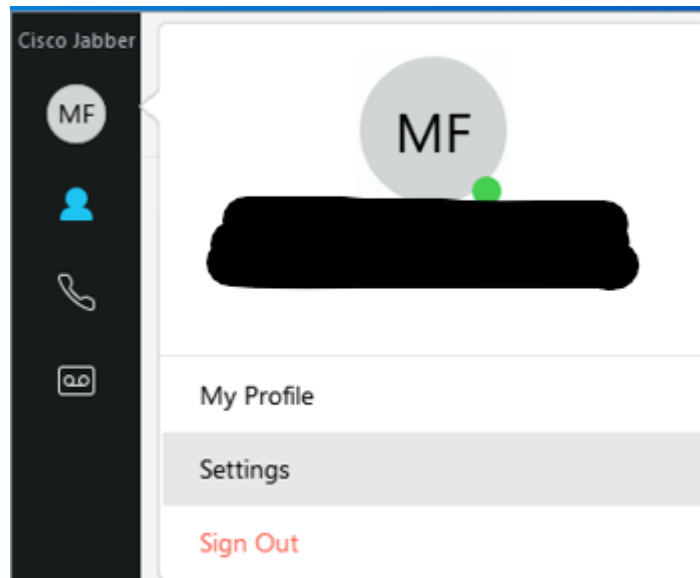
**Guides:** All phone directions can be found by typing RCPHONE/ in your browser and clicking the "Contact Center" dropdown



#### 4 Setting Up Your Audio

In the top left, click on your initials or image

Select Settings

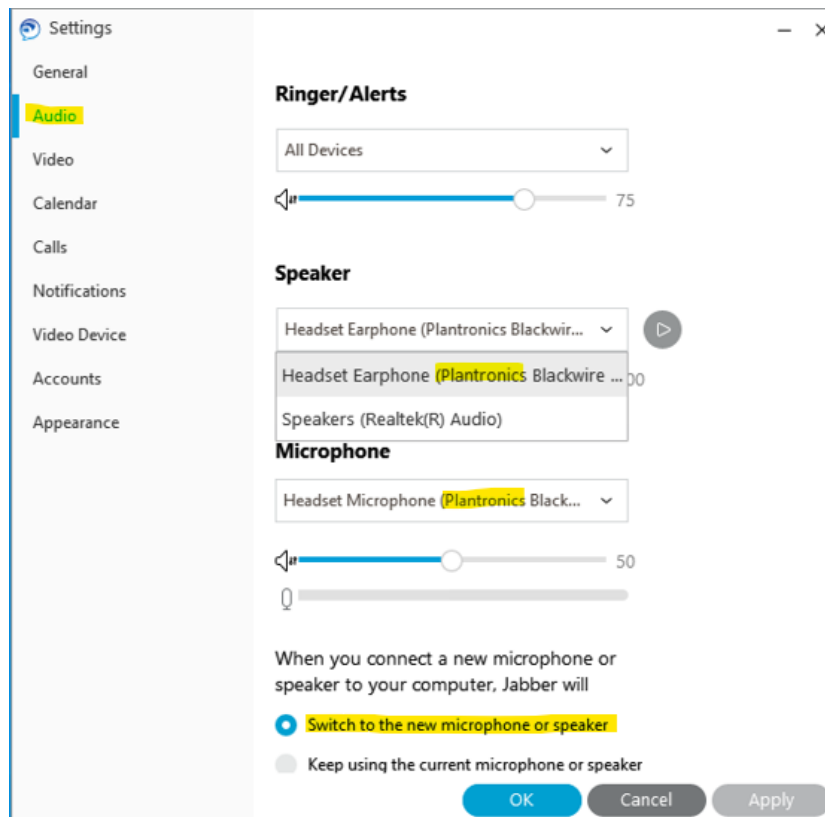


#### 5 Select Audio

For **Speaker** and **Microphone**, select the Plantronics headset option for both.

Make sure that **“Switch to the new microphone or speaker.”** option is selected.

Click OK.

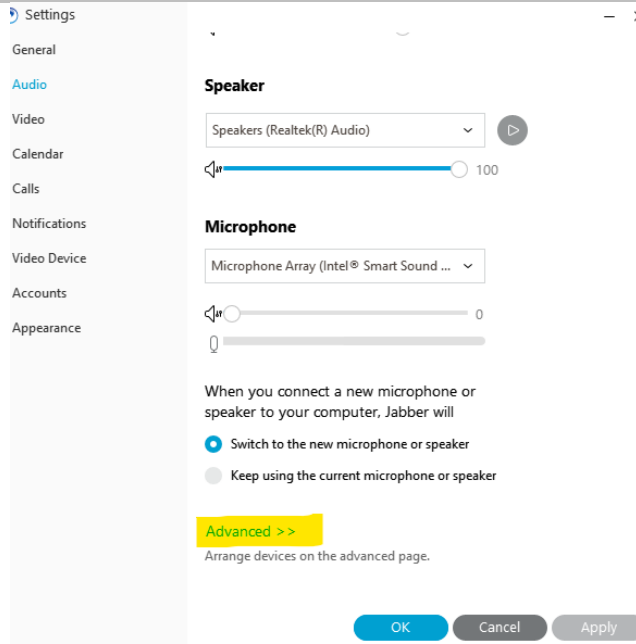


**6 To keep your headset as the default audio / microphone daily, do the following:**

Access the **'Settings'** option in Jabber.

Go to and click on **'Audio'** on the left.

