

Associate ID and Laptops

- **When will I get my Associate ID**
 - On the date of Joining, Associate ID gets generated upon joining confirmation.
- **I have not received OTP while trying to login first time**
 - Please contact GSD toll free number (**1800 572 0473**) and choose password reset option
- **Will I get a laptop/ desktop and when will I get it?**
 - Yes, you will get an official laptop/desktop. The time taken for delivery will range between few days to upto 2 weeks (from the date of joining).
- **Is request for laptop/ desktop raised automatically?**
 - You would have shared your address in the “Equipment request form” as part of pre-onboarding.
 - Auto request for laptops are created for all new Hires 5 days prior to the Date of joining in OneIT. Post joining and associate ID creation, IT allocation team processes the laptop allocation.
 - For any Asset related queries, reach out GSD Chat option or raise GSD ticket
 - (Login to 1C <https://Onecognizant.cognizant.com> → Search for GSD
- **How do the associate get to know the status of their Laptop dispatch?**
 - Post-dispatch an email will be triggered with tracking details – this mail will have contact details of the team handling the laptop request
 - Our Vendor will call you prior to delivery of the machine at your place
- **Do I have to pick up laptop from office?**
 - Laptop / Desktop will be delivered to the residence address if it in a deliverable area else you need to receive it from Cognizant office.
- **I am currently in my hometown and not working from my residence. Where will my laptop be delivered?**
 - Delivery of laptops will be to the address mentioned in the ‘Equipment request form’ filled during the pre-joining formalities.
- **My laptop/ desktop Request is cancelled as my location is showing as client location?**
 - Reach out your project manager to update your location as Cognizant premises. On correction, your laptop / desktop request will be processed.

Updating Details in MyCareer App

- **How to update my role in MyCareer app?**
 - Your Home Manager will help here. In case you are in a bench project, please wait till you get allocated to an Account and a Home Manager

▪ Updation of profile in Talent Market Place (TMP):

- Complete the skills and preferences profile in TMP via [this link](#) and attach your updated resume.
- In addition, please update all mandatory fields including your contact details and skill family (technical, domain, functional, and behavioral).
- Click 'save' once complete to updation of your details

Project related Queries

▪ I am assigned to a PDP project, what does it mean?

- If you are not allocated to a project yet, our TSC Team will be in touch with you. Our TSC team tracks the existing demand, and will connect you with the right project opening which matches your profile.
- Ideally the allocation should happen within 2-3 days. In some rare cases it might even take upto 2 weeks.
- Here are the details of our TSC team; you can reach out to them for any queries.

S. No.	Associate ID	TSC Associate Name
1	183651	C R, Manekanden
2	697135	Kumar G, Vinod
3	333899	M, Aishwarya
4	120281	Rangaiah, Renugha
5	156754	Shibu, Deepthi
6	198594	Swaminathan, Sriram
7	239354	V, Mary Philomina Jenifer

▪ Do I need to attend any further interviews?

- There may be internal evaluations prior to the allocation. It will depend on the project/ account and the TSC team will guide you on this

▪ Will I be expected to work out of Office/ When will I have to go to office?

- If you are allocated to a project, pls check with your Project Manager
- If not pls wait for the 'Return to office' Organization wide announcement

Timesheet / TruTime – for Associates not allocated to Projects

▪ When do I need to fill timesheet?

- You need to submit your timesheet every Friday. You need to enter 9 hours for each day.

▪ What is the project id and other details to choose in timesheet?

FSE COMMUNITY – ENTERPRISE ENGINEERING PRACTICE

- If you are allocated to a project, pls take guidance from your project manager
- If you are currently allocated to bench / PDP project, pls follow the steps below:
 - Login to 1C Portal (<https://onecognizant.cognizant.com>)
 - Search for '**View Assignment**' and you can view your current allocation details (bench project name/ code)
 - Please use the same in your Timesheet under "**Project**"
 - Under '**Activity** – Business Support (Choose Training if you are on training).
 - **Onsite/Offshore** – Offshore if the associate in India; else Onsite

Project ID	Project Name	Activity	Onsite/Offshore	Billing Action	Billing Location	13 SAT	14 SUN	15 MON	16 TUE	17 WED	18 THU	19 FRI	Total Hours	Comment
██████	██████████	Business Support	OF	Nonbillable	DFLT			9.00	9.00	9.00	9.00	9.00	45.00	

- **I am unable to update my TruTime.**
 - TruTime is activate after 7 days from date of joining.
 - New joiners can start updating TruTime after 7 days from their joining date.
- **I am seeing CLT in TruTime screen and unable to enter TruTime.**
 - 'CLT' stands for 'Client Location' - You need to speak to your Project Manager to update their location to Cognizant facility, post which you can enter TruTime.
 - If the Project Manager is not able to change for various project reasons, please take his guidance and proceed accordingly.