

New Joiners Handbook

- **ASSOCIATE ID/EMPLOYEE ID/NETWORK ID:**

Your Cognizant Employee ID (also known as your Associate ID or Network ID) is necessary to access any of Cognizant's tools and systems. You should memorize this number. When referring to login or user names, please reference the following format: cts\XXXXXX (your employee ID should be inputted where you see XXXXXX).

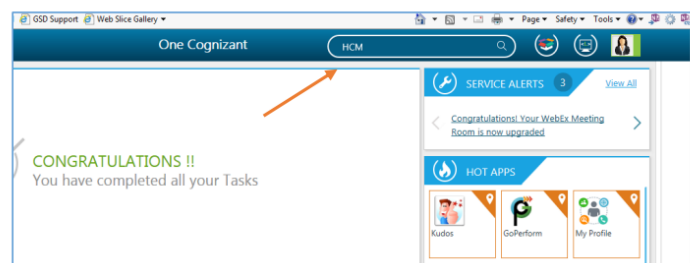
- **TO CREATE YOUR NETWORK PASSWORD (available on Cognizant or personal device):**

- You can use your personal device to access <https://Identity.cognizant.com> to create your password.
- Power on your new Cognizant laptop.
- Enter the 7-digit Bit locker PIN located on a note on the palm-rest of your laptop:
 - (Please remember this PIN, used to secure all the data on your laptop and is required at every power-on or restart. Bit locker pin; no visible sticker or note displaying the Bit locker pin should be present on his or her palm rest as this is a security violation.
- Press Ctrl+Alt+Delete keys to view Wi-Fi icon enabled. Click on the Wi-Fi icon for connecting to internet using your Wi-Fi network. (When connecting your laptop to a wireless network, be sure to choose the option "Connect Automatically" if it is available, or you may also connect using Ethernet.)
- Login to Windows with your 6 digit Cognizant Employee ID as the username, and the Password you just created as Password.
- Go to <https://identity.cognizant.com>
 - Click on the 'New Hire Users' link and enter the following information:
 - Employee ID (AKA Associate ID or Network ID)
 - Date of birth
 - Date of joining (click on the calendar to select the date)
 - On the next screen, you directed to set your network password. This password will be the one you use for anything which requires your Cognizant credentials. Please choose a password that you will remember, but it should also be secure.
 - Create your security question. The answer to this question will allow you to unlock your account from the identity website.
 - Check your profile and note your email address:

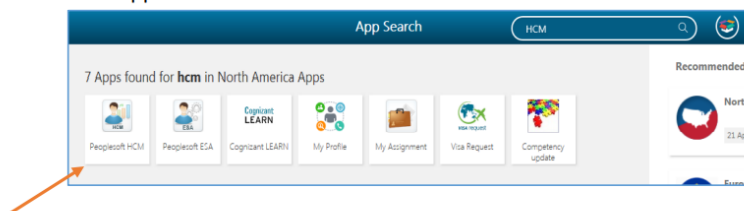
- Login once more using your Associate ID as the network password you just created in Identity.
- If required, wait about 5 minutes and navigate to the desktop and open Outlook. Click Next>Next > Next > Finish to setup your e-mail automatically.
- If Outlook configuration you receive a Windows Security pop-up for credentials, in the user name box delete the email address that auto populated and enter cts\youremployeeID.
- For example, if your ID is 123456, you would enter cts\123456 in the user name box followed by your Cognizant password and click OK.

