

Welcome

To Consumer Cellular



We're so excited to have you on board! On your first day, we'll walk through setting up your equipment together, so there's no need to set it up ahead of time. Just keep this guide handy, and we'll take care of everything step by step.

What you will find in your **Equipment Kit**

Before getting started, identify and check
all equipment is accounted for.



Micro PC



Monitor x2



USB Headset



Webcam



Keyboard &
Mouse



Duo Token



What you will find in your
Equipment Kit
(Continued)



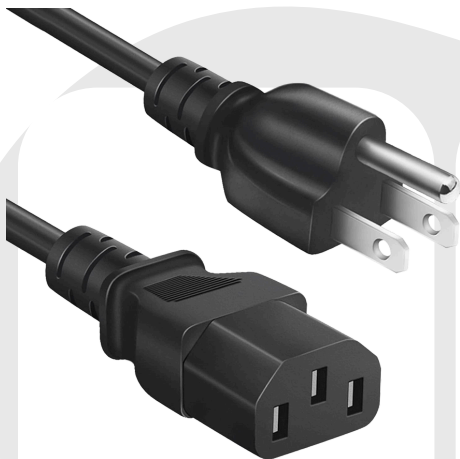
Display Port
Cable x2



Micro PC AC
Adapter



Micro PC
Power Cord



Monitor Power
Supply x2



Ethernet Cable



Power Strip



Setting Up Your Workstation

FOLLOW INSTRUCTIONS CAREFULLY

It's important all steps are completed so your workstation is set up properly.

01

PLUG IN POWER STRIP

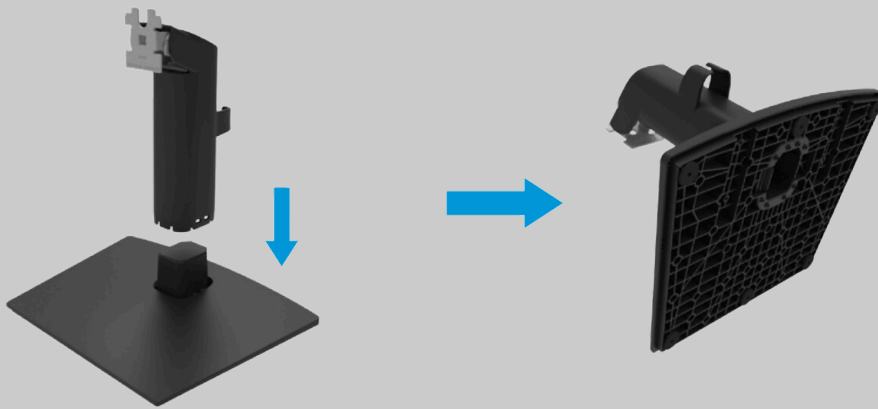
Plug the power strip into the wall in an area that is easy to access.



02

ASSEMBLE YOUR 2 MONITOR STANDS

Slide the monitor stand body in the correct direction down onto the stand base until it clicks into place.



03

ATTACH THE STANDS TO YOUR MONITORS

Align the stand assembly bracket to the monitor groove. Insert the bracket towards monitor until it locks in place.



Setting Up Your Workstation

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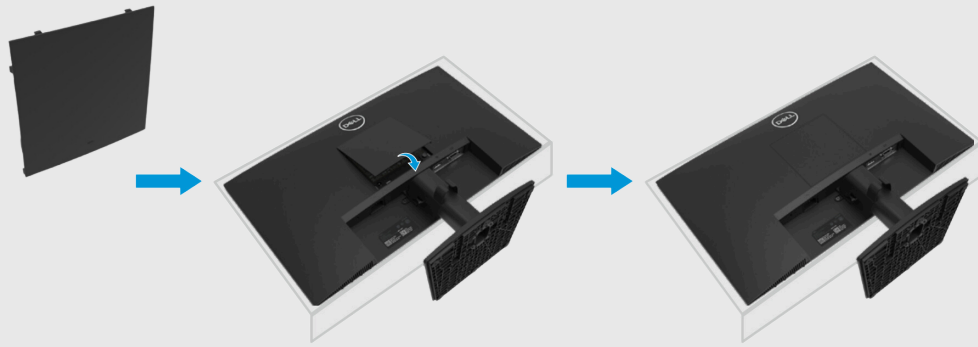
FOLLOW INSTRUCTIONS CAREFULLY

It's important all steps are completed so your workstation is set up properly.

04

ATTACH VESA COVER

Attach the square VESA cover on the back of the monitor over where the stand connected.



05

PLACE THE MONITORS AND MICRO PC

Place your assembled monitors side by side on your work area. Place the Micro PC between them.

06

SETUP THE KEYBOARD, MOUSE, AND HEADSET

Place the keyboard and mouse in front of the station. Plug your keyboard, mouse and headset into the USB ports on the back of the Micro PC.