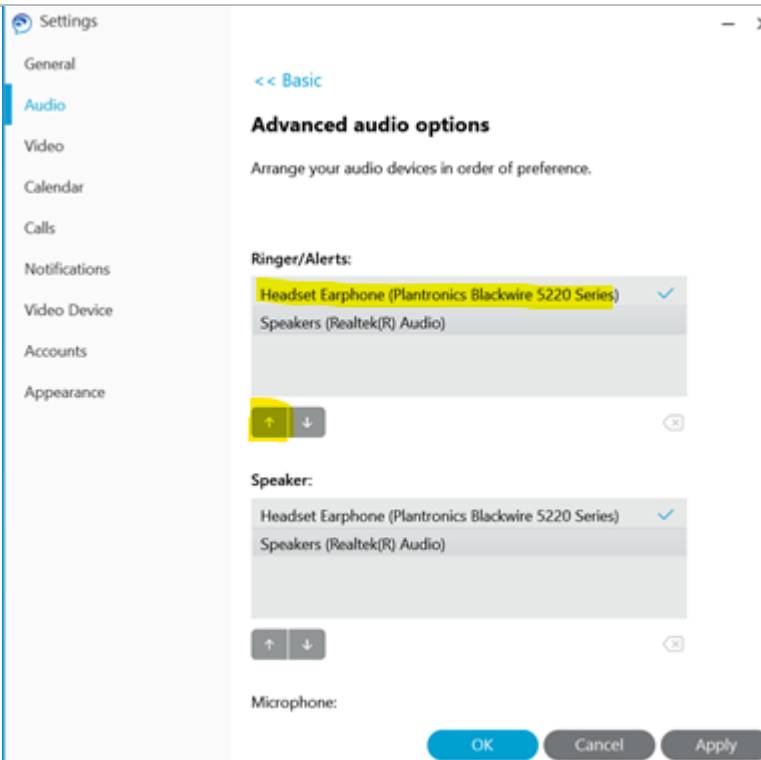
Scroll to the bottom and select **'Advanced'**.



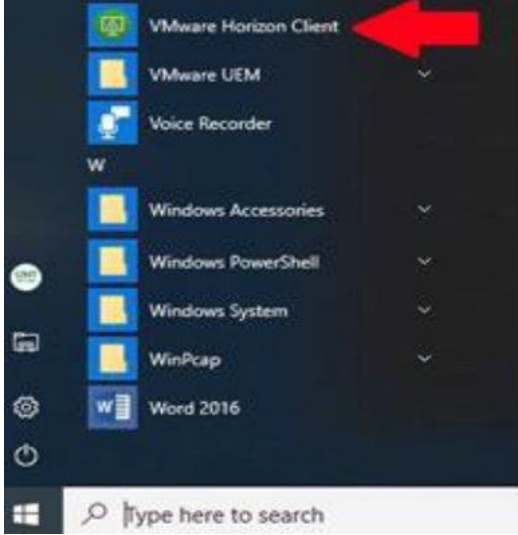
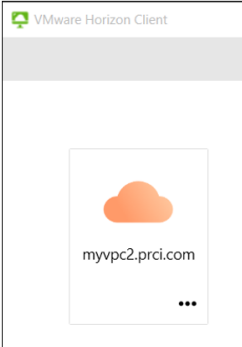
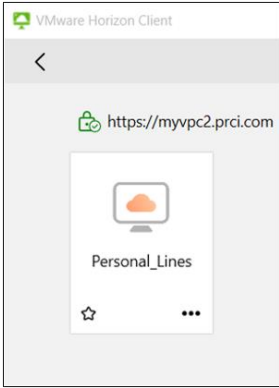
**7 Under 'Ringer/Alerts' and 'Speaker,' make sure the option for your 'Headset Earphone' is on top and checked.**

If it is on the bottom, use the up and down arrows for each box to move it to the top.

Then click **'Apply'** and click **'OK'**.



# Virtual Machine Setup

<p><b>1</b> <b>Virtual Machine (VMWare)</b></p> <p>VMWare is launched from your Windows start menu. Everything else you need to access is located within VMWare. From the Windows start menu locate and click on <b>'VMWare Horizon Client'</b>.</p>	
<p><b>2</b> A window will pop up with an icon of a cloud. You should see <b>"myvpc2,"</b>.</p> <p>Double click on that icon.</p>	
<p><b>3</b> You will be prompted to enter your LAN ID and password again.</p> <p>Another screen will appear.</p> <p>Double click on your *group icon. Your desktop will start loading.</p>	 <p><b>This may take a few minutes.</b></p> <p>*Choose the group icon that matches your group name specifically. (Examples: Commercial_Lines, Personal_Lines, Claims)</p>

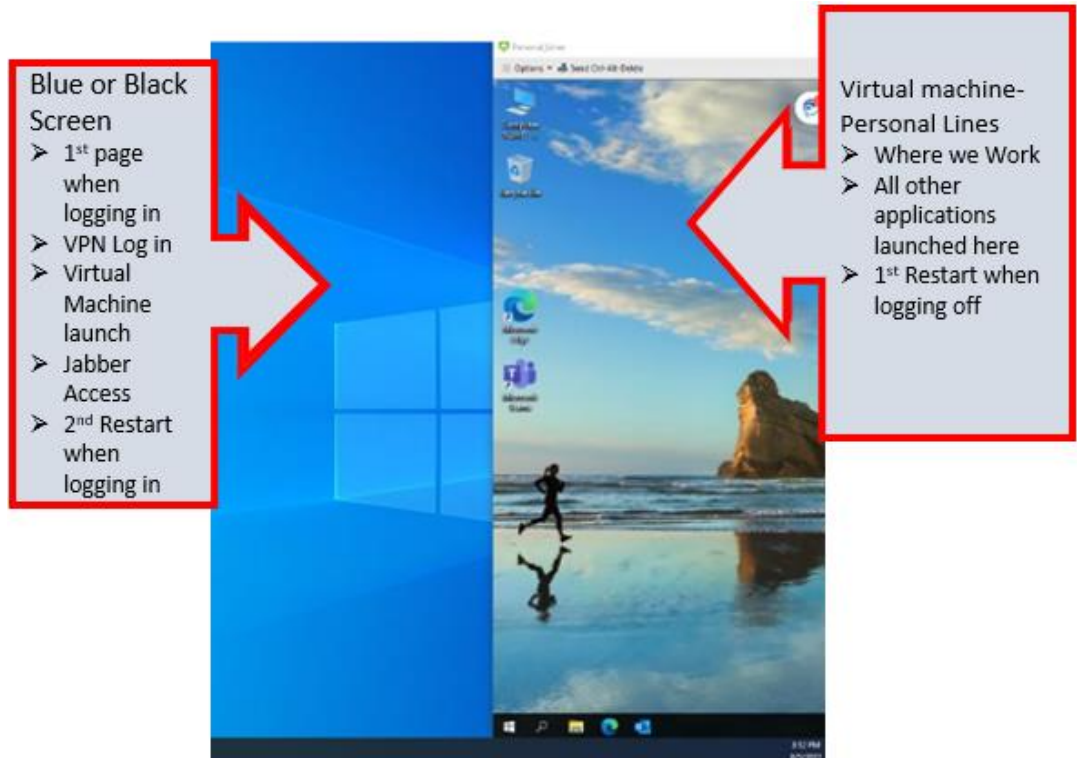
#### 4 Managing Your Virtual Machine

To get back to the desktop you can either:

