

Technology Reference Guide



OVERVIEW

ABOUT THIS GUIDE

This starter guide is designed to support newly hired Customer Care Services associates with step by step instructions to setup security and software programs required to work and train remotely. These steps are required to begin the first day of training and work remotely.

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MICROSOFT TEAMS

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NEED SUPPORT?

If you still need assistance after reviewing the troubleshooting guide, please contact
Technical Support: **1.877.415.7911**





IdentityNow

5 Step Setup

*Required to begin: Network ID (Username):

Set your Network Password

STEP 1 – Access IdentityNow

Go to <https://lbrands.identitynow.com>

Lbrands

Sign in with your user name

User Name

Password

Problems signing in?

Sign In

STEP 2 – Click “Problems signing in?”

Enter your Network ID (User Name) and click “Problems signing in?”

STEP 3 – Click reset Password, then Enter your Network ID and click Continue

After clicking reset password, you may need to enter your Network ID again and click Continue

Lbrands

What can we help you with?

Forgot user name

Reset password

Unlock account

Lbrands

To reset your password, let's start with your user name.

User Name

jaswilliams

Continue

STEP 4 – Send verification code to alternate phone/email

From this screen, you will need to select the option to Send code as text or voice to your alternate phone, or, select to send an email to your alternate email

You will receive a 6-digit authentication code text. Enter code in the Verification Code box, click Authenticate.

Lbrands

Thanks, **jaswilliams**. To make sure the right person is resetting your password, we always check in with you. Choose a method:

- ☐ Send code as text alternate phone
- ☐ Send code as voice message alternate phone
- ☐ Send code as text work phone
- ☐ Send code as voice message work phone
- ☐ Send an email alternate email
- ☐ Send an email work email

[Continue](#)

Strong Authentication

A verification code has been sent to +x xxx-xxx-0560.
Enter the verification code to complete your authentication.

Verification Code

[Choose another method.](#) [Authenticate](#)

STEP 5 – Set your password

Now you will set your password following the on-screen directions

NOTE: If you do not have an option for an alternate Phone or alternate email, please contact Technical Support: **1.877.415.7911**



PingID

5 Step Setup

Keeping information safe by authenticating your identity when signing in to work

How does PingID work



STEP 1 – Enroll in MFA PingID site

- ❑ Navigate to MFA site <https://mymfa.lb.com>
- ❑ Enter your network username and password

STEP 2 – Select your Authentication Option

- ❑ Click other MFA methods to select SMS

NOTE: We recommend you have at least two Authentication methods.

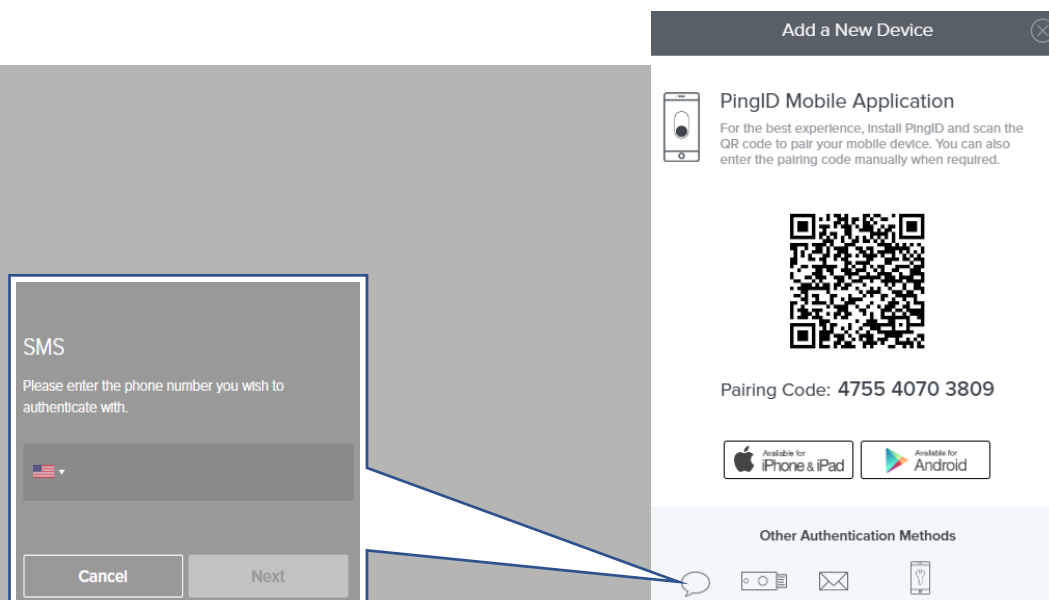
- SMS/text Recommended,
- Personal email address
- PingID App



