

Frequently Asked Questions (FAQ)

1. When will I receive my Capgemini credentials (Employee ID, Email ID, and Login Name)?

You will receive your Capgemini credentials at your registered personal email within 24-48 hours after successfully completing the onboarding process.

2. When will I receive my password?

Your password will be sent to your registered mobile number within 24 hours after you receive your credentials.

3. What should I do if I don't receive my credentials or password within the specified timeline?

If you don't receive your credentials or password within the specified 24-48 hours, please wait an additional 24 hours. If the issue is still unresolved, contact the IT Help Desk at ithelp.global@capgemini.com, providing the following details: Candidate ID, Date of Joining (DOJ), and, if applicable, your Employee ID and Capgemini email ID.

4. When will I receive my training schedule?

You will receive your training schedule within 2-3 business days. If you do not receive it, please contact cfmg.in@capgemini.com.

5. Where can I find information regarding HR-related and PDC lock issues?

For any concerns or queries related to HR Services, please log a ticket by following these steps:

- Connect to GetSETUP: [GetSETUP](#)
- Click on "Ask HR" (located in the top right corner of the GetSETUP home page).
- Create a ticket.

6. How often should I fill my Timecard, which code should be used for filling the Timecard?

Timecards must be filled periodically. During training, use project code **101023513** to fill your timecard.

7. Which code should be used for Internet Reimbursement claim on Service Central?

During Training, use project code **100771499** for internet reimbursement on Service Central. Kindly refrain from using this code post your BU Transfer.

8. What should I do if I cannot access my Capgemini user IDs and passwords for more than 4 working days post onboarding?

If you are unable to access your Capgemini user IDs and passwords for more than 4 working days after onboarding, please email cfmg.in@capgemini.com for assistance.

9. How can I book a seat in office if any seat/booking is not assigned to me?

- Seats can be booked through [OfficePass](#) on Talent Homepage.
- Open OfficePass > Enter your location, timings, and dates.
- You will show the seats available as per your information.
- Select any available seat.