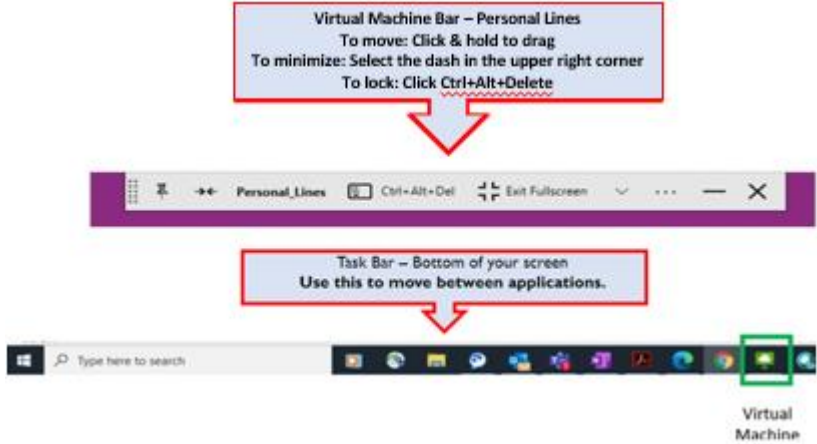
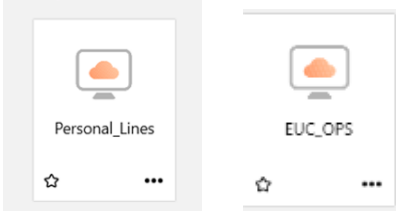
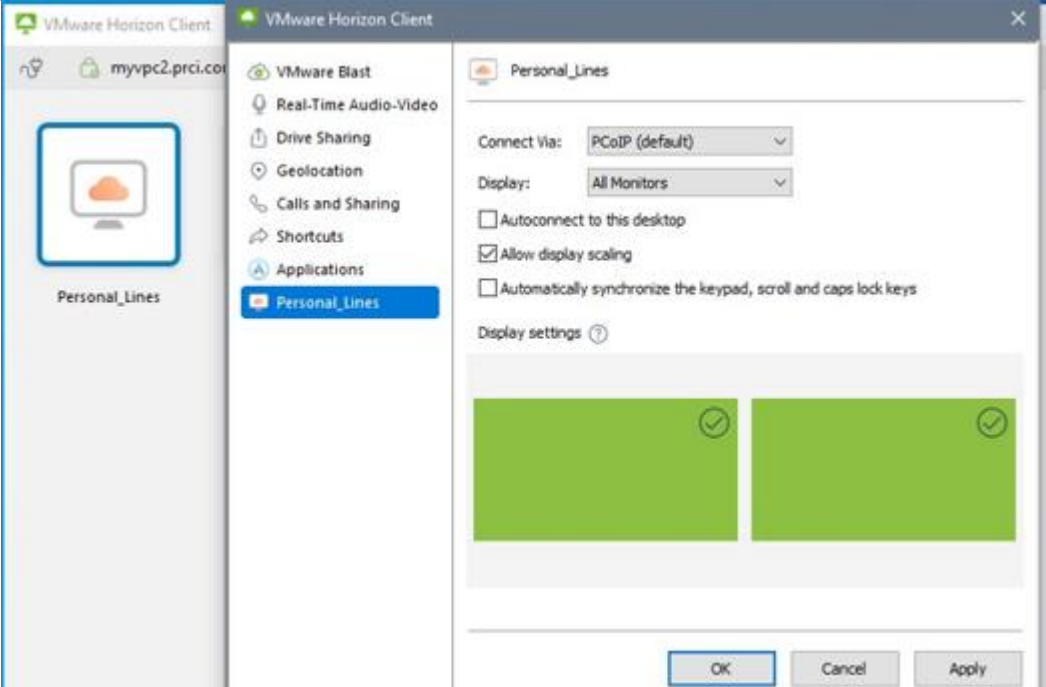
**Minimize the Virtual Machine.** Click on the minimize line in the upper right corner on the grey bar.

**Resize the Virtual Machine.** Click on the double squares and then click on the Flo desktop screen.


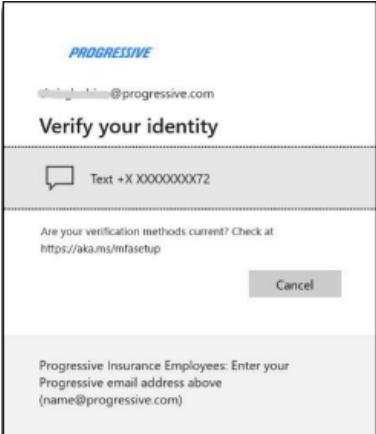
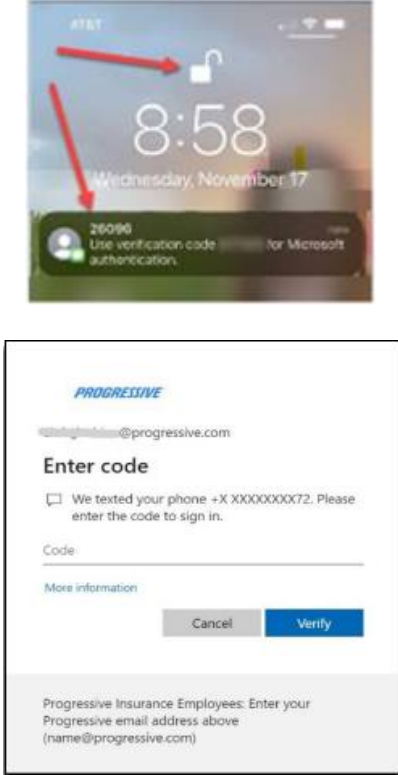
Cannot see the Personal Lines bar? Place cursor the top center of the screen. A tool bar will appear. Use the "pin" option so it does not disappear.