➤ **ACCESS PEOPLESOFT THROUGH 1C:**

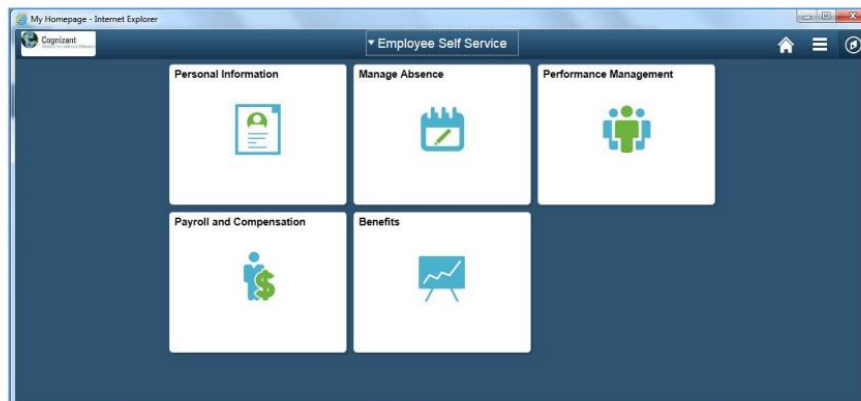
- Login to <https://onecognizant.cognizant.com> with your network ID (XXXXXX) and Password



1. Click on the HCM app



2. This app will take you to a screen with various functions that you as an associate can utilize at your convenience



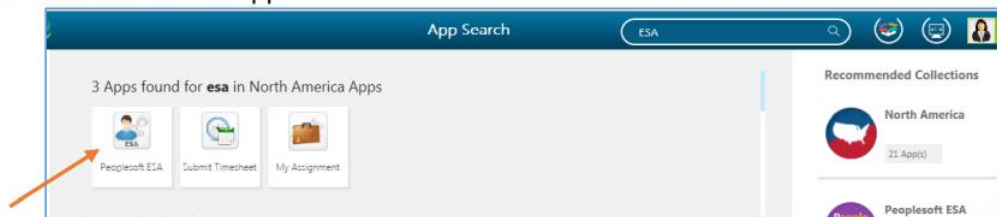
- a. The Personal Information icon can be utilized to update any information within your personal information summary (i.e. address, marital status)
 - b. The Absence Management icon can be utilized for managing and monitoring leave balances
 - c. The Performance Management icon can be utilized for storing performance documents and tracking performance notes
- **TIMESHEETS:** All Cognizant associates (including non-billable employees) are required to complete timesheets in PeopleSoft ESA .
 - To ensure you are completing your timesheet correctly, you must complete the relevant mandatory e - learning timesheet training course.
 - Your Project Manager can provide you with your project code
 - You will receive an email every Friday and last day of each month with a direct link to submit your timesheet by computer, tablet, or mobile device.

- **Peoplesoft ESA Timesheet:**

1. Log into OneCognizant and search for the ESA app



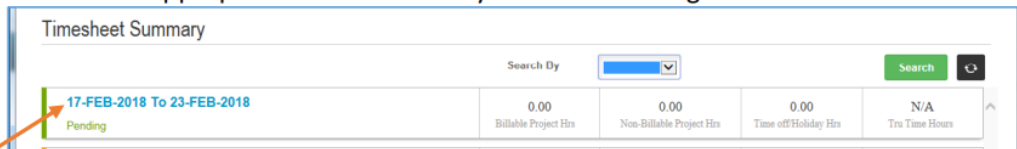
2. Click on the ESA app



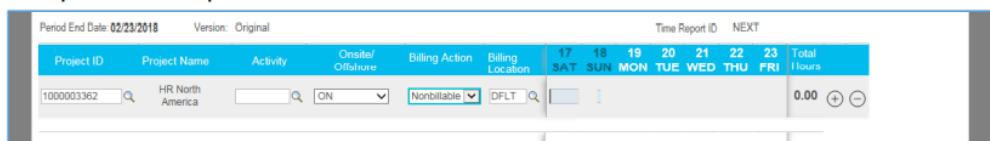
3. Click on Timesheet



4. Click on the appropriate date for which you are submitting the timesheet

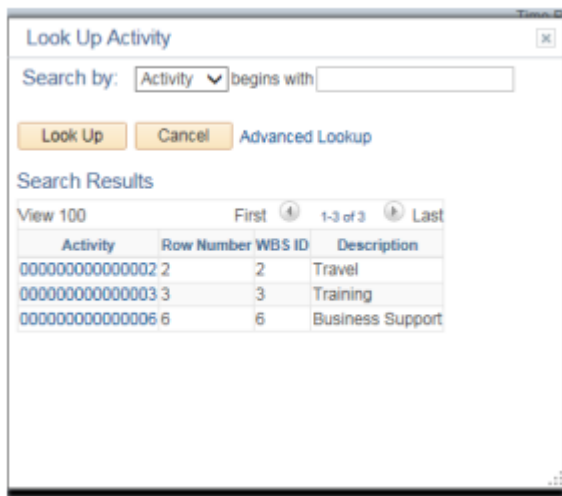


5. Complete the required fields



Required Fields:

