

MILLER JOHNSON

WORK FROM HOME GUIDE

- Learn how to login from home
- How to make MJ desk phone ring to your cell phone
- How to call out and make it appear it is coming from your desk phone

Running into trouble?

Call Help Desk directly from home: 616.831.1999 (8 a.m. to 5:30 p.m.)

After Hours Help Desk 1-877-813-9696

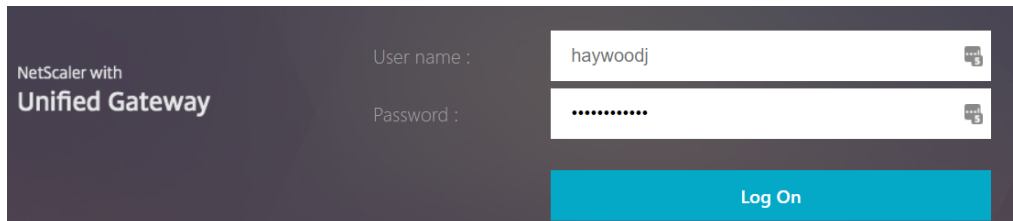
Email helpdesk@millerjohnson.com

LOG INTO MJ DESKTOP AT REMOTE.MILLERJOHNSON.COM

On a Windows PC, Mac or Chromebook, launch a web browser (Google Chrome recommended) and go to one of two websites:

- **remote.millerjohnson.com** if you are an timekeeper or someone who regularly signs in from home.
- **remote2.millerjohnson.com** if you are an LAA or other staff who usually doesn't login from home.

Enter your username (for example, haywoodj) and Miller Johnson password and click Log On.



NetScaler with Unified Gateway

User name : haywoodj

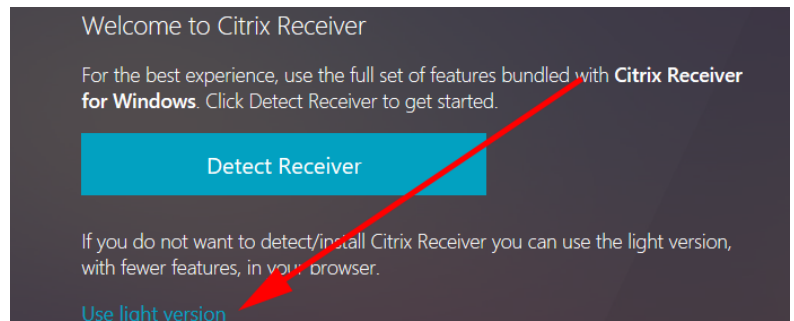
Password :

Log On

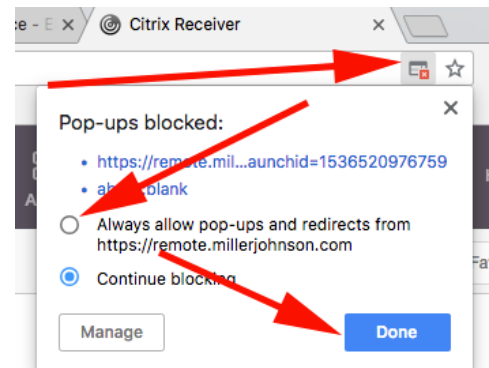
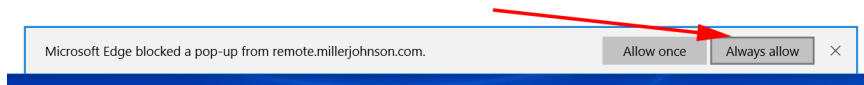
Note: After you click Log On, you will either get:

- A phone call on your cell phone. Answer and follow the instructions (usually it is to hit the # key).
- Or if you had IT setup the Authenticator app on your smartphone, launch that app and hit Approve.

The first time you login, you will see an option to Detect Receiver, but don't click it. **Just click Use light version.**

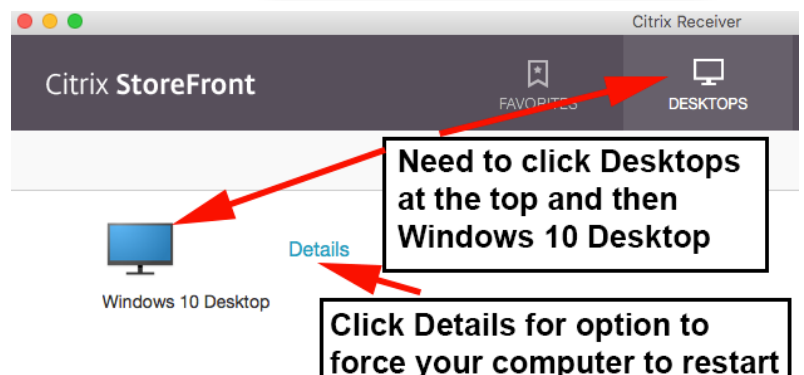


You likely will be prompted to allow popups in the browser. You may see this at the bottom of your Internet Explorer / Edge browser or at the top right in Chrome. You do need to allow popups.