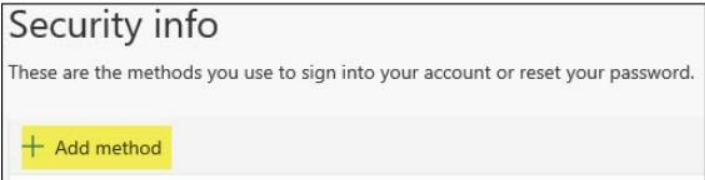
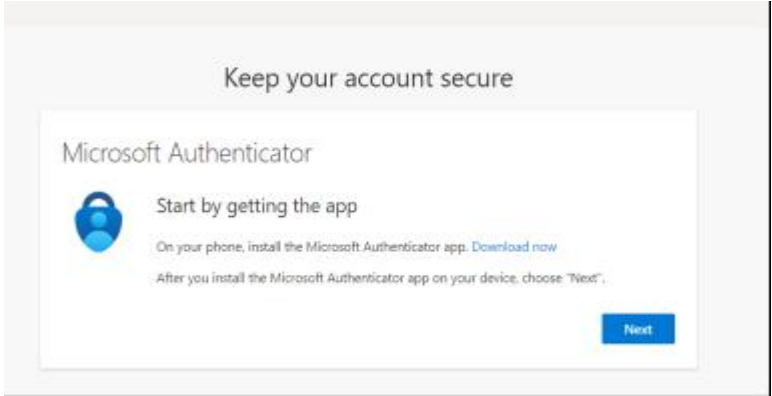
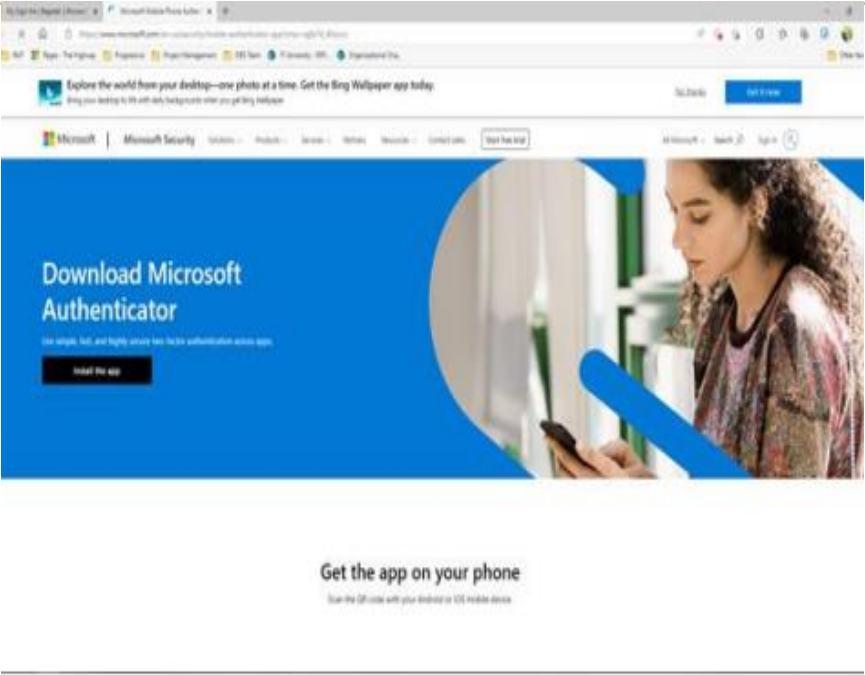












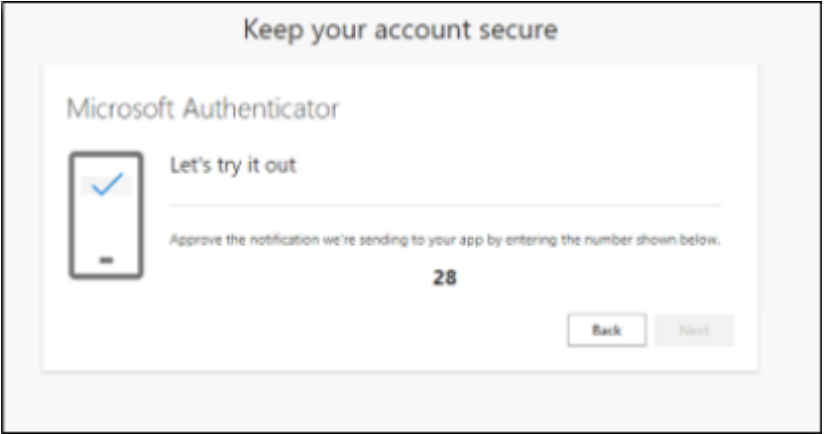
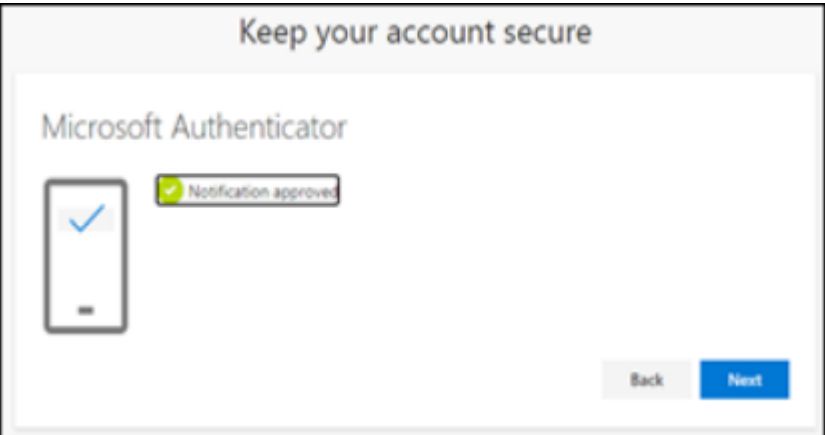
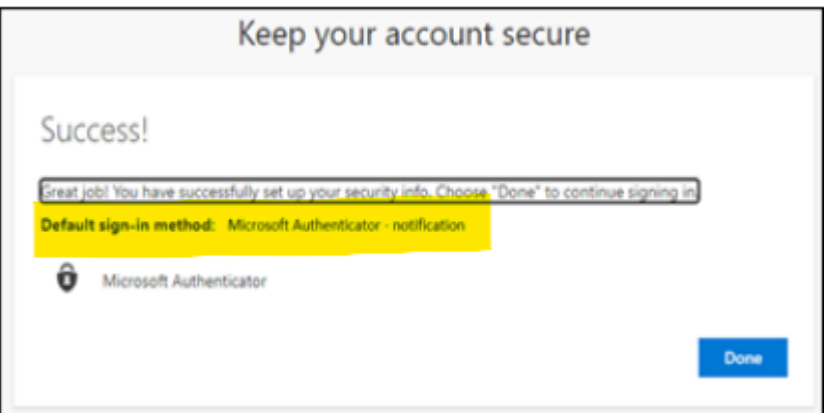
<p>5 Using this slide as a visual show them where to click to Expand or Minimize their Virtual Machine:</p> <p>To lock your computer while away, click “CTRL- Alt-Delete” vs. using the keyboard. The command key on your keyboard will also lock it.</p>	
<p>6 Complete the following steps to set up dual monitors in the Virtual Desktop.</p> <p>Click the three dots under your group icon.</p>	 <p>Choose the group icon that matches your group name specifically. (Examples: Commercial_Lines, Personal_Lines, Claims)</p>
<p>7 Select your group icon again from the menu.</p> <p>In this example we used Personal Lines group icon.</p> <p>Ensure your selections match the image.</p> <p>Click <b>Apply</b>.</p>	