- Enter the Project ID and project name
- Select an Activity choice:



- Choose between Onsite or Offshore
- Choose Billing Action
- Enter the number of hours worked for each day
- Click "Update Totals"
- Check timesheet and the click "Submit with Confirmation"

- **HARDWARE REQUESTS**

To raise a software request, go to the One IT app in One Cognizant:

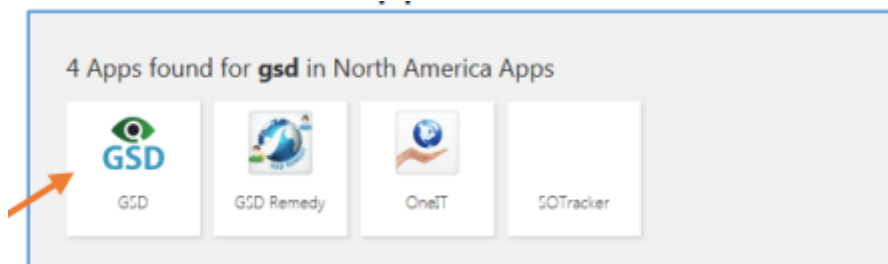
- Search for OneIT APP > Click on request for Hardware/Software >
- Search for the required hardware ('Cognizant Standard Laptop' or 'Corporate Phone Service') > Select the product after search results>
- Update shipping address > Business Justification > Click on I'm Done.

- **GSD**

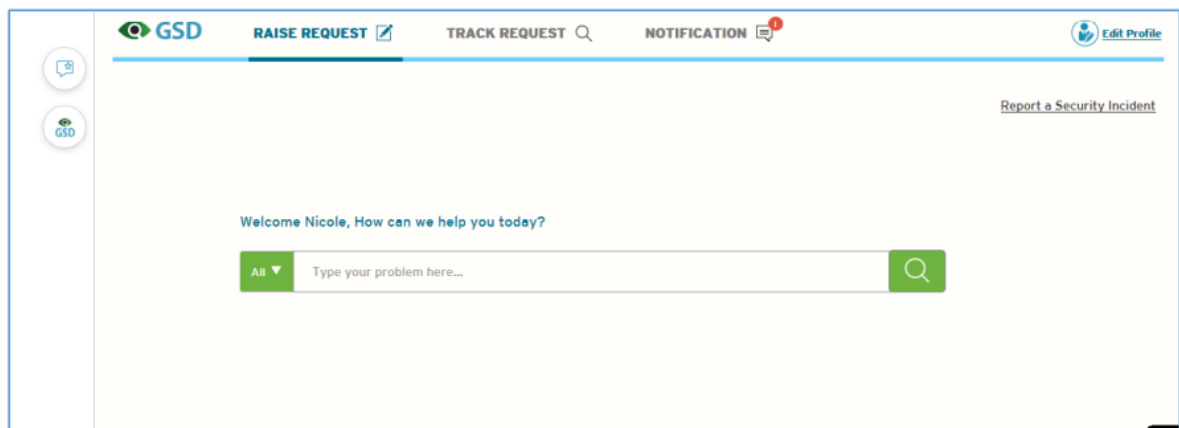
1. Log into 1Cognizant and search for the GSD app in One Cognizant