Setting Up Your Workstation

FOLLOW INSTRUCTIONS CAREFULLY

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07

CONNECT THE AC ADAPTER AND POWER CORD

Connect the Micro PC power cord into the bottom of the AC adapter, then plug it into the wall. Then plug the AC adapter into the back of the Micro PC



08

CONNECT ETHERNET & ANTENNA

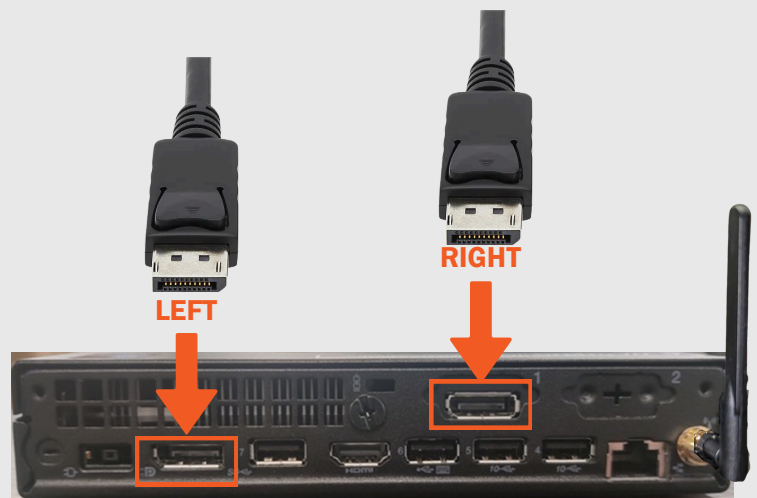
Plug the ethernet cable into the back of the Micro PC, then connect it to your router. And screw in the Antenna, then stand the antenna up as pictured.



09

PLUG DISPLAY PORT CABLES INTO MICRO PC

Plug one end of each display port cable into the back of the Micro PC. The port next to power will be your left display, the other port will be your right.



Setting Up Your Workstation

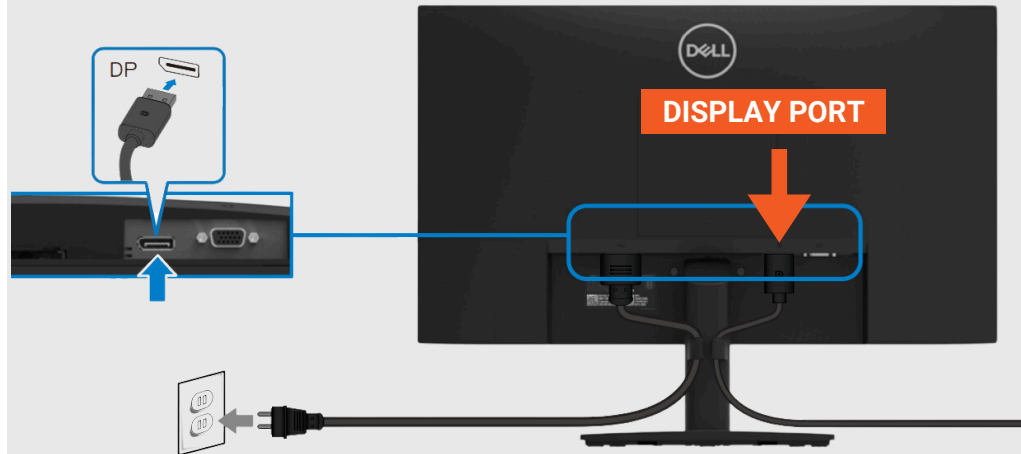
FOLLOW INSTRUCTIONS CAREFULLY

It's important all steps are completed so your workstation is set up properly.

10

PLUG DISPLAY CABLES INTO MONITORS

Plug the other end of the display cables into both monitors. Each monitor should be connected to the Micro PC by a display cable. Monitors shouldn't be connected to each other.



WEBCAM

11

WEBCAM SETUP

Sit the webcam on top of a monitor. Connect it to the remaining open USB port on the back of the Micro PC.

13

POWER ON THE MICRO PC

Press and hold the power button on front of Micro PC once quickly. It will boot up.

Important: Follow the steps on the following pages very closely.



Step 3: Logging In

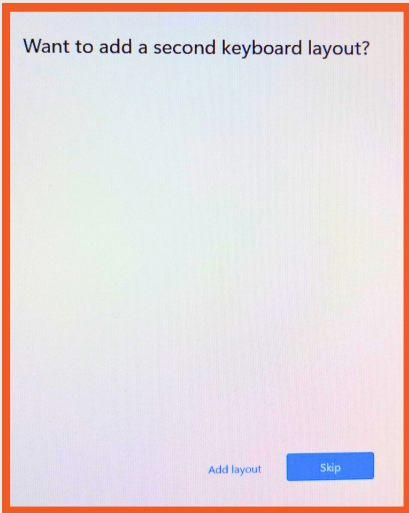
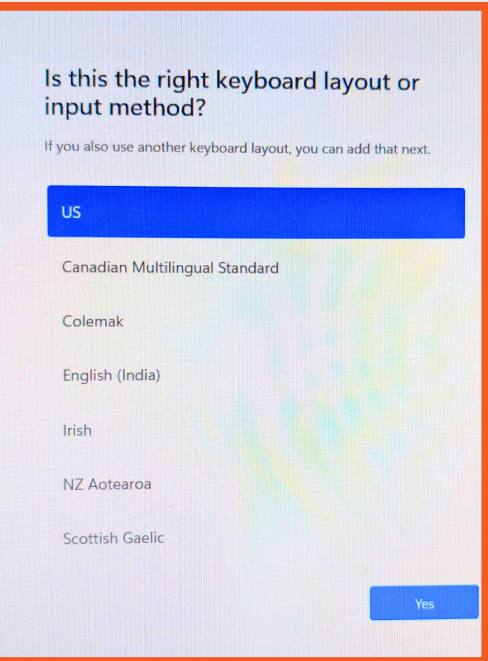
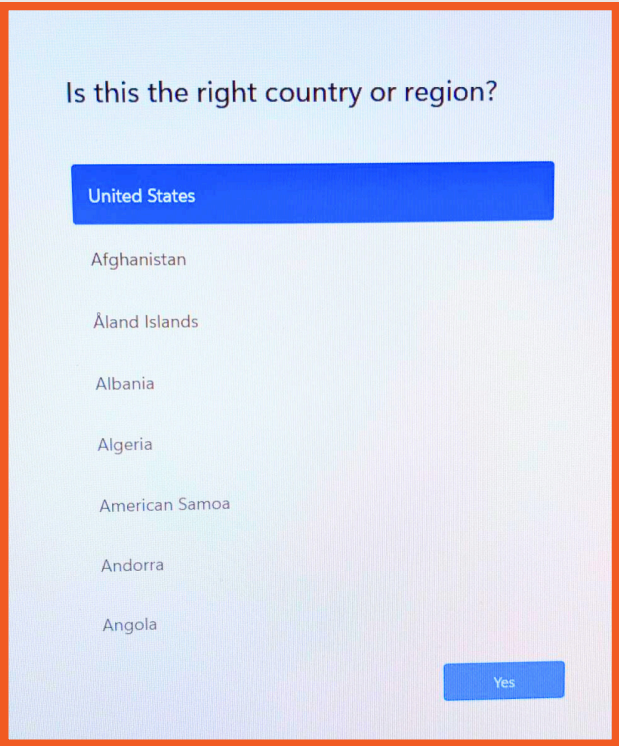
LOGGING IN FOR THE FIRST TIME