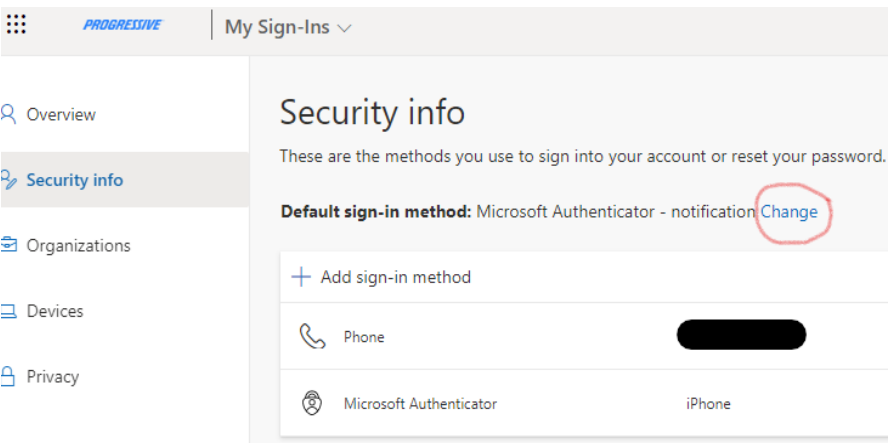
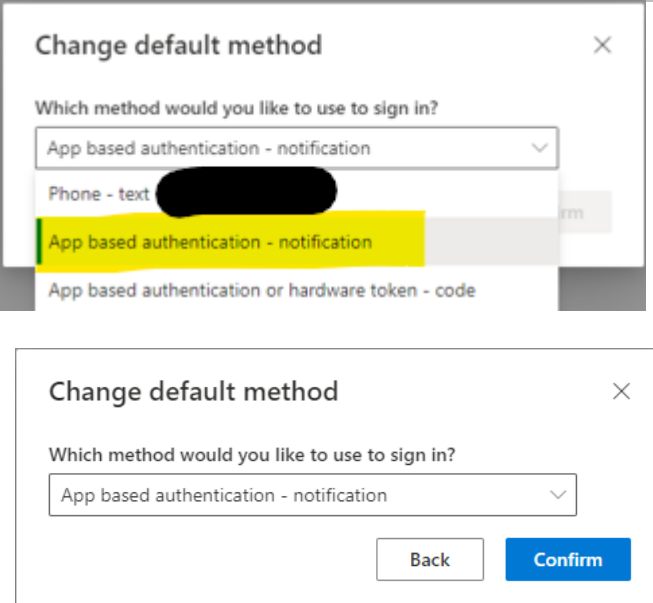
# Microsoft Authenticator Application Install

<p><b>1</b></p>	<p>Go to <a href="https://myprofile.microsoft.com">https://myprofile.microsoft.com</a></p> <p>Click Update Info in the Security info section.</p>	
<p><b>2</b></p>	<p>Click on the 'Text +X XXXXXXXXXX' area.</p>	
<p><b>3</b></p>	<p>You will receive a 6-digit code on your phone like the image shown here.</p> <p>Enter the 6-digit code sent to your phone. Click 'Verify'</p>	

<p>4</p> <p>Click Add method on the Security info screen.</p> <p>Choose Authenticator app in the drop down and click Add.</p>	 <p>Security info</p> <p>These are the methods you use to sign into your account or reset your password.</p> <p>+ Add method</p> <hr/> <p>Add a method <span>×</span></p> <p>Which method would you like to add?</p> <p>Authenticator app <span>▾</span></p> <p>Cancel Add</p>
<p>5</p> <p>Be sure to click on 'Download now'.</p>	 <p>Keep your account secure</p> <p>Microsoft Authenticator</p> <p>Start by getting the app</p> <p>On your phone, install the Microsoft Authenticator app. <a href="#">Download now</a></p> <p>After you install the Microsoft Authenticator app on your device, choose "Next".</p> <p>Next</p>
<p>6</p> <p>Click 'Install the app'.</p>	 <p>Microsoft   Microsoft Security</p> <p>Download Microsoft Authenticator</p> <p>Get the app on your phone</p>

