

IT FAQ for UnitedHealth Group Employees Returning to the Office After Working from Home

Table of Contents:

[Bringing Equipment Back to the Office](#)

[Connection Issues at the Office](#)

[Desk Phone](#)

[Soft Phone / Jabber](#)

[Monitor Resolution Issues](#)

[Miscellaneous](#)

Bringing Equipment Back to the Office

What equipment am I required to take back to the office?

Bring the equipment you brought from the office back with you, including laptop/desktop, headset and peripherals.

I was given an extra computer.

If you were given an “extra” computer when you went home to work and no longer need the computer for the office, please email [Asset Management](#) to request a box and return label to return the computer you no longer need. Please include the asset tag and serial number of your device as well as the address you would like the box and return label shipped to. **Note:** *Any computer that wasn't connected to the network for over 90 days will need to be reimaged before it can be used. Please contact your BSL for assistance.*

I need to return additional equipment.

If you need to return any additional equipment other than your computer (monitors, keyboards, cell phones, etc.), please have your BSL request the appropriate box(es) from Ingram ITAD. Information on this can be found here: <https://bslcenter.uhc.com/content/bsl-optumbsl/bsl-portal/en/AssetManagement.html>

I was working from home for an extended period and left my equipment at the office. When I get back into the office will my computer and network still be active and ready for use?

- Computer:
 - 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.
 - If the desktop computer you have in the office needs to be returned, refer to the above section.
 - Note: If you took equipment home from a shared space or equipment that wasn't assigned to you, please return to its original location.
- Other Equipment:
 - If you need other equipment besides a headset, please work with your department's BSL to acquire that equipment.
- Network:
 - Your network ports remain available as they were prior to vacating the office.

I returned to my office and the computer I left there no longer works. How can I re-enable my device?

For security purposes, when a computer has been off the network for 90 days, its machine account is automatically disabled. After 120 days, the machine account is deleted. To re-enable the device, your Business Segment Liaison will have to submit a Service Request to have the machine re-imaged so it can function again within the network domain. [Please follow the instructions here.](#)

Connection Issues at the Office

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.

- If connected via wired connection, check that the line cord between the computer and ethernet wall jack is tight and secured. You may have two ethernet wall jacks. If this is the case, try the second ethernet wall jack.
- If using Wi-Fi and 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.
- Default connection in an UHG/Optum office is always going to be **WLANi03** and the application is designed not to allow access to other wireless networks. You may notice two choices, **WLANi03** and **WLANi03 (Smartcard)**. One uses the machine cert and the other uses the smartcard cert. Both are approved for use, but you should use the non-Smartcard connection as default.
- Be sure to wait for the **Network access allowed** banner before attempting to access network resources.

What if I have PC or connection problems and 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.

Desk Phone

What if my desk phone is no longer on my office desk?

Continue to utilize the Softphone functionality.

What if I don't have a Softphone?

Contact your BSL to submit the Jabber softphone request on your behalf.

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.

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 instructions for [Purchasing a USB Headset](#).

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.

Monitor Resolution Issues

- **Step 1:** Reboot your computer and log in to see if the resolution sets itself properly.
- **Step 2:** Review this Knowledge article: <https://helpdesk.uhg.com/knowledge-center/personal-hardware-software/core-desktop-applications/windows-10/144566>

Miscellaneous

[Computer & Peripheral Cleaning Guide](#)

How do I 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 are the best practices when leaving for the day?

1. Log out of applications and leave your computer powered on and locked.
 2. Bring your laptop and headset home daily.
-