

# EMPLOYEE SUPPORT IT ORIENTATION



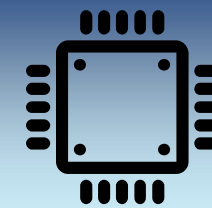
On behalf of the entire Re:Sources IT organization, welcome aboard!

We are excited to have you here and are looking forward to supporting your IT needs!

Re:Sources is Publicis Groupe's Shared Service Center (SSC) providing platforms and services to 96,000+ employees worldwide.



Business Services



Technology



Global Security



Mobility



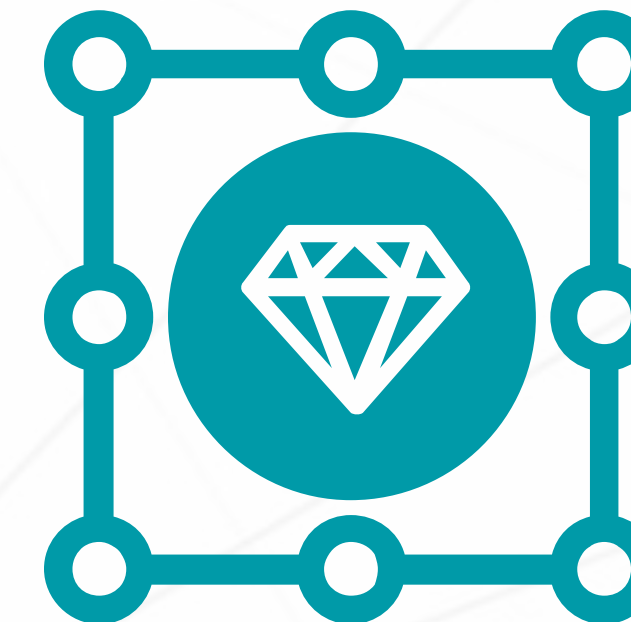
4,000

ReSources  
Employees  
worldwide



2

Global  
Transactional  
Hubs



6

Centers  
Of  
Excellence

Allowing agencies to focus what they do best: **innovate and transform for their clients.**

## **SPIRIT:** Excellence through partnership



### **LISTEN:**

Listen to Agencies,  
Understand their Business,  
Seek Constructive Feedback



### **ALIGN:**

Talk to Each Other,  
Agree on Success Factors,  
Establish Performance Baselines



### **DESIGN & IMPLEMENT:**

Over-Plan,  
Deliver On-Time,  
No Surprises



### **MEASURE:**

Learn from our Mistakes,  
Identify Areas for Improvement,  
Recognize & Celebrate Success