We will login together. Wait for your trainer to tell you to start logging in.

01

SELECT COUNTRY OR REGION

Once the device powers up, you will be met with an option to choose “United States” make sure that is highlighted, and then click **“Yes”**.



02

KEYBOARD LAYOUT

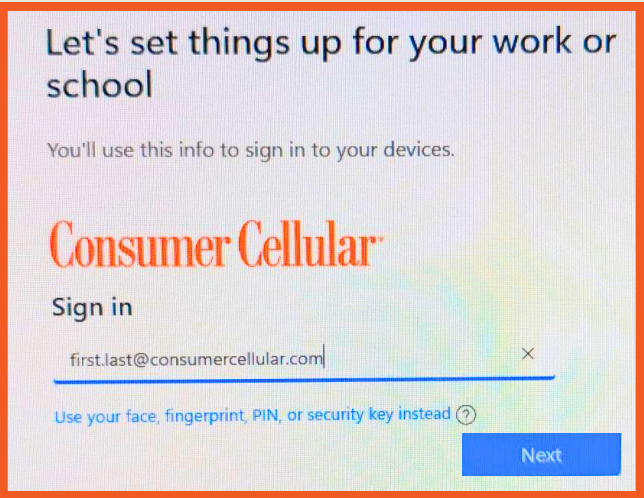
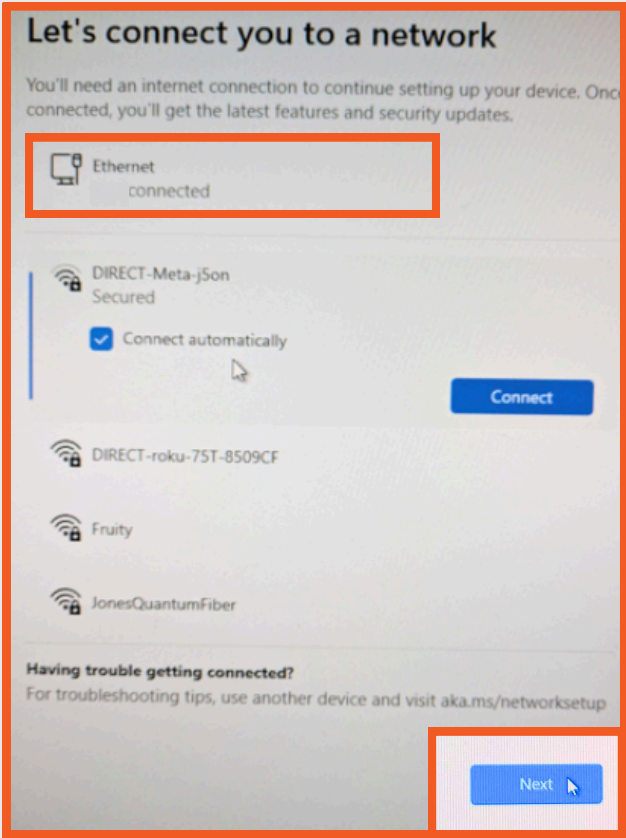
Select “US” for the keyboard Layout, then click **“Yes”**.

When asked about adding a second keyboard layout, click **“Skip”**.

Step 3: Logging In

03 NETWORK CONNECTION

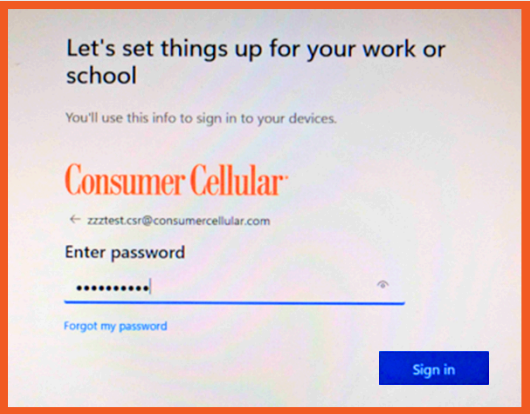
Ethernet will show as connected automatically, click **next** to move forward.



04 SIGN IN DON'T FORGET TO TURN ON NUM LOCK

Your screen may go black for several minutes as the system is configured before coming to this step.