Click other MFA methods

STEP 3 – Add SMS Authentication Method

- ☐ Under 'other Authentication methods' select the SMS/Text Message option
- ☐ Type cell phone number, click next
- ☐ Enter the code you receive via SMS in the pop-up window



When authenticating, you will see the progress through to success



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STEP 4 – Add Other Authentication Methods

We recommend you have at least two options. (SMS/text Recommended, Personal email address or App)

- ☐ From My Devices click **Add**
- ☐ Click **Continue**
- ☐ Enter the Authentication code you received
- ☐ Select the alternate method you would like to add, then, follow the on-screen prompts

My Devices

+ Add

Authentication Required

This action requires you to authenticate with PingID.

Cancel Continue

Lb email
gv***@lb.com

Mobile 1
*****06

iPhone 8 Plus (Global)
iPhone 8 Plus (Global) Mobile

Add a New Device

PingID Mobile Application

For the best experience, install PingID and scan the QR code to pair your mobile device. You can also enter the pairing code manually when required.

QR Code

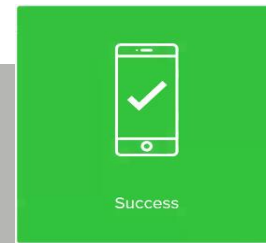
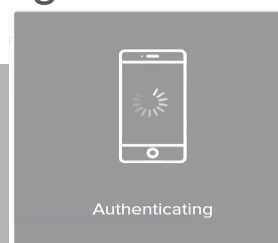
Pairing Code: 4755 4070 3809

Available for iPhone & iPad Available for Android

Other Authentication Methods

Click the other method you would like to add.
NOTE: If using the App, download the app from the App/Play store and scan the QR code.

When authenticating, you will see the progress through to success



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VMWare

5 Step Setup

Virtual Machine software to enable multiple operating systems simultaneously

STEP 1 – Download VMWare

☐ Download VMWare Horizon Client:

- ☐ [Click here for Windows](#)
- ☐ [Click here for MAC](#)

STEP 2 – Install VMWare

☐ Verify you have selected the correct Download (Windows/Mac)

☐ Click Go to Download

Download VMware Horizon Client for Windows

Select Version: **5.4.3** (dropdown arrow)

Description: VMware Horizon Client for Windows for x86-based & 64-bit devices

Documentation: [Release Notes](#)

Release Date: 2020-06-09

Type: Product Binaries

Product Resources

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

Product Downloads | Drivers & Tools | Open Source | Custom ISOs & Addons

Product/Details

VMware Horizon Client for Windows
File size: 218.99 MB
File type: exe
[Read More](#)

