

Computer and Workspace Kit

Physical Set Up Guide for New Employees

For assistance, contact:
newhire-support@pcgus.com

Welcome to Public Consulting Group (PCG)

PCG understands the importance of ensuring that every new employee has the equipment and tools needed to properly serve our customers. Our goal is to provide you with the equipment you need on your very first day.

All equipment included in your kit was carefully chosen to ensure it meets all the requirements to perform your job at the highest level. You will receive a survey, via email, in the coming weeks to provide feedback on your onboarding experience.

If you have any IT issues throughout your journey at PCG, the Employee Experience (EXT) team is here to provide support. To get in touch:

If you have successfully deployed your computer, create a support ticket by visiting the Remedyforce portal/Service Request at [Submit Support Ticket](#) (see diagram below)

If you are unable to access your computer, call the Service Desk at or (866) 857-0089

If you're a new hire, please email newhire-support@pcgus.com if you have any questions. Anytime you contact IT Support, we will receive a notice, but if you have additional questions, please contact us.

The screenshot displays the Remedyforce portal interface. On the left sidebar, the 'Submit a Ticket' option is highlighted with a yellow arrow. Below the sidebar, there is a section for 'Looking for existing tickets and requests?' with buttons for 'View in My Activity' and '0 Drafts'. The main content area features a search bar at the top with the placeholder text 'Describe your issue...'. Below the search bar, there is a section titled 'Common Service Requests' with a count of 19. This section contains a grid of 15 service request categories, each with an icon and a title: Access Request, Procurement Request, PC Refresh Request, New Personnel Request, Personnel Termination Request, Office 365 Administration Request, SharePoint Online Request, Name Change Request, Temporary and Contractor Personnel Information Change Request, Physical Access Request, Facilities Request, Telecom Request, Email Request, FTP Request, and Equipment Disposal Request. Below the grid, there is a section titled 'Popular Self Help Articles' with a count of 1, featuring an article titled 'New Location: All IT Self-help Documents are Now on the Intranet'.



Computer models

There are 2 different types of computers we offer. Please identify the computer model you received and go to the corresponding set up guide section for your machine after checking the shipment contents.

According to the needs of your role with PCG, your supervisor will have ordered: no computer equipment, either the Computer Laptop (standard) + headset or Surface Pro Tablet (upgrade) only + headset, or computer plus workspace kit (see next slide for contents). Your supervisor will have communicated to you which to expect.

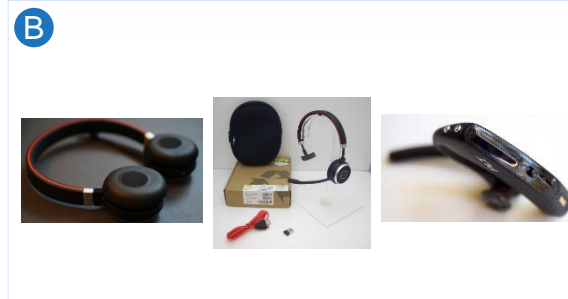


HP Elitebook 840
(Standard)



Surface Pro
(Upgrade)

Shipment contents for HP Elitebook or MS Surface Pro Models



Computer and Headset only

A) (1) Either: HP EliteBook 840 or MS Surface Pro

B) (1) Either: Jabra MS65 Mono, Dual Ear, or Plantronics Voyager 5200 In Ear

Workspace Kit items when applicable(shipped separately)

C) (1) Belkin Power Strip

D) (1) EliteDisplay E273 Monitor

E) (1) Wireless Mouse/Keyboard Combo

F) (1) Either: HP Dock or Surface Dock

G) (1) Wired Webcam C310

You will likely receive your A) computing device B), headset prior to receiving the workspace kit (C-G), which will be in a separate shipment.