Once you see this screen, use your **full work email** then click next, and type in your **Temporary password**, and click **"Sign In"**.



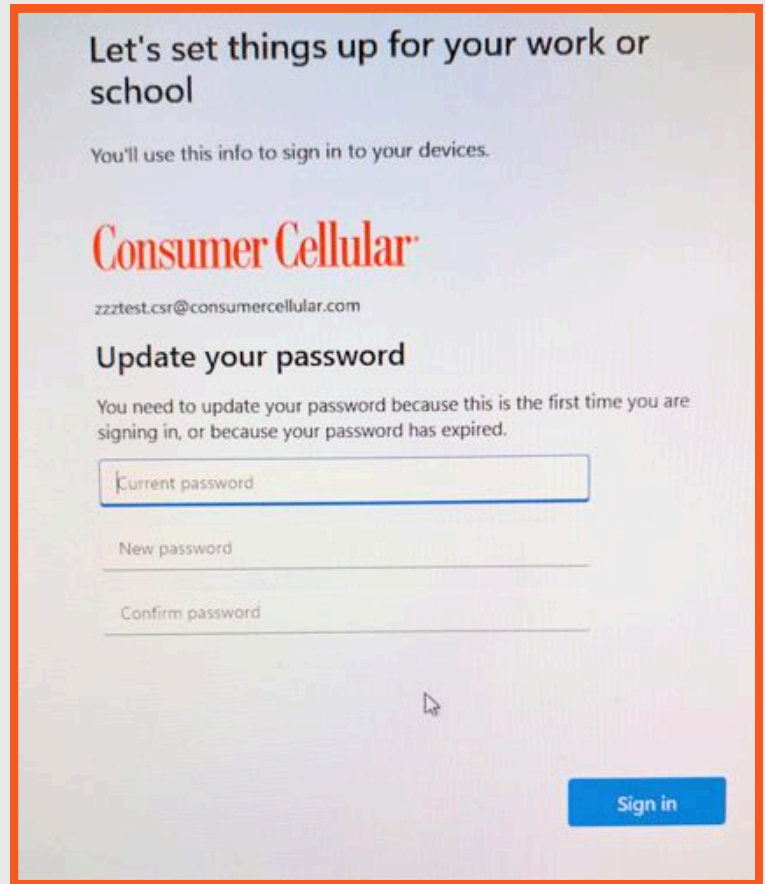
05

SET YOUR NEW PASSWORD

Now you'll setup your new Password, **do not share this password** with anyone, and make sure it's something you can easily remember.

Your password must have the following:

- Be at least 12 characters
- Have upper and lower case
- At least one number **or** special character



Let's set things up for your work or school

You'll use this info to sign in to your devices.

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zzztest.csr@consumercellular.com

Update your password

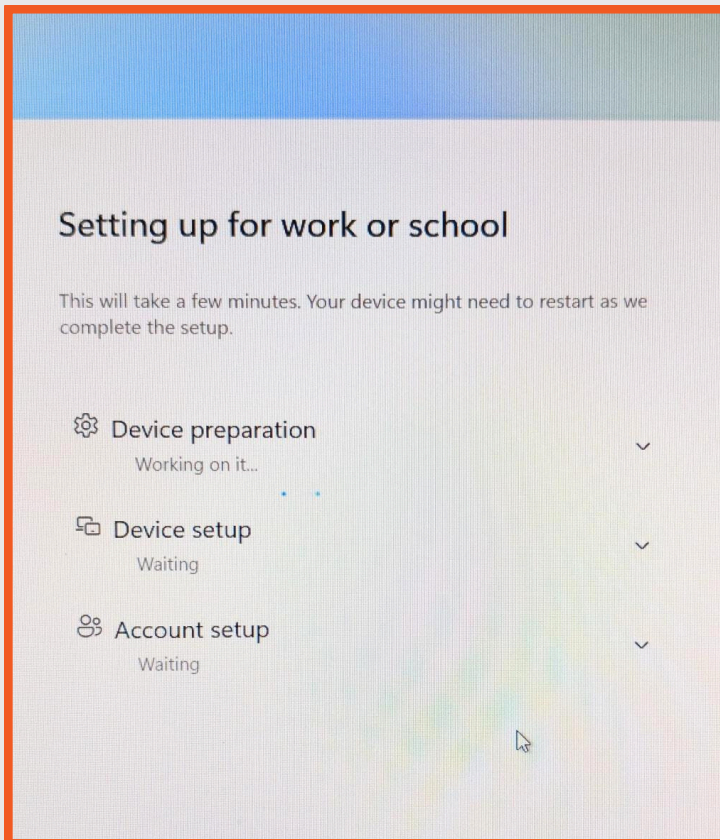
You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in



Setting up for work or school

This will take a few minutes. Your device might need to restart as we complete the setup.

Device preparation
Working on it...

