

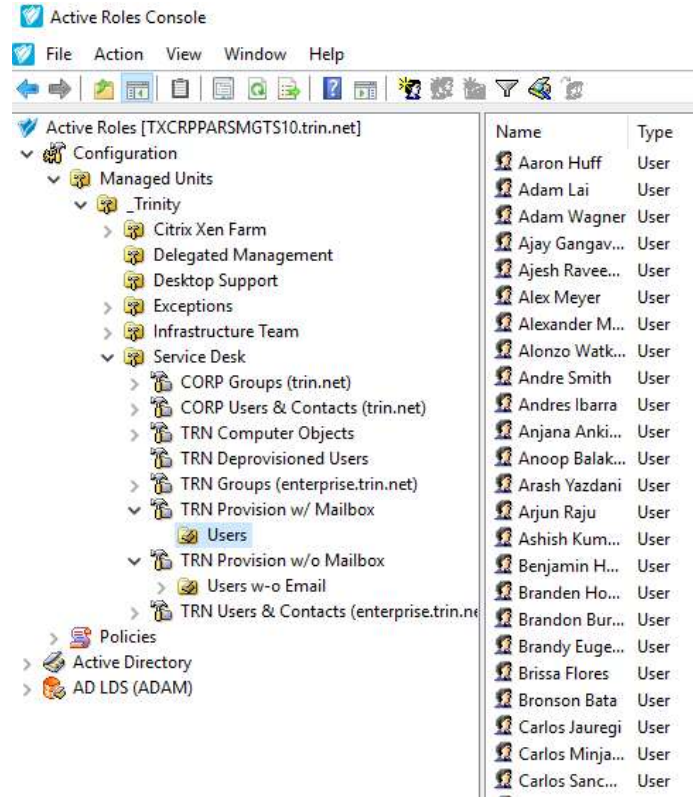
ATS Process - New hire – Network account creation

Task names: AD & Email Account Setup for New Hire

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AD AND EMAIL

ARS path: Quest One ActiveRoles> Configuration > Managed Units> _Trinity > Service Desk > TRN Provision w/ Mailbox > Users or TRN Provision w/o Mailbox > Users.



NO EMAIL

ARS path: Quest One ActiveRoles> Configuration > Managed Units> _Trinity > Service Desk > TRN Provision w/o Mailbox > Users

Staging Steps

1. Open Quest One ActiveRoles Console, follow the path specified above
2. Click on the icon with one face to create new user in the specified path (You may also right click inside folder and click New> User)
3. Copy and paste user's information as specified in New Hire form



4. Click on AB bolt button to generate username and click next.
5. Ensure there are no duplicates in the database. This can be done by checking the username (user's name) in AD specially if it comes up with a number.
6. Create Password (First name initial uppercase + Last name initial lowercase + Employee number + If needed add zeros to comply with password length *8 characters minimum) Make sure 'User must change password at next logon' is checked. Click next.

7. Click and edit the following fields depending on the new hire form:

New Object - User

Create in: enterprise.trin.net/Trinity/_Staging/Users w-o Email

You can assign values to these properties:

Property	Value
costCenter	
Country/Region	United States
edsva-trin-ProvisioningTicketNumber	
edsva-trin-VIPUser	
employeeNumber	
employeeSubtype	
employeeType	User

View/Edit... Edit Attributes...

< Back Next > Cancel Help

- Country/Region > United States (Even for Canada) or Mexico
- employeeNumber > paste employee number from new hire form
 - If user is contractor and does not have an employee number, assign one from contractor database.
- Enter Cost center with the configuration Physical plant number + Department number (Plant 2099 + Department 6120 > Cost Center: 20996120)
- If user is VIP, click on trnVIPUser and type true, if not, leave blank
- employeeSubtype > Leave blank
- employeeType > Select User for FTEs and Contractor for all others
- IP Phone number > Leave as is
- Manager > Double click on the field to be populated and then on the three dotted button, search for manager with e-mail. Click OK. (Make sure DN syntax appears in Value [see below])