<p><b>7</b></p> <p>Use your phone's camera to scan the QR code to get the app from either Google Play (Android) or the App Store (iOS).</p> <p><b>Note:</b> It is highly recommended to use the QR code to install the Microsoft Authenticator app. If you install it directly from your device's App Store, make sure to look for this specific icon  from Microsoft Corporation before installing to ensure you are installing the correct application.</p>	<p>Use your phone's camera to scan the QR code to get the app from either Google Play (Android) or the App Store (iOS).</p> <p><b>Note:</b> It is highly recommended to use the QR code to install the Microsoft Authenticator app. If you install it directly from your device's App Store, make sure to look for this specific icon  from Microsoft Corporation before installing to ensure you are installing the correct application.</p>	<h2 style="text-align: center;">Get the app on your phone</h2> <p style="text-align: center;">Scan the QR code with your Android or iOS mobile device.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">       <p>Google Play</p> </div> <div style="text-align: center;">       <p>App Store</p> </div> </div>
<p><b>8</b></p> <p>Once you have installed the Authenticator app, return to the set-up wizard, and Click '<b>Next</b>'.</p> <p>Click '<b>Next</b>'.</p>	<p>Once you have installed the Authenticator app, return to the set-up wizard, and Click '<b>Next</b>'.</p> <p>Click '<b>Next</b>'.</p>	
<p><b>9</b></p> <p>Use the <b>Authenticator app, not your phone camera</b>, to scan the QR code.</p> <p>Click '<b>Next</b>'.</p>	<p>Use the <b>Authenticator app, not your phone camera</b>, to scan the QR code.</p> <p>Click '<b>Next</b>'.</p>	

<p><b>10</b></p>	<p>Enter the number that pops up on your computer into your phone</p>	 <p>The screenshot shows a window titled "Keep your account secure" with the Microsoft Authenticator logo. It says "Let's try it out" and "Approve the notification we're sending to your app by entering the number shown below." The number 28 is displayed. There are "Back" and "Next" buttons.</p>
<p><b>11</b></p>	<p>Click 'Next'.</p>	 <p>The screenshot shows the same window as step 10, but now with a green checkmark and the text "Notification approved" next to the phone icon. The "Next" button is now highlighted in blue.</p>
<p><b>12</b></p>	<p>Ensure that your <b>Default Sign-in Method is "Microsoft Authenticator"</b>.</p> <ul style="list-style-type: none"> <li>• If yes, you have successfully set up your security info! Please move on to <b>"Microsoft Teams"</b> on page 21.</li> <li>• <b>If no, please continue with step 13 to complete setup</b></li> </ul>	 <p>The screenshot shows a window titled "Keep your account secure" with the heading "Success!". It says "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in". Below this, it says "Default sign-in method: Microsoft Authenticator - notification" and shows a lock icon next to "Microsoft Authenticator". There is a "Done" button.</p>

<p><b>13</b></p>	<p>Click <b>“Change”</b>.</p>	
<p><b>14</b></p>	<p>Select <b>“App based authentication – notification”</b> from the <b>“Change default method”</b> drop down menu.</p> <p>Click <b>“Confirm”</b>.</p> <p>You have successfully set up your security info!</p>	

## Microsoft Teams

Go to the search box to the right of the Windows start menu and type **“Teams.”**

- When it starts loading keep clicking next.
- Verify your headset is plugged-in before joining the Teams meeting from Outlook.

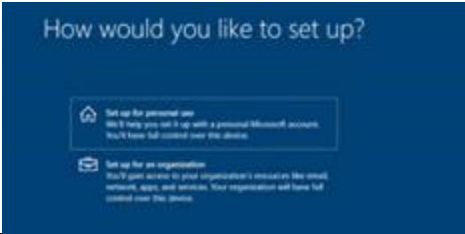
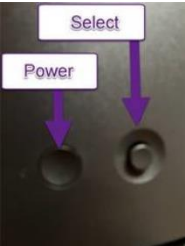

## Outlook

Go to the search box to the right of the Windows start menu and type **“Outlook.”**

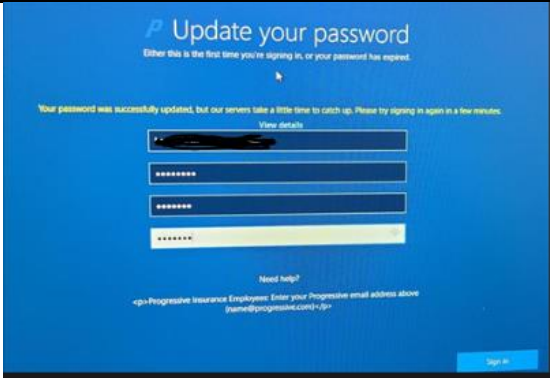

- When it starts loading, keep clicking next.
- If asked to select your mail server, select **“Exchange.”**
- If your received direction during your hiring process that will have a Teams session you need to attend, you should be able to access the Teams session by finding the invitation in your email or calendar.

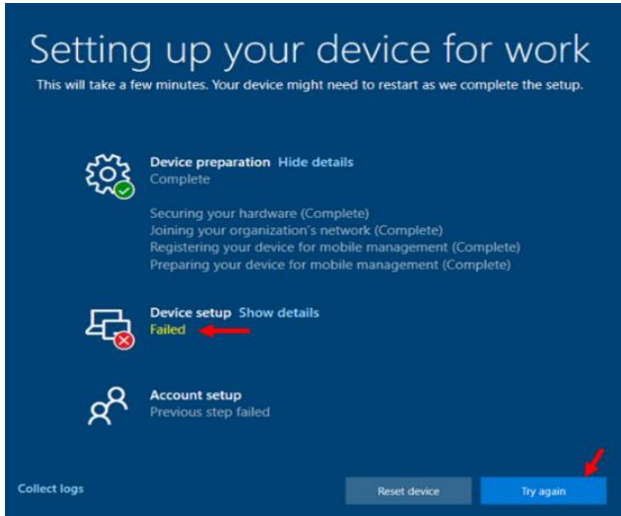
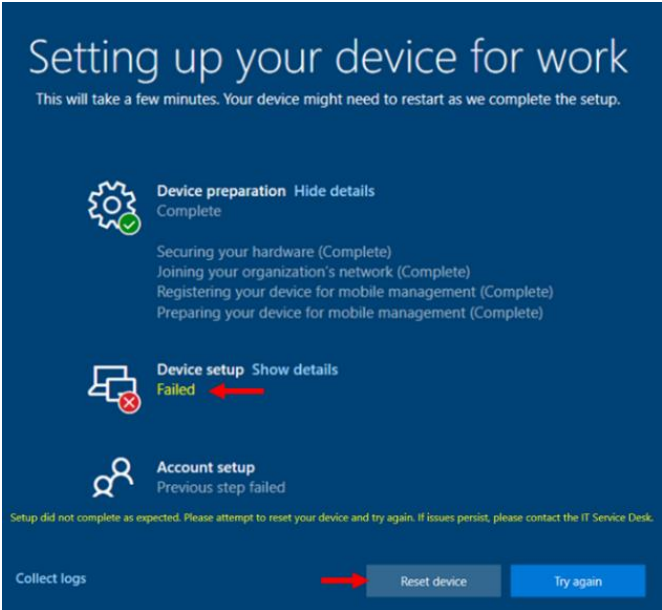
For additional help with this step, go to the online HBA Self-Service Portal at: <http://hbadocs.progressive.com>