Device setup
Waiting

Account setup
Waiting

06

SETTING UP

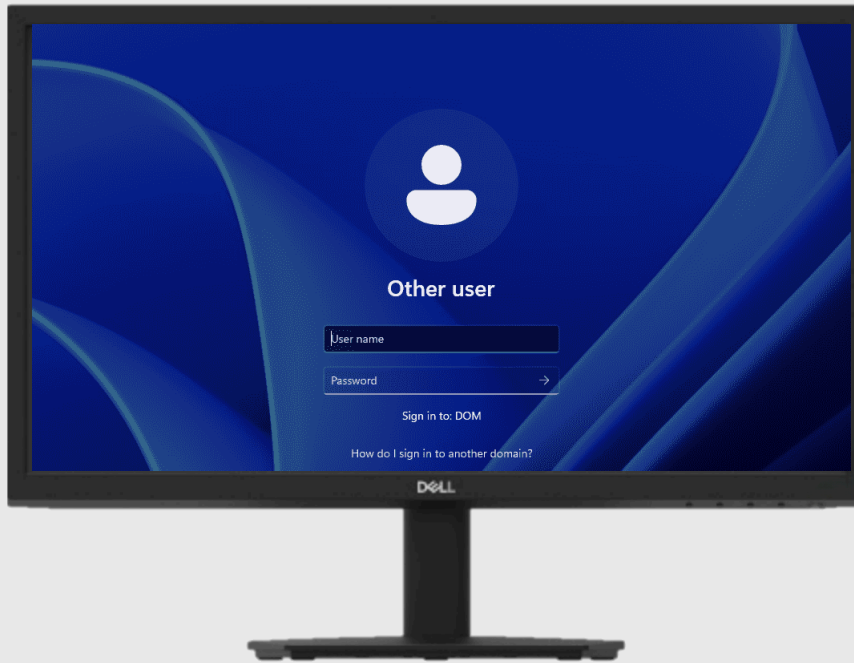
You will see the following screen while the system goes through final setup. This may take several minutes.

If you receive any errors, reach out to your supervisor immediately.

Step 3: Logging In

SYSTEM LOGIN

The next several steps will relate to logging using Duo and Cloudflare, two important security measures. These steps will need to be completed **every day** in order to connect to our network securely.



01

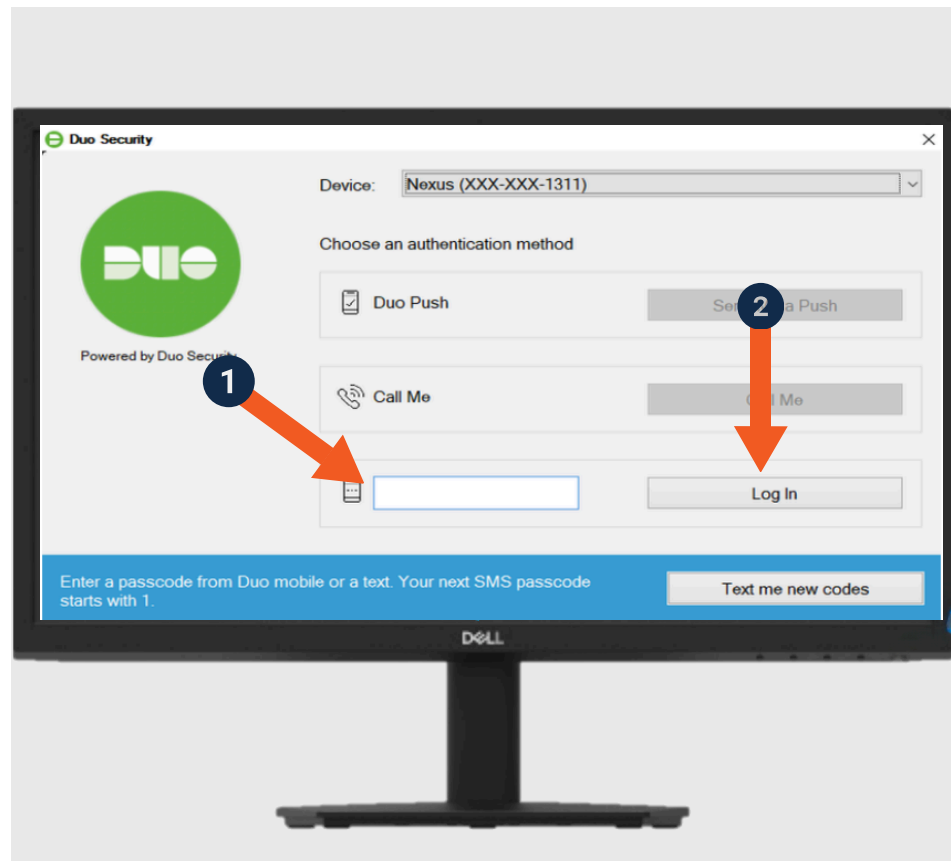
LOGIN

Once the system setup has completed, you will be brought to this login screen. Use your username and newly created password to login

02

USE YOUR DUO TOKEN

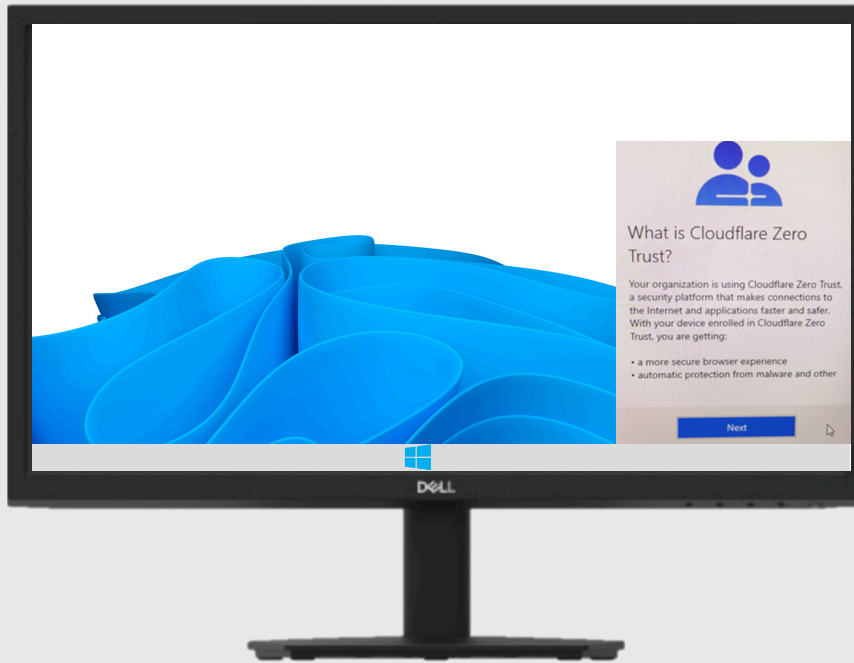
Press the green button on your Duo Token, enter this code into the duo screen and click “login”