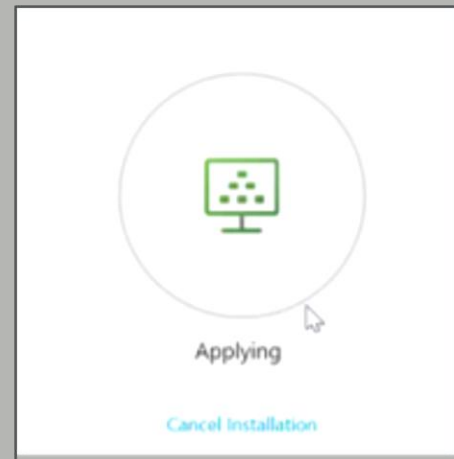
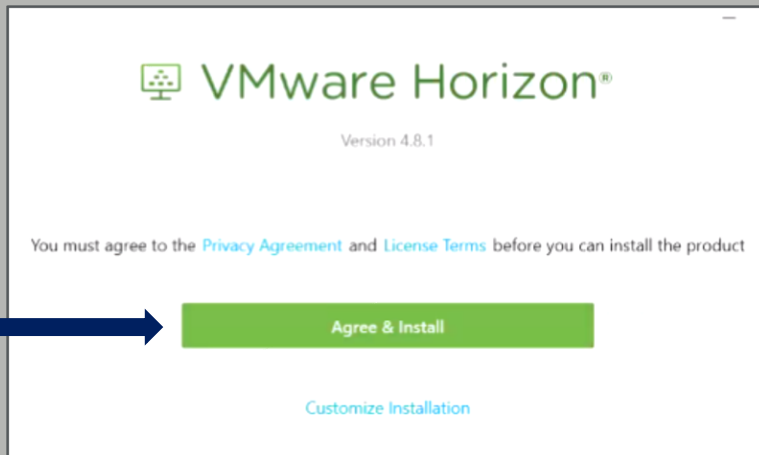
Download

Ensure you select the highest version

Click Download

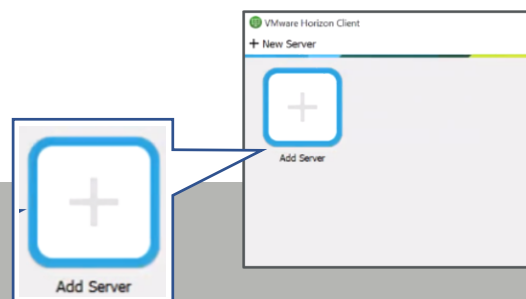
STEP 3 – Initiate Installation

- ☐ Wait for Installer to open
- ☐ Click Agree & Install
- ☐ Wait for install to apply



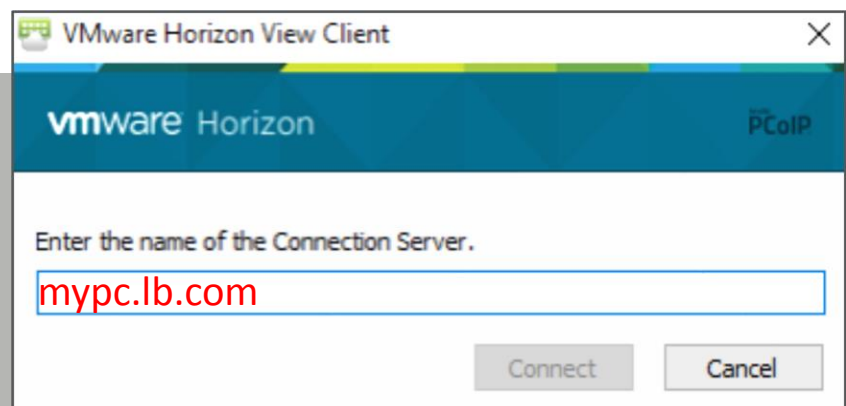
STEP 4 – Add Server

- ☐ Wait for VMWare to open
- ☐ Click on New Server



STEP 5 – Enter Server Name

- ☐ When prompted enter connection server **mypc.lb.com**
- ☐ Click Connect



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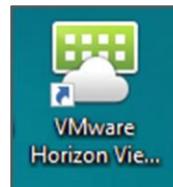