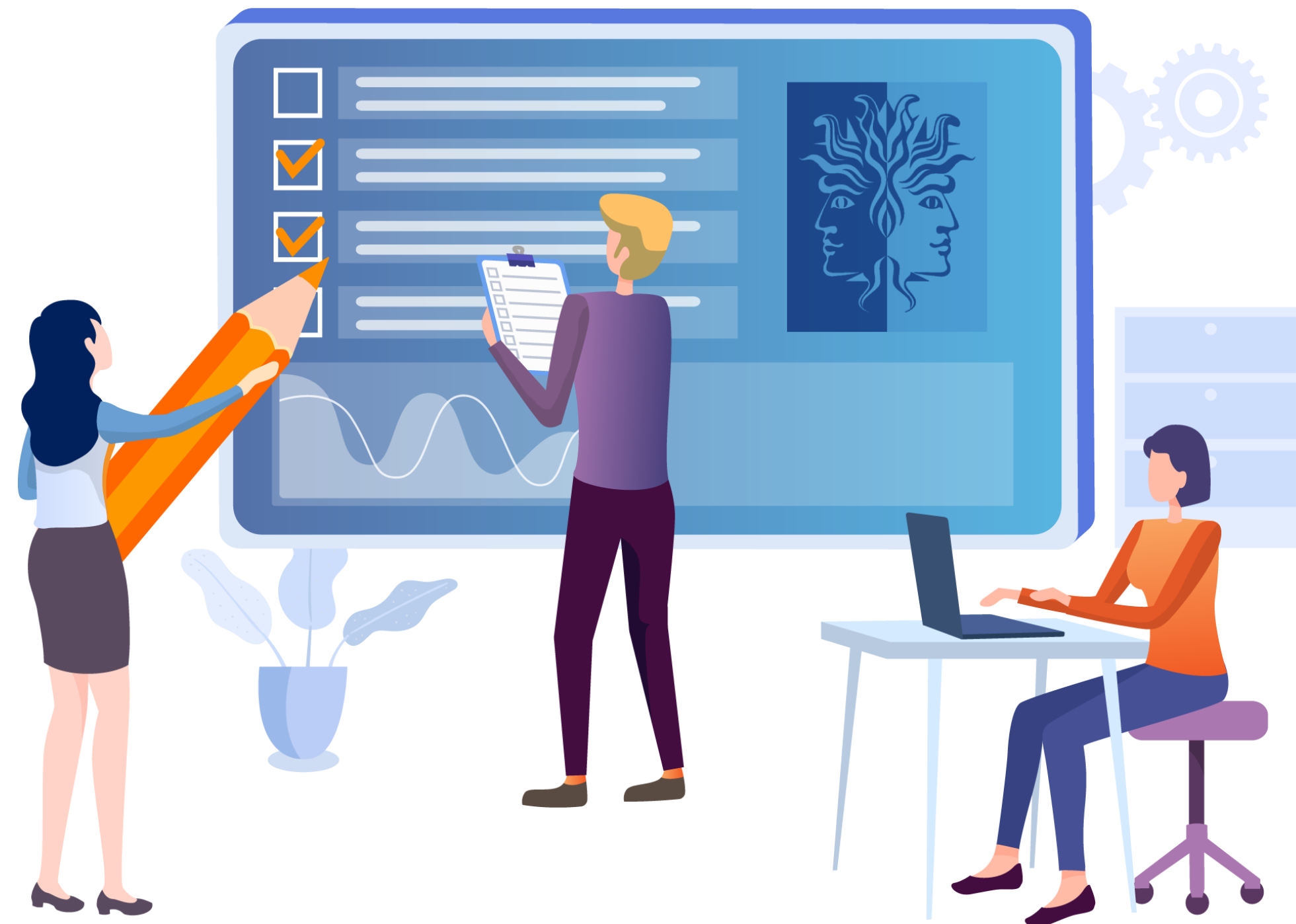
## **HOW WE PARTNER WITH OUR AGENCIES**

### **FOCUS:**

Cost Efficiency, Compliance and Security  
Enable the agencies to transform and unlock productivity



# POLICIES



## Janus

Janus is the Groupe's guide on operations, procedures and behaviors  
Represents a binding policy framework for the whole Groupe, globally  
Janus can be found **in the Places application**.

## Security & Privacy Policies

Offer guidance regarding the Groupe's information systems  
Give direction on how to react if an incident occurs  
Provide details about how personal information should be used or disclosed to outside individuals and organizations  
You can view the official versions of each policy **in the Places application**.

## Acceptable Use Policy

Provides direction on the acceptable use of information assets. Encourages responsible information safeguarding.  
You can view this policy by clicking this [LINK](#).

