
COVID-19: FAQ For UnitedHealth Group Employees About Working from Home

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Getting Started

What is the method for an employee to move from the office to work from home (WFH)?

The method IT is supporting is taking your existing laptop/desktop/headset home with you and connecting via your personal home network/internet service. Instructions on how to take your office computer home and connect to the UHG network can be found [here](#).

If I'm already a telecommuter, is there anything I need to do?

No. Continue to work as you have been from your home office.

What if I work for a Business Partner that has not integrated or is not using an Optum Technology Managed device?

We are aware that some Business Partners may not be fully integrated and do not utilize all the technologies Optum Technology teams provide and support. Please work with your local IT Help Desk.

What is the recommended home internet service speeds for a work from home solution?

We recommend at least 15 Mbps download and 5 Mbps upload for General and Call Center employees. Individual performance can vary based on the number of devices connected, etc. However, the overwhelming majority of home internet service providers' base packages exceed those requirements. You should check with your home internet service provider and test your work from home experience for your individual role to be sure.

Always On VPN - Troubleshooting Connection Issues

Before troubleshooting connection issues, please take a moment and reboot your machine to ensure that your machine has the chance to apply any recent updates that could be affecting connectivity.

I'm unable to log into PC using smart card or MS credentials.

Make sure you are using the right username and password. For password reset, visit helpme.uhc.com.

I'm unable to log into the corporate network.

Test your broadband connection to ensure you can access your internet.

- If connected via wired connection, check that the line cord between the computer and modem or router is tight and secured.
- If using Wi-Fi, if the Wi-Fi button on your laptop is orange, you will need to press it to enable Wireless. It should then turn white or blue.
 - Select the Wi-Fi icon on the lower right corner of the screen on your desktop.
 - In the list of networks, choose the network that you want to connect to, select Connect.

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- Type the security key (often called a password).
- If your modem is completely down, the online or internet light will not be on. Try the following:
 - Unplug the power cable from the modem.
 - Unscrew the coaxial cable from the provider from the back of the modem.
 - If using a UnitedHealth Group provided router, unplug the power cable from the router.
 - Turn off the computer.
 - Turn the devices on one by one and reconnect the coaxial cable.
 - If issue persists, for Non-UHG provided internet, call your internet service provider and have them test the connection.
 - a. If you're internet service provider confirms that internet is working but you are still unable to connect, call the UHG Help Desk at 888-848-3375 and select option 2.

I can reach the internet, but I can't connect to the corporate network.

- Attempt to go to a generic website such as www.yahoo.com.
- For VPN client - status should always be connected. If it is not working, try the following:
 - a. Open Cisco AnyConnect.
 - b. Select an alternate VPN gateway from the VPN drop-down list.
 - c. If you have the Always On VPN, select 10. Auto VPN from the list.
- For WAH kit users, VPN light must be lit on the router.
- Reboot the devices for five minutes.
 - Unplug the power cable from the modem.
 - Unscrew the coaxial cable from the provider from back of the modem.
 - If using a UHG provided router, unplug the power cable from the router.
 - Turn off the computer.
 - Turn the devices on one by one.
 - If issue persists, for Non-UHG provided internet, call your internet provider and have them test the connection.
 - a. If you're ISP confirms that internet is working okay on their end but is still unable to connect, call helpdesk at 888-848-3375 option 2.

I can't reach the internet but others on the same network can.

- If connected via wired connection, check that the line cord between the computer and modem or router is secure.
- If using Wi-Fi, if the Wi-Fi button on your laptop is orange, you will need to press it to enable Wireless. It should then turn white or blue.
 - Select the Wi-Fi icon on the lower right corner on your desktop.
 - In the list of networks, choose the network that you want to connect to, select connect.
 - Type the security key (often called a password).
- If still not connecting, attempt to power cycle the devices.
 - Unplug the power cable from the modem
 - Unscrew the coaxial cable from the provider from back of the modem.
 - If using a UHG provided router, unplug the power cable from the router.
 - Turn off the computer.
 - Turn the devices on one by one and reconnect the coaxial cable.
 - If issue persists, for Non-UHG provided internet, call your internet provider and have them test the connection.

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- a. If you're ISP confirms that internet is working okay on their end but is still unable to connect, call helpdesk at 888-848-3375 option 2.

No devices in my house can connect to the internet.

- Check the broadband connection at home.
- If modem is completely down, no online or internet light. Try the following.
 - Unplug the power cable from the modem
 - Unscrew the coax.
 - If using a UHG provided router, unplug the power cable from the router.
 - Turn off the computer.
 - Turn the devices on one by one.
 - If issue persists, for Non-UHG provided internet, call your internet provider and have them test the connection.
- a. If you're ISP confirms that internet is working okay on their end but is still unable to connect, call helpdesk at 888-848-3375 option 2.

I am unable to connect to the VPN network.

- Click on the Cisco AnyConnect icon in the icon tray.
- Expand the list of networks in network drop-down list. Double click on the new network, provide the password if needed, and click OK. Click connect to establish a VPN session.
- If you encounter an issue, right click on the AnyConnect icon in your task bar and click network repair.
- If issue remains the same, reach out to the UHG Help Desk.

The Auto VPN selection is missing from the VPN drop-down list in Cisco AnyConnect.

- Click the Cisco AnyConnect icon in the icon tray.
- Verify that the "10. Auto VPN" entry is missing from the VPN drop down list. If it is missing, highlight the entire text within the VPN dropdown and enter the text: "vpn.bc.corppvnsvc.com/rsa" (without the quotation marks). Click connect.
- Enter your credentials when prompted and connect to the VPN.
- Once you are connected, click the disconnect button.
- Close the VPN client, then reopen.
- Click the dropdown arrow in the connect field and verify the "10. Auto VPN" entry is restored.