If it doesn't automatically launch your desktop, click Desktops option on the top and then click Windows 10 Desktop to launch the Miller Johnson desktop.

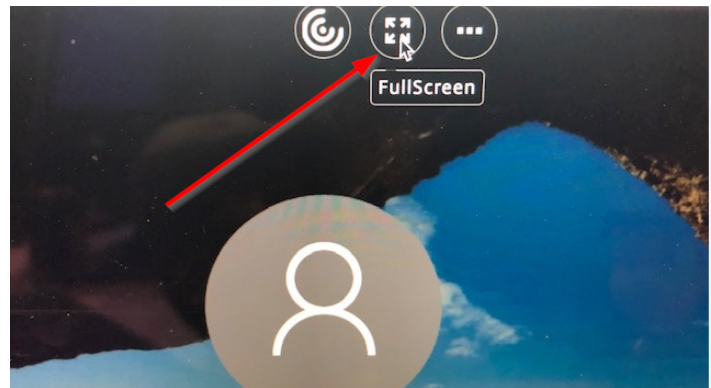
Clicking Details link next to Windows 10 Desktop gives you the option to Restart the desktop.



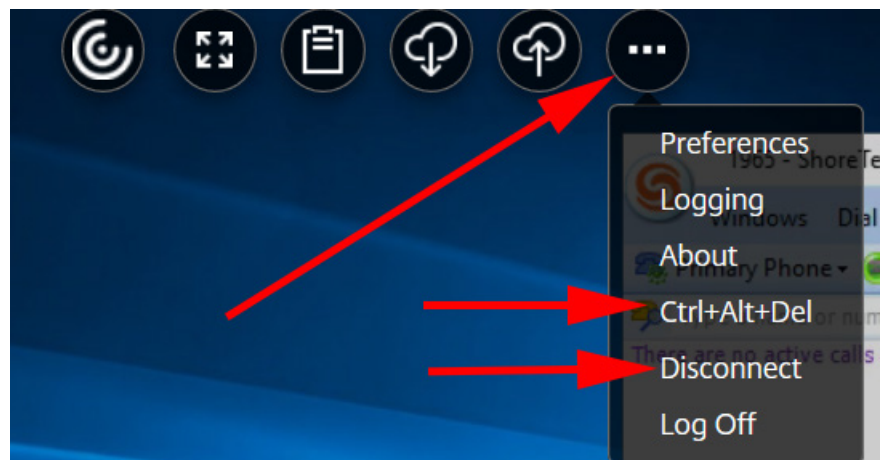
Click the menu icon at the top center of the screen for to show menu options, including the option to click Full Screen (highly recommended).



Switching to full screen mode hides everything else on your computer and just shows the Miller Johnson desktop



This menu at the top also gives the options for clicking Control Alt Delete or Disconnect.



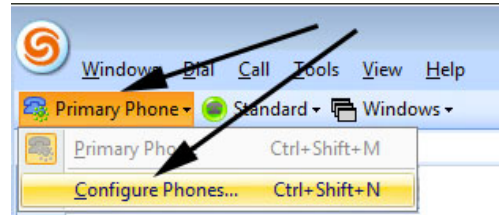
Having trouble logging in? Try clearing the cache and cookies in your browser or restarting your home computer. If you are still having trouble, call the Help Desk numbers on the first page of this guide.