# ACCOUNT

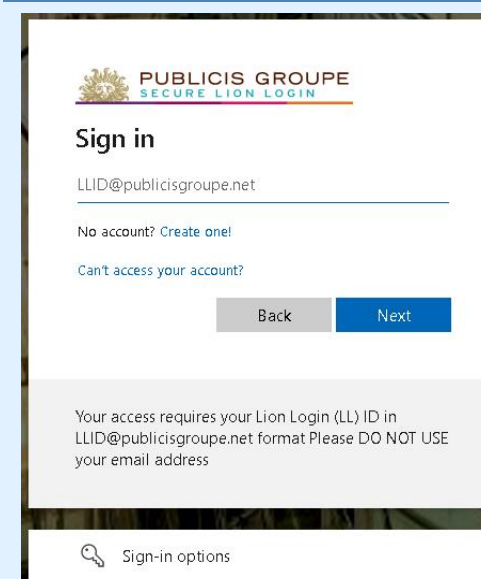


## Lion Login

Lion Login is your key to most of the Groupe's technologies and services

If an IT staff member asks for your username, they may sometimes call it

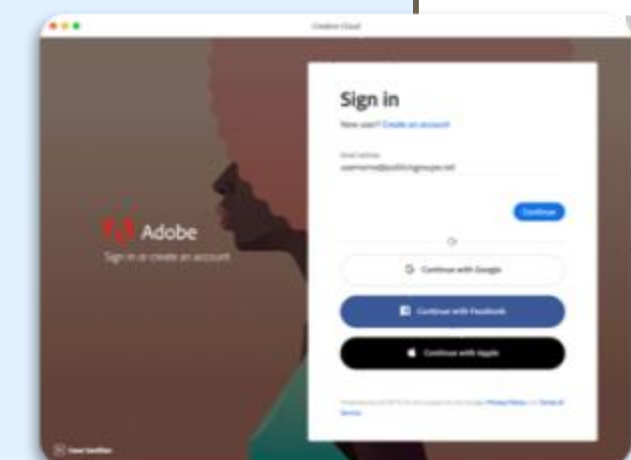
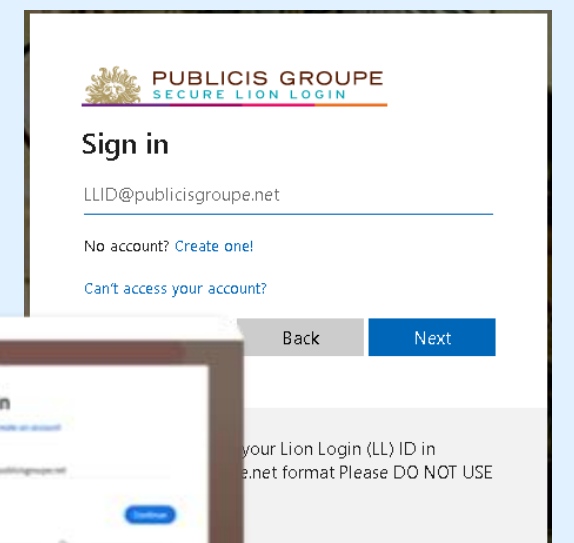
- Lion Login
- Your "Short Name"
- "LLID"



When you see the Groupe login page  
Log in using your full Lion Login or "username@publicisgroupe.net"

When you see an external provider page  
Log in with "username@publicisgroupe.net"

Examples include LionBox, or Adobe  
Creative Cloud



# ACCOUNT Passwords



## Password Requirements

Between 8 and 14 characters in length, and a mix of the following:

- 1 upper case, 1 lower case, 1 number, 1 special character
- Passwords may not include part of your first or last name or previous (20) passwords

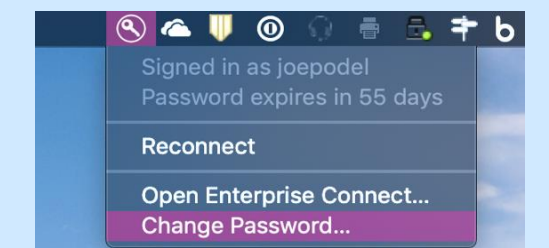
## Changing your Password:

### PC - Inside the Groupe network:

1. Press "Ctrl", "Alt", and "Del" at once
2. Click "Change Password"
3. Type your current password, and your new password.

### Mac - Inside the Groupe network:

1. Click the Enterprise Connect icon in the menu bar.
2. Select "Change Password"
3. Type your current password, and your new password