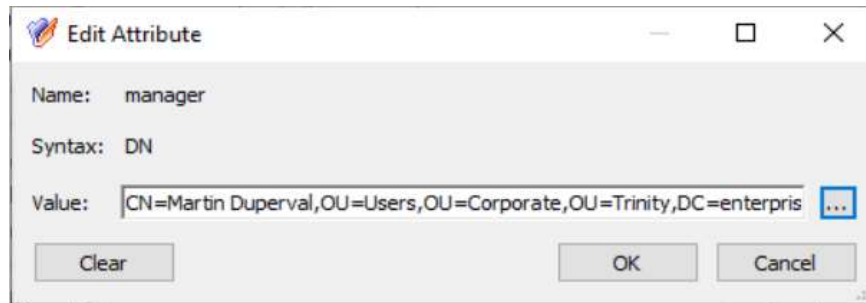
Edit Attribute

Name: manager

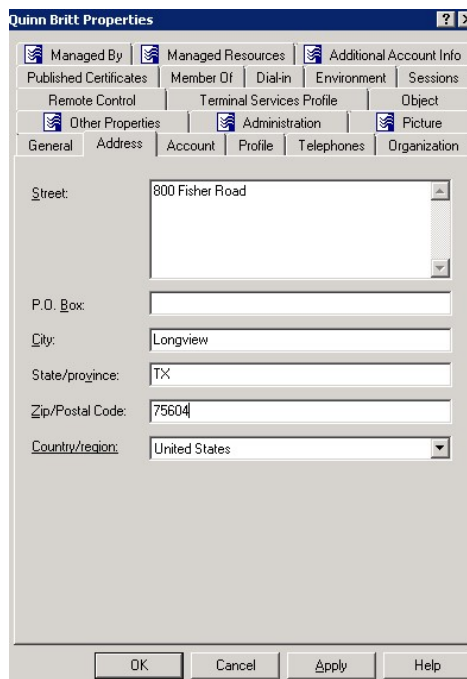
Syntax: DN

Value:

Clear OK Cancel



- i. Office Location > Type office number from new hire form and select correct option from drop down menu. (shortcut: Type P# and press the down arrow key [this is useful in most scroll down cases])
 - j. trnProvisionTicketNbr > Copy/Paste service request number from TSM form.
 - k. trnVIPUser > Leave blank
 - l. Click on the field labeled "o", click Add and select company number (CO#) from drop down menu, click ok on all windows.
 - m. Click Next, click Next, check box to "display the object properties when this wizard closes", click Finish.
7. From AD properties:
- a. General tab > Verify user's information is correct.
 - b. Address tab > Fill in physical address from new hire request form, city, state code only (unless from Mexico) and zip code. If address was not specified in TSM, search E-plants.



- c. Account tab > Set expiration date based on type of employee:
 - i. FTE> Never
 - ii. Contractor> 90 days from object creation
 - iii. ASC Contractor> Feb 15 of following year (Note: Remember to add the EXL desktop icon in AD for this cases)
 - iv. NTT Contractor> Jan 1 of following year

The screenshot shows the 'Quinn Britt Properties' dialog box with the 'Account' tab selected. The 'User logon name' field contains 'BRITTQ' and the domain dropdown is set to '@enterprise.trin.net'. The 'User logon name (pre-Windows 2000)' field contains 'TRN\BRITTQ'. The 'Account expires' section has 'Never' selected. The 'Account options' section has 'User must change password at next logon' checked. The 'Logon Hours...', 'Log on To...', and 'Last Logon...' buttons are visible. The 'Account is locked out' checkbox is unchecked. The 'OK', 'Cancel', 'Apply', and 'Help' buttons are at the bottom.

- d. Profile tab> Check and make sure that home drive was successfully created.
- e. Telephones tab> Leave as is

- f. Organization tab > Copy and paste “Title”, “Department”, “Company” (Labeled as BU# in NHF) from new hire form and make sure the Manager's name is correct.

The screenshot shows the 'Quinn Britt Properties' dialog box with the 'Organization' tab active. The 'Title' field contains 'Engineering Department Support'. The 'Department' dropdown is set to '1000 - MANUFACTURING'. The 'Company' dropdown is set to '7385 - TANKCAR BUSINESS UNIT'. The 'Employee ID' field is empty. The 'Manager' section shows 'Name: Joseph Russell' with 'Change...', 'Properties', and 'Clear' buttons. Below is a 'Direct reports' section with a table with columns 'Name' and 'In Folder', which is currently empty. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

8. Look up the new user in AD and verify information is accurate and e-mail has been created automatically, if so proceed to email the requester and manager (*If user is from Mexico, only email manager) with new hire template.