Virtual Desktop

5 Step Login Process

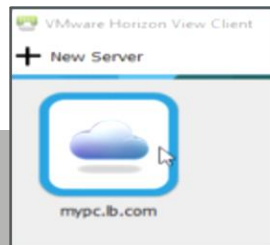
STEP 1 – Launch VMWare Software

- ❑ Click on VMWare icon to launch program



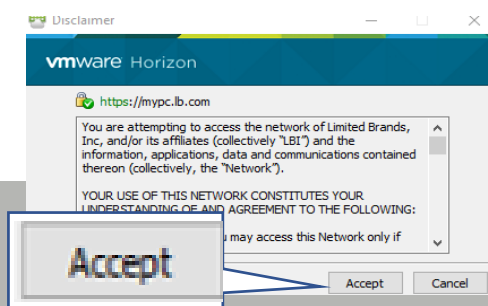
STEP 2 – Launch Server

- ❑ Select mypc.lb.com cloud icon



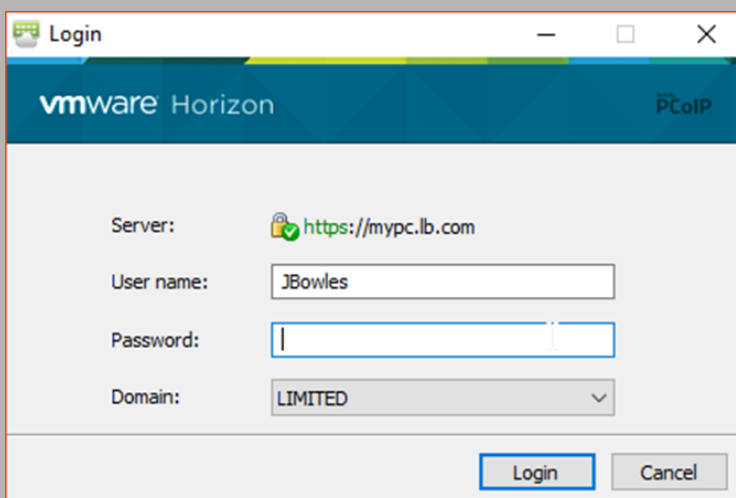
STEP 3 Accept Disclaimer

- ❑ Ensure you have read and understand
- ❑ Accept Disclaimer in pop-up window



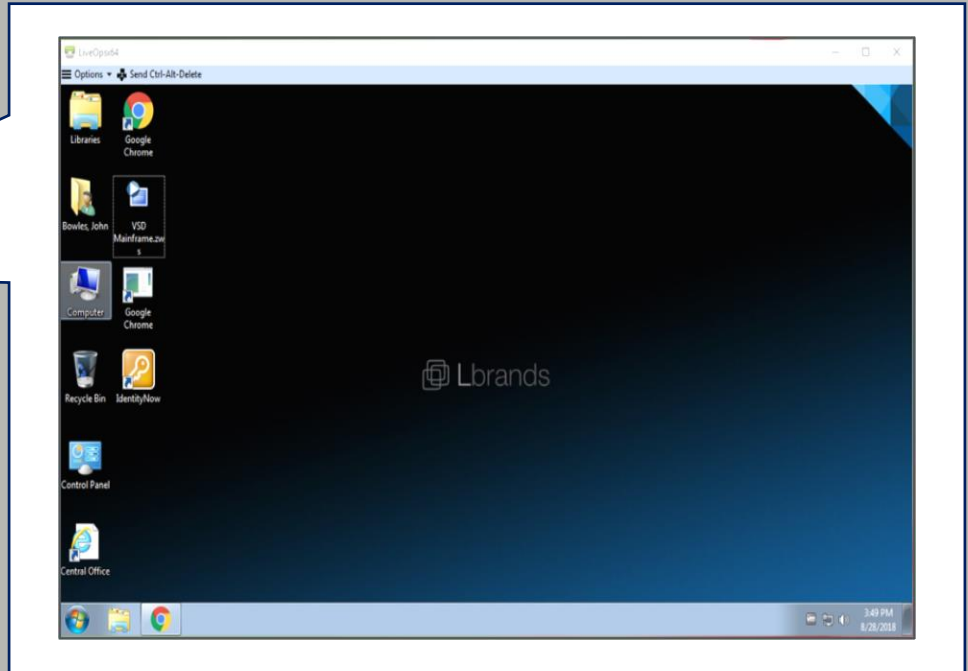
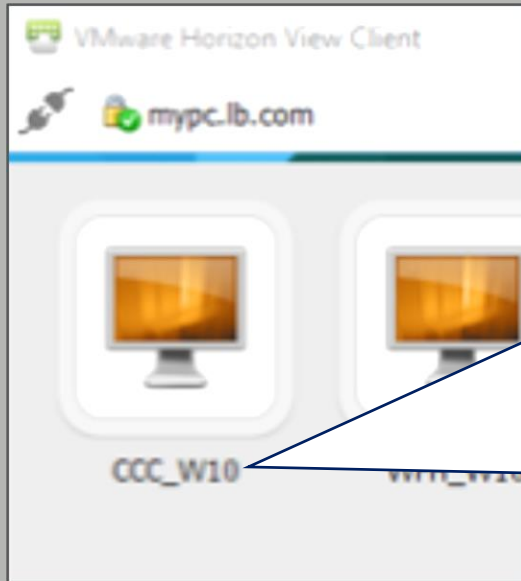
STEP 4 – Login to Desktop

