

Work From Home

Prior to being deployed to work from home, users should complete this speed test and submit the results to their supervisor.

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Speed Test Instructions

Prior to being deployed to work from home, users should complete this speed test and submit the results to their supervisor.

Step one: Go to <https://getvoip.com/speed-test-tool/> and click "Start".

image.png

Step 2: After the test completes, click the Copy button and send the URL to your supervisor

image.png

Manually configuring OpenVPN

Step 1: Add Foxpass to Microsoft Authenticator

<ol style="list-style-type: none">1. Visit console.foxpass.com2. Enter callinsite.onmicrosoft.com in the domain name, click continue3. Click the green Sign in with Microsoft button. Using your CallInsite credentials, sign in.	
<ol style="list-style-type: none">2. Click the link that says "Set a Password"	image.png

Step 2: Install/Configure OpenVPN Connect

<ol style="list-style-type: none">1. Launch Open VPN Connect. <p>OpenVPN Connect should already be installed on your computer. Look for this icon on your desktop:</p> <p>If you do not have it, click here to download the latest version.</p>	image.png
<ol style="list-style-type: none">2. Scroll down to Launch Options and select Restore connection	image.png
<ol style="list-style-type: none">3. Scroll down to Launch Options and select Restore connection. <p>Press the Left Arrow when finished.</p>	image.png

Step 3: Download the VPN Profiles:

1. Download both VPN profiles:	<table border="1"><tr><td data-bbox="810 161 1137 219">All Agents:</td><td data-bbox="1145 161 1479 219"><u>Indy Primary</u></td></tr><tr><td data-bbox="810 219 1137 277"></td><td data-bbox="1145 219 1479 277"><u>Fort Myers Backup</u></td></tr></table>	All Agents:	<u>Indy Primary</u>		<u>Fort Myers Backup</u>
All Agents:	<u>Indy Primary</u>				
	<u>Fort Myers Backup</u>				
2. When prompted to Import the .ovpn profile, click OK.	image.png				
3. Type your complete CallInsite Email in the Username field, the password you created in step 1, and click CONNECT.	image.png				
4. To connect to a network, toggle the switch.	image.png				
6. To disconnect, click the green toggle	image.png				

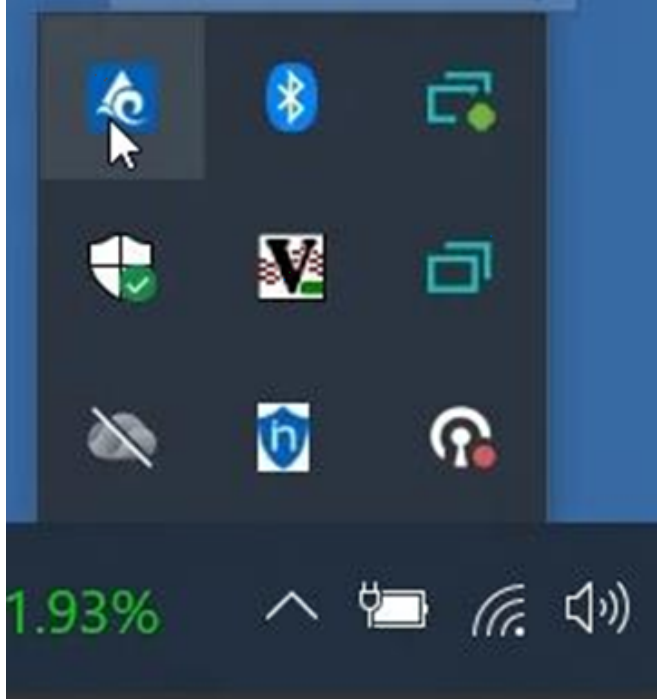
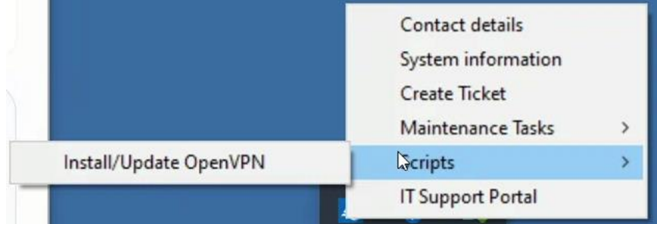
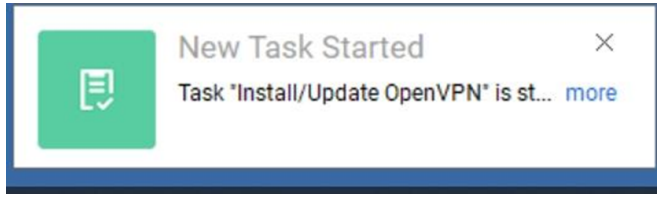
Install / Update OpenVPN

