

## DCX IT FAQ's

### **My client requested I have certain software. How do I install it?**

Answer:

1. Obtain a copy of the software installer from your client (either via email or web link)
2. Double click to run the installer
3. If the program is new to our server, a ThreatLocker pop up message will appear on the bottom right corner of your screen
  - a. Click Request Access/Request Elevation, wait for form to appear
  - b. Enter your DelegateCX email and reason for installation
  - c. Wait for an email confirming approval of installation (will come from Connected Right, our U.S. based IT Security administrator)
  - d. Once approved you can run the installer again
4. Follow installation instructions as prompted by the program

### **My PC hardware accessories (mouse/keyboard/headset/webcam) are not working. How do I determine if I need a replacement?**

Answer:

1. Unplug the hardware and plug it in to a different USB port; then perform a restart. If this solves the issue you can use the PC normally.
2. If the issue persists, try to connect a working piece hardware as a test for the USB port.
3. If solution number 2 did not work, submit an IT Service Request. DCX IT will determine if there is a driver error on the system.
4. If the issue persists after a driver update, the hardware is likely faulty. Request replacement hardware from your Team Leader who will facilitate approval from IT.
5. Once approval is gained from IT, purchase the equipment then submit your receipt to your Team Leader who will coordinate your reimbursement.

### **My PC system unit will not turn on, continues to shut down while I'm working, or has no display after turning on. How do I troubleshoot?**

Answer:

1. Make sure the power cable is plugged in tightly to the system unit. Also try to change the power cable from your monitor to test whether or not the power cable is the issue.
2. Sometimes this issue is caused by buildup of dust. Perform a RAM cleaning procedure on your PC following the instructions at the links below.

TAGALOG: <https://www.youtube.com/watch?v=hFXzGp2ki7c&t=2s>

ENGLISH: [https://www.youtube.com/watch?v=hEd\\_7nmWV0k&t=419s](https://www.youtube.com/watch?v=hEd_7nmWV0k&t=419s)

3. After thorough cleaning, then reboot your PC.
4. If the issue persists, submit an IT Service Request.

**When using my company-provided headset, I can't hear anything, or people can't hear me talking. How do I troubleshoot?**

Answer:

1. Make sure the headset is tightly and correctly plugged to the USB port of the PC.
2. In your Teams/RingCentral/Avoxi settings, ensure your headset is selected as default speaker and microphone.
3. Find the physical switch in the middle of the wire of the headset used to mute the microphone, along with a wheel to adjust volume. Make sure it is in max volume mode and the mic is not muted.
4. If the headset or microphone still is not working, submit an IT Service Request.

**Why can't I access a website provided by my client?**

Answer: The US and the Philippines have different web security requirements, and not all US websites are accessible through normal Filipino servers. You likely need to VPN to a US-based server to access the website.

1. Submit an IT Service Request, providing the website link.
2. A Help Desk Agent will check if the link works under OpenVPN. If so, you will need your own VPN account to access the website. Please file another IT Service Request ticket request for the creation of OpenVPN account.
3. Once approved and set up, you will receive instructions to log in to your OpenVPN account.
4. Once logged to the VPN, you can then access the web link provided to you.

**My monitor will not turn on. What do I do?**

Answer:

1. Check the power cable for both monitors to ensure they are plugged in correctly.
2. Make sure your HDMI cable and VGA cable are properly plugged in the system unit's graphics card.
3. If the display still is blank, try changing the VGA/HDMI cables as a test on the cables themselves.
4. If the issue persists, submit an IT Service Request and the IT Team. (They will first ask you if you performed the steps above, then perform a test on the graphics card. You may need a replacement of either, to be determined by the IT Team.)

**Why is my DUO two-factor authentication not sending me a code?**

**I lost my previous mobile device which has the DUO 2FA.**

**My current mobile device that has DUO 2FA not working anymore so I changed my mobile device.**

Answer: DUO to-factor authentication is matched with your mobile device, not just your app's account.

1. File an IT Service Request. Include your ACTIVE NUMBER and PHONE MODEL.
2. A new activation link will be sent via text message to your new device.
3. Download and install the DUO app in App Store/Play Store.
4. Click the activation link to automatically add your DCX account to the recently downloaded DUO app.

### **Terms and Definitions**

**PC** – a Personal Computer.

**HDMI** - a High-Definition Multimedia Interface cable which connects the graphics card to the primary monitor. (see instructional PC setup video)

**VGA** - Video Graphics Array cable which connects the graphics card to the secondary monitor. (see instructional PC setup video)

**ThreatLocker®** - DCX's data security program which filters and controls which software is able to be downloaded on DCX PCs. ThreatLocker protects computers from cyber attacks and malware, keeping our environment safe.

**Two-Factor Authentication (2FA)** from DUO. DCX's way to verify that you are who you say you are when signing in to your account. This prevents anyone who may have stolen your password from logging in to your account.