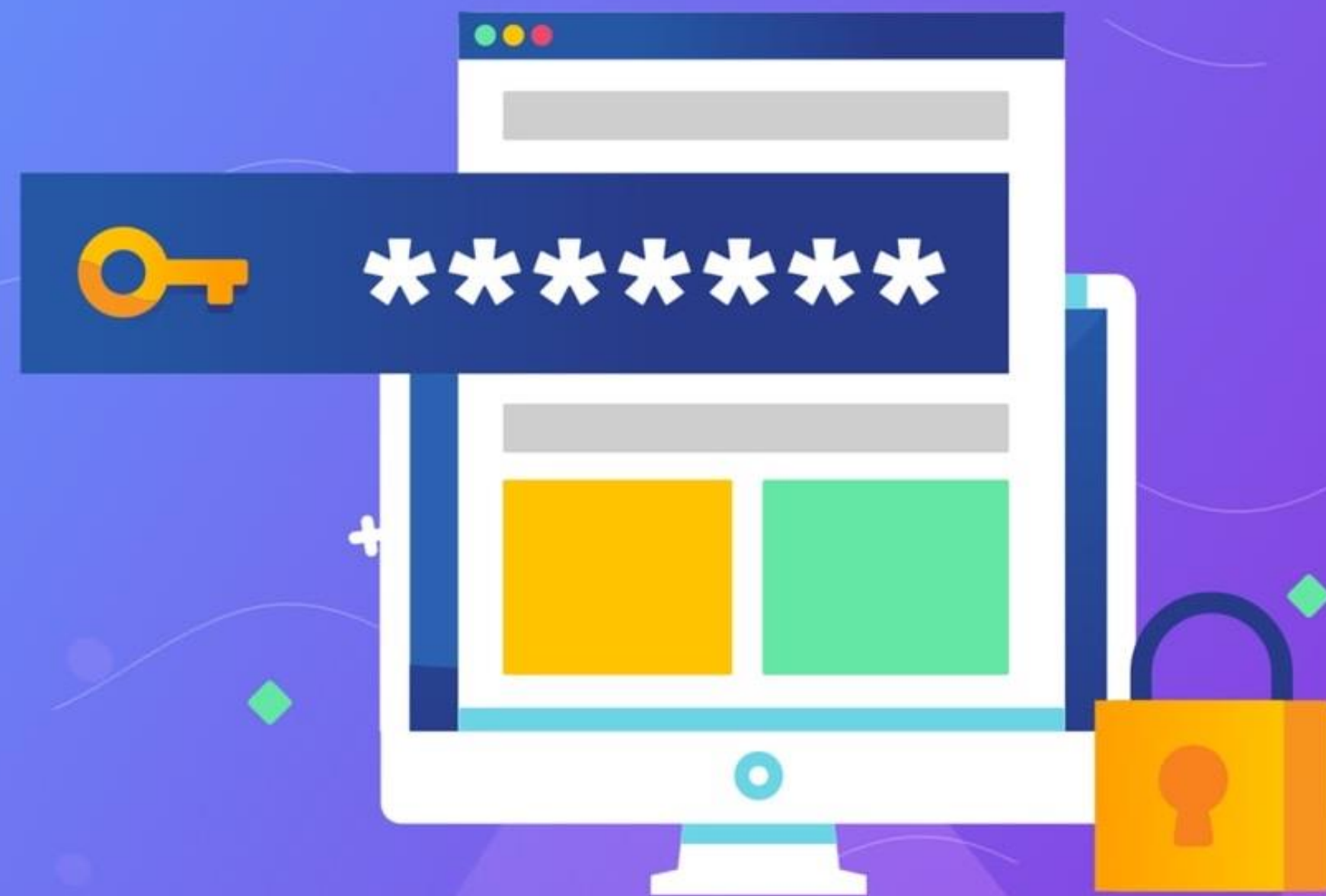
Go [HERE](#) for instructions and more info.

On your first logon online, you will be asked to setup MFA (Authenticator App/ SMS /security questions)



# ACCOUNT

## Multi-Factor Authentication



## Multi-Factor Authentication (MFA)

MFA adds a second layer of security to your Lion Login account

Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in

Detailed instructions can be found at [this link](#).

### MFA Registration

You need to be on the Groupe network or connected to VPN

1. Go to: [Microsoft Security Information](#)
2. Enter your Lion Login and password
3. Use your mobile number or the Microsoft Authenticator to verify your identity

### Recommended MFA Authentication Method

For the best user experience, Re:Sources recommends using the “Microsoft Authenticator” App

Link up two methods to your account



# CONNECTIVITY

## VPN



## Virtual Private Network (VPN)

Allows you to connect to services and systems that are only available inside the Groupe network.