# Troubleshooting Guide

IF	THEN
<p>“How would you like to set up?” Organization or Personal account option appears after power up</p>	<ul style="list-style-type: none"> <li>Remove and reconnect all cords and reboot the device, try again.</li> <li>If same message appears, send to IT. Do not go further contact the Service Desk</li> </ul> 
<p>New setup and my keyboard and mouse are not working</p>	<ul style="list-style-type: none"> <li>If you have a Dell monitor, on the back of the monitor locate the button next to the power button</li> <li>Press this button, answer the prompts, and retry your keyboard and mouse</li> </ul> 
<p>No Internet Connection</p> 	<p><b>Note:</b> There is <b>not</b> a system issue if you are connected to VPN and see the below error. Login to your VMWare Horizon Client. Your Internet Connection is coming through your VM (virtual machine)</p> <p>If you see this <u>before</u> starting your setup or before connecting for the day:</p> <ul style="list-style-type: none"> <li>Verify home Internet connection on another computer or device in your home.</li> <li>Check cords are secure or reset them &amp; reboot your home network</li> </ul>
<p>Login - Will not Take My Password</p>	<ul style="list-style-type: none"> <li><b>Reboot</b> your home network by removing power from all devices. Wait <b>1 minute</b>. Plug your network devices back in, one at a time</li> <li><b>Reboot</b> your device. You may need to hold down the Power button for <b>30 seconds</b> to shut down.</li> <li><u>Be sure you are following password requirements</u></li> <li>Call the <b>IT Service Desk at (888) 746-4500</b> if unresolved.</li> </ul>
<p>Login issue-Temporary Password</p>	<ul style="list-style-type: none"> <li>Ensure temporary password is being enter correctly and number lock is ON and Caps lock is OFF</li> <li>The “new hire temp password” expires if it is more than 2 days past the listed Start Date of the new hire in HR.</li> <li>If still not accepting, contact the Service Desk</li> </ul>
<p>Login – Password change successfully- with server error</p>	<ul style="list-style-type: none"> <li>Reboot your home network by removing power from all devices . Wait 1 minute. Plug your network devices back in, one at a time</li> <li>Reboot your device. You may need to hold down the Power button for 30 seconds to shut down.</li> </ul>



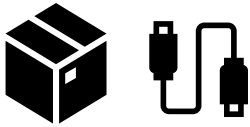





<p>Login – Password change successfully with server error (Continued from Page 22)</p>	
<p>“Something went wrong” Error- after putting in Temp password</p>	 <ul style="list-style-type: none"> <li>• Power down the device by holding down the power button for 10 seconds. The device should power off. (Recommend to also reboot your home network – see Connection Issues for instructions)</li> <li>• Once the device has powered down, disconnect the following cords, and reconnect them: Power cord AND Ethernet (Network) cord</li> <li>• Wait 1 minute, reconnect the cords and try again</li> <li>• Contact the Service Desk if the issue is not resolved.</li> </ul>
<p>Connection issues</p>	<ul style="list-style-type: none"> <li>• Restart your home network <ul style="list-style-type: none"> <li>• Shut down your computer and remove power from your modem/router</li> <li>• <u>Wait one full minute</u></li> <li>• Power on your modem/router and <u>wait for it to completely boot up</u></li> <li>• Start your computer and connect as normal</li> <li>• If not successful, continue to Home Internet troubleshooting</li> <li>• If your home network is fully functional, contact the Service Desk</li> </ul> </li> </ul>

<p>The ESP build page shows a Failed message</p>	<p>Click the <b>Try Again</b> button to re-attempt the failed step. Repeat this process if <u>another</u> listed item displays the Failed message.</p> 
<p>After Try Again, <u>the same step</u> show Failed again</p>	<p>Click on the Reset Device button to attempt the build again  <b>Note:</b> If the device fails in the Account Setup phase, you cannot use the Reset Device function – Contact the Service Desk</p> 
<p>Monitors not Working or Showing Three (3) Monitors</p>	<p><b>NOTE:</b> Second monitor will not display until the build is done</p> <ul style="list-style-type: none"> <li>• If not working, unplug and re-plug in cords. Best practice- Place hand on top of the monitor press down while pushing the cords in the back up to ensure a tight connection</li> </ul> <p><b>Showing three monitors?</b></p> <ul style="list-style-type: none"> <li>• Verify a power cord is connecting the monitor to a power outlet.</li> <li>• Verify <u>only one display cord</u> is connecting the monitor to your device. <ul style="list-style-type: none"> <li>○ Remove any other cords</li> </ul> </li> <li>• To setup dual monitors go to <a href="http://hbadocs.progressive.com">http://hbadocs.progressive.com</a>. Select <b>Dual Monitors Setup</b> under Setup Instructions.</li> </ul>