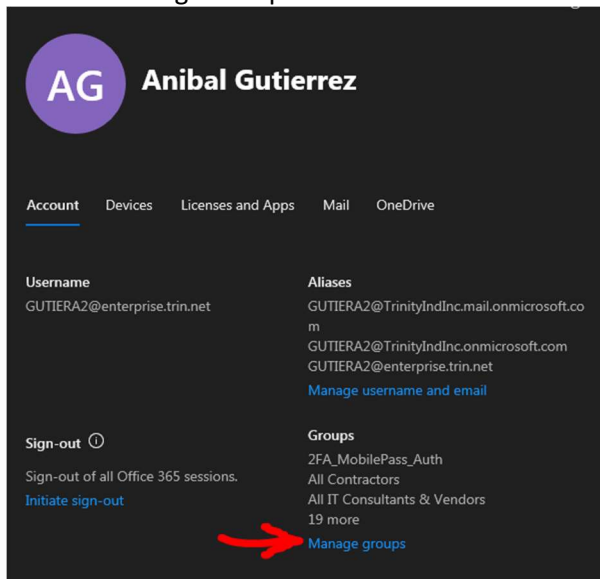
EAC

Add every new user who is setup with a mailbox to the **Azure 0365AllowGroupCreation** security group. This step grants them permission to create 0365 groups.

Log in to your EAC Account and search for the new user with Login ID:

The screenshot shows the Microsoft 365 admin center interface. The header includes the Microsoft 365 logo, 'Trinity Industries Inc', 'Light mode' toggle, and 'The new admin center' toggle. The main section is titled 'Active users'. A notification banner states: 'Due to a recent increase in Teams usage, when you assign a Teams license to a user it may take around 24 hours before they'll be fully set up. Until then, you won't be able to assign Teams policies to them, and they might not have access to some Teams features like calling and audio conferencing. [Check status](#)'. Below the notification is a search bar with 'GUTIERA2' entered. A table lists active users, with one user selected: 'Anibal Gutierrez' with username 'GUTIERA2@enterprise.trin.net' and licenses 'Office 365 E5, Enterprise Mobility + Security E5'.

Click on Manage Groups:



AG Anibal Gutierrez

Account Devices Licenses and Apps Mail OneDrive

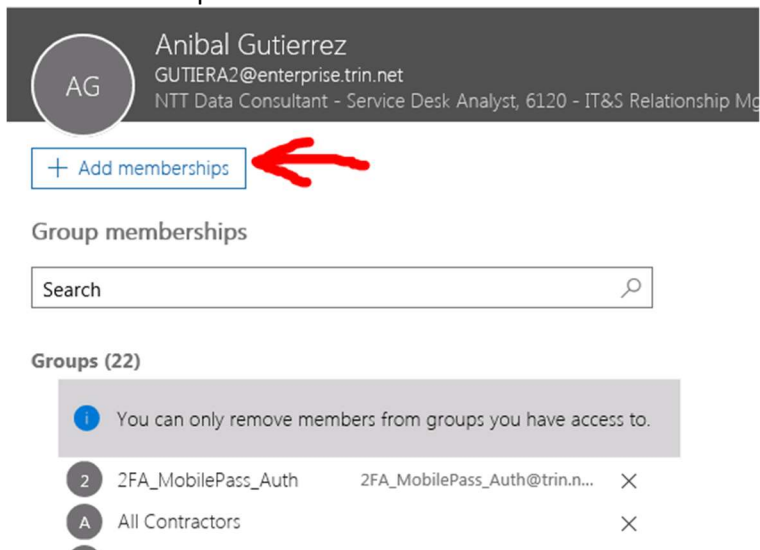
Username
GUTIERA2@enterprise.trin.net

Aliases
GUTIERA2@TrinityIndInc.mail.onmicrosoft.com
GUTIERA2@TrinityIndInc.onmicrosoft.com
GUTIERA2@enterprise.trin.net
[Manage username and email](#)

Sign-out ⓘ
Sign-out of all Office 365 sessions.
[Initiate sign-out](#)

Groups
2FA_MobilePass_Auth
All Contractors
All IT Consultants & Vendors
19 more
[Manage groups](#)

Add memberships:



AG Anibal Gutierrez
GUTIERA2@enterprise.trin.net
NTT Data Consultant - Service Desk Analyst, 6120 - IT&S Relationship Mg

[+ Add memberships](#)

Group memberships

Search

Groups (22)

i You can only remove members from groups you have access to.

2	2FA_MobilePass_Auth	2FA_MobilePass_Auth@trin.n...	×
A	All Contractors		×

Search for *O365AllowGroupCreation* and add it to the profile. Remember to click “Save”.

Open “Manage groups” once more to verify the group is added correctly:

[+ Add memberships](#)

Group memberships

Search

Groups (22)

i You can only remove members from groups you have access to.