### How do I connect?

CheckPoint Endpoint Security VPN is pre-installed on all Groupe laptops. Look for the lock icon in your menu bar (Mac) or task bar (Windows). Sign in with your Lion Login credentials and then verify your identity with MFA.

### Which systems require VPN vs. which do not?

**File servers, highly secure systems, and/or any system requiring you to be “On Network”** hosted within the Groupe network likely **require** VPN.

The most common tools used in the Groupe **do not require** an active VPN connection, including...



Lionbox



Email &  
Calendar



Teams



Creative  
Cloud

If you're not sure if something requires VPN, try connecting to the service without it first. As more people connect to VPN the slower it becomes.

- If your internet connection is interrupted, your VPN will also drop.
- Performance is dependent on the speed of your connection and Internet conditions.
- CheckPoint VPN automatically disconnects after four hours, or when your computer goes to sleep



# CONNECTIVITY



## Mobile First (M1)

Publicis Groupe's Wireless Network

Allows you to seamlessly connect and collaborate from anywhere in a Groupe office, at any time, from any device



### LionWiFi

Secure wireless connection for laptops to the internal Publicis Groupe network

Enter your Lion Login credentials and connect

### LionMobile

Access to the network for your phone or tablet

Enter your Lion Login credentials and connect

### LionGuest

Create accounts for authorized visitors to access the Internet

Enable your guests, contractors, consultants or customers to connect

Visit [Publicis Groupe Sponsor](#)

Learn more about Wireless Networks

[HERE](#)

# PRINTING



## Publicis Secure Print

Print on demand

Walk up to a printer

Use your company assigned ID badge or  
Unique printing PIN

Learn more about Publicis Secure Print

**Publicis Secure Printing**



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# LION STORE



## Lion Store

Download and install Groupe-approved software applications!

Offers a variety of apps – all you need to do is select what you want to install



## What applications are available?

Check out the list of all applications currently available for [Windows](#) and [Mac](#)  
You can access the site using your Lion Login credentials

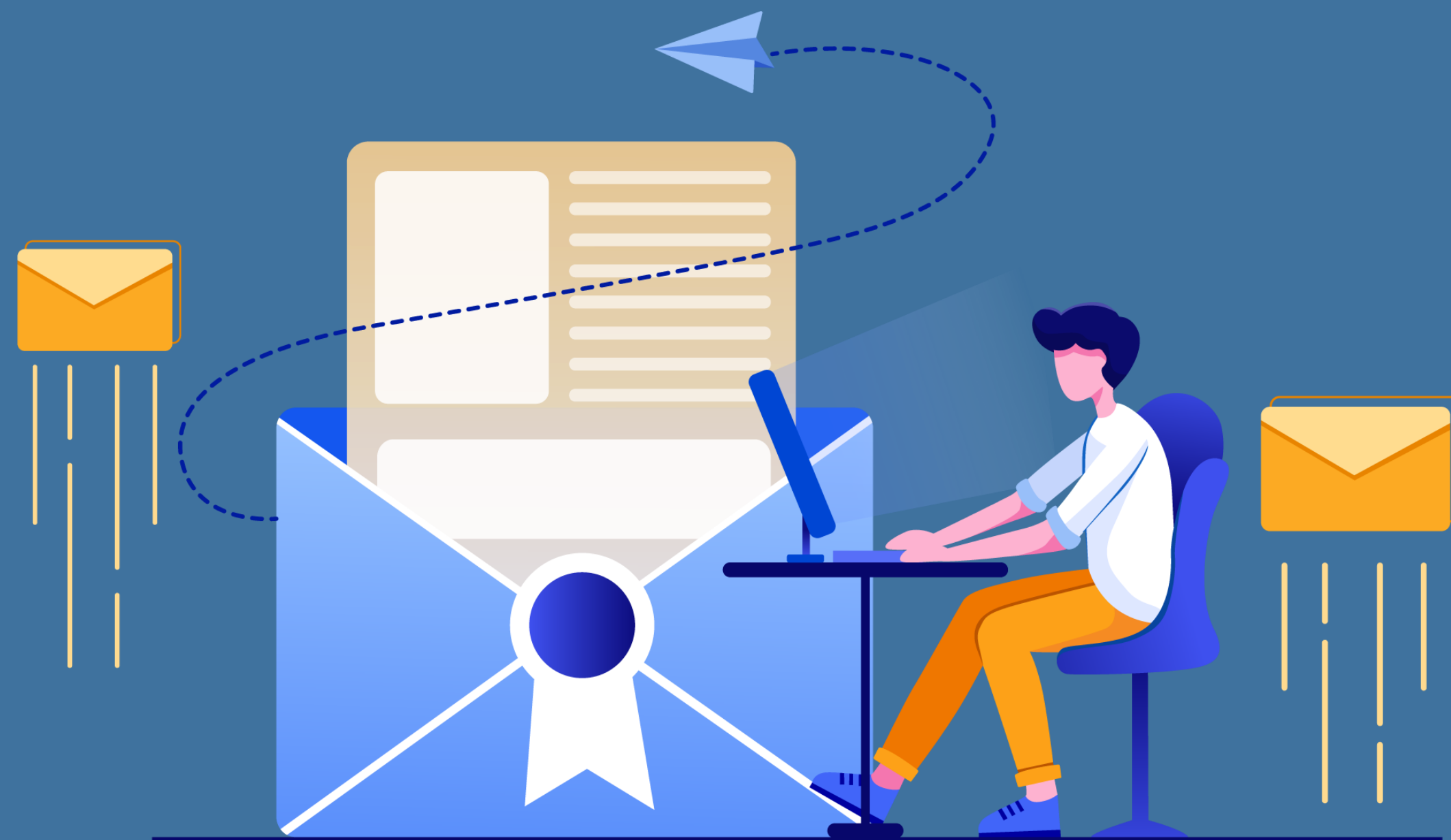
## How do I use Lion Store?