- ❑ Enter User Name (Network ID)
- ❑ Enter Password (the password created in IdentityNow)
- ❑ Ensure Domain is set to Limited, Click Login
- ❑ Complete PingID authentication



STEP 5 – Select & Launch Portal

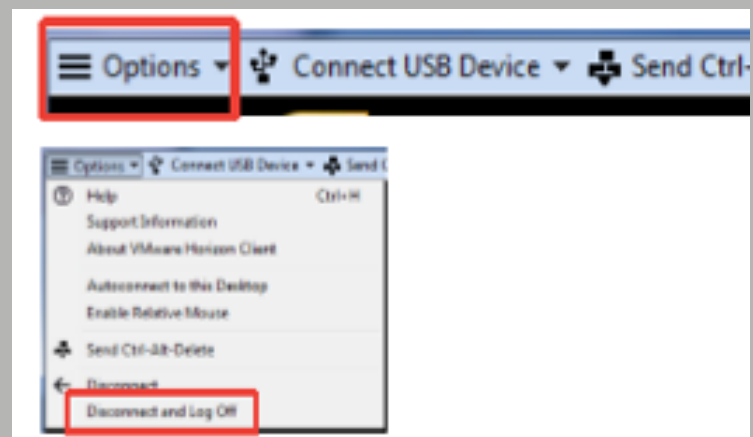
- ☐ Select the CCC_W10 portal to work remotely
- ☐ When you are finished, **LOG OUT**



DON'T FORGET TO LOG OFF WHEN COMPLETE

- ☐ Locate Menu bar
- ☐ Select Options, Disconnect and Log Off to exit VMWare and end session

Failure to Disconnect and Log Off will disable Virtual Desktop
Contact Technical Support at the start of your next shift and request VDI to be reset.



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Troubleshooting Guide

troubleshooting software and other platforms supported for remote working

VMWare

ERROR: “Desktop is currently not Available”

- Appropriate log out was not completed. VMWare requires you “Disconnect and log off” after each session
- Contact Technology Support (ATS) to request reset 877.415.7911

ERROR: Black Screen

- Check Internet speed, you can use <https://www.speedtest.net> Speed should be at 100+Mbps
- Ensure ethernet cable is directly connected and you are not on Wi-Fi
- Verify you using the current version, check for updates

ERROR: Unable to Download

- Ensure you are downloading the VMWare Horizon Client for your device Windows/Mac
- Note: Chromebooks do not meet requirements, please use approved Windows/Mac

ERROR: Download failure, spinning or looping

- Windows10 users ensure you are downloading from Chrome and NOT Microsoft Store (app)

ERROR: Unable to Sign In

- Ensure Domain selected in Limited

ERROR: Slowness

- Check Internet speed, you can use <https://www.speedtest.net> Speed should
- Ensure ethