# Customer Care Work from Home (WFH) Resources for Newly Deployed Users

[Checklist](#_Toc149637382)

[Related Documents](#_Toc149637383)

**Description:** Provides the resources needed prior to deploying to Work from Home. These resources are designed to prepare you for what to expect and provide you with instructions on how to use the technology.

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| Checklist |

Review the below resources before you deploy as a WFH colleague. If you are having trouble with your set-up, reach out to your designated leader for assistance.

* [Checklist and Deployment Agreement form](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100C9581EA03FF3A64188262BF689DD452F&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=f07160ce-8cc4-4a68-b0c7-eee1308844ba&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4/AllItems.aspx?viewid=7dba9724%2D531e%2D4c9c%2D9905%2D6eb2c56764c5&RootFolder=/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5) **(Review and complete)**
* **PC Set-Up Resources**
  + [Customer Care Work From Home (WFH) Personal Computer Setup (043992)](file:///C:\Users\Uj30fj4\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\WQ87B455\TSRC-PROD-043992)
* **Remote VPN Access Resources:**
* [Registering and Using Your Token to Login to Cisco AnyConnect and CVS Health MFA (043627)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=239f8bde-d8ea-497d-88b9-3adbe48edce6)
* [Downloading and Logging In with the Symantec VIP application (028464)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=83e355b3-1518-4c17-a857-8998e4d9b6c4)
* [Five9 Document Index for Agents (052307)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)

* [Customer Care Work from Home (WFH) Guidelines PBM Operations (080650)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3)
* [CVS Health’s Broadband Internet Provision and Reimbursement Policy (DOC-063041)](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@8740/documents/sop/b2mt/mdyz/~edisp/doc-063041.pdf)

**Supervisors and Managers:**  All Work from Home colleagues must complete, sign and submit the Checklist Deployment Agreement Form and someone from your leadership team complete the Web Camera Inspection Form immediately after equipment set up is complete and colleague is deployed home. Refer to [Work From Home (WFH) - Home Inspection Form](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100EF2977BFDCE70D45957AA7DBFA1A5CDB&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=0db05603-2c1b-426b-a89c-62129bc2e818&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHHomeInspectionFormsV3/AllItems.aspx?viewid=4add1fbf%2D3ceb%2D4897%2Daaf1%2Da1d44edc08f8&RootFolder=/sites/WFHForms/Lists/WFHHomeInspectionFormsV3&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5).

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| Related Documents |

[Customer Care Work From Home (WFH) - Home Inspection Process Work Flow (010435)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2f7902c3-b393-4817-8fb6-55d43d2d831a)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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