1C PORTAL - COMPREHENSIVE TECHNICAL SUPPORT GUIDE

Cognizant Internal Systems Documentation

Version 3.2 | Last Updated: October 2025

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1. INTRODUCTION TO 1C PORTAL

1.1 What is 1C Portal?

- The **1C Portal** (One Cognizant Portal) is Cognizant's unified employee self-service platform
- Provides access to **HR, project management, timesheet, learning, and admin services**
- Central hub for **over 300,000+ employees** globally

1.2 Portal Access URL

• **Production URL:** https://1c.cognizant.com

• **Backup URL:** https://onecognizant.portal.cognizant.com

System Requirements:
• **Browser:** Chrome 90+, Firefox 88+, Edge 90+, Safari 14+
• **Screen Resolution:** Minimum 1366x768
• **Network:** Corporate VPN required for external access

• Pop-up blockers must be disabled for 1C domain

1.3 Key Features

• **Real-time timesheet submission and approval**
• **Leave application and balance tracking**
• **Expense claim submission with digital receipts**
• **Project allocation and resource management**
• **Performance review and goal setting**
• **Learning management and skill development**
• **Payslip and tax document access**

• **Organization directory and contact search**

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2. ACCOUNT ACCESS & AUTHENTICATION

2.1 First-Time Login

Step 1: Navigate to https://1c.cognizant.com

Step 2: Enter your credentials
• **User ID:** Your Cognizant email (e.g., john.doe@cognizant.com) or Associate ID

• **Password:** Initial password sent to your registered email

Step 3: Complete **Multi-Factor Authentication (MFA)**
• Download **Microsoft Authenticator** or **RSA SecurID**
• Scan QR code displayed on screen

• Enter 6-digit verification code

Step 4: Set up security questions
• Choose 3 security questions from the list
• Answers must be at least 4 characters

• Store answers securely

2.2 Password Management

Password Requirements:
• Minimum 12 characters
• At least one uppercase (A-Z)
• At least one lowercase (a-z)
• At least one number (0-9)
• At least one special character (!@#$%^&*)
• Cannot reuse last 5 passwords

• Must change every 90 days

Password Reset Process:

Method 1: Self-Service Reset
• Click **"Forgot Password?"**
• Enter Associate ID or email
• Select verification (SMS/Email/Security Questions)

• Receive code → Answer question → Set new password

Method 2: IT Help Desk
• Call: **+1-888-COGNIZANT** (Internal: x40000)

• Email: **ithelpdesk@cognizant.com**

2.3 Single Sign-On (SSO)

• Integrates with:
• **Microsoft 365** (Outlook, Teams)
• **ServiceNow**
• **Workday**
• **Salesforce**
• **GitHub Enterprise**

• No re-login for **8 hours** after 1C login

2.4 Session Management

• **Timeout:** 30 mins inactivity
• **Max Duration:** 12 hours
• **Max Devices:** 2 concurrent

• **Logout:** Auto during maintenance (24-hr notice)

Best Practices:
• Always log out on shared PCs
• Clear cache on public networks

• Report suspicious logins to **security@cognizant.com**

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3. TIMESHEET MANAGEMENT

3.1 Accessing Timesheet

Path:

1C Home → **My Work** → **Timesheets** → **Current Timesheet**

Dashboard Shows:
• Week dates
• Status: **Draft / Submitted / Approved / Rejected**
• Pending hours
• Manager status

• Last 12 months history

3.2 Filling Timesheet (Step-by-Step)

Step 1: Select Week
• Weekly: Monday – Sunday
• Current week auto-selected
• Fill up to **2 weeks ahead**

• Past weeks editable (with approval)

Step 2: Add Project
• Click **"Add Project"**
• Search by:
• **Project Code** (e.g., PROJ-2024-12345)
• **Project Name**
• **Client**
• **Manager**

• Auto-validates with your allocation

Step 3: Enter Hours
• Click date cell
• Enter in **0.5 hr increments**

• **Max 24 hr/day | Max 60 hr/week**

• Standard: **8 hr/day**

Multiple Projects (Same Day):
• Add multiple rows

• Total ≤ 24 hr

Example:

text
```
Mon, Oct 28:
• PROJ-12345: 6.0 hr
• PROJ-67890: 2.0 hr
Total: 8.0 hr
```

Step 4: Add Task Description
• Click **pencil icon**
• Min 10 characters
• Use codes:
• **DEV** – Development
• **TEST** – Testing
• **MEET** – Meetings
• **DOC** – Documentation
• **RES** – Research

• **TRAIN** – Training

Step 5: Validate
• System checks:
• Allocation match
• Overtime (red flag)
• Missing description

• Leave/holiday conflict

Step 6: Submit
• Click **"Submit for Approval"**
• Review summary
• Add comment (optional)

