

Please find the information below that may answer questions on how to work effectively from home.


Note: if you have any questions about your ability to work from home, please first contact your supervisor. If you have any technical issues, please feel free to contact IT Support.

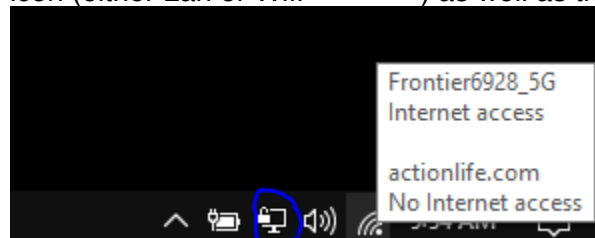
IT is fully staffed, and we are looking to extend our hours in preparation for team members who need assistance with working from home. Here are the best ways to contact IT Support and receive the quickest response.

Option:

1. **Preferred Method!!!:** Submit a ticket from the Management App <https://mgmt.actionlife.com> click the “Contact Support” on the home page or under the Help button in the Management App navigation bar and select “Remote Support” (for the Category) and “ASAP” or “Within 4 Hours” (for the desired response time). Please provide as many details as possible as to what the issue is.
2. **Email:** help@actionlife.com
3. **Phone:** We are available by phone 24/7 to help with any issues that pop up at 949-450-4388 or extension 2070

Tools to work from home:

- **VPN - If you need access to the H: Drive, S: Drive you will need a VPN connection**
 - Make sure that your VPN is connected. (lower right hand corner, you may need to click the up arrow to see all icons)
 - You should see the network you are connected to by hovering over your network icon (either Lan or Wifi ) as well as the internal “actionlife.com” network



- Your icon will either look like the above circled in blue which should **NOT** be manually connected or the below circled in red which **MUST** be connected if no green checkmark on icon is present.



The Client in red, if prompted, uses your commuters asset tag for part of the username: “*B1234vpn*” and the password: “*apmvpn*” (both without quotations)

- If you do not see the icon circled in red, click your Start button (lower left hand corner) and type “OpenVPN” and launch the program “OpenVPN Connect”. You should then see the icon in the lower right hand corner and should be able to connect it.
- **If you have issues, please contact IT**

- **Management App** – is a website and is accessible from any computer or device, including a Mobile Phone, Tablet, or Computer. You do NOT need a VPN to use the ManagementApp. <https://mgmt.actionlife.com>

Features you may not be aware of...

- You can always view another Team Member's status through the Team Member Search box.
 - Unlock or Reset your password
 - If you work in the Corporate or Satellite Office and utilize EIO, You have the ability to update your own EIO status through the Management App. You can do that by clicking on your name in the top right corner and selecting Update EIO.
 - **If you have issues, please contact IT**
- **Phone System/3CX**
 - If you have an Action laptop, we can configure your laptop to allow you to make and receive calls on your extension. You will need headphones (either Bluetooth or a standard aux cable).
 - If you are an Action Team Member that has filled out a Mobile Device Agreement form (for using a personal phone or company phone), we can provide options to utilize your cell phone to make and receive calls on your extension.
 - **If you have issues, please contact IT**
- **Jenark**
 - If you work from home and the Jenark icon on your desktop is not working, please use Jenark in RDS (<https://connect.actionlife.com/>). You will log in to the website using your normal computer username/password. When you launch Jenark, you may initially receive a log in prompt that is different than the normal Jenark log in prompt – use your computer username/password again. You will then receive the typical Jenark log in prompt.
 - **If you have issues, please contact IT**