Technology Onboarding

Welcome to *Company*

This document will help you get set up with the applications, technologies, and resources you will use every day. It also lists what will be provided to you and where to go for help.

Contents

Provided Equipment

At *company name* we pride ourselves on providing the necessary equipment every employee will need to thrive in their job. In your day-to-day you will use a wide variety of technologies and applications.

Item	Accessories / Notes
ThinkPad Laptop	Charger, USB-C cable
Monitor(s)	Power Chord, HDMI cable, display stand
Docking Station	Power Chord, USB-C cable
Keyboard / Mouse	Wireless USB

Microsoft 365

At *company name*, we utilize the Microsoft 365 Suite to ensure productivity and collaboration across the company. You will have access to a full suite of applications which are pre-installed on your company laptop and accessible online.

Microsoft Word
For Creating and editing professional documents, reports and templates

Microsoft Excel
For working with spreadsheets, data analysis, and reporting

Microsoft PowerPoint
For creating presentations, project proposals, and visual reports

Microsoft Access
For managing and working with databases (Department specific)

Microsoft Outlook (Classic)
Our primary email and calendar platform

Microsoft Teams
Our primary platform for chat, video conferencing, and team collaboration

Microsoft 365 Copilot
Integrated AI-powered assistance across Word, Excel, PowerPoint, Outlook, and Teams by helping you generate content, summarize documents, and streamline tasks

Setting up Microsoft Authenticator

To ensure users are who they say they are, when accessing sensitive data or personal information, we require users to authenticate themselves using the Microsoft Authenticator app.

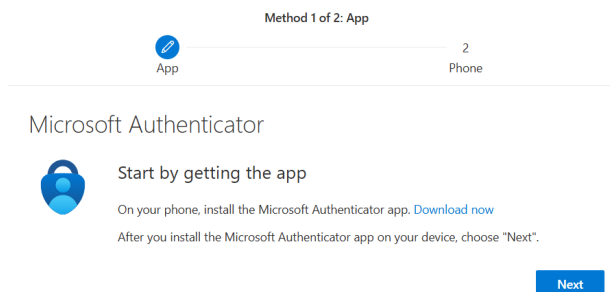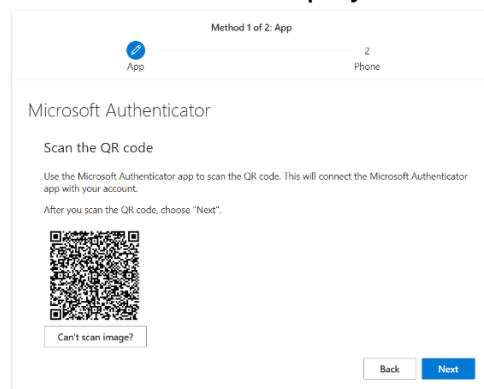**1. Install Microsoft Authenticator app on your mobile device**

2. Add an Account

- Press the + sign in the top right and select Work or school account
- Choose Scan QR Code as the setup method

3. Generate the QR Code on the User's PC or Laptop

- Open a private browsing tab on a computer (PC or laptop)
- Navigate to Office.com and log in using your credentials
- The system will prompt additional security information

- A QR code will be displayed on the screen

4. Scan the QR Code

- Use the camera in the Microsoft Authenticator app to scan the QR code
- Once scanned successfully, authentication should be set up and ready for use

Setting up your MFA Forticlient VPN

When working from home or anywhere that does not use the *Wifi name* is required to use the Forticlient VPN app which will already be preinstalled onto your Laptop. For this app, we use the DUO mobile app to authenticate users.

1. Install DUO Mobile On your mobile device

- Download and install DUO Mobile from the Apple App Store or Google Play Store.

2. Enroll in DUO Security

- Open the Outlook app on your mobile device.
- Search your inbox for an email titled 'Duo Security Enrollment'.
- If you do not have this email, submit a ticket requesting DUO Enrollment
- Click the link in the email. Enter your work email in the Mimecast input box.
- Check your email for a passcode from Mimecast and enter it to proceed.
- Follow the instructions in your browser to complete DUO setup.
- When prompted, enter your mobile phone number.
- Choose 'Already have DUO installed' when asked.
- The DUO app may ask to rename your device – do not rename it, just click 'Save'.
- Your DUO Mobile is now configured.