Step 3: Logging In

CLOUDFLARE LOGIN

The next several steps will relate to logging into CloudFlare, this will take place once you are logged into your user profile. These steps will need to be completed **every few days** in order to connect to our network securely.



03

OPEN CLOUDFLARE

Once the system has logged in you will see your new desktop. After a moment you will see the CloudFlare pop-up window. Click “Next”.

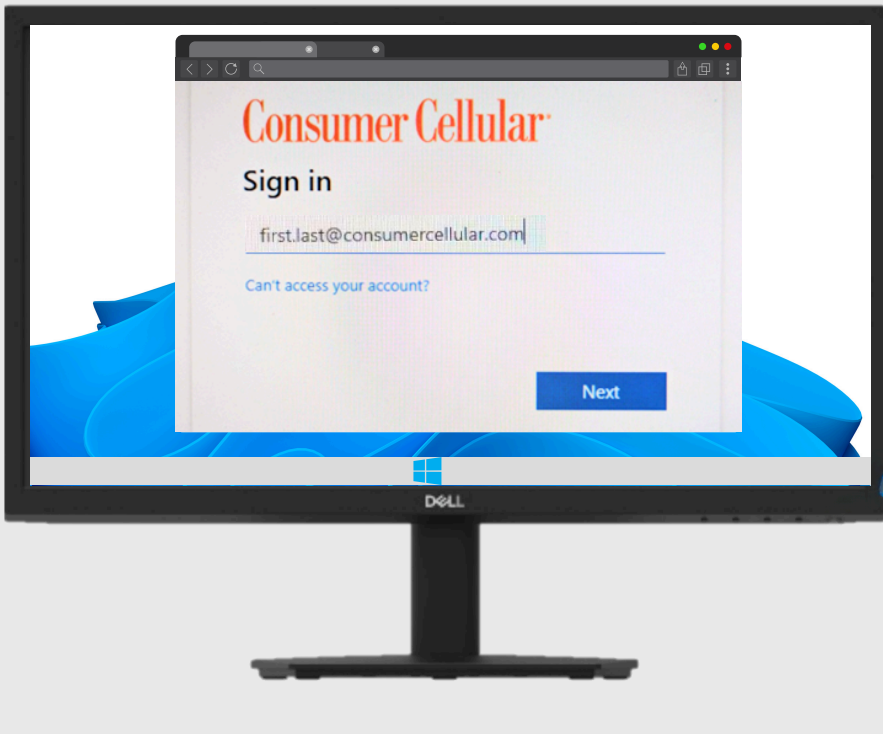
04

PRIVACY POLICY

Next you’ll see the privacy policy for CloudFlare. Click “Accept”.



Step 3: Logging In



05

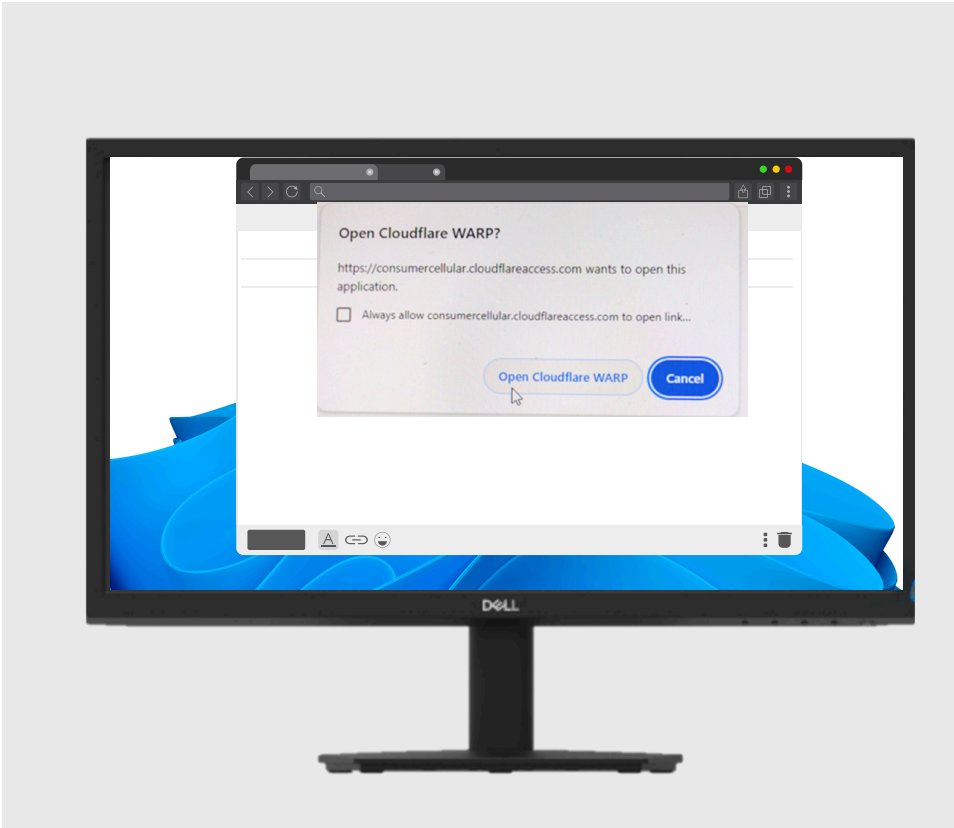
SIGN-IN TO CLOUDFLARE

Your browser will pop-up with a sign in window. Sign in with your work email address and password.

