TCS Xperience Program

Trainee-Guideline-Document_Final

TCS Internal

As you start your learning journey, here are few guidelines to help you on your way. Please feel free to contact your Facilitation team for any clarifications on these guidelines	
For any concerns pertaining to Facilitation : Mail us @ Oneilp.Faciliation@tcs.com	
Self-Responsibilities	Be punctual for your sessions – maintain the session and break timings and adhere to the timings mentioned in schedule diligently Attendance is mandatory for all the sessions scheduled and the **same would be tracked** Log in 10 min prior to your shift timing to avoid any delay Kindly keep yourselves on **Mute at all times** to avoid disturbance during the session, you may post your query in the **chat box** for any type of **communication** Go for breakfast / lunch only during the time allotted for you Ensure you are familiar with your daily schedule Follow the SBWS agreement norms

Ultimatix Portal Login	URL: https://www.ultimatix.net Username: Employee Number Authcode : <to be entered from Ultimatix Authenticator App> Refer Document : **S1.Ultimatix And Features** for detailed process to set up Ultimatix account and Ultimatix Authenticator App once your employee ID is activated.
Set Secret Questions	Secret Questions and Answers enable you to use the self-service Password Management features in Ultimatix. This will be useful when you will be able to reset your Ultimatix password when it is locked. After successfully logging into Ultimatix, please make sure to immediately Set Secret Questions Go to Ultimatix > Password Management > Ultimatix Password > Set Secret Questions The Secret Questions and Answers already set by you are pre-filled. At least 2 questions should be your own custom questions Refer Document : **S1.Ultimatix And Features** for detailed process

Forgot Ultimatix password / account locked	Use 'Forgot Password' option available in Ultimatix login page Three Incorrect attempts of India Domain & Ultimatix password will get locked. You can reset the same using Password Management Link in Ultimatix TCS Global Helpdesk - For IS support required, you can raise a Ticket in the TCS Global Helpdesk

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	Go to Ultimatix > Employee Services > Helpdesk > TCS Global Helpdesk Global Helpdesk is a platform where you can raise ticket for any technical glitches Request you to select appropriate category and attach relevant screenshots.
TCS E-Mail ID	Select your TCS mail ID in Ultimatix Go to Ultimatix->Home->Applications -> Employee Services ->Global ESS -> My Profile -> Select Email/Signature (Select Mail id from the options given only)
Register Mobile number	Updating mobile number by each associate in the system is critical. For updating your mobile number Go to Ultimatix -> GESS -> My Profile -> About -> Basic Details -> Communication Details -> Mobile Number

INDIA Domain	Setting the password for INDIA domain is necessary for all the trainees 1. The password will be used as a password for accessing mails through Exchange_Mail and O365_Mail on https://myapp.tcs.com (link to access mails outside TCS network) 2. The associates who will be undergoing 15 days training (XP Batches) will be provided VDI access and to login into VDI the password for INDIA domain will be required. STEPS TO SET THE PASSWORD FOR INDIA DOMAIN Note: The default password for INDIA domain is ChangePwd@DOB in DDMMYYYY format. Here DOB stands for your date of birth. For e.g. an employee with employee ID: 123456 has DOB as 30/07/2020 so the default password for that employee will be ChangePwd@30072020 Steps: 1. Log in to Ultimatix with Authcode click on Password management option (present at top right corner of the Home page) 2. Go to Domain Account (APAC, EMEA, INDIA, NOAM, SOAM, Globe, Digitate) Click on Change Password/Unlock Account 3. Then Enter below details on the screen that appears after the above steps: Date of Joining (dd/mm/yyyy) : <your date of joining> Ultimatix Password : <Use the Ultimatix password that you have set for your utilmatix portal> Ultimatix Secret Question : <Any of the 5 secret question set by you will come> Your Secret Answer: <Enter the answer to the secret question that will come> Domain: Select "INDIA" as domain from the drop down Click Submit.
	4. Click on the Password Policy to check on the type of password to be set. Then according to Password Policy set the new password for INDIA Domain, and take a note of it. You have to set the new password irrespective of the Lockout Status i.e. even if the Lockout status will be "Not Locked" you have to set the new password. Click Submit. 5. If the password is set successfully the screen with message of password has been changed successfully will come. It takes 15-20 minutes for the changes to get captured.

