

Hello and welcome to the Cognizant family! We are looking forward to working with you, and helping you to become acclimated to the Company. Please review the information on the various applications and services those are essential for your day to day operations and contact your Talent manager/ Local HR dept. should you have any questions.

*Global Service Desk (GSD)
PeopleLINE
Accessing the Cognizant Network
Accessing Your Cognizant Email
CWorld (Corporate Intranet)
ESA Timesheet System
PeopleSoft Self-Service – Human Capital Management*

GLOBAL SERVICE DESK (GSD)

For any technical assistance with any of the tools listed herein, please find below the contact information for the Global Service Desk (GSD).

For account, password, laptop and related queries or issues, please contact the centralized 24x7 support team.

Via Email: gsd@cognizant.com

Via phone:

If you are located in:	Please call:
North America	1-866-822-2024 or 973-368-9500 Ext: 56666
India	Vnet 56666
Europe	+44 (0)207-531-9330 – Ext: 56666
China	1-866-822-2024
Asia-Pacific	Vnet 56666

Website: <https://gsd.cognizant.com>

PEOPLELINE

PeopleLine is a medium for the associates to post their queries, requests and clarifications with respect to HR and Finance related policies & procedures that may arise in the normal course of business.

Associates (with the exception of associates from China*) can contact PeopleLINE via the web or by phone (voice support is available only for associates in North America):

Internet: <https://peopleline.cognizant.com>

Phone – Voice support is provide only from associates from North America on 1-800-704-3802

*Associates from China can contact HR representatives directly at
HROperationCHINA@cognizant.com*

ACCESSING THE COGNIZANT NETWORK

Your associate ID is your network ID.

Please contact GSD (Global Service Desk) for your network password.

To change your password:

Website: <https://identity.cognizant.com/enrole>

- User ID is your Associate ID.

- Password is of the format **VyyyyTIM#**
(yyyy is your year of birth)

Points to Note:

Your password will be valid for 30 days.

Minimum 8 characters

Must be **different from 5 previous passwords.**

Once you login, the site will prompt you to change your password (for this site alone). (Old password is again VyyyyTIM#)

Please select 3 questions from the list and answer them.

Please review left panel and click on *Manage Passwords*.

Enter your New Password and Confirm Password and click on *Submit*.

Password would take 10 minutes to replicate.

Note: The option AD is for your Password (for email and other Cognizant sites) and the option ITIM Service is for the site identity.cognizant.com

Technical Difficulties:

Please contact the GSD.

ACCESSING YOUR COGNIZANT E-MAIL

Website: <https://webmail.cognizant.com/exchange>

Login: user name (Network ID) and Password (Network Password).

Points to Note:

Mail Server will not allow you to send/receive .exe, .com, .vbs, .scr, .pif file attachments. This is done to safeguard against virus outbreak via e-mail attachments.

Technical Difficulties:

Please contact the GSD.

CWorld (Corporate Intranet)

Website: <https://cworld.cognizant.com>

Login: user name (Network ID) and Password (Network Password).

Points to Note:

Information available about:

- Clients
- Colleagues
- Business Units
- Talent Management (HR) & HR Policies

Technical Difficulties:

Please contact the GSD.

ESA TIMESHEET SYSTEM

Website: <https://peoplesoft.cognizant.com>

Login: user name (Network ID) and Password (Network Password).

Please select *Enterprise Service Automation (ESA)* to enter into the Timesheet system.

Technical Difficulties:

Please contact the GSD (for ESA Helpdesk)

- Via mail: ESAhd@cognizant.com or esa@cognizant.com
- Via phone:

If you are located in:	Please call:
North America	1-866-822-2024 or 973-368-9500 Ext: 56666 Dial "2" to reach the ESA Helpdesk
India	Vnet 56666 – Dial "2" to reach the ESA Helpdesk
Europe	+44 (0)207-531-9330 – Ext: 56666 Dial "2" to reach the ESA Helpdesk
China	1-866-822-2024 Dial "2" to reach the ESA Helpdesk
Asia-Pacific	Vnet 56666 Dial "2" to reach the ESA Helpdesk,

PEOPLESOFT SELF SERVICE SYSTEM

Website: <https://peoplesoft.cognizant.com>

Login: user name (Network ID) and Password (Network Password).

Please select *Human Capital Management (HCM)* to enter into the Self-Service system.

Points to Note:

Using PeopleSoft Self-Service, you are able to update the following:

- Home Address
- Personal Contact numbers
- Emergency contact name and numbers
- Passport details
- Direct Deposit

Technical Difficulties:

Please contact the GSD.

Regards,
Cognizant Human Resources