06

OPEN CLOUDFLARE

You'll see a drop-down in the browser asking you to open the CloudFlare App, click "**Open Cloudflare Warp**".



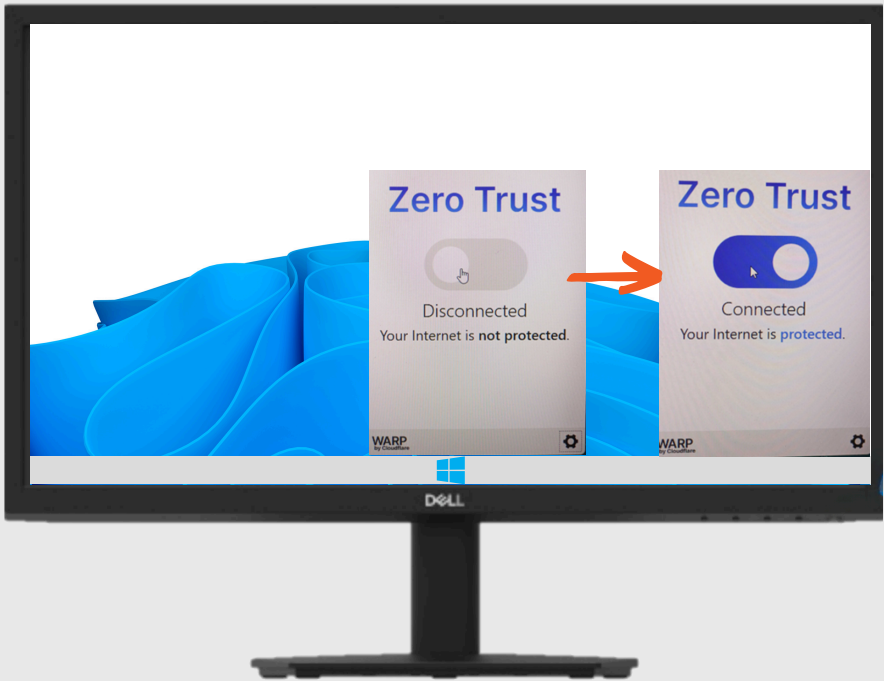
Step 3: Logging In

07

TURN ON ZERO TRUST

Finally, you'll see a pop-up to turn on ZeroTrust. Click the button.

Now you're all logged in and ready to get started!



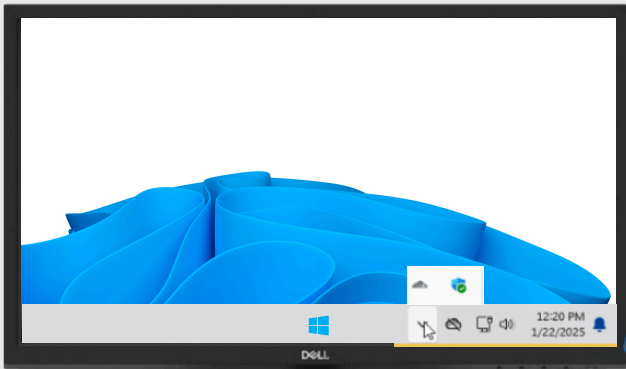
08

TURNING ON CLOUDFLARE IN THE FUTURE

You may need to enable CloudFlare in the future, to do so click the small arrow in the bottom right of your taskbar.

If the cloud is grey - Click it to reenale ZeroTrust

If it is Orange you're connected and do not need to do anything more.