	6. Close the window. 7. The password for INDIA domain will change from your default password (ChangePwd@DOB in DDMMYYYY) to your newly set password. And going forward wherever you will be asked to enter the INDIA domain password you have to enter the new password that you have set after setting the password. Hence take a note of this password. Refer Document : **S1.1INDIA Domain Password Set Method** for detailed process

Filling Timesheet	Fill Timesheet (TS) entry for 9 hours per working day (Monday till Friday). Go to Ultimatix > Employee Services > Employee self-Services > Timesheet Entry - Enter WON No., Select Task : Manual Entry, Task Name : Xplore Learning Use the SWON number allocated to your respective region to update your Timesheet efforts. Ensure Timesheet is filled **before 10 a.m. on a daily basis** without fail as Timesheet entry will freeze on the next calendar day (end of business hours) and timesheet leave will be generated for days of TS non-compliance. Use the SWON number allocated to your respective Centre to update your Timesheet efforts Please note the mentioned SWON no. have to be used only during your training duration. Refer Document: **S5.Timesheet Access & Filling Process Document** for detailed process.

Ux Apps	Ux Apps is Ultimatix Apps the enterprise app store for Ultimatix mobile applications. You can access it from https://uxapps.ultimatix.net
Ultimatix Authenticator App	For secured login experience, Ultimatix uses non-persistent login methods such as AuthCode. AuthCode can be generated using Ultimatix Authenticator app. Install & setup Ultimatix Authenticator app on your mobile device from UxApps. For any help please contact Ultimatix.helpdesk@tcs.com Visit the following link for step-by-step instructions to setup Ultimatix Authenticator app on your mobile device https://auth.ultimatix.net/login/pages/utxAuthenticatorGuide.html
Timesheet App	You can install the Timesheet app from Ux Apps. To install, go to Ux Apps https://uxapps.ultimatix.net, then search and install the Timesheet app eTMS app download
Installation of SBWS Governance Utility App	Please install SBWS Governance Utility App on your TCS/Personal laptop/desktop machines.

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	This Utility is available online on TCS UX Apps store (https://uxapps.ultimatix.net -> Utilities). Every TCS associate is required to install this Utility on the device they are using to perform activities enabled by SBWS and to ensure compliance with TCS policies of security, privacy and confidentiality of information During installation, the Utility will require inputs of certain authentication information, like employee id, machine type and mode of connectivity (i.e. how you are connected to perform the work) and will auto-capture the device id.
TCS SBWS (Secure Borderless WorkSpaces).	Your supervisor would initiate the SBWS and the same would come for your action. Please accept SBWS request once initiated in Ultimatix – Go to Ultimatix > Employee Services > Employee self-Services > Global ESS > Responsibilities > iTalent Responsibilities > My Worklist Once the same is accepted you can view the same in GESS >> My Profile >> SBWS Worklist

Instructions for IRA	**IRA** will be a combination **of iON Digital Proctored Assessments (DPA)** for MCQ and **HackerRank Digital proctored Assessment** for SBQ. The process of attempting the HackerRank SBQ remains the same, but in addition you need to provide access to camera before attempting SBQ. **Basic Requirements for the Digital Proctored Assessments** • Laptop/Desktop with Webcam • Windows Operating System **Guidelines to take the assessment** • Student Guideline Video: https://youtu.be/UJ0thw4Eplo • Launcher should be executed as administrator • Go through the attached the Digital proctored assessment Help manual

TCS Email Access	For trainees the mail account can be mapped to below three mail boxes: 1. Exchange_Mail 2. Lotus_Webmail 3. O365_Mail Refer the document: **S1.2Email Access process** for detailed process. Three basic steps to be followed to access Emails after your employee ID is activated and successfully made first login into Ultimatix Portal: 1. Selecting the email/signature under My Profile in GESS on Ultimatix 2. Setting the password for INDIA domain on Ultimatix through password management. (Applicable for Exchange_Mail and O365_Mail) 3. Setting the password for Webmail/Sametime on Ultimatix through password management. (Applicable for Lotus_WebMail)