You will find a shortcut to the Lion Store on your desktop  
You can also search for it using the Start menu / Spotlight  
If you do not see the Lion Store icon, contact your local IT team

## What if I don't see software that I need in Lion Store?

The app you wish to install may be licensed and require approval  
Please submit a software installation request in Service Now  
Once approved, the application becomes available in Lion Store

# COMMUNICATION



## Microsoft Outlook



Access on your PC, Mac or mobile device

- Organize and transmit email
- Manage your calendar and schedule meetings and appointments
- Access to a mailbox capacity of 100GB

## Learn more about Outlook:

[HERE](#)

## Access on your Mobile Devices

Android devices require InTune Installed.

[InTune Instructions](#)



## Creating an E-Mail Signature (\*not for Sapient)

- Go to the signature tool through this [Link](#)
- Enter your Lion Login and password
- Select your brand e.g.: "RES-WW-Re:Sources" template
- Click "COPY, SAVE OR EDIT SIGNATURE"
- Check your details and edit as needed before you copy
- Select "Copy to Clipboard".
- Place Signature in MS Outlook



# COMMUNICATION



## Microsoft Teams

The Groupe's next generation Unified Communications platform

Connect with co-workers or business anywhere in the world

- Start conversations with IM, voice or video calls
- See when contacts are available online, in a meeting or presenting
- Broadcast online to a large audience
- Present your screen during meetings or give control to others
- Chat, call or join a meeting with a click

## Learn more about Teams

[HERE](#)

## Logging in to Teams:

- Teams should automatically launch and log you in. If it doesn't, or if your password has recently changed, use Lion Login [username@publicisgroupe.net](mailto:username@publicisgroupe.net) to log in.

