

Help: Setting Up Your Field Sales Tablet



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 - Search for specific messages, people and files
 - Use emojis, memes, and stickers
 - Make full use of Activity and notifications
 - Additional Training for Teams

PDF Versions for download:



Help_Setting U... Confluence.pdf



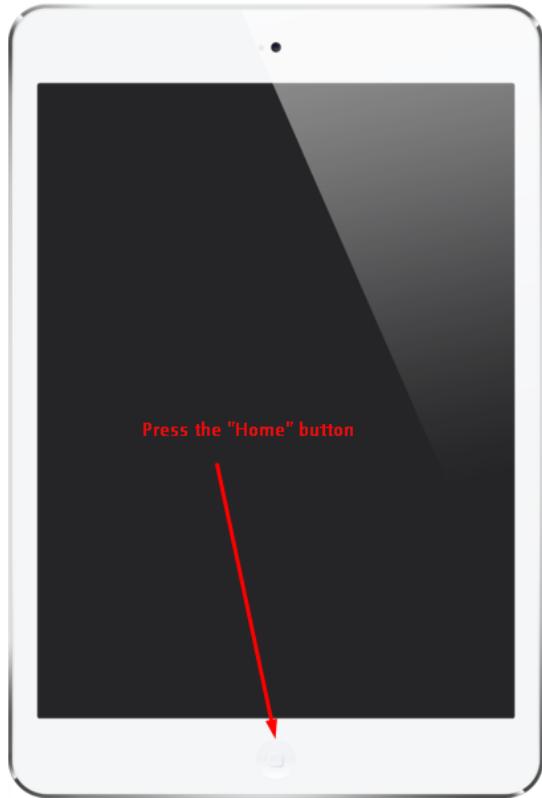
SSPRguide.pdf



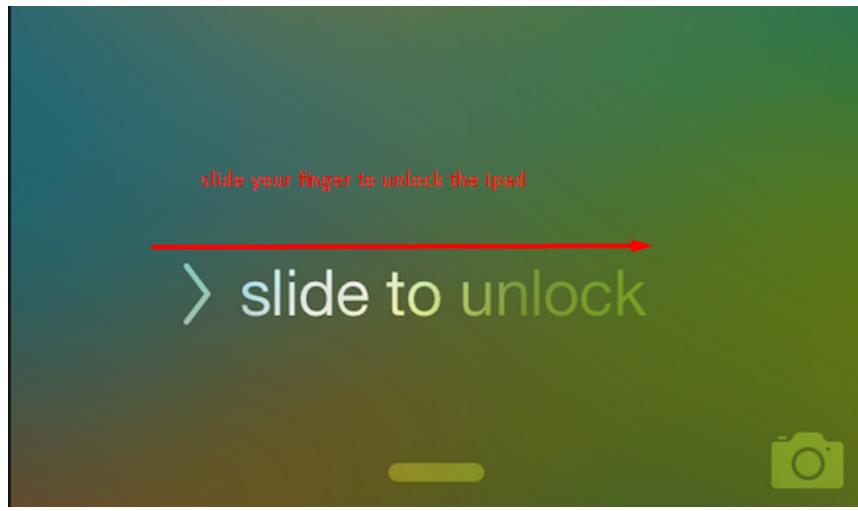
Set Up Security Info.pdf

Login to your device

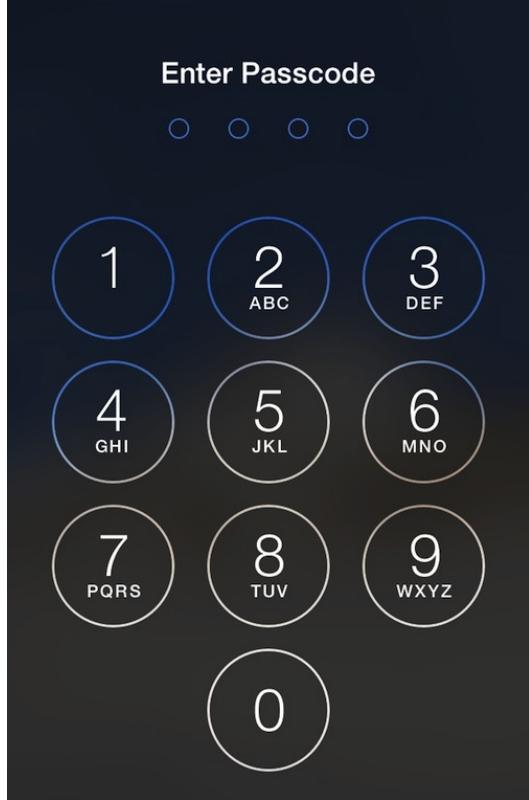
Start by pressing the Home button to wake the tablet from sleep mode.



Slide your finger from left to right to unlock



3) Enter the pin 1856

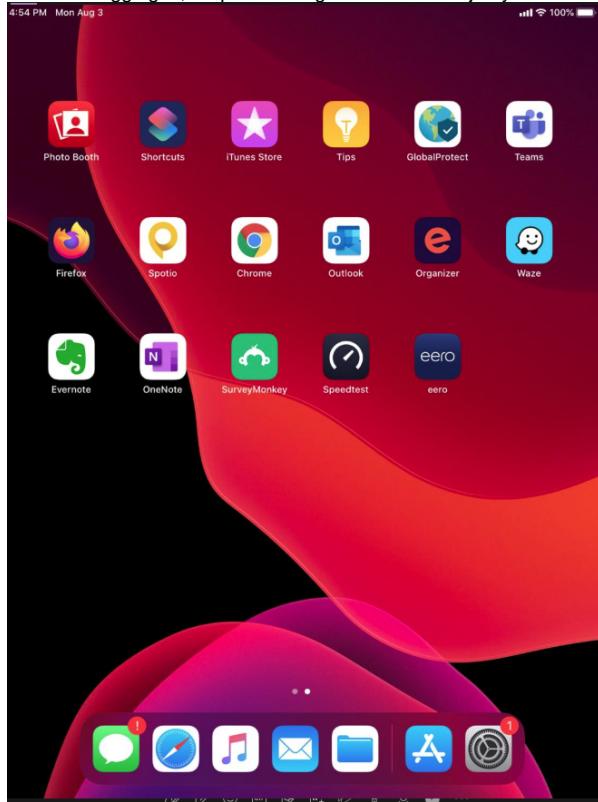


You should now be at the home screen

Ipad Overview

Please call Anthony Flores - Support Development Manager, if you have any questions or concerns about this guide.
Anthony Flores: +1 707 806 0641

Just after logging in, swipe to the right to see the majority of these apps.



All the Applications you need are pre-loaded on your Ipad.
This guide will walk you through setting up the following Apps;

Global Protect
Teams
Outlook

In addition to apps, this walk-through will also get you logged into your Sonic account and set up some added security for your account.
This security is mandatory and will help keep your account as well as customer accounts safe & out of reach from hackers.

Logging Into Your Sonic Account & Adding Your Security Method #1

The next few steps will guide you through installing the Microsoft Authenticator app on your personal cell phone.
This app will allow you to quickly and securely connect to your sonic account, by proving that it is indeed you trying to login.

Please follow the below steps on both the Ipad and your Personal phone.



The Microsoft Authenticator App available for both Android and IOS devices. Available free on the [Google Play Store](#) and the [Apple App Store](#).
Through our testing, we have found the app to be the most convenient, fast, and reliable solution to a secure login. If there are limitations or major concerns you have in downloading an application to your phone, please contact [Anthony Flores: +1 707 806 0641](#) for a potential alternate solution.

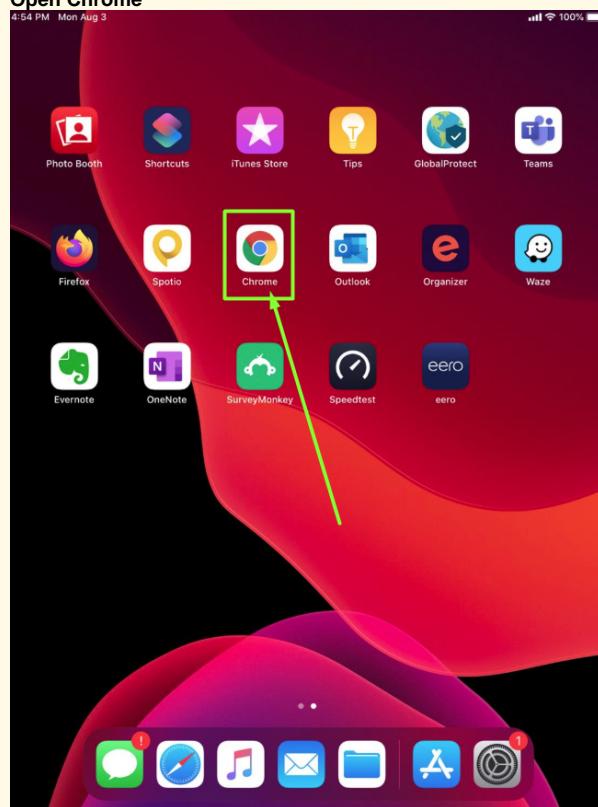
You will need to scan a barcode on the tablet screen in a later step. It is important you have two devices.

Below steps that are Yellow will be steps to be completed on the Ipad.

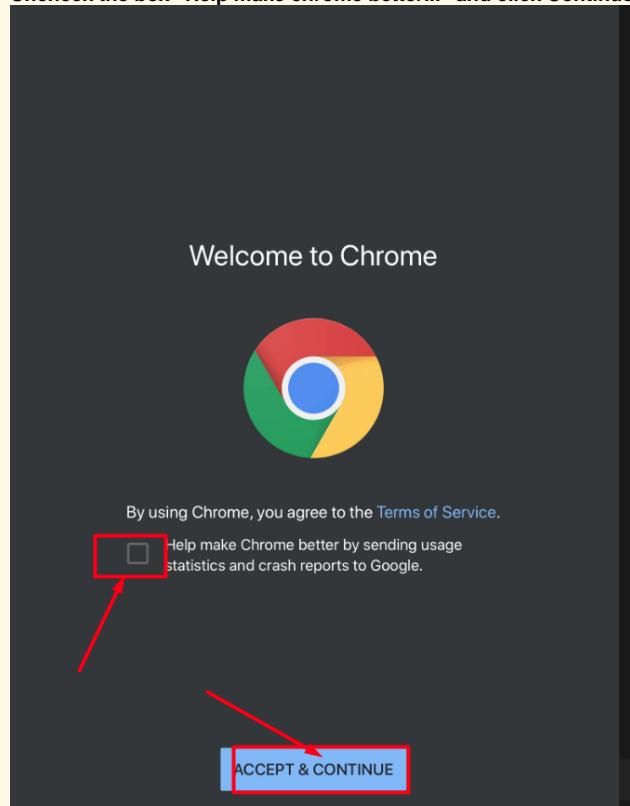
Steps in Blue, please complete on your personal phone.