STEPS TO ACCESS EMAILS THROUGH EXCHANGE MAIL

a. Go to the link to TCS citrix server https://myapp.tcs.com. Login using your Ultimatix credentials i.e Employee ID and Ultimatix password.

b. You will again be redirected to the Ultimatix login page. Then authenticate again into Ultimatix by entering Username : employee ID and click proceed Then enter Authcode: <authcode from authenticator app on your mobile phones>

c. After successful login you will be at homepage of citrix server. Download Citrix Receiver OR use Citrix light version.

d. Then Mail can be accessed from the Exchange Mail icon

e. You will be redirected to the link https://mail.tcs.com

f. Login into your mails for the first time using below credentials: Username : <EmployeeID> Password : <The new password that you set for INDIA domain from password management>

STEPS TO ACCESS EMAILS THROUGH LOTUS WEBMAIL

For accessing mails through Lotus Webmail first associates have to set Webmail/Same time password through password management on Ultimatix. Steps to set Webmail/Same time password

1. Log in to Ultimatix with Authcode go to Password management option (present at top right of the Home page) as shown below:

2. Go to Webmail / Sametime Account Management Click on "Reset Webmail/Sametime Chat Password
3. Enter the required details and click on Reset
4. Set the new password and click on Reset

Once the password is set successfully you will get the message of password set successfully. Take a note of this password as Webmail/Sametime password and use this further for logging into Lotus WebMail.

STEPS TO ACCESS MAILS WITH LOTUS_WEBMAIL:

a. Go to the link to TCS citrix server https://myapp.tcs.com. Login using your Ultimatix credentials i.e Employee ID and Ultimatix password.
b. b. You will again be redirected to the Ultimatix login page. Then authenticate again into Ultimatix by entering Username : employee ID and click proceed Then enter Authcode: <authcode from authenticator app on your mobile phones>
c. After successful login you will be at homepage of citrix server. Download Citrix Receiver OR use Citrix light version.
d. Then Mail can be accessed from the Lotus WebMail icon.
e. You will be redirected to the link https://webmail.tcs.com
f. Login into your mails for the first time using below credentials: Username : <your webmail mail id > Password : <The new password that you set for Webmail/Sametime from password management in the previous step>

	STEPS TO ACCESS EMAILS THROUGH O365 MAIL a. Go to the link to TCS citrix server https://myapp.tcs.com. Login using your Ultimatix credentials i.e Employee ID and Ultimatix password. b. You will again be redirected to the Ultimatix login page. Then authenticate again into Ultimatix by entering Username : employee ID and click proceed Then enter Authcode: <authcode from authenticator app on your mobile phones> c. After successful login you will be at homepage of citrix server. Download Citrix Receiver OR use Citrix light version. d. Then Mail can be accessed from the O365_Mail icon. e. You will be redirected to the link https://login.microsoftonline.com Login into your mails for the first time using below credentials: Email : <employeeID@tcs.com> Enter Password : <The new password that you set for INDIA domain from password management>
Knome Community Access	During the training period all the important communications will be passed through the KNOME community. All the associates will be added in the KNOME community that will be named as "TCS Xperience <DOJ> Batch". For e.g. batch joined on 23rd July 2020 the KNOME community was "TCS Xperience 23rd July Batch" similarly for 3rd August 2020 the KNOME community will be "TCS Xperience 3rd August 2020 Batch" Path to access KNOME community: Step 1: Go to Ultimatix -> Applications -> Learning & Collaboration -> Knome Click on "My communities" Step 2: Once the page loads scroll and click on the particular group created with the name as TCS Xperience < DOJ > Batch. For e.g. for 23rd July Batch it will was TCS Xperience 23rd July Batch Step 3: The timeline will be visible to all the associates who are part of the particular community and they will be able see all the updates in the Timeline and NOTICE BOARD. Step 4: To Access the documents On the homepage of Community >> Click on Media Directory >> Click on "Ready Reckoner" You will be able to see all the related documents and download them and keep them handy.
#myBrand – Associate Data Currency	Update Digital Profile : Go to Ultimatix > Employee Services > Employee self-Services > Digital Profile > My Resume Self-Declare your Competencies in iEvolve : Go to iEvolve > Competencies > Self-Declare Competencies Declare Primary/Secondary Competencies : Go to iEvolve > Competencies > Declare my Primary/Secondary Competencies