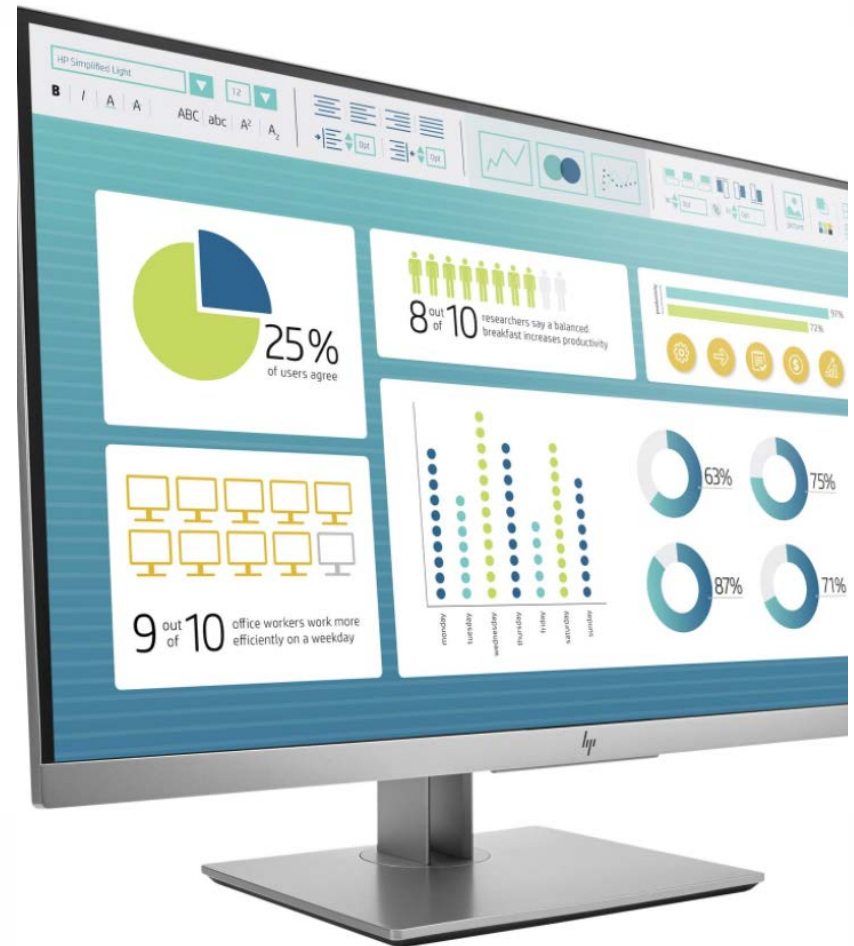
NOTE: If you receive this setup guide, you will receive one item each from A and B. Check with your supervisor to know if a workspace kit was also ordered for you.



Monitor Setup

Whether you received an HP Elitebook 840 or Surface Pro, connect all cables to the dock that came in your kit (if a workspace kit was ordered for you). If a workspace kit was not ordered or not yet received, connect cables directly to your Laptop or Surface Pro.

Don't Stress: You will not be able to connect cables to the wrong port as they are all shaped according to the port where they go. See next slide.



HP EliteBook 840 SET UP GUIDE

Docking Station



1. USB Ports | 2. DisplayPort | 3. Ethernet Port

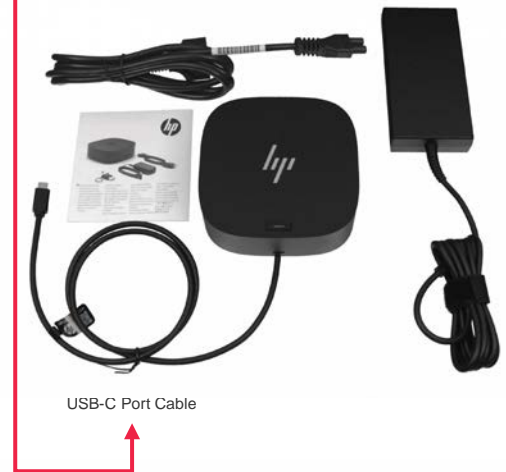


- Power Brick
- Ethernet Cable
- Plug in DisplayPort cable from monitor
- Dongle for Keyboard/Mouse plug in to USB
- Webcam plug in to USB
- Headset, dongle or plug into USB, or set Bluetooth

***Ethernet cable included with your computer. If you are at your home office and near your modem, we recommend plugging in directly for a more reliable and stable connection.**

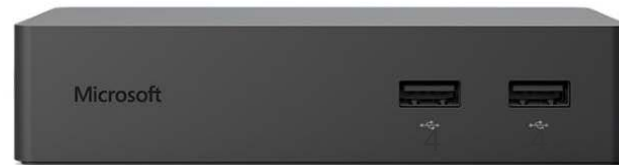


USB-C Port



Microsoft Surface Pro SET UP GUIDE

Docking Station



1. Power Supply | 2. Gigabit Ethernet port | 3. Mini DisplayPorts | 4. USB ports (2 in front, 2 in back)



1. Plug in power cord
2. Wired network option
3. Video Cables - Plug in monitors.
4. Plug in Keyboard/Mouse, Webcam, Headset

*Ethernet cable included with your computer. If you are at your home office and near your modem, we recommend plugging in directly for a more reliable and stable connection.



Contact Us

IT Support:



[Submit a Support Ticket](#)



If you are unable to access your computer,
call Support Desk (866) 857-0089
(leave a callback number if voicemail picks up)

New Hire Support:

newhire-support@pcgus.com





Solutions that Matter