Ipad:

Open Chrome

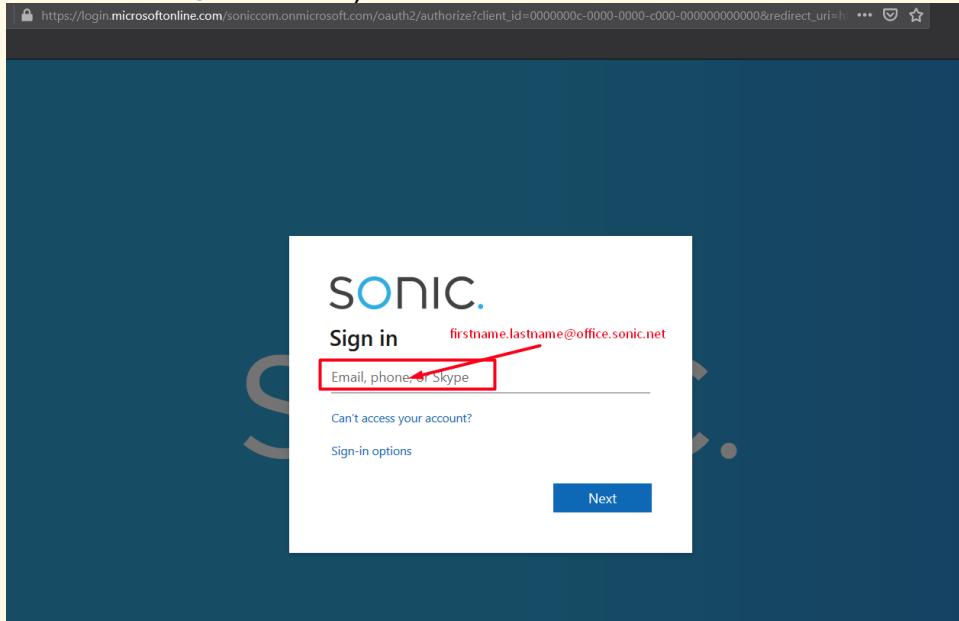


Uncheck the box "Help make chrome better..." and click Continue at the bottom



Type into the URL bar at the top and to the website <https://myaccount.microsoft.com>

Once the site has loaded, you will be greeted with a login prompt. Enter your sonic username@office.sonic.net (almost always: firstname.lastname@office.sonic.net)



You will be re-directed to Sonic's Office Federation login. Login here with your firstname.lastname@office.sonic.net and your temporary password

Username: firstname.lastname@office.sonic.net

Temporary Password: temporarytemporary

Sonic Office Federation

Sign in with your organizational account

 firstname.lastname@office.sonic.net  Password 

Sign in

When you sign in for the first time you will be prompted with "More Information Required". Click Next.

SONIC.

ittest.sspr@office.sonic.net

More information required

Your organization needs more information to keep
your account secure

[Skip for now \(14 days until this is required\)](#)

[Use a different account](#)

[Learn more](#)

Next

Personal Phone: Download and install the Microsoft authenticator app Available free on the [Google Play Store](#) and the [Apple App Store](#).



Microsoft Authenticator 4+

Microsoft Corporation

#9 in Productivity
★★★★★ 4.8, 48.1K Ratings

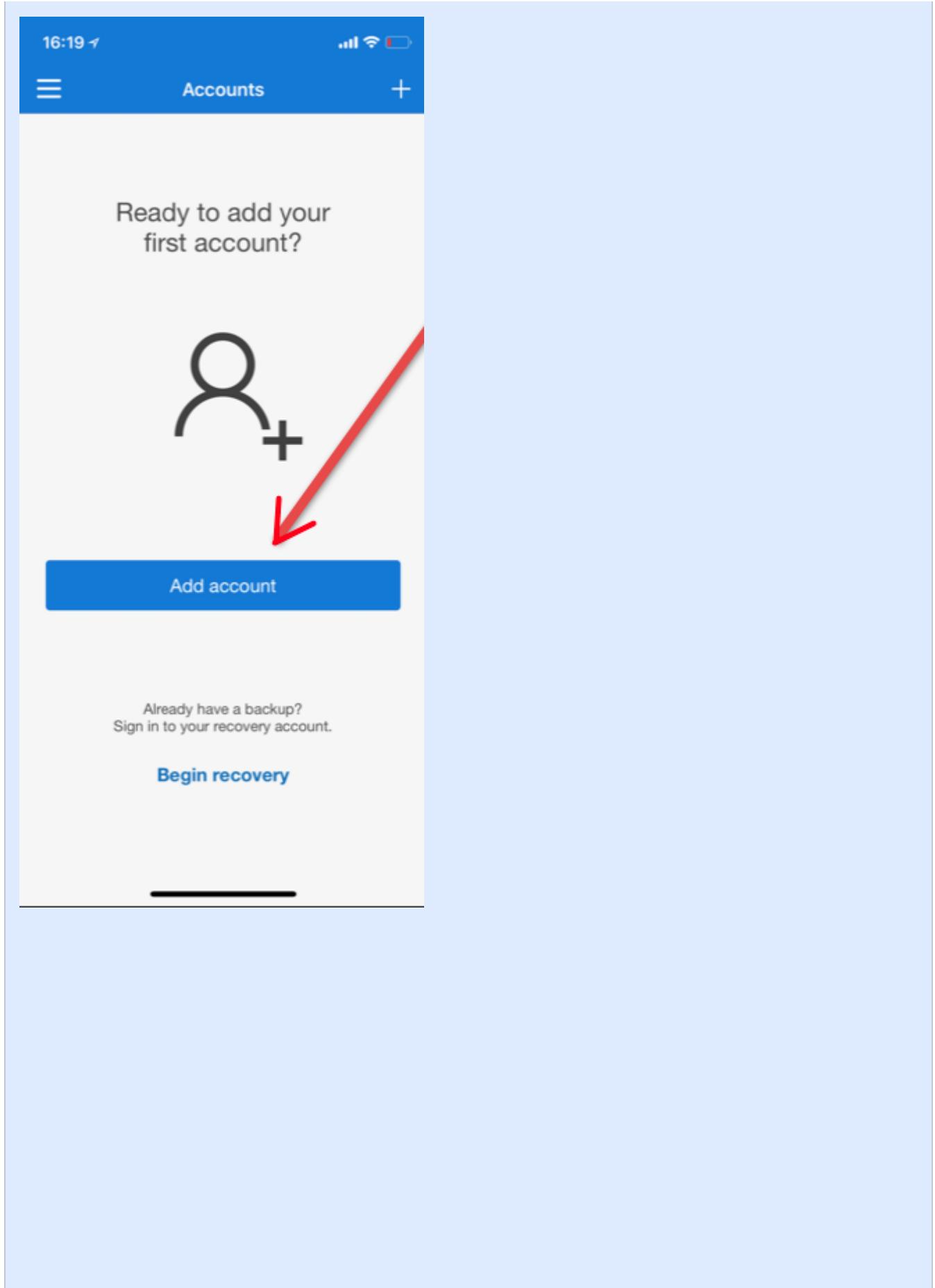
Free

Open the Microsoft Authenticator app, select to allow notifications (if prompted), select Add account from the Customize and control icon on the upper-right, and then select Work or school account.

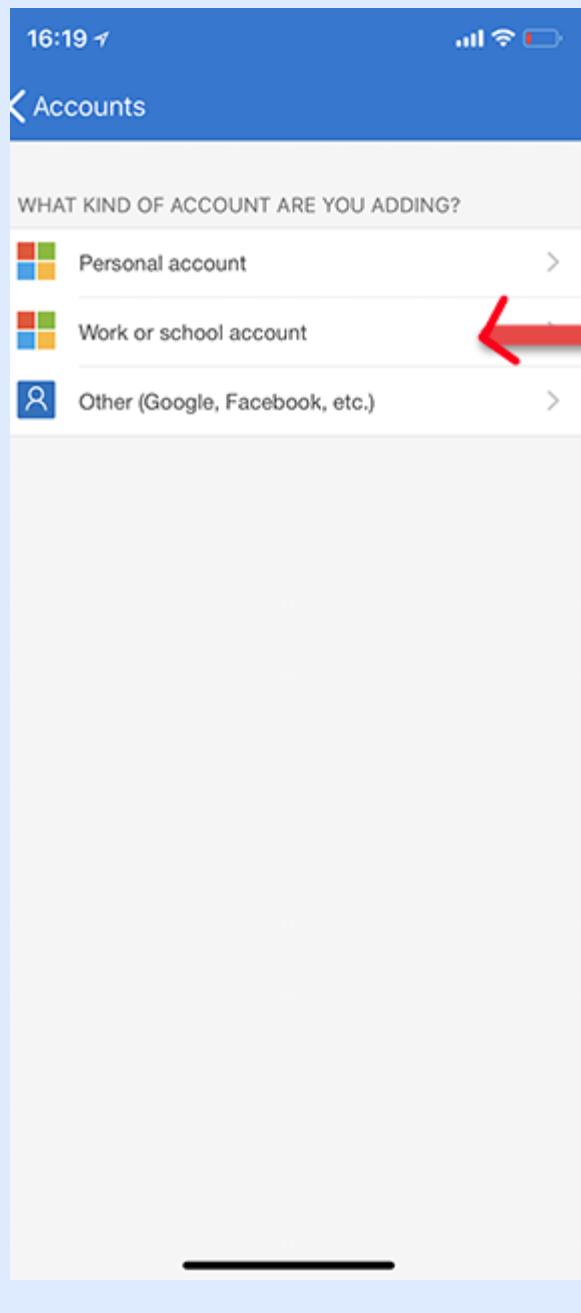


If this is the first time you're setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select Allow so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see Microsofts documentation: [Manually add an account to the app](#).

Tap Add Account



Tap "work or school account"



click next on the Ipad screen.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app



On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

Click Next on the Ipad

Microsoft Authenticator



Set up your account

When prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#)

[Next](#)

You will now see a QR code to scan, and if you followed the above steps in order, your phone should be ready to scan your unique barcode. Please do not scan the QR code in this Demo, it will fail. You may need to zoom in on the ipad to get the QR code to a scanable size.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#)

[Next](#)

[I want to set up a different method](#)

On your phone scan the QR code being displayed on the Ipad.

 Back

Scan QR code

Your account provider will display a QR code



Or enter code manually

Upon successful scanning of the QR code, the Ipad will update to "Let's try it out"

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app.

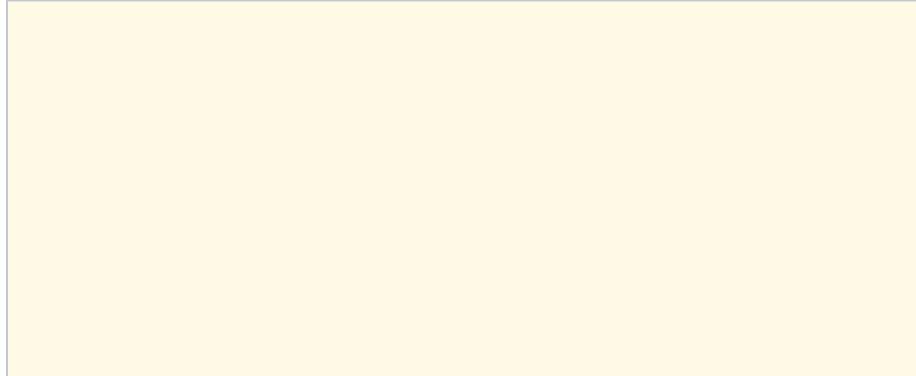
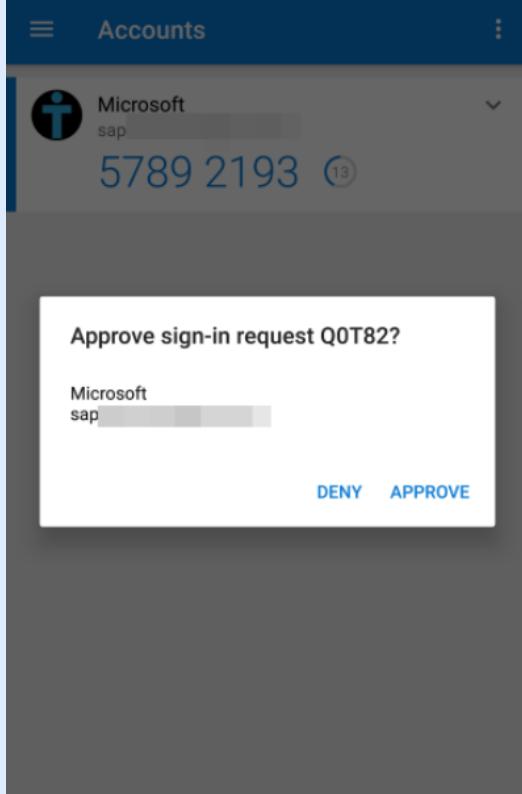
Back

Next

[I want to set up a different method](#)

Microsoft will then send a push notification directly to your phone for you to Approve your sign-in.