Step 1: Begin Update Script

The update script has been designed to reduce user input. It will:

1. Check that OpenVPN is installed and up to date. If not, it will install/update the program (Windows 11 only)
2. Generate a new VPN password
3. Download the latest VPN profiles from Insite's servers and insert your credentials (no remembering another password!)
4. Restarts OpenVPN.

The process takes around 3 minutes start to finish.

<p>1. Open the system tray and find the Insite Engagement Centers icon, right click it.</p>	 A screenshot of the Windows system tray. The Insite Engagement Centers icon, which is a blue circle with a white eye-like shape, is highlighted with a mouse cursor. Other icons in the tray include Bluetooth, a folder, a shield with a checkmark, a 'V' logo, another folder, a power button, a blue 'h' logo, and a Wi-Fi symbol. The taskbar at the bottom shows 1.93% battery, a caret, a battery icon, a Wi-Fi icon, and a speaker icon.
<p>2. Click Scripts then Install/Update OpenVPN</p>	 A screenshot of the context menu for the Insite Engagement Centers icon. The menu items are: Contact details, System information, Create Ticket, Maintenance Tasks (with a right arrow), Scripts (with a right arrow and highlighted by a mouse cursor), and IT Support Portal. A separate menu item 'Install/Update OpenVPN' is also visible and highlighted.
<p>After a few seconds, you will see this box letting you know the process has started.</p>	 A screenshot of a Windows notification box. The title is 'New Task Started' with a close button (X) in the top right. The main text says 'Task "Install/Update OpenVPN" is st...' followed by a 'more' link. There is a green icon with a document and a checkmark on the left.

It may take up to 2 minutes for the system to process your request.
Once started, you will see this screen

Insite DFC VPN Updater



Updating VPN Profiles

DONE Checking for updates


> Getting credentials

Updating OpenVPN profiles

Finalizing

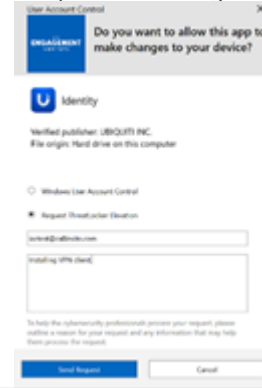
Update Complete!

Install and configure UniFi Identity VPN

<p>Open the email from identity@ui.com.</p> <p>Click the Get Started option.</p>	
<p>The download should automatically start for UniFi Identity Desktop Endpoint.</p> <p>If it does not, select the “download UniFi Identity Endpoint” option.</p>	<p>A screenshot of a computer errorAI-generated content may b</p>
<p>Once the file has downloaded, select it when it shows in the top right corner.</p>	<p>A screenshot of a computerAI-generated content may be incor</p>
<p>The application will load as shown.</p> <p>Select the checkbox to agree to the User License Agreement, and then select Install.</p>	<p>A screenshot of a phoneAI-generated content may be incorre</p>

If you see a User Access Control box, click Yes if available. Otherwise, select the “Request ThreatLocker Elevation” bubble and submit the request. Someone from the IT Support team will be in touch within 5 minutes (within normal business hours) with further instructions.

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The application will start to finalize its installation.
Once it has completed, select the **Launch Identity Now** option.

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Select the **Load Credential Manually** option.

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Reopen your email from UniFi and select the **Load Credential Now** option.

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After clicking this option, you will be directed back to the identity.ui.com website.

Select the **Load Your Credential** option to start the process.

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The VPN will now open in the bottom right corner of your screen.

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To turn the VPN on, simply **click the switch**.

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You are now connected to the VPN!

Repeat steps 8-10 with the second Welcome email to add the alternative VPN site.