<p>Authentication Failed error – using <b>Azure MFA</b> – no text msg</p>	<ul style="list-style-type: none"> <li>• Check phone number provided for Azure MFA – may be incorrect phone number and needs to be changed by the Service Desk.</li> <li>• The provided Phone Number does not support receiving SMS Text Messages.</li> <li>• The Phone Number provided to receive a phone call to a landline.</li> <li>• The Phone Number was transferred to another provider that does not provide texting capability.</li> <li>• If number is correct, reboot phone, close AnyConnect and try again</li> </ul>
<p>New Azure MFA user cannot access the site to complete registration</p>	<ul style="list-style-type: none"> <li>• You must be connected to the Progressive network to reach the MFA site</li> <li>• Use your Edge browser <ul style="list-style-type: none"> <li>○ Enter <b>mfa/</b> in the Edge browser address bar</li> </ul> </li> <li>• Locate the appropriate Setup link for <i>New Hire</i> or <i>Existing User</i> document link</li> </ul>
<p>You are an existing Azure MFA user who just got a new mobile phone and not receiving Azure MFA verification</p>	<ul style="list-style-type: none"> <li>• If you have a new phone number and are unable to use your alternate method (text message). Please contact the Service Desk to change your Azure MFA phone number.</li> </ul>
<p>Home Internet / ISP (Internet Service Provider) – Tips for your home network and what to ask you ISP</p>	<ul style="list-style-type: none"> <li>• Are other devices on your home network having issues? <ul style="list-style-type: none"> <li>○ Turn off/disconnect devices that are not being used</li> </ul> </li> <li>• Is your ISP experiencing an outage or performing maintenance?</li> <li>• Perform speed test <a href="http://www.speedtest.net">www.speedtest.net</a> - record download, upload, and ping speeds</li> <li>• Ask your ISP to <ul style="list-style-type: none"> <li>○ Check the settings to make sure nothing is blocking or restricting your connections for VPN and/or VoIP</li> <li>○ Check your IP address release time is set between 24 hrs. to 7 days</li> <li>○ Verify that all ISP owned equipment is on the latest firmware versions, or if you have had it a long time, is there newer model available</li> <li>○ Check the speed on the Modem. This can cause problems with your Softphone example: static, fading sound, choppy sound or drop calls, etc. Or cause drop connections or “reconnecting messages.</li> </ul> </li> </ul>

# How to Return Progressive Equipment

All assets should be returned within one week

	<p>Pack ALL unused equipment that Progressive sent to you, including monitors, smart phones, hot spots, mini desktop, laptops, docking station, power bricks, power cords &amp; cables</p>
	<p>Send back with FedEx – Schedule a Pick-up or Drop Off!</p> <ol style="list-style-type: none"> <li>1. Call (800-463-3339)</li> <li>2. Online via FedEx.com <a href="https://www.fedex.com/grd/rpp/ShowRPP.do">https://www.fedex.com/grd/rpp/ShowRPP.do</a></li> <li>3. Drop off at FedEx location or FedEx Drop Box <a href="https://www.fedex.com/en-us/shipping/dropbox.html">https://www.fedex.com/en-us/shipping/dropbox.html</a></li> <li>4. Drop off at participating retail stores (Walgreens, Dollar General) <a href="https://local.fedex.com/en-us">https://local.fedex.com/en-us</a></li> </ol>
	<p>Let Asset Management know the package is on its way! Email Tracking ID/Number from FedEx label(s) to Hardware_Asset_Management@Progressive.com</p>
	<p>Missing shipping supplies? Submit a <i>Return Request for IT Equipment</i> Service Request (SR)</p>
	<p><b>DO NOT RETURN NEW COMPUTER</b> Do not keep spare machines. If an asset record needs to be updated, user or location change: Submit an <i>Asset Admin Support: Modify Hardware Asset SR</i></p>
	<p>When returning multiple assets; empty boxes will be shipped within one box AND multiple FedEx return labels will be included For more info please type <a href="#">HAM/</a> in browser Email Hardware_Asset_Management@progressive.com</p>

## FedEx Method #1 - Phone:

- Call 800-GO-FEDEX (800-463-3339)
  - Say “Schedule a Pickup”
  - OR Press “0” and be transferred to a representative
- Questions & Answers you may need:
  - Shipment more than 100lbs - NO
  - Do not need FedEx account number
  - Say Schedule pickup with Label
  - FedEx Ground is the label
  - Enter tracking number (bottom of label)
  - Residential if home address pickup
  - Business if Claims office
  - Address with PGR account
    - 624 Alpha Drive Highland Heights, OH
- FedEx Account#: 322501536

## FedEx Method #3 – Drop Off at FedEx

Find FedEx Office Location or FedEx Dropbox  
[www.fedex.com/en-us/shipping/dropbox.html](http://www.fedex.com/en-us/shipping/dropbox.html)  
Bring packaged equipment with FedEx label.  
Scan and get receipt for verification

## FedEx Method #2 – Online (Preferred):

- Go to FedEx.com from your browser
  - Under the **Shipping** tab go to “Schedule & Manage Pickups”
  - 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](http://www.fedex.com/grd/rpp/ShowRPP.do)
  - Fill in all lines on pick up information on both panels
    - Tracking ID – found on Return Label
      - EX: 4898891 xxxxxxxx
    - Contact Name = your name
    - Company = Progressive
    - Address, City, State, Zip, Phone number
    - Pickup Type:
      - Pick up at your home select Residence
      - Claims office select Business
    - Special instructions: Knock, Ring doorbell
  - Click Schedule Pickup

## FedEx Method #4 - Drop Off at Retail locations

Retail locations such as Walgreens, Dollar General, Walmart  
<https://local.fedex.com/en-us>  
Scan and get receipt for verification

## How to Pack the Equipment

### **Example 1 (HBA Equipment):**

**Need to return:** 2 monitors, Mini Desktop, keyboard, headset, webcam, mouse, power cords, cables

**Boxes received:** A monitor box and 1 or 2 laptop boxes

- Put Mini Desktop in laptop box
- All fit within a Monitor Box – or if you have multiple labels, can be shipped individually



### **Example 2 (Dual Monitors):**

**Need to return:** 2 monitors

**Boxes Received:** 1 monitor box and bubble wrap

- 2 monitors can fit inside 1 Monitor box. Stands can be removed or left on.



### **Example 3 (Computer):**

**Need to return:** Computer – Mini Desktop or a laptop

**Boxes Received:** Box AND either bubble bag or foam insert

- Mini Desktop or a laptop can be wrapped in bubble bag and put in box
- Laptop can be put in laptop box using foam inserts



### **Example 4 (Peripherals and/or mobile devices):**

**Need to return:** Docking station, headset, webcams, mouse, keyboard, smart phone, or hot spot

**Boxes Received:** Smaller boxes with bubble wrap OR Monitor box with bubble wrap/bags

- Peripheral or mobile devices can be shipped individually
- Assets can be put in a bigger box with monitors/computers