Approve the notification in the Microsoft Authenticator app



Click Next on the Ipad

Microsoft Authenticator



Notification approved

Back

Next

Click Done

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

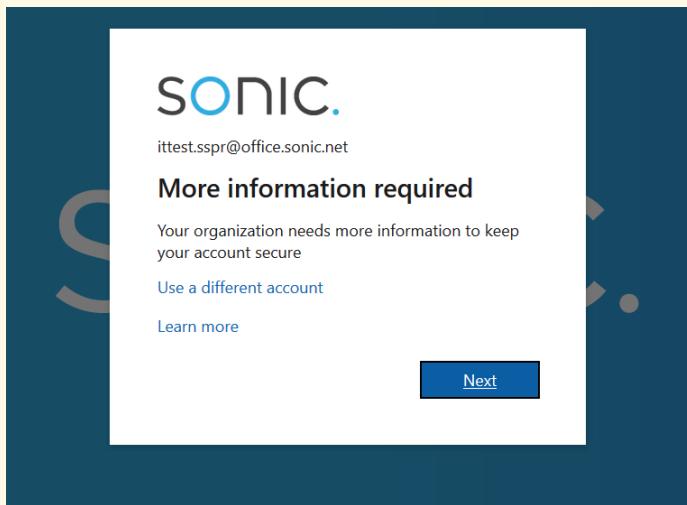
Default sign-in method: Microsoft Authenticator - notification



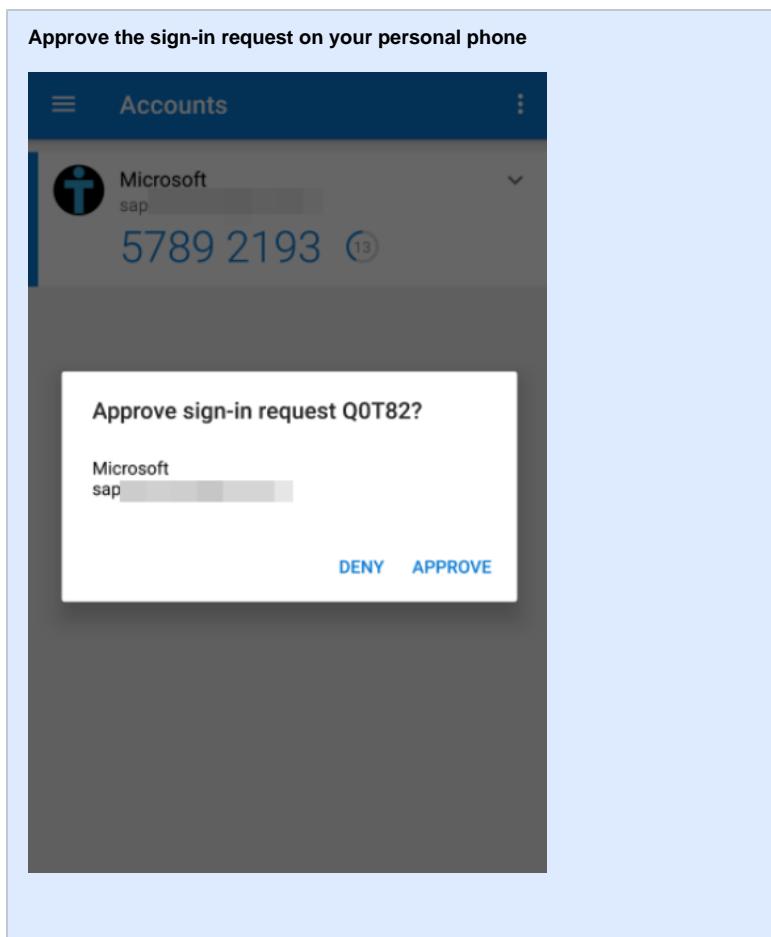
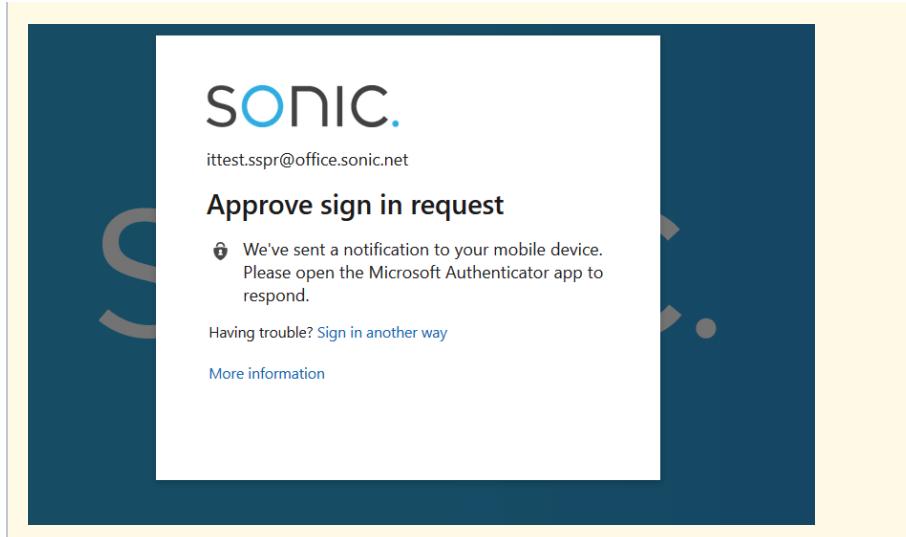
Microsoft Authenticator

Done

You will be brought back to the "more information required screen" Click Next



Find your phone



Click Done.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Microsoft Authenticator - notification

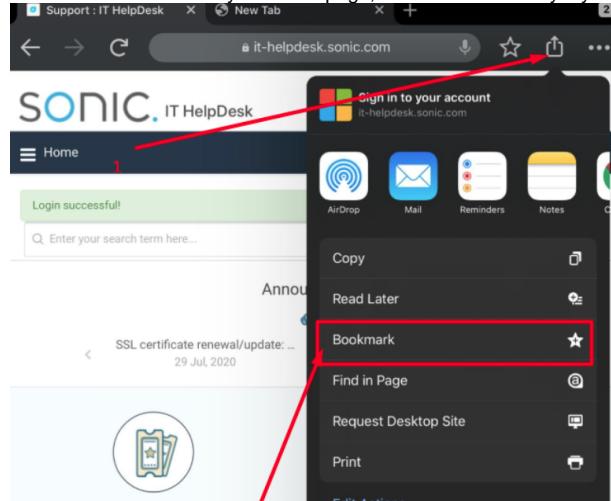


Authenticator app
SM-N950U1

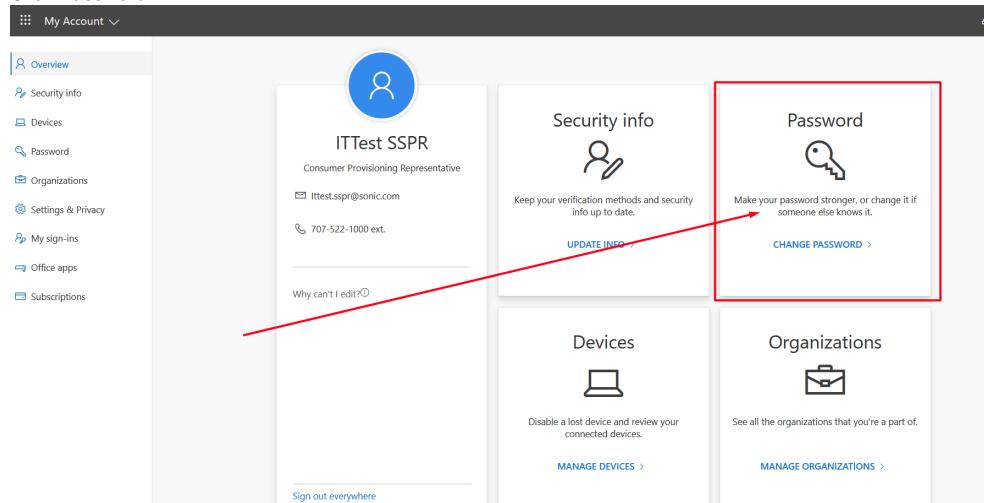
Done

Changing your Password and Adding Security Method #2

Please bookmark the "my account" page, it will come in handy if you ever need to change or edit your information



Click Password

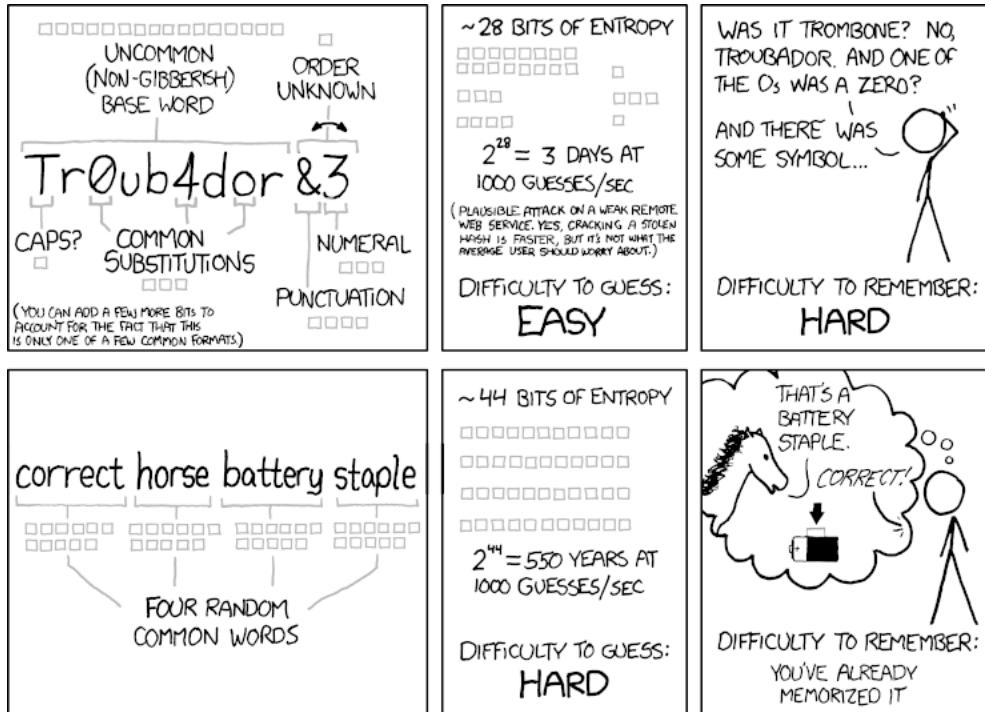


Pick a new Password that is at a minimum 16 characters long.

Sonic recommends you pick 4 random & unrelated words and string them together

examples:

- HappyComputerBoatDinner
- flashlightshelvesunstreet
- clothcardboardbikeshine402
- 18toggle!CARDS!legal!plate!42



Enter your temporary password into the field "Old Password"
 Your "Old Password" is the temporary password you typed in Earlier;
 Old Password: temporarytemporary

Type your new password in twice to confirm the password matches & click submit



change password

User ID

ltest.sspr@office.sonic.net

Old password

Create new password

Confirm

Create new password

[cancel](#)

If your passwords match you will be brought to your "Profile". From here tap on "Edit Security Info"



Profile



IT Test SSPR

Consumer Provisioning
Representative
Customer Service

Email: lttest.sspr@sonic.com

Alternate email:

Phone: 707-522-1000 ext. (work)
1-7079532893 (mobile)

Manage account

Change password

Edit security info

Review terms of use

Sign out everywhere

Devices & activity
No devices registered.

Click on Add a Method

My Sign-Ins

- Overview
- Security info**
- Organizations
- Devices
- Privacy

Security info

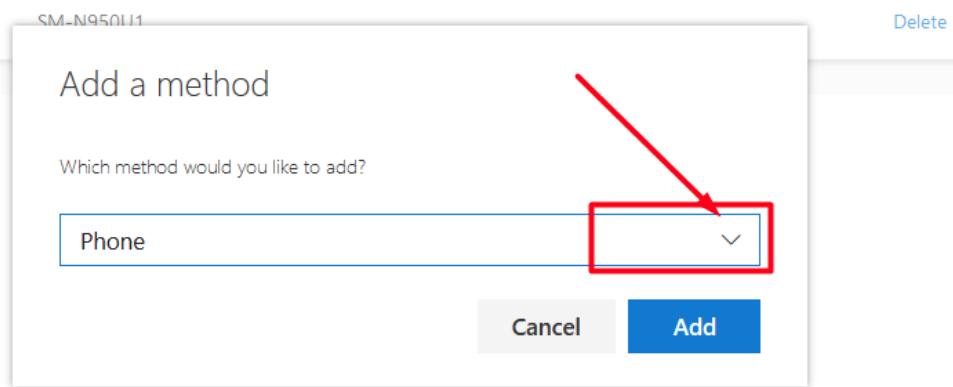
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

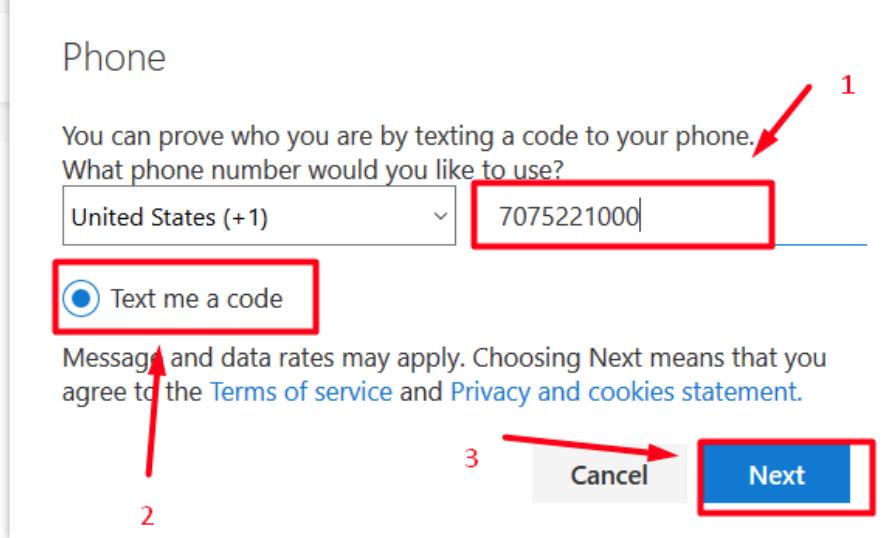
[+ Add method](#)

	Microsoft Authenticator	SM-N950U1	Delete

From the Dropdown menu chose "Phone"



Enter in your cell phone number, Ensure that "text me a code is selected" and Click "Next"



Microsoft will now Text your phone a 6 digit code, Enter this code into the field on the Ipad

SM-N950U1

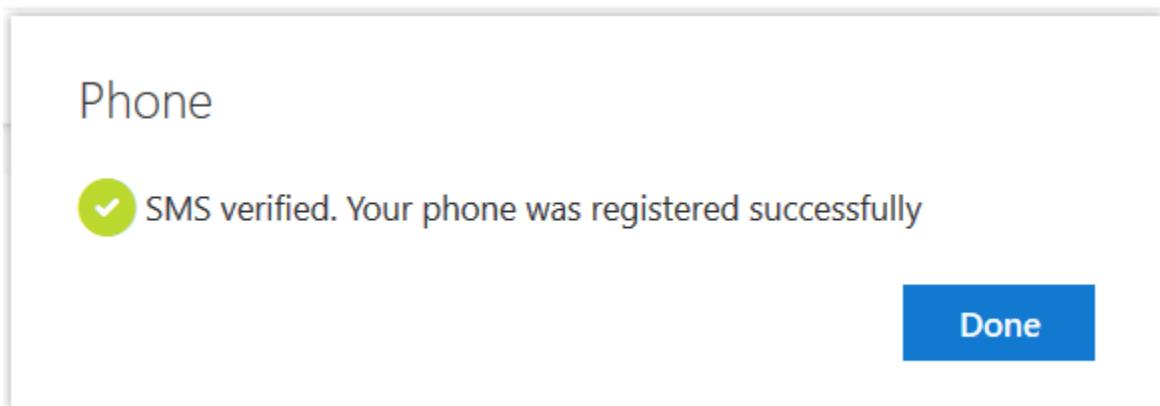
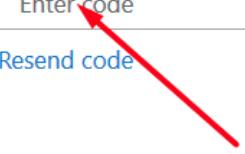
Phone

We just sent a 6 digit code to +1 707 [REDACTED]. Enter the code below.

Enter code

Resend code

Back Next



Sign out

My Sign-ins

Overview Security info Organizations Devices Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

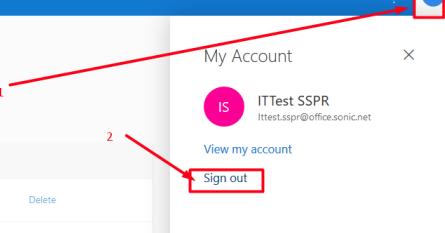
	Phone	Change	Delete
	+1 7079532893		
	Microsoft Authenticator	SM-N950U1	Delete

My Account

ITTest SSPR
ittest.sspr@office.sonic.net

View my account

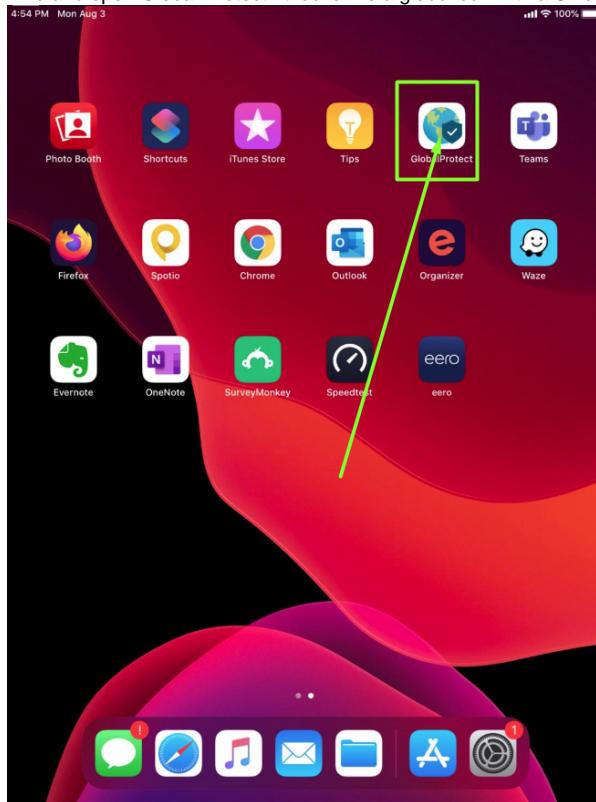
Sign out



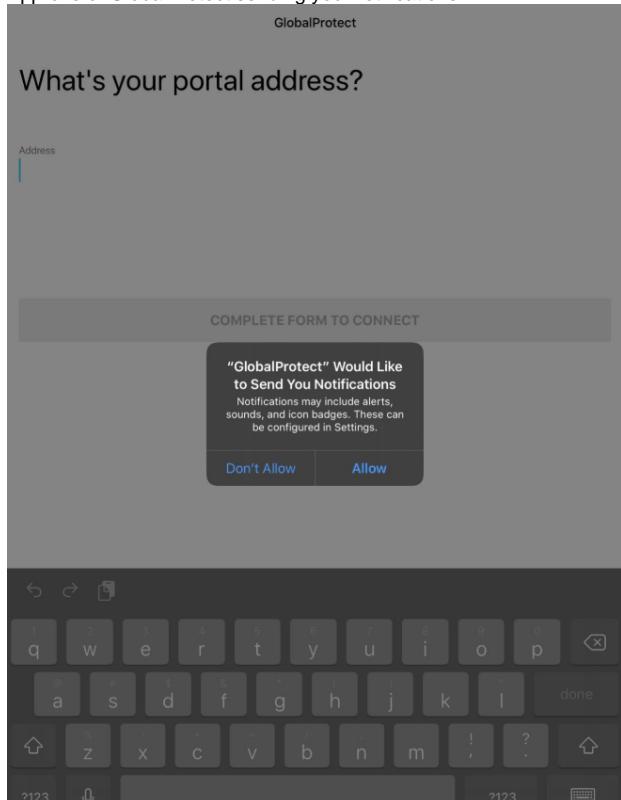
Tap the home button on the iPad to return to the Home Screen.

Connecting to the Sonic Network (Global Protect VPN)

Find and open Global Protect. It looks like a globe icon with a Shield, for most iPads, this app will be found on the second home screen.



Approve of GlobalProtect sending you Notifications



Type in the portal address:

Portal Address: vpn.office.sonic.net

GlobalProtect

What's your portal address?

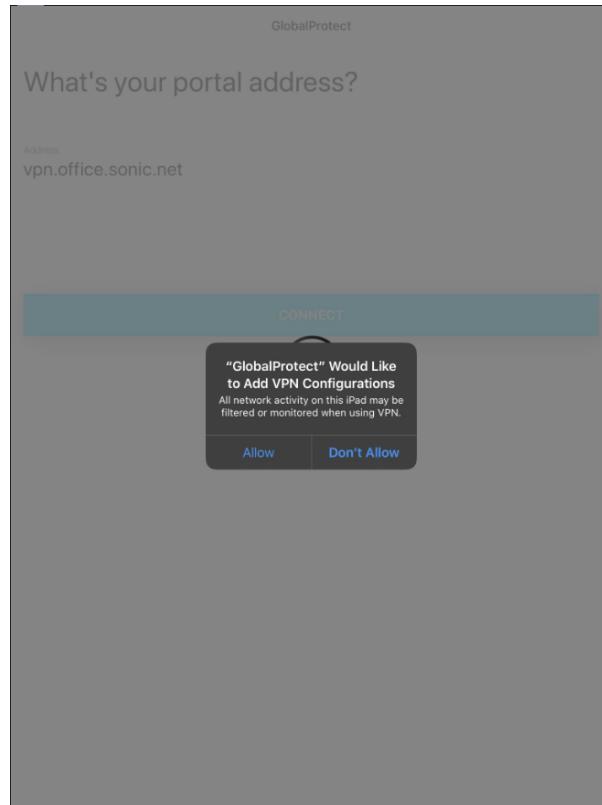
Address

vpn.office.sonic.net

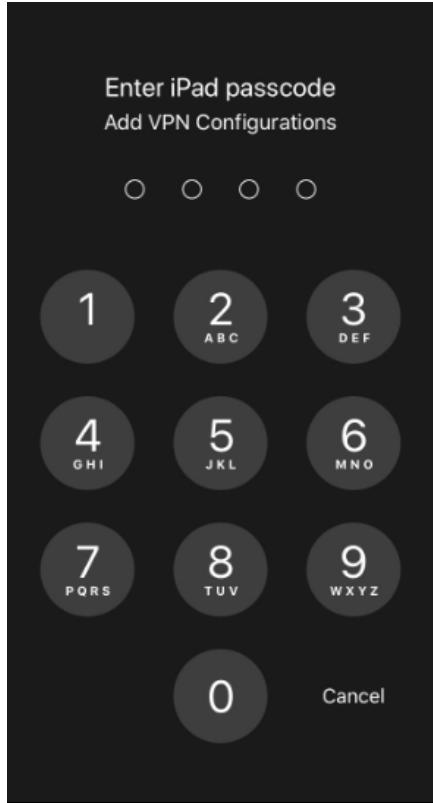
CONNECT



Allow Global Protect to add a VPN Configuration.



Enter in the passcode: 1856



Type in your sonic username. Please note, this field does not require "@office.sonic.net" then type your password you created earlier.

Username: firstname.lastname

Password: Password you created above

[Back](#)

GlobalProtect

Sign in

Portal: vpn.office.sonic.net

Enter login credentials

Username

firstname.lastname

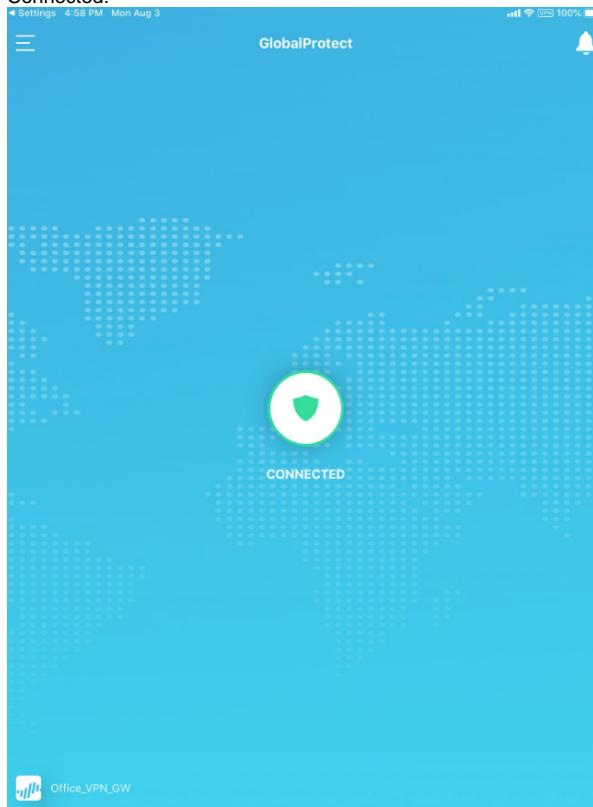
Password

Password here

Show

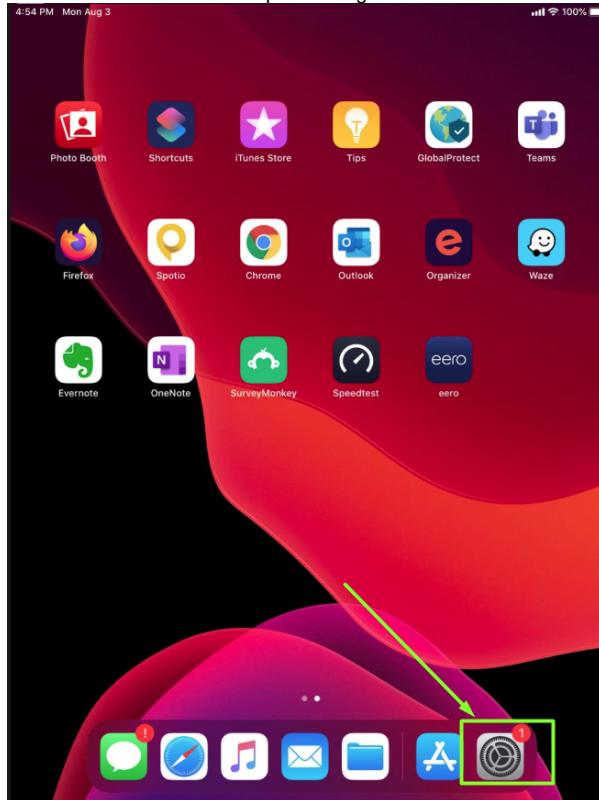
SIGN IN

Connected!

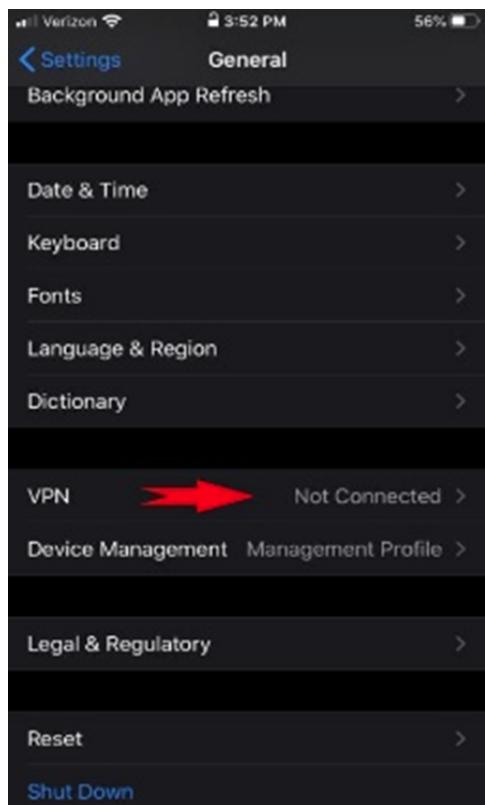
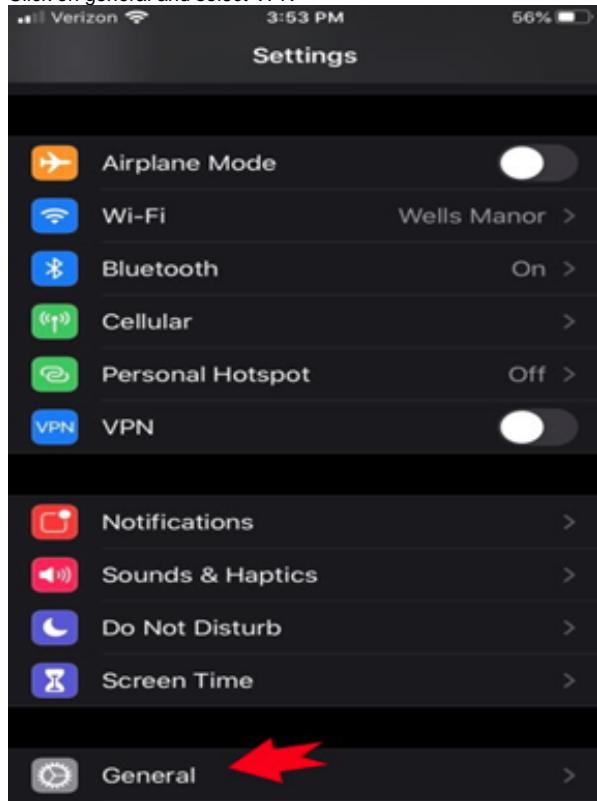


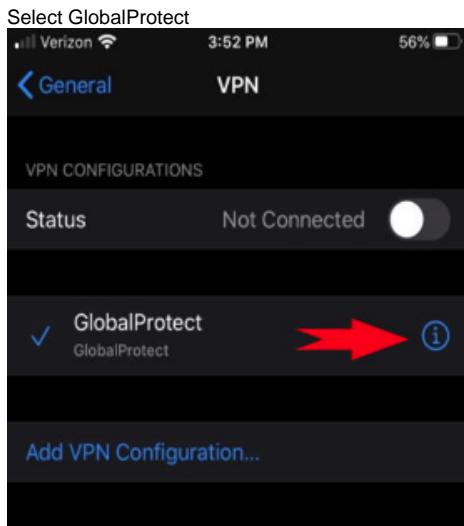
After signing into your Global Protect VPN you will need to change the following settings
This will allow you to toggle the VPN on and off rather than typing in your info every time you want to connect.

