# **Employee IT Resource Guide**

## **Connecting to Office Wi-Fi**

To ensure seamless connectivity within the office premises, follow these steps to connect your device to the office Wi-Fi:

1. **Access Wi-Fi Settings**: Open the Wi-Fi settings on your device (laptop, smartphone, or tablet).
2. **Select the Network**: Choose the network named 'OfficeNetwork' from the list of available networks.
3. **Enter the Password**: Input the password provided in your onboarding documentation.
4. **First-Time User Login**:
   * For first-time users, you will be prompted to log in with your employee credentials (username and password).
   * This authentication process ensures a secure connection.
5. **Automatic Connection**: Once logged in, your device will automatically connect to the Wi-Fi in the future.

**Note**: If you experience any connectivity issues, contact IT support at **helpdesk@example.com**.

## **Resetting Your Office Email Password**

To maintain the security of your office email, here’s how you can reset your password:

1. **Visit the Self-Service Portal**: Navigate to the Employee Self-Service Portal.
2. **Select 'Forgot Password'**: Click on the **‘Forgot Password’** link under the login section.
3. **Verify Your Identity**:
   * Enter your registered email address.
   * Verify your identity using the OTP sent to your mobile number.
4. **Reset Password**: Follow the link sent to your email to set a new password.

**If Access is Blocked**: Unable to access the portal or email? Reach out to IT support at **helpdesk@example.com**.

## **Setting Up Multi-Factor Authentication (MFA)**

To enhance security for accessing office systems, employees are required to set up Multi-Factor Authentication (MFA):

1. **Log into the Employee Portal**: Use your credentials to access the portal.
2. **Navigate to MFA Setup**: Find the MFA section in your account settings.
3. **Select Authentication Methods**: Choose one of the following methods:
   * Mobile App Authentication (e.g., Microsoft Authenticator or Google Authenticator)
   * SMS-based OTP
   * Email Verification
4. **Complete Verification**: Follow the steps to link the chosen method and verify its functionality.
5. **Confirmation**: Ensure the setup is confirmed. You’ll be required to use this method for all future logins.

**Tip**: Keep your registered mobile number and email updated to avoid authentication issues.

## **Office Printer Setup**

To connect your device to the office printers:

1. **Locate Printer Settings**: Open the printer settings on your device.
2. **Add Printer**: Select the option to add a new printer.
3. **Search for Office Printers**: Look for the printer name (e.g., 'OfficePrinter-1').
4. **Install Drivers**: If prompted, install the necessary drivers from the IT portal.
5. **Test Print**: Print a test page to confirm connectivity.

**Troubleshooting**: If you encounter issues, refer to the Printer Troubleshooting Guide in the IT Portal.

## **Accessing Shared Drives**

Employees can access shared network drives for team collaboration and file storage. Follow these steps to map a shared drive:

1. **Open File Explorer**: On your desktop, open the File Explorer application.
2. **Select 'Map Network Drive'**: Right-click on "This PC" or "My Computer" and choose **‘Map Network Drive**’.
3. **Enter Network Path**: Input the path provided by your department (e.g., \\fileserver\sharedfolder).
4. **Credential Login**: Log in using your employee credentials if prompted.
5. **Access Files**: Once mapped, the shared drive will appear in File Explorer under **This PC**.

**Note**: Always store files in the appropriate folder for better collaboration and data security.

## **Requesting New Software or Hardware**

To request additional software or hardware for work purposes, follow the process below:

1. **Submit a Request**:
   * Log in to the IT Support Portal.
   * Fill out the **‘New Software/Hardware Request’** form.
2. **Approval Process**:
   * Your request will be routed to your manager for approval.
   * After approval, IT will process your request.
3. **Installation/Delivery**:
   * Software will be installed remotely or via an IT technician.
   * Hardware will be delivered to your workstation.

**Timeline**: Most requests are processed within 3-5 business days.

## **Data Security Guidelines**

To protect sensitive company data, follow these guidelines:

1. **Password Management**:
   * Update your password every 90 days.
   * Use a combination of uppercase, lowercase, numbers, and special characters.
2. **Email Security**:
   * Avoid clicking on links from unknown sources.
   * Report suspicious emails to **security@example.com**.
3. **Device Security**:
   * Lock your screen when away from your desk.
   * Ensure your antivirus software is updated.

## **IT Support Contact Information**

For any technical issues or queries, here’s how you can get help:

* **Helpdesk Email**: **helpdesk@example.com**
* **Support Portal**: Access the IT Support Portal at IT Support Portal.
* **Phone Support**: Call **1-800-123-4567** for immediate assistance (available 24/7).
* **In-Person Support**: Visit the IT Helpdesk located on the 3rd floor, Room 301.