My Cisco AnyConnect is "stuck" in a System Scan.

- Restart Cisco AnyConnect VPN Client.
 - Right-click on the **Cisco AnyConnect VPN Client** icon in your Task bar and select Disconnect
 - If Cisco AnyConnect VPN Client does not close:
 - Right-click on any open space from the bottom Task Bar and select **Task Manager**.
 - Click on the **Processes** tab (Windows 7) or **Details** tab (Windows 10).
 - Click on **Image Name** column (Windows 7) or **Name** (Windows 10) column.
 - Locate and select **vpnui.exe**, then click **End Task**.
 - Close the **Task Manager** window.
 - Open **Cisco AnyConnect VPN Client** and attempt to connect.

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Soft Phone/Jabber

What can I do if I'm having issues with Jabber (i.e., can't sign into Jabber, unable to make calls via Jabber, cannot communicate with server, connection to phone failed)?

In many cases some simple steps to reset your Jabber can resolve issues you may be experiencing.

To Reset Jabber:

1. Click the cog wheel in the upper-right corner of Jabber and go to Sign Out.
2. Click Reset Jabber.

If you are unable to see the Reset Jabber link, click on the cog wheel at the top-right corner, select File, and then click on Reset Cisco Jabber.

How do I know if I have a soft phone?

If you see a phone or computer icon in the lower left corner of your main Jabber window, you have soft phone capability.

How do I switch to soft phone mode?

Click the down-arrow next to the phone icon then select Use my computer for calls.

How do I make a call using soft phone mode?

Use the search field to type the phone number you want to call, then click the handset icon. To call a contact, hover your mouse over their name, then click the handset icon.

What do I do if I do not have a softphone?

Please refer to the resources on the COVID-19 Technology Resources hub page.

What if I need a USB headset?

USB headsets are needed for using softphone from your computer. If you are a call center employee, work with your manager or BSL to get a headset. If you are a **non-call center employee**, refer to the COVID-19 Technology Resources page on the hub, Purchasing a USB Headset resource.

If I can't get a USB headset, what are the alternatives?

Alternatives to having a UHG supplied USB headset include the use of personal phone (home or cell); the use of a personal USB headset (e.g. game console headset); or use of a personal headset connected to the audio jack on your computer. Headset troubleshooting is our best effort only. There are many types and brands of headsets. We suggest consulting the documentation that came with the headset first before calling the help desk for assistance.

Webex

How can I best manage bandwidth while using Webex?

Webex should be used for conversations with a minimum of 3 people and up to 1000. Only use video in a meeting if it is essential and try to schedule meetings at a less common start time (for example, 1:15 versus 1:00 or 1:30). Use Jabber for a 1:1 conversation.

Are there other alternatives I can use for Webex (ex., Zoom, Go To Meeting...)?

Zoom, GoToMeeting and other cloud-based web conferencing service are not alternatives we are recommending or exploring at this time.

- Zoom, Bluejeans and Bria are approved only for certain use cases in the organization and not operationalized or supported more broadly.

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- They have similar limitations and challenges as Webex. If for some reason Webex became unusable – those products would be even more taxed and experience greater traffic levels – also with schools closing, products like Zoom and others are even more under pressure.
- We are actively working with our suppliers, Cisco included, and have daily war rooms throughout the week to monitor performance and trending issues.

Other Equipment

If I need other equipment besides a headset, how can I acquire that equipment?

Please work with your BSL and/or your Business Continuity Lead for your department. Small orders should be completed by your BSL. Large orders will be managed within the Emergency Management Team so they can prioritize the needs of the enterprise in partnership with senior business leadership. IT will distribute resources based on that priority.

Can I use my personal printer to print?

Use of personal printers are not allowed per corporate policy. Where possible, you should use the existing Print Anywhere functionality and pick up your printouts at a local office. Print jobs you send to Print Anywhere will now be saved for up to 72 hours. A printer should not be ordered unless it is for an essential job function. For exceptions, contact your manager.

Miscellaneous

What are the numbers for the IT Help Desk?

If you are an integrated employee, please [contact the Help Desk](#).

How do properly lift and move my computer equipment?

Steps to Ensure Proper Lifting Position and Technique:

1. Plan ahead before lifting.
2. Lift close to your body.
3. Feet should be shoulder-width apart.
4. Bend your knees and keep your back straight.
5. Tighten your stomach muscles.
6. Lift with your legs.
7. Keep your eyes up.
8. Don't twist or bend.

What cyber security precautions are being taking given that an increased number of employees are working at home?

Enterprise Information Security (EIS) continues to leverage internal and external resources and best practices to continually monitor and respond to all types of security threats. We have reviewed and modified our security technologies as needed to support the shift to the work at home environment including increasing our monitoring capabilities to ensure that the organization's boundaries are well protected. Our workstations and mobile devices have been configured with and maintain the appropriate controls to secure the device and device data while being used remotely.

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What is the best practice for logging off my computer when leaving for the day?

Best practice is to log out of applications and leave your computer powered on and locked.

If I was working from home for an extended period of time due to COVID, when I get back into the office will my computer, desk phone and network still be active and ready for use?

Computer:

- When you bring your computer back into the office and log in, it will be ready for use.
- If you took your computer home and used it to work at home, once you bring it back into the office and log in, it will be ready to use.
- If your computer remained in the office, once you log in, it will be ready for use.

Note: If you took equipment home from a shared space or equipment that wasn't assigned to you, please return to its original location.

Desk phone: As long as it is not unplugged, it will be ready for use.

Network: Your network ports will remain available as they were prior to vacating the office.

For additional information, visit the [COVID-19 Resources](#) page.