Click the home button and Open Settings

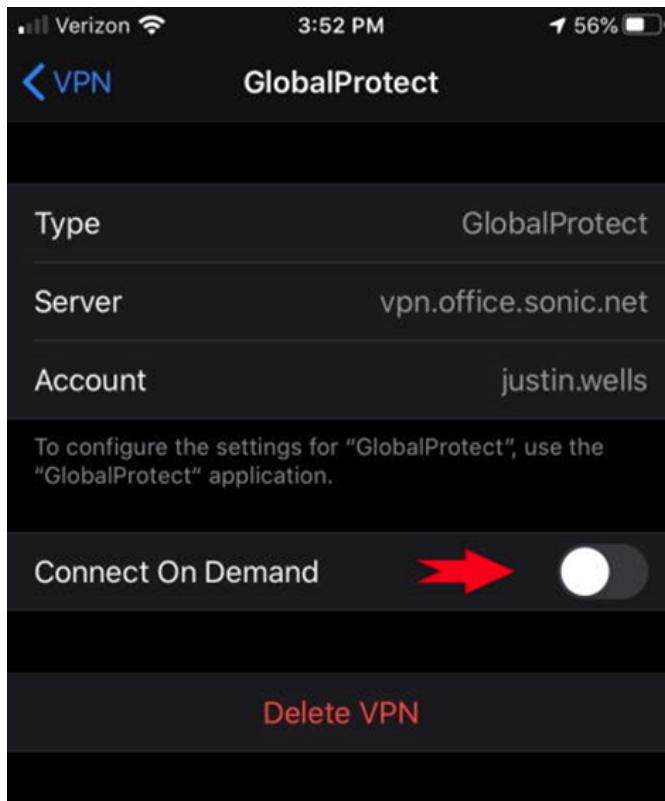


Click on general and select VPN



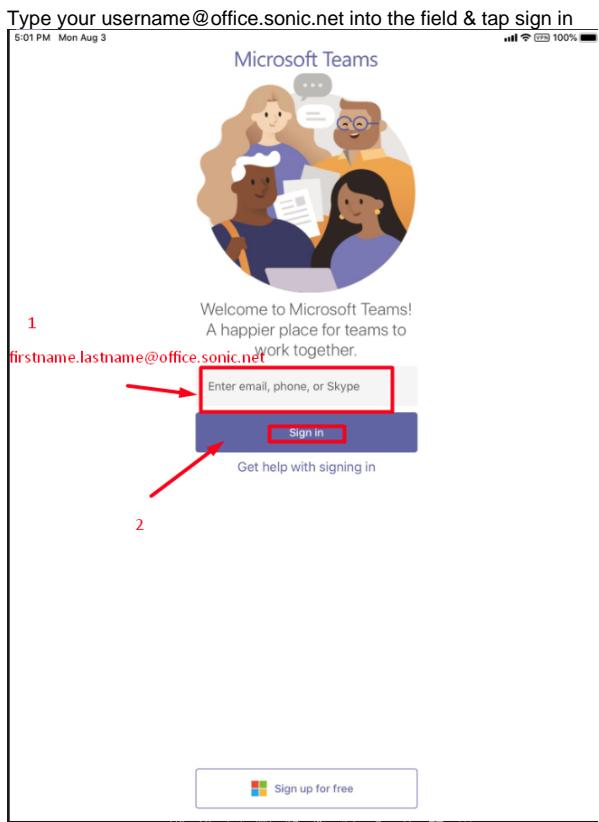
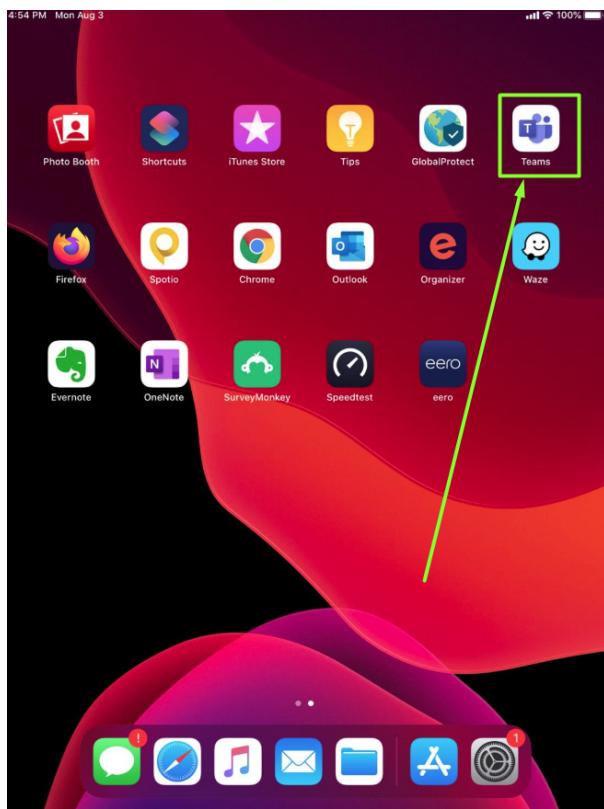


Step 4: Once in VPN, you will need to toggle the “always on VPN” to off. This will turn off the VPN but you can now go back to the main settings page and toggle the VPN on or off.

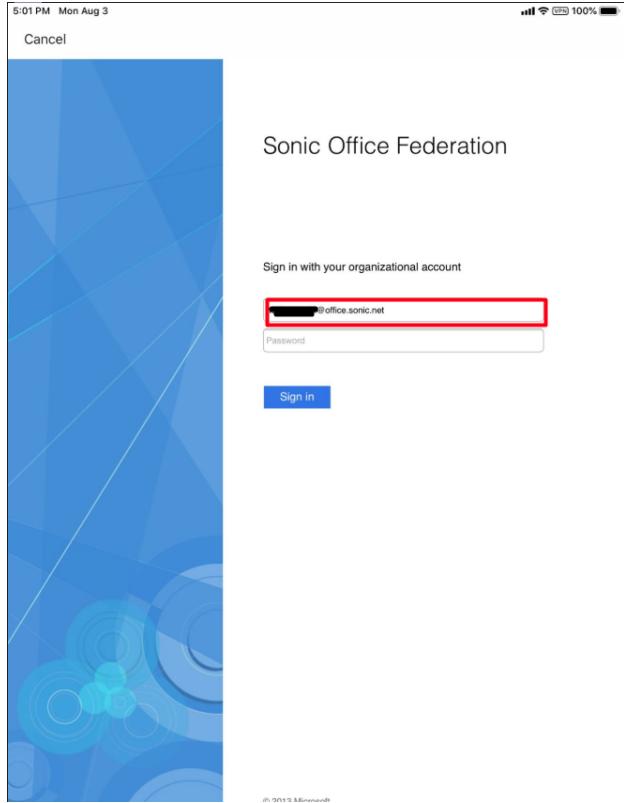


Connecting to Teams (Instant Messenger for Sonic Employees)

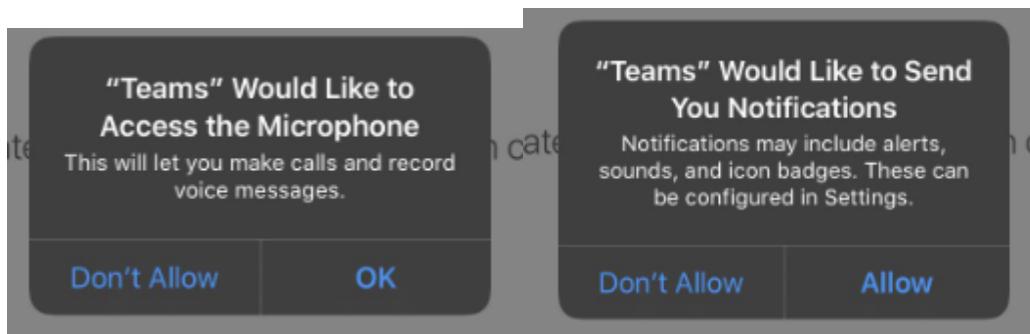
Click the home button to return to your desktop & open the teams app.



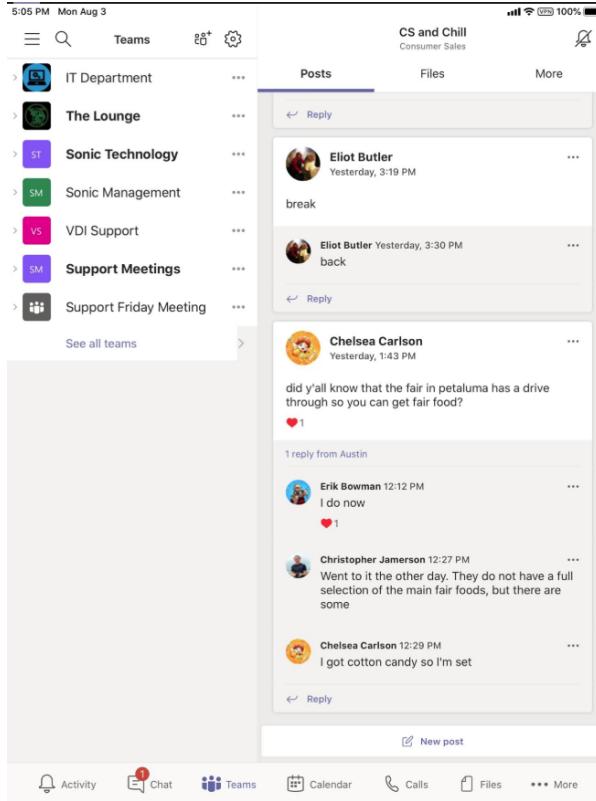
You should be redirected to Sonic's Office Federation Login
Enter your username@office.sonic.net & password then press "Sign In"



Teams will request access to your Microphone, and request the ability to send you notifications. Tap Allow for both.



Teams is now fully logged in!



Once you have logged into Teams successfully on your tablet, please download Microsoft Teams onto a separate computer or laptop and log in again from there.

Download link: <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>

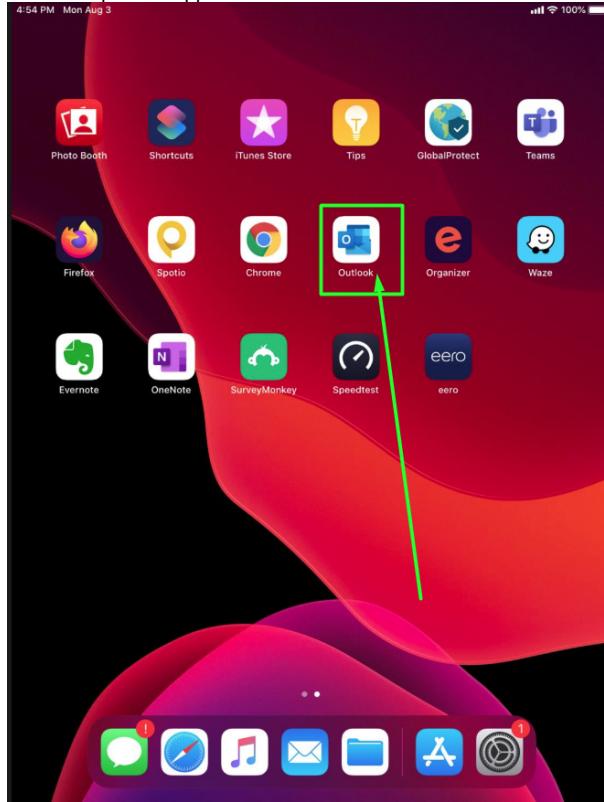
Please joining training from your computer or laptop doing so will allow you to follow along using your tablet.

For more information on teams and how to utilize it follow the link below.

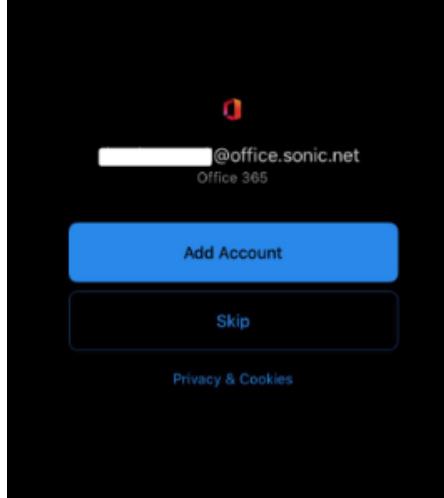
<https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-us&rs=en-us&ad=us>

Connecting to Outlook (Email Client)

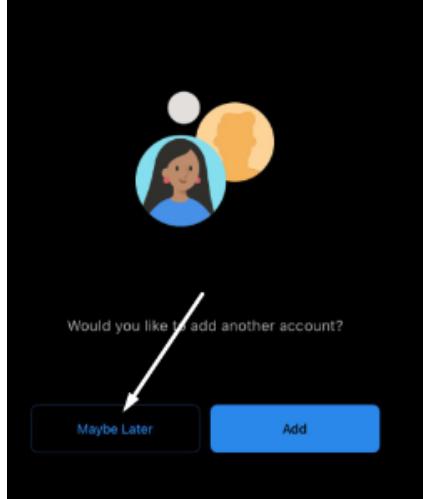
Now that you have signed into teams, Signing into outlook becomes a breeze.
Find and open the application Outlook.