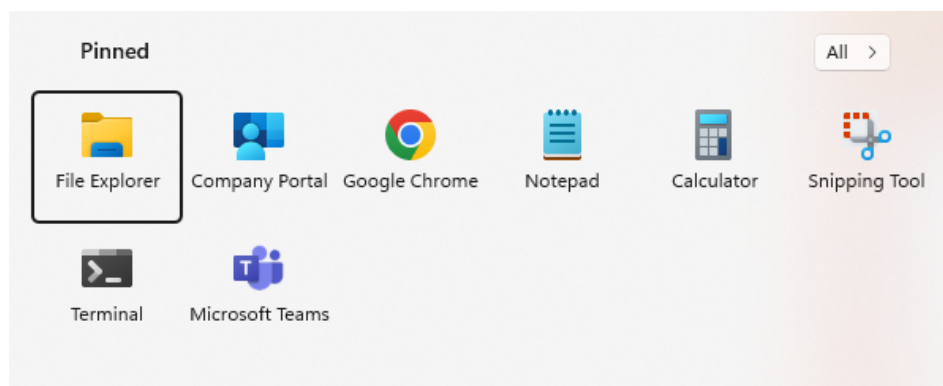


Signing Into OneDrive

1

Open File Explorer

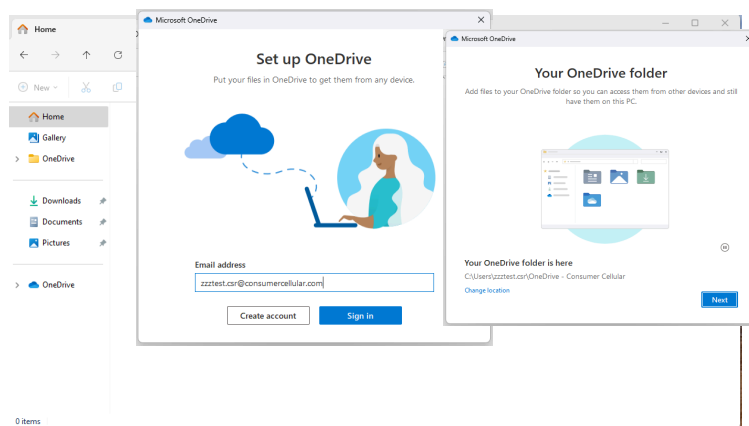
- Click your windows start button
- Click File Explorer to open



2

Sign Into OneDrive

- Click the "OneDrive" Folder.
- Use your work email address and password to sign in.
- Once the sign-in is done, click "Next"

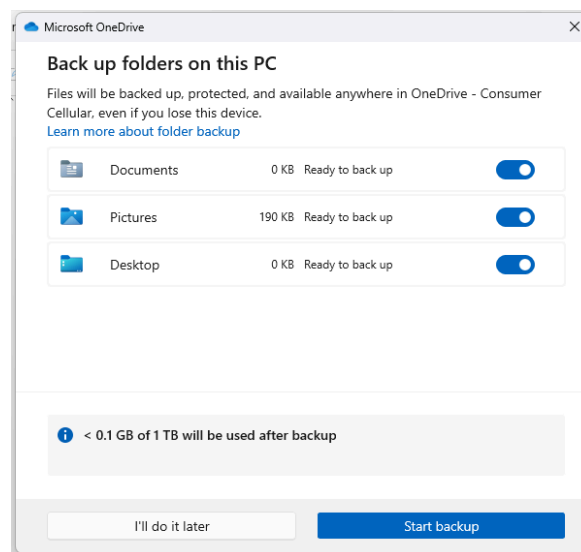


3

Turn on Back up

- Make sure that all items have backup turned on
- Click "Start Backup"

This makes sure that all your files are backed up going forward from this Micro PC!



Equipment & System Info

DAILY LOGIN

PLEASE DO NOT LOGIN EARLY

You should not login early (3 mins and under is okay)

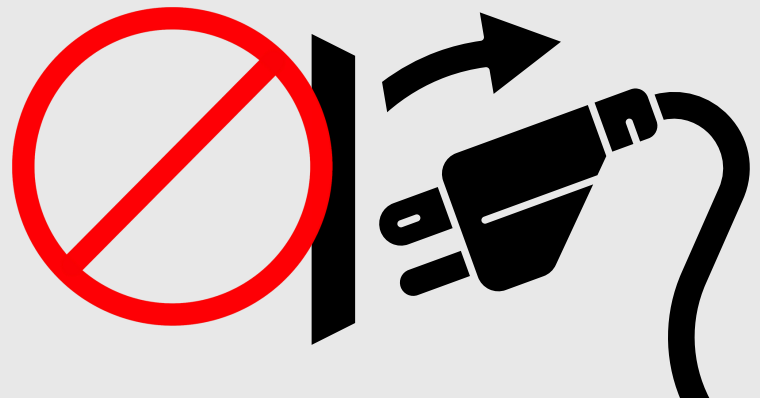


SIGNOUT DAILY

At the end of your shift you should sign out of your user profile. Your trainer will cover this more later.

DO NOT UNPLUG EQUIPMENT

For the safety and integrity of your equipment, please do not unplug our system unless instructed by a Supervisor.





KEEP ME!



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CONTACT INFORMATION

Email address format:

Firstname.Lastname@ConsumerCellular.com



Contact your Trainer

Contact info will be provided on day 1. Use the spaces below to record your Trainers' and Training Manager's contact information.

..... TRAINER 1 FULL NAME

..... TRAINER 2 FULL NAME

..... PHONE NUMBER

..... PHONE NUMBER

Supervisor Hotline:

(877) 619-9075

..... TRAINING MANAGER NAME

TRAINING QUESTIONS

ATTENDANCE CONCERNS

If you will be tardy or absent:

1. Send an email to Callout@conSUMERcellular.com

a. This email should be sent within **1 hour** of your shift start time

b. You **do not** need to call your trainer

2. The email must contain the following:

- Your full name
- Location (PDX, PHX, OKC, etc.)
- Your direct Supervisor's name
- Type of absence: Coming in late, out all day
- Reason: Self, child or other (please specify)
- FMLA, OFLA, other (please specify) or none
- Leave a callback number

3. If you are unable to send an email you may then call the supervisor hotline - 877-619-9075, do not text this number.

If you're having any system issues with your remote equipment:

- Call your backup trainer right away.
- If you can't reach them, call your primary trainer
- If you can't reach any trainers, reach out to the supervisor hotline: (877) 619-9075
- In addition you should also send an email to callout@conSUMERcellular.com

All system issues must be reported within 5 minutes of the issue occurring.

SYSTEM ISSUES



WORK-RELATED CONCERNS

For any work-related concerns while on the clock, please email your direct Trainer.

If your concern is with your trainer, please email the Training Manager.