MAKE MJ DESK PHONE RING TO CELL PHONE

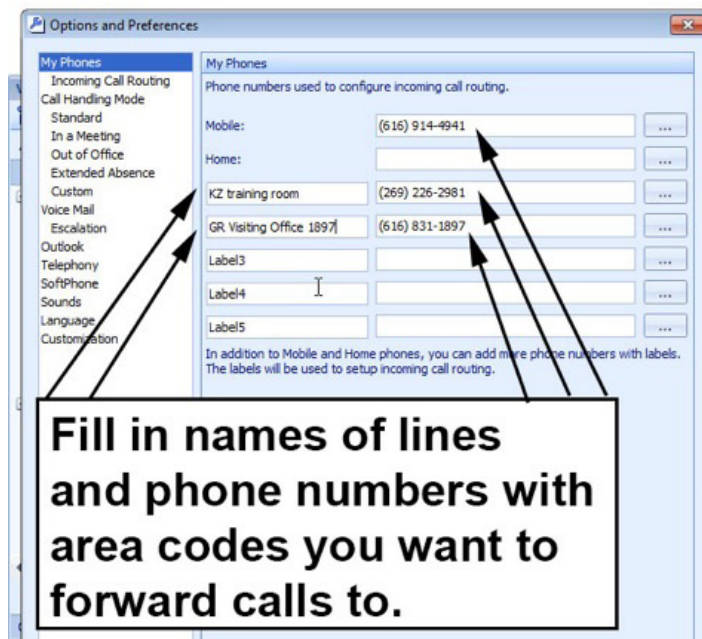
As long as you are logged into your Miller Johnson computer (either in the office or on your home computer) you can adjust where your desk phone calls ring.

THE SETUP: ADDING YOUR OTHER LINES

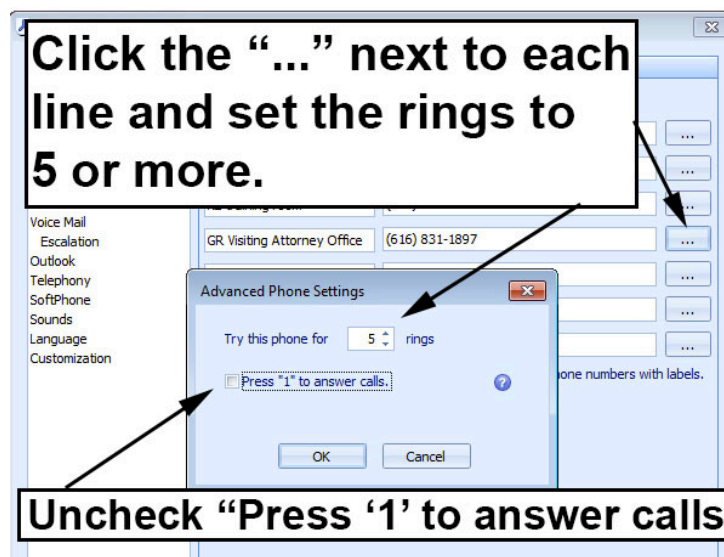
1. In the Shoretel Communicator program on your computer, click Primary Phone and then Configure Phones.



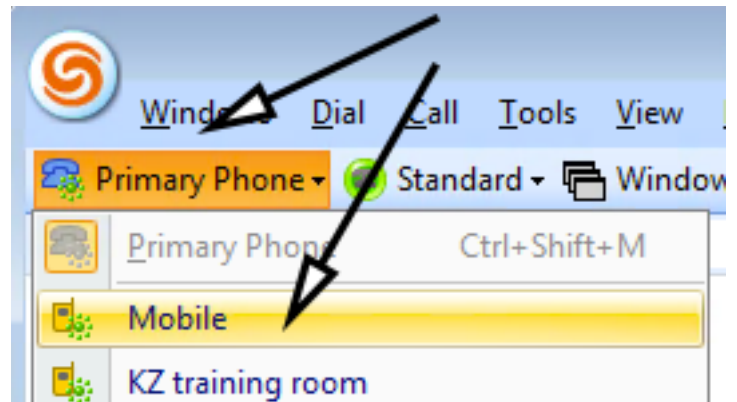
2. Enter your cell phone number (including area code) in the **Mobile** field.



3. Because the system takes a few seconds before it calls you, you will need to increase the number of rings for mobile to at least 5. Uncheck the "Press '1' to answer calls if you want to be connected immediately when you answer the call. Click OK.



Finally, click Primary Phone and click Mobile to make it so incoming calls to your desk phone ring to your cell phone.



HOW TO CALL OUT WITH IT LOOKING LIKE IT IS COMING FROM YOUR DESK PHONE

Once you have setup ShoreTel so that you can receive your desk phone calls on your cell phone, you can now also make calls out that appear to come from your desk phone.

With your ShoreTel program set to Mobile, type in the number you want to call with area code (but no need to dial a 1, a 9) and hit the Enter key. Your cell phone will ring, when you answer, the system will then call the number you entered (and it will look like you are calling from your desk phone)