Once opened Outlook should find your account automatically, tap Add Account



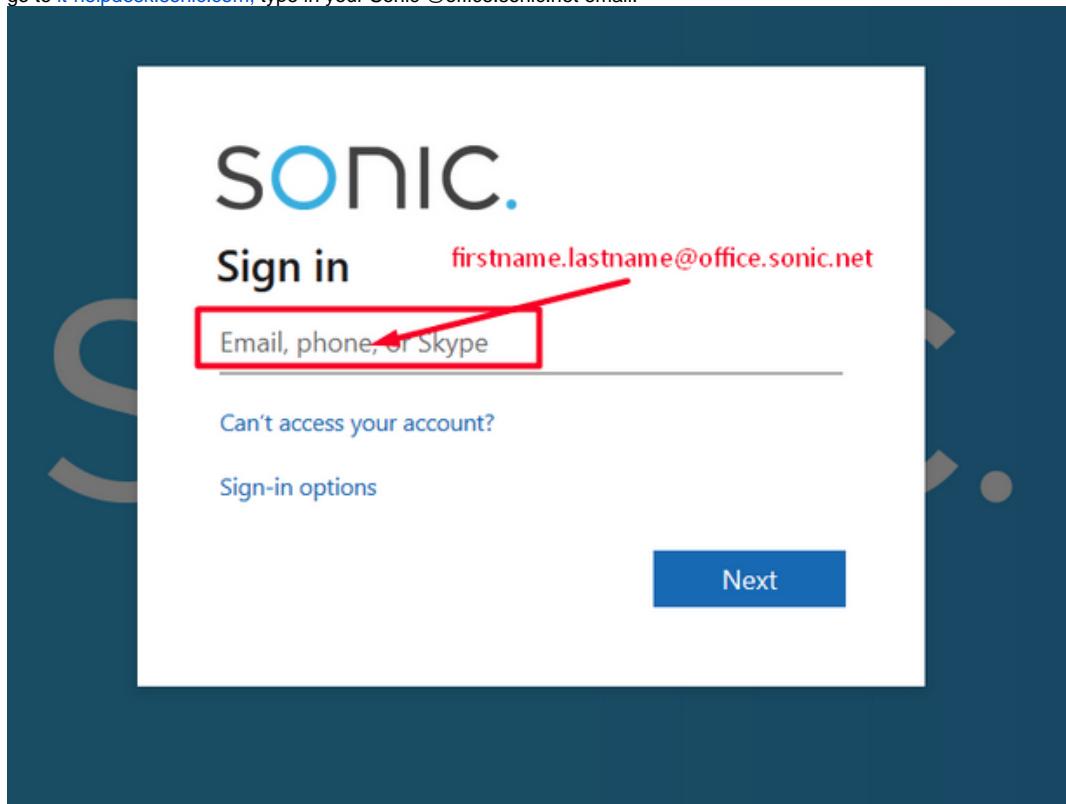
Outlook may request permission to send you notifications, Allow these. And Click "Maybe Later" at the next screen



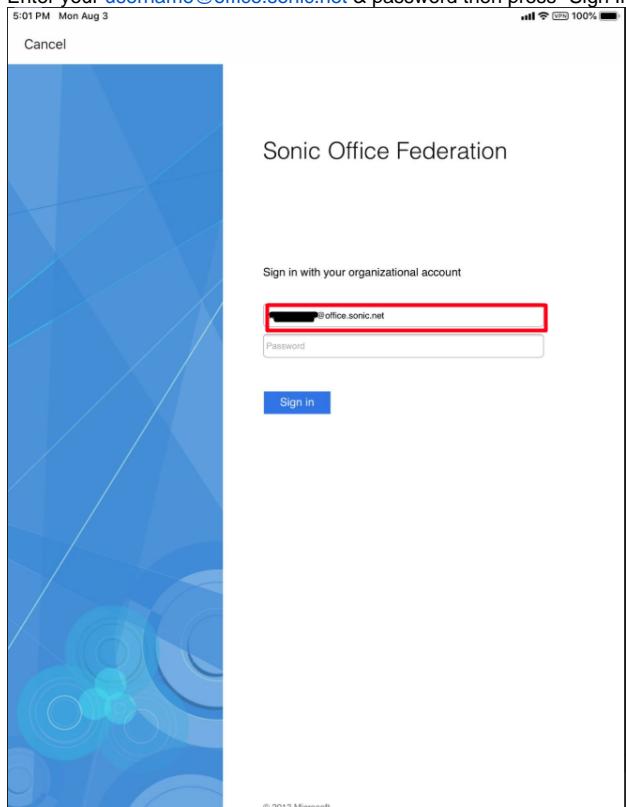
That's it! You should now be seeing your email inbox populating!

Sign into help-desk

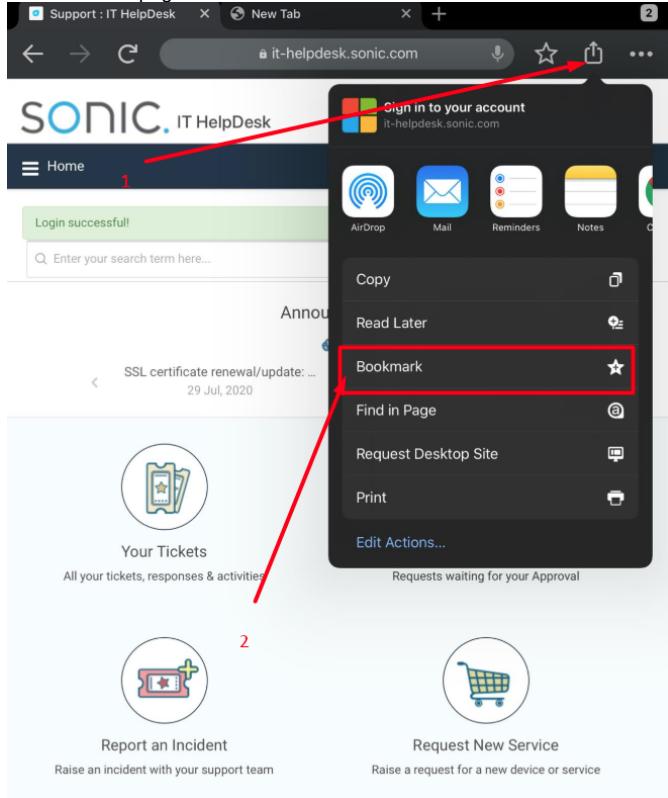
go to it-helpdesk.sonic.com, type in your Sonic @office.sonic.net email.



You should be redirected to Sonic's Office Federation Login
Enter your [username@office.sonic.net](#) & password then press "Sign In"



Bookmark this page for later use!



Installing Teams on Your PC

in your browser, navigate to: <https://www.microsoft.com/en-za/microsoft-365/microsoft-teams/download-app>

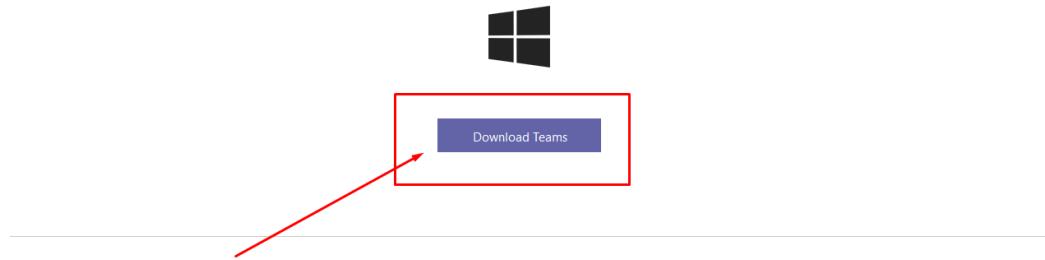
The screenshot shows the Microsoft Teams download page. At the top, there's a navigation bar with 'Microsoft', 'Microsoft 365', 'Microsoft Teams', 'Features', 'Resources', 'Plans and pricing', and 'Download Teams'. Below the navigation is a banner stating 'Stay connected with family and friends with the new features in the Microsoft Teams mobile app! Learn more >'. The main content area has a heading 'Download Microsoft Teams' with the subtext 'Connect and collaborate with anyone from anywhere on Teams.' A red box highlights the 'Download for desktop' button. To the right, there are images of a laptop and a smartphone displaying the Microsoft Teams interface, including a chat window and a survey results chart.

Download Teams for work on your desktop



On the next screen verify your download by clicking download again

Download Teams for work on your desktop



Get the Teams mobile app¹

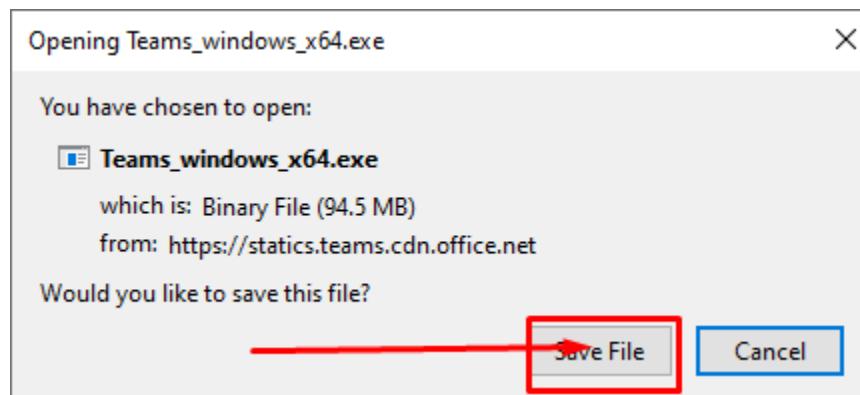


Enter your email address and we'll send a download link.

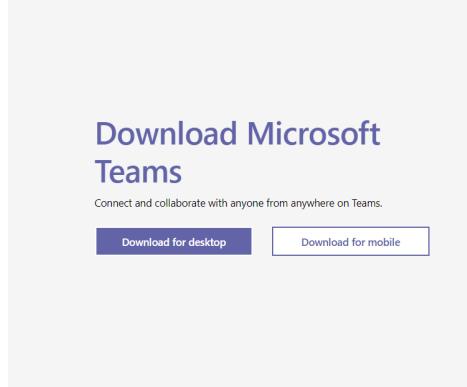
Send now

How your email address is used. ⓘ

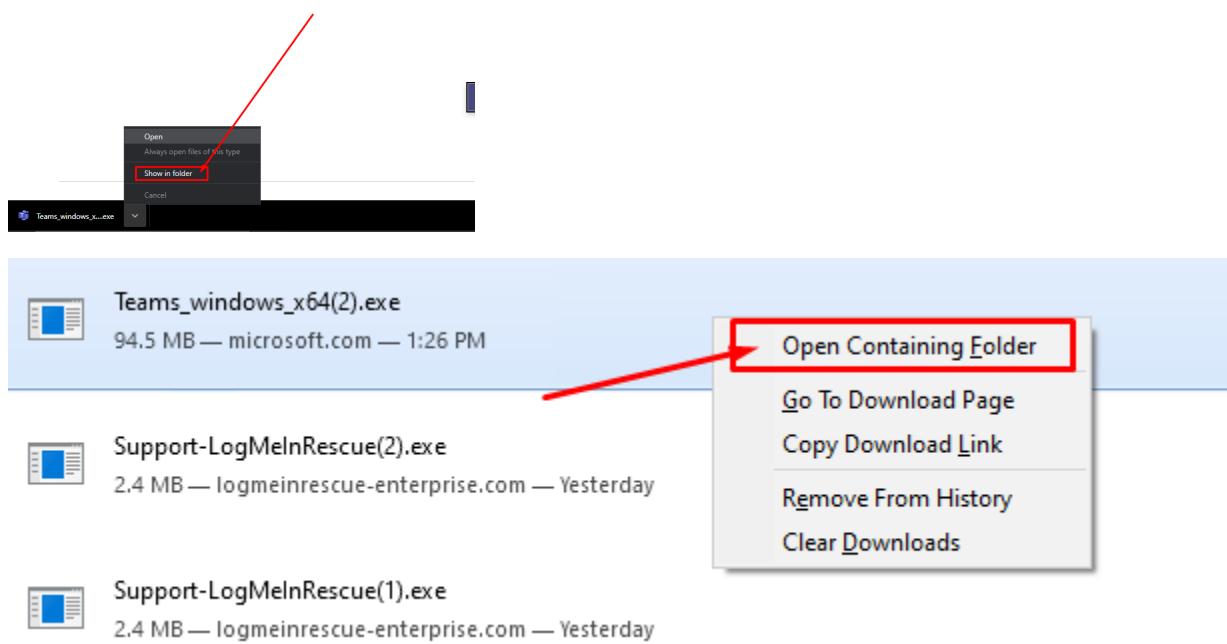
You will be presented with a pop-up. Click "Save File"



Press the Windows logo key  + J, right click on the download and click on "open in containing folder", or go to your downloads folder on your computer and find the file there. In addition to those options, you may also see the download pop up in the bottom left of your browser window, you can open it there too.