Steps to access/connect to VDI on Personal laptops/desktops	Pre-requisites - • VMware Horizon View Client to connect TCS vLabs from desktop, Laptop or Smart Devices. • Valid/Live Domain ID credentials for Authentication (INDIA, NOAM, SOAM, EMEA etc.) • Network Connectivity to TCS vLabs Please refer to the VDI instruction document 'How to Access TCS virtual labs using VMware Horizon Client' shared for completing installation Log on procedure to connect the vLab server - Open the downloaded file and Extract the VMware Horizon Client.7z file and launch the Horizon View Client. • Click on '+ New Server' button to add the connection server on the client. • Click connect to add the connection server • In case there are no connection servers, proceed with the below steps • Note: Server name will vary depends upon the allocated lab. Ensure to link the required server • (vlabsmumbai.tcs.com / vlabschennai.tcs.com). Use below method for log-on
	• Double click on the server to login and use domain credentials for the log-on (INDIA, NOAM, SOAM, EMEA, GLOBE etc) • Format of username: EmpID@India (or) EmpID@india (or) EmpID@india.tcs.com (or) EmpID@India.tcs.com • (Domain naming is not case sensitive & can be used in any of the specified formats • Click Accept to proceed for the log-on • Hit login button to connect

Participants to complete the following activities to get Xperience clearance on your release day	
Mandatory Training Compliance	Mandatory Training are the set of policies that a learner needs to complete after joining the Company. iEvolve has a set of mandatory training assigned to a particular employee that is common to all After joining the company, in the initial phase all your training are in the Non-Compliant tab because the status of the trainings are Never Taken. Once you have completed the same, it will come under Compliant tab till the training reaches its expiration date. Complete below listed Mandatory Trainings **within 5 days of your joining date** as per the day wise plan mentioned below

Sr. no.	Course Details	Course Id's	Learning hrs (Mins)	Timeline for Closure
i	Information Security Awareness - Main Course_LCS_WBT	43893	120	Day 3
ii	iSecurity Quiz_WBT	7408	35	Day 3
iii	Best Practice for working in SBWS mode:	62297	45	Day 3
iv	Data Privacy_LCS_WBT	53965	60	Day 4
v	GDPR_WBT	55220	50	Day 4
vi	Tata Code of Conduct: Awareness and Allegiance	21939	60	Day 4
vii	IP Governance in Service Delivery WBT	60422	30	Day 4
viii	Awareness on Policy for Prevention of Sexual Harassment_LCS_WBT	2735	45	Day 5
ix	Process: Agile for Beginners_WBT	56031	150	Day 5

Below listed Mandatory courses / WBTs have to be completed **within 10 days of your release** from Xplore Training:

  i. Anti Bribery and Corruption Awareness_LCS_WBT (49587)
  ii. Introduction to Safety First_LCS_WBT (49975)
  iii. HSE - Occupational Health & Safety @ TCS_elementary_WBT (48150)
  iv. Fire Safety Awareness_elementary_WBT (8159)
  v. HSE - Environmental Management @ TCS_elementary_WBT (48765)
  vi. Diversity and Inclusion_LCS_WBT (48518)
  vii. Intellectual Property Rights - An Introduction_WBT (53993)

Feedback Compliance	You are required to provide online Feedback for the Xplore and Xperience program you have undergone.
	
	The Facilitation team would share a link of the following two feedbacks which you are required to complete or respond within the deadline prior to your release from Xperience training program.
	
	  1. Xplore Feedback
	  2. Xperience Feedback

Timesheet Compliance	Timesheet compliance is an essential work ethic. Timesheet for each working day must reflect either as a Timesheet (TS) entry against work related S/WONs or a corresponding leave which is approved in the system. Absence of any these will be considered as Timesheet non-compliance for that day. You have to fill Timesheet in the given S/WON till your release day.
Leave Closure	**No leaves are allowed during training period** Leave availed if any should be applied in the Ultimatix after checking with HR Go to Ultimatix > Employee Services > Employee self-Services > Global ESS > Leave > Apply for Leave