# COLLABORATION



## LionBox



File collaboration for Publicis Groupe Employees, Contractors and Clients

Share files, add comments, view versions and assign tasks - anywhere from any device

- Share files up to 50GB each securely
- Organize, view and edit files in a convenient folder structure from any device
- Use BoxSync to sync files to your desktop when you are offline or on your mobile device
- Access unlimited storage space
- Lion Box Acceptable Guidelines document is available [HERE](#)

## Learn more about LionBox

[Learn More Here](#)

WATCH: [Learn LionBox in 5 Minutes](#)

“Getting Started with LionBox” folder is your resources for how-to videos and training

## Local Shared Folders

Country and location Specific. Contact IT support for more information

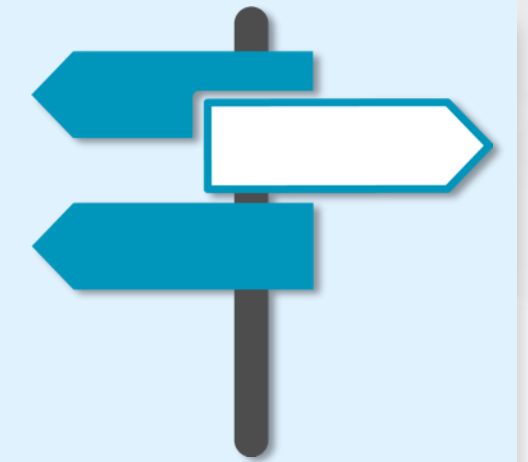


# NAVIGATION

## Places

Web application delivering tailored URL links to all Groupe users

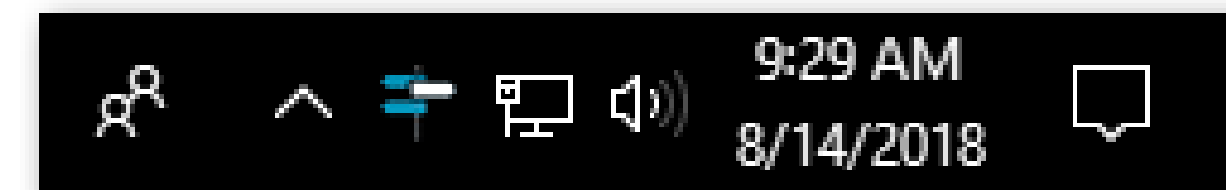
Installed on both Mac and PC desktops



### Accessing Places:

1. Places is located in the system tray on Windows devices, and in the menu bar on Mac
2. Click the icon to display the available links
3. Links for your agency are displayed in the “My Agency Links” category
4. General links are displayed throughout the application

PC -Windows



Mac



# SUPPORT



## Technical Support

Global Technical Support is here to support you in all your technical issues.

Please make sure you are able to describe the nature and urgency of your incident or request.

Be ready to give the team as much information as you can, such as:

- What technology has failed or is not working as expected?
- What were you doing at the time this issue occurred?
- Any other information you can provide to help the team quickly resolve your issue.

### Phone

- Dial [1234#](#) from MS Teams for 24/7 live English language Technical Support
- For Full list of Global Calling Numbers: [Click here](#)

### Self-Service

- To open a new service request or check status of your current request - Visit our [Publicis Groupe Support Portal](#)
- To get solutions to common issues, without opening a case visit our [Self-Service Knowledge Base](#)

### Email

- Send an email to [servicedesk@publicisresources.com](mailto:servicedesk@publicisresources.com) and a ticket will be logged automatically in our system



# SUPPORT - GSO



## Global Security Office (GSO)

We are the Groupe’s dedicated security team, responsible for promoting and maintaining security programs across all business units, agencies, and shared services organizations within the company.

The responsibility includes Security Training and Awareness, Risk and Compliance, Vulnerability Management, Application Security, Security Architecture, Cyber & Cloud Security ,Client Engagements and supporting ongoing operations. We follow and use Industry specific and recognized security standards to maintain the CIA triad (Confidentiality, Integrity, and Availability) of the Groupe’s and clients’ information.

**General Enquiries**  
[askgso@publicisgroupe.com](mailto:askgso@publicisgroupe.com)

**Reporting suspicious emails**  
Use the “Report Message” button on the far right of your Outlook ribbon.

**Reporting Security Incidents**  
[Create a Ticket by Following this Link.](#)

**Security Policy Enquiries**  
[askgso@publcisgroupe.com](mailto:askgso@publcisgroupe.com)

Find out more about the GSO on Marcel:  
[HERE](#)