Download Team



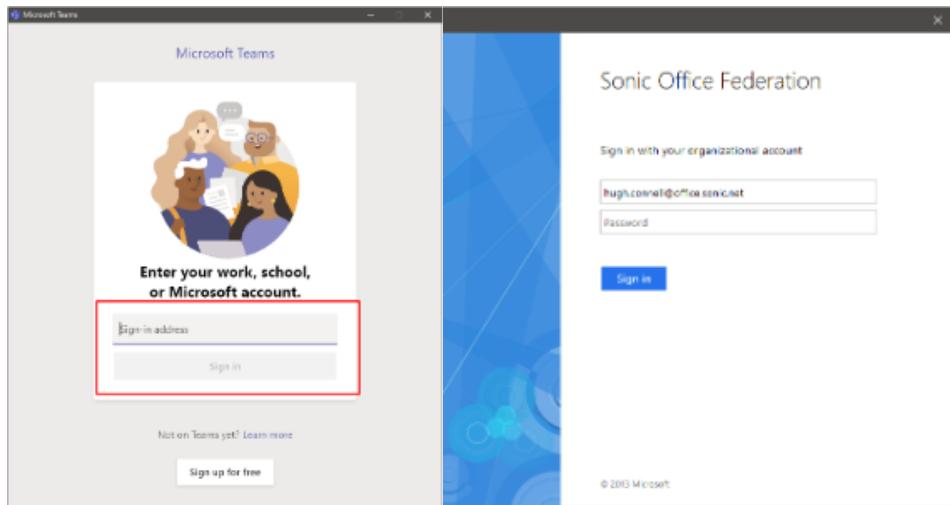
Double click on "Teams_Windows_version.exe" to start installing Teams

This PC > Windows (C:) > Users > hugh.connell > Downloads >

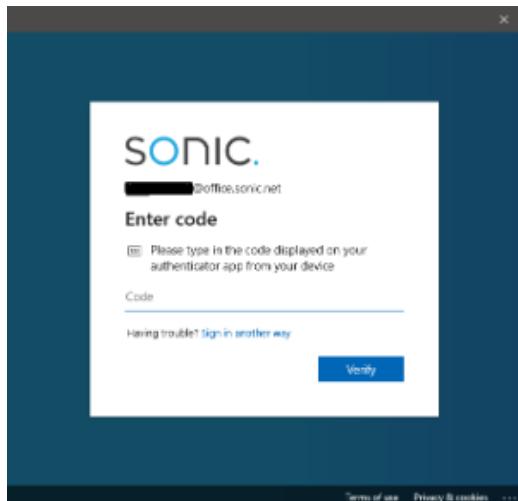
Name	Date modified	Type	Size
Today (1)			
Teams_windows_x64(2).exe	8/5/2020 1:26 PM	Application	96,783 KB

After the installation is completed, the application will start automatically. If this did not happen, then it should be found in the available applications in the Start Menu or icons on the desktop.

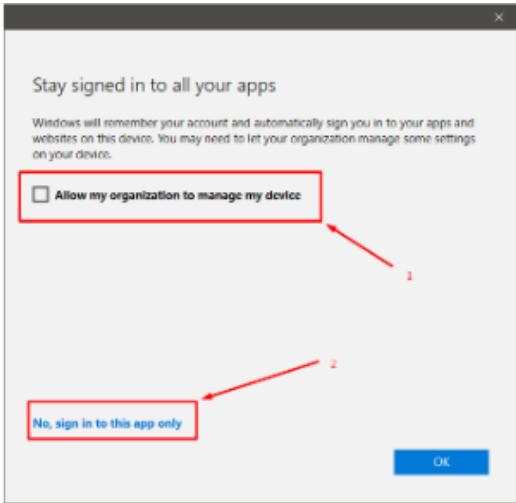
After starting the application, a login window will appear. You must provide your Sonic employee email address <username@office.sonic.net>, and password which we used throughout this guide.



You may be prompted for a security code via text or Authenticator app.
Type the code in and click "Verify"



WARNING: If this is not a Sonic company owned device, be sure to uncheck "Allow my organization to manage my device" and click on "No, sign into the app only"



When you start your training Join teams on your PC so you can follow along on the Ipad. This is very important!

Getting Started With Microsoft Teams

Selecting a team and channel

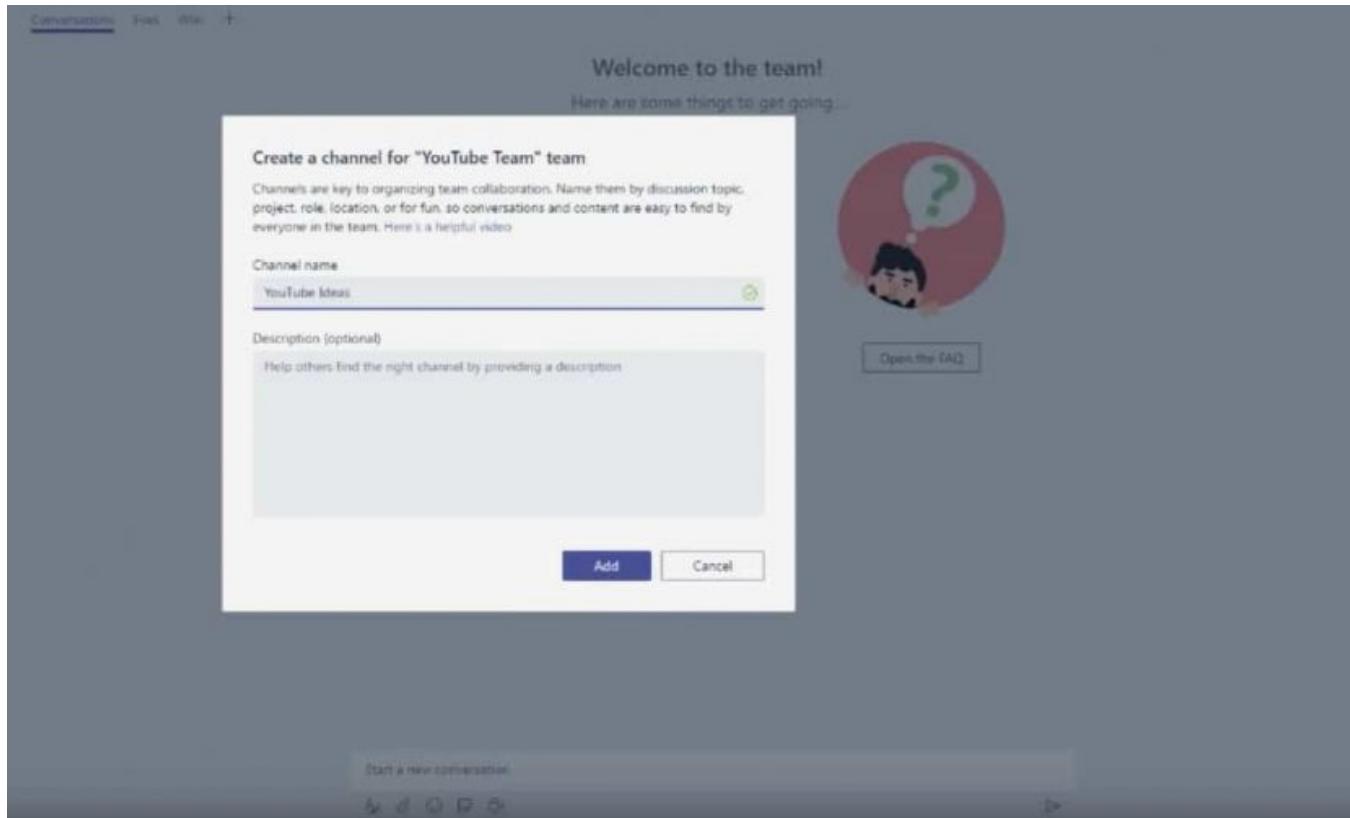
The best way to get familiar with teams and channels is, of course, to start exploring and experimenting with yourself.

A team is a collection of people, with files, tools, and conversations, all packed into one space. A channel is a distinct discussion topic within a team.

It could be anything from a personal or recreational conversation between the team members or more serious work-related discussions.

1. Click on the **Teams** icon.
2. Select one of the teams.
3. Select one of the channels and explore the **Conversations**, **Files**, and **Notes** tabs within it.

Starting a new conversation



You may occasionally feel the need to introduce a new idea to team members. You can start a new conversation for this. Follow these steps:

1. Select a particular Team and a particular channel within it. Alternatively, create a new channel by pressing the “+” icon below the team name.
2. You should find the Start a new conversation box,
3. Add your message in this box and hit Enter to send.

Replying to a conversation



All conversations are organized by dates and threads. This organizes the replies under the initial conversation making them easier to follow. To reply to a particular conversation follow these steps:

1. Find the conversation thread that you want to reply to,
2. Select **Reply**,
3. Enter your message into the **Reply** box and hit Enter to send.

Mentioning someone via @mention

Messages directed at someone could possibly get lost amidst the chaos of the conversation. In order to ensure the other person sees your message, you can @mention them before sending the message.

This way they will receive a notification of your message and will be able to find it later. Follow these steps:

1. Find the Start a new conversation box or the **Reply** box, depending on where you want to mention the person,
2. Type the @ symbol and type the first few letters of the person's name,
3. Select the right person from the **Suggestions** box,
4. Repeat steps 1 through 3 for as many people you want to @mention.
5. Type in the message and hit Enter to send.
6. An @ should show up on the **Team** icon of the person you've tagged. The same will happen for you if someone @mentions you.

Search for specific messages, people and files

Being able to search for files, conversations, and notes across teams and channels, makes Microsoft Teams better at what it does. Here's how you can do it:

1. In the search box, type the phrase/name you want to search,
2. Click on the Search icon,
3. Select the appropriate file/conversation from the search results.
4. You may also filter the search results to suit your needs.

Use emojis, memes, and stickers

Conversations can be a lot more fun with the use of emojis, memes, and stickers. Here's how you can access them:

1. Go to a particular Team and channel,
2. Select the Smiley Face icon in the **compose message** box and select the appropriate emoji.
3. Or select **Office Drama** or one of the stickers/memes.
4. Select one of the stickers/memes, put a clever caption, and hit Enter to send.
5. You could, of course, @mention your co-workers to direct a sticker/emoji/meme to them.

Make full use of Activity and notifications

Make sure you have your notifications up. You can be up to date with the conversation by checking the numbers on the **Activity** and **Chat** icons.

You can also check if someone has @mentioned you, by looking for an @ sign at the **Teams** icon. Follow these steps to keep up with the conversation:

1. Click on the **Activity** icon,
2. Select **Notifications**,
3. Select **Recent**. You should be able to view up-to-date conversations.

Additional Training for Teams

<https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>



If you have IT issues and need assistance, please email it-req@sonic.com or create a ticket at it-helpdesk.sonic.com