• Confirm → Email sent

3.3 Special Scenarios

Public Holiday
• Auto-filled (8 hr)
• Cannot edit

• If worked → Raise **"Holiday Work Request"**

Leave Day
• Shows as **"LEAVE"**

• Auto-populated from Leave module

Training
• Use: **TRAIN-INTERNAL**

• Attach certificate

Bench Time
• Use: **BENCH-SKILLS-DEV**
• Min **4 hr/day upskilling**

• Min **8 hr/day total**

Client Site
• Check **"Client Location"**
• Enter address

• Attach travel approval

Overtime
• >40 hr/week
• Need **OT-REQ** form + justification

• Comp-off auto-credited

3.4 Approval Workflow

Level 1: Manager
• 48 hr SLA

• Options: **Approve / Reject / Return**

Level 2: Practice Head (if needed)
• High billing rate
• >10 hr OT

• >50% multi-project

Level 3: Finance

• Auto billing check

3.5 Corrections

Before Approval:

• Click **"Recall"** → Edit → Resubmit

After Approval:
• Click **"Request Correction"**
• Fill form: Old vs New hours, Reason

• Finance reviews billing impact

3.6 Reports

• **My Summary** – Utilization, Billable %, Export
• **Project Utilization** – Allocation vs Actual
• **Overtime Report** – Comp-off balance

• **Compliance** – Submission rate

3.7 Troubleshooting

Issue 1: Project Not in List
• Check allocation dates
• Contact Resource Manager

• Use **"Request Access"** form

Issue 2: Validation Error
• **"Hours >60"** → Reduce or attach OT approval
• **"Missing Description"** → Add text

• **"Leave Conflict"** → Check Leave module

Issue 3: Submit Timeout
• Save draft

• Clear cache
• Try another browser

• Raise ticket: **Timesheet → Technical**

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4. LEAVE MANAGEMENT

4.1 Leave Types

• **PL (Privileged Leave):** 18 days | 1.5/month | Carry 15
• **CL (Casual):** 6 days | No carry | Club with PL
• **SL (Sick):** 6 days | Medical cert >3 days
• **Comp-Off:** From OT/holiday work | 90-day validity
• **Maternity:** 26 weeks | 100% pay
• **Paternity:** 5 days
• **Bereavement:** 5 days (immediate family)
• **Marriage:** 5 days (one-time)

• **Sabbatical:** After 5 yrs | Unpaid | 1–6 months

4.2 Apply Leave

Path: My Work → **Leave** → **Apply Leave**

• Select type → Check balance
• Pick dates (half-day option)
• Enter reason (15+ chars)
• Attach docs (if needed)
• Add backup contact (>3 days)
• Handover tasks

• Submit → Email confirmation

4.3 Approval

• **Manager:** 24–48 hr
• **Client PM:** If client-facing
• **HR:** For special leaves

• **Auto-escalate** after 3 days

4.4 Cancel/Modify

• **Before Approval:** Withdraw
• **After Approval:** Raise **Cancellation Request**

• Modify dates: Cancel + reapply

4.5 Balance Tracking

• View: **My Leave Balance**
• Monthly email statement

• Lapse alert 60 days before year-end

4.6 Holiday Calendar

• Location-based
• Export to Outlook

• **Optional Holidays:** 2/yr (declare early)

4.7 Troubleshooting

Balance Wrong?
• Check pending applications

• Raise HR ticket with screenshot

Can’t Select Date?
• Check freeze period or overlap

• Use **LWP** if no balance

Manager Not Notified?
• Check spam

• View in **My Team** → **Pending**

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5. EXPENSE CLAIMS

5.1 Eligible Expenses

• **Travel:** Flight, train, taxi, fuel ($0.45/mile)
• **Hotel:** $150 (Tier 1), $100 (Tier 2)
• **Meals:** $75/day (client), $50 (travel)
• **Communication:** Mobile, internet

• **Other:** Visa, certs, client gifts (<$100)

5.2 Submit Claim

Path: Finance → **Expense Claims** → **Create Report**

• Name: **EXP-Oct2025-Visit**
• Add items → Attach bills
• **Max 5MB/file**, **20 files**

• Submit → **EXP-2025-XXXXXX** ID

5.3 Approval & Payment

• **Manager:** 3–5 days
• **Finance:** Auto < $1K
• **Client:** >$500 billable

• **Payment:** 7–10 days → Bank

5.4 Corporate Card

• Auto-import transactions
• Reconcile by **5th of month**

• Unreconciled → Card suspended

5.5 Policy Rules

• **Late Claim (>30 days):** Needs justification
• **>90 days:** Rejected

• **No receipt >$25**

• **Alcohol:** Only client entertainment (pre-approved)

5.6 Per Diem

• **India:** ₹1,500 (Tier 1), ₹1,000 (Tier 2)
• **USA:** $150/day

• No receipt needed

5.7 Mileage Log

• Odometer + Google Maps

• Submit monthly

5.8 Troubleshooting

Stuck in Pending?
• Check **Approval Tracking**

• Escalate after 5 days

Wrong Amount Paid?
• Compare advice vs report

• Raise **Finance Query**

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6. PROJECT ALLOCATION

6.1 View Allocations

Path: My Work → **Resource Management** → **My Allocations**

• Shows: % | Start/End | Manager | Status

• **Total ≤ 100%**

6.2 Request Change

• **Extension:** Click **Request Extension**
• **New Project:** Raise via Resource Manager

• **Shadow:** 0% during ramp-up