2	2FA_MobilePass_Auth	2FA_MobilePass_Auth@trin.n...	×
A	All Contractors		×
A	All IT Consultants & Vend...	AllITConsultantsVendors@tri...	×
A	ATS_TestDG	ATS_TestDG@trin.net	×
B	BU7705 Corporate Emplo...		×
C	Corporate IT&S Employees		×
C	CSProjects_Share_IS_FPC...		×
D	DL-USA-Contractors	DL-USA-Contractors@Trin.net	×
H	Helpdesk Team		×
M	MISAdmin_Share_IS_FPC1...		×
N	NTTData_Users-Citrix-App		×
O	O365AllowGroupCreation		×

VPN

If New Hire Form states for VPN to be granted, then search for the user’s profile in Active Directory. In the “Member Of” tab add the group: 2FA_MobilePass_Auth

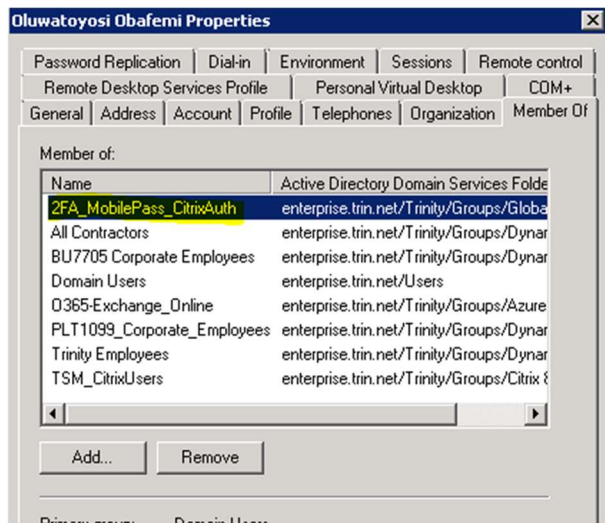
Check for a task to provide Mobilepass token, if such exists, the user will need the group that provides access with token (2FA_EToken_Auth).

Published Certificates | **Member Of** | Password Replication | Dial-in | Objects

Member of:

Name	Active Directory Domain Service
2FA_MobilePass_Auth	enterprise.trin.net/Trinity/Groups.
All Contractors	enterprise.trin.net/Trinity/Groups.
Domain Users	enterprise.trin.net/Users
O365-Exchange_Online	enterprise.trin.net/Trinity/Groups.
PLT1194_Longview_Employees	enterprise.trin.net/Trinity/Groups.
Trinity Employees	enterprise.trin.net/Trinity/Groups.

NOTE: All NTT contractors must be added to 2fa_MobilePass_CitrixAuth:



USERS WITHOUT EMAIL

1. Create the account under the “TRN Provision w/o Mailbox > Users”
2. Third party e-mail should be provided by the requestor. Search in notes or attachments in TSM. If the email was not found, contact the requestor to obtain it.
3. Once the third party email was obtained go to Active Directory “General” tab and add the email in the email box and then add the VPN group as stated above.

NTTDATA NEW HIRES

The staging process remains almost the same, just make sure you follow the next additional steps:

1. Create the account under the “TRN Provision w/o Mailbox > Users” (uncheck the create email box during staging).

New Object - User

Create in: enterprise.trin.net/Trinity/_Staging/Users w-o Email

☒ Create an Exchange mailbox

Alias:
PISTOLP

Mailbox database:
E2k13-Temp Browse...

Server: TXCRPPEXMBXN11

Click "Mailbox Policies" to specify retention policy, Exchange ActiveSync mailbox policy, or address book policy for this mailbox.

Mailbox Policies...

< Back Next > Cancel Help

2. Since we already include the VPN in our staging process, we will need to complete the secondary task created after the “New Hire – NTT Data Employee AD Account –”

444170	Completed	Service Desk	Antonio Rea	New Hire - Active Directory ONLY (Network Login)~^VPN - Rachit Goel
443398	Completed	Service Desk	Antonio Rea	New Hire - NTT Data Employee AD Account - Rachit Goel

New Hire Template

After Active Directory account is created a notification email is sent to user's manager with New hire information.

Hello *Requester's Name*,

Below is the login information for *User's Name*

Username: **

Temp Password: **

Employee#: **

Email: **

Account Expires: Never

If the user is working remotely, please have them log in to www.owa.trin.net. They will be prompted to change their password and then they may setup the VPN.

Regards,

(Signature)

New Hire Task closing notes

AD, VPN, and Email account have been created for the new user; the login information has been emailed to requester and manager.