3. Open the FortiClient VPN application on your Laptop

- The VPN name and your username should already be pre-configured.
- If these fields are blank, submit a support ticket HERE to have them corrected.
- Enter your Microsoft or laptop login credentials as the password.
- The connection will begin loading (up to approximately 40%).
- A push notification will be sent to your DUO Mobile app. Tap 'Approve' to authenticate.
- You are now successfully connected to the VPN

Technology Security

At *company name*, protecting our systems, data, and users is a top priority. As part of your role, you are responsible for following these technological security practices.

Passwords

- Never share your passwords with anyone, including coworkers
- Use strong passwords (Capital letter, a number, and a special character)
- Change your password if you suspect it may be compromised
- Use different passwords for different applications, using the same password makes you vulnerable

Device Security

- Lock your laptop or workstation whenever you step away, even briefly
- Store equipment securely when traveling or working remotely
- Only use *Company Name* approved equipment to access company systems

Data Handling

- Save your work to company approved cloud services or network drive (Example: W:)
- Do not store business data to personal devices or unapproved platforms
- Follow all company policies on handling confidential or sensitive data

Email and Phishing Awareness

- Be cautious of unexpected emails, links, or attachments
- Check the email for suspicious email addresses and subjects
- If you suspect a phishing attempt or receive a suspicious email: **DO NOT CLICK ANYTHING, report it and delete it**

Remote Work and VPN

- Use the Forticlient VPN you previously set up when working remotely or from an untrusted network
- Keep your devices up to date with the latest security patches (Windows Updates & Lenovo Vantage)

Unauthorized Software

- Do not install unapproved software on company devices
- For software needs, submit a request through the IT Freshservice ticket portal

Ensuring you follow these best practices helps keep your data and the company's, secure. If you have any questions or need clarification on any of these policies, please reach out to an IT team member.

Freshservice Ticket System

At *company*, all IT issues and requests are managed through our ticketing system, Freshservice.
This ensures that all user's requests are tracked, prioritized, and resolved by the appropriate team member.

You can access the IT helpdesk at: *insert Ticketing system link*

Why Using FreshService is Important

- Track your requests: No issue is lost or forgotten
- Create records: Helps IT spot trends and prevent repeat problems
- Priority: Ensure urgent issues are resolved quickly

How to Submit a Proper Ticket

When creating a ticket, please include the following

Clear Specific Subject
"Cannot connect to VPN" is more helpful than "Help" or "Laptop Issue"

Detailed Description

- What happened? (Be as specific as possible)
- What were you trying to do when the issue occurred
- When did the issue start?
- Is it just affecting just you or others as well?

Screenshots of Error Messages

Attach a screenshot, if possible, as this will help IT diagnose issues faster.

Location/Device

Mention your office location (if relevant) or if you are working remotely

Include device type (laptop / mobile / iPad, etc.)

Example of a Good Ticket

Subject: Cannot connect to VPN from home — error code 123
Description: Started this morning after Windows update. Using ThinkPad laptop on home Wi-Fi. VPN client loads to 40%, then shows error 123. Screenshot attached.

New Incident

Select template   Clear

Field Ticket   ▾

Fill your form in a click using predefined form values.

Requester *   ⊕ Add new requester

Ethan Byrd ▬▬▬▬▬▬▬   ×   Add Cc

Subject *

Cannot connect to VPN from home — error code 123

Category *

Software   ▾

Description *

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Started this morning after Windows update. Using ThinkPad laptop on home Wi-Fi. VPN client loads to 40%, then shows error 123. Screenshot attached.

By submitting clear tickets through our ticket portal, you help us resolve issues faster and keep everyone working smoothly. If you ever need help using the system or if you can't log in to submit a ticket, please contact an IT team member for assistance.

Support & Contacts

At *Company name* , no issue is too small, and our IT team is here to help you succeed.

If you encounter any problems with your equipment, software, or access:

Please submit a support ticket: *Insert company Ticketing System*

Submitting a ticket ensures your request is properly tracked and assigned to the right technician.
For urgent issues, you can also follow up with an IT team member directly through teams or email.

Ethan Byrd: Companyemail@email.com