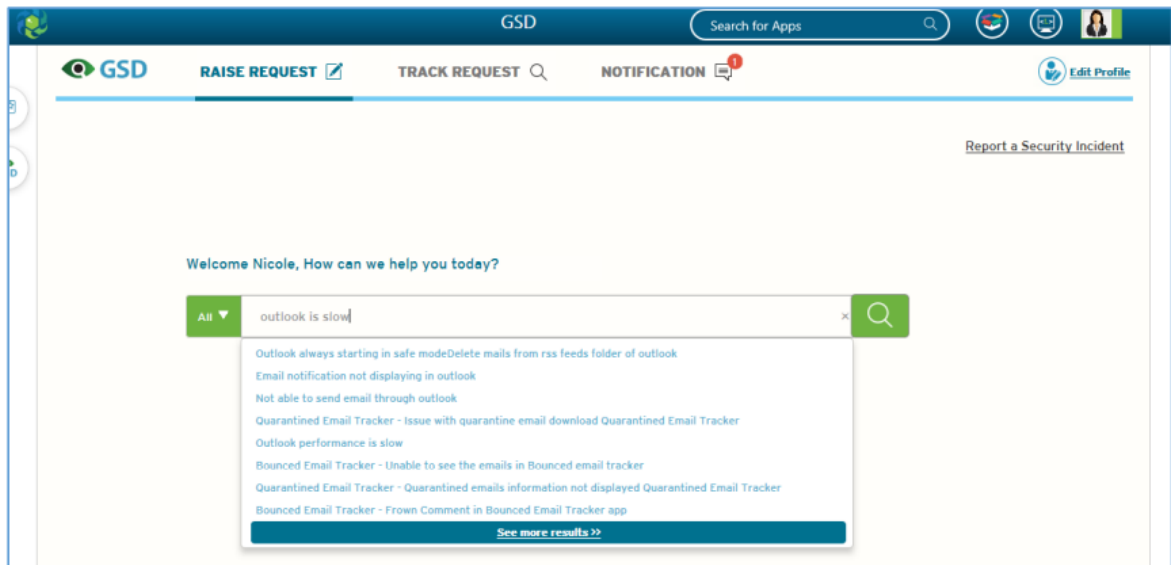
2. Click on the GSD app



Here is where you are able to put in a ticket, track an existing ticket, or review notifications.



3. Where it says "Type your problem here" is where you can enter your technical difficulty. For example, if your outlook is slow, you would type just that and a bunch of choices would populate for you to pick from. Pick the one that makes most sense.



4. After selecting the issue, directed to this screen below where you can enter the details of your issue and attach any helpful documents. Then you can submit your ticket.

5. After submitting your ticket, you will receive a GSD ticket number and confirmation email. Shortly thereafter you should be hearing from GSD to resolve your issue. Global Service Desk (GSD) for Technical Issues: 1-800-572-0473 or gsd@cognizant.com At the main menu press 1 (for accessing GSD-NSS), followed by 1 again to speak to a live representative. Once connected with a GSD representative to validate your Cognizant credentials (Associate ID, date of birth, start date).

Essential Links-

- **Welcome Center:** Complete pending tasks, share your feedback via our Post Induction, 30 Days & 120 Days surveys.
- **Identity Portal :** To change password or unlock account

- **MyCareer**: Set up your CCA!
 - **GoPerform Guide**: [upto AD grade level] Set your Quarterly Goals!
 - **Cognizant Learn**: One-stop learning center; Learning has never been easier!
 - **My Learning Studio**: Learn skill sets categorized by our Business Units
 - **#CognizantCheers!**: Our rewards & Recognition Platform; Recognize your peers today!
 - **Cognizant Compliance Helpline**
 - **OneCognizant (1C)** - App store
 - **Peoplesoft HCM** - Employee self-service transactions
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Access Cognizant Apps on the go!

Our Cognizant applications are available on mobile platform! Simply download "Intune Company Portal App" on your Apple app store or Google play store.

For more information, please refer to this [guide](#) on the set up process.

Timesheet Management

- All employees must submit timesheet on a weekly basis (every Friday) by default.
 - Associate will receive an email in their Cognizant mailbox from 'TimesheetReminder (Cognizant)' whenever timesheet submission is required.
 - Alternatively, you may access [Timesheet](#) application via 1C to submit the same.
 - For details required to fill in your timesheet (e.g. Project ID), you may refer to 'View Assignment' application in 1C or check with your project manager.
 - Associates are also required to check with their project manager if submission at the last day of the month (if it does not fall on a Friday) is required for billing.
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****Important Policies****

- [India Medical Insurance Policy](#)
- [India Medical insurance Policy- FAQs](#)
- [Leave Policy](#)