
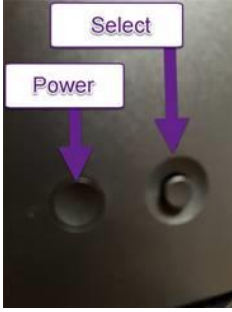
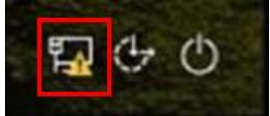


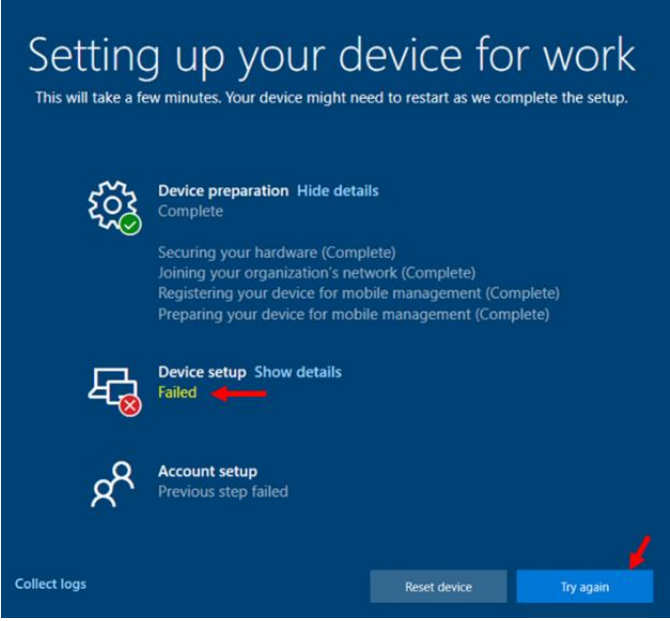
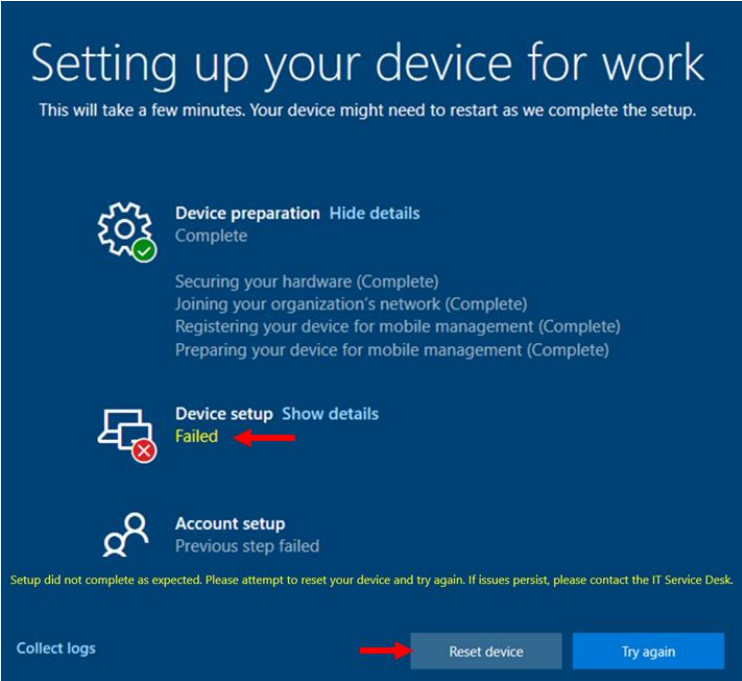
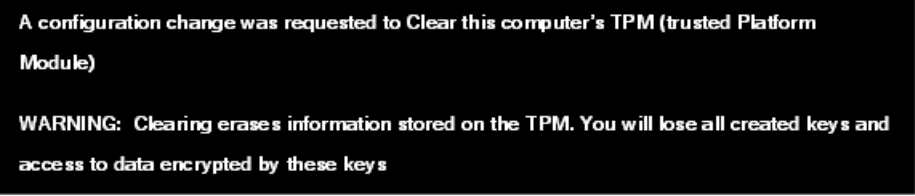


# Troubleshooting Guide

| IF                                                                                                                | THEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p>“How would you like to set up?”<br/>Organization or Personal account option appears after power up</p>         | <ul style="list-style-type: none"> <li>Remove and reconnect all cables and reboot the device to 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 (Shown below)</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’re 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 cables are secure or reset them &amp; Reboot your home network</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 1 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 in fully functional, contact the Service Desk</li> </ul> </li> </ul>     |

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| <p>Login - Will not Take My New Password/Locked out</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>• Work carefully, too many attempts will lock your account</li> <li>• Call the <b>IT Service Desk at (888) 746-4500</b> if unresolved</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>“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 cables and reconnect them: <ul style="list-style-type: none"> <li>○ Power Cable</li> <li>○ Ethernet(Network) Cable</li> </ul> </li> <li>• Wait 1 minute, reconnect the cables and try again</li> </ul>  <ul style="list-style-type: none"> <li>• Contact the Service Desk if issue is not resolved.</li> </ul> |

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| <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>ESP page shows Failed again <u>after Try Again</u>, on <u>the same step</u></p>                                                            | <p>Click on the Reset Device button to attempt the build again<br/> Note: If the device fails in the Account Setup phase, you cannot use the Reset Device function – Contact the Service Desk</p>  |
| <p>TPM chip<br/> If your device is factory reset, you may be prompted with a black screen asking if you would like to clear the TPM chip.</p> | <p>If you receive this screen, follow the keystroke option to clear the TPM chip (usually F12 key).</p>                                                                                           |

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| Authentication Failed error                                                                          | <ul style="list-style-type: none"> <li>• If the message appears immediately, it can indicate a password issue or locked account. Be sure your new password meets requirements.</li> <li>• If there is a delay before the error, it indicates there is a MFA call issue.</li> <li>• Be sure 800 numbers are not blocked on your personal phone</li> <li>• Restart your personal phone</li> <li>• If still not resolved, contact the Service Desk. Please advise the technician if you are a new hire.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| New Azure MFA user cannot access the site to complete registration                                   | <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>• Click on the appropriate <i>Setup</i> document for you – new hire or existing user</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Monitors not Working or Showing Three (3) Monitors                                                   | <p><b>NOTE:</b> Second monitor will not display until 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 3 monitors</b></p> <ul style="list-style-type: none"> <li>• Verify a power cable is connecting the monitor to a power outlet.</li> <li>• Verify <u>only one display cable</u> is connecting the monitor to your device. <ul style="list-style-type: none"> <li>○ Remove any other cables</li> </ul> </li> </ul> <p>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.</p>                                                                                                                                                                                                                                               |
| Home Internet / ISP (Internet Service Provider) – Tips for your home network and what to ask you ISP | <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've 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> |
| Cannot login to Finesse                                                                              | <ul style="list-style-type: none"> <li>• Make sure you are using <b>Edge</b>.</li> <li>• If you use Jabber and Finesse, you must login to Jabber first</li> <li>• Check URL <a href="http://finessecc">http://finessecc</a> <ul style="list-style-type: none"> <li>○ Do not use a bookmark/favorite, it may be causing the issue</li> </ul> </li> <li>• Ensure you are using your full email address and correct 108 number</li> <li>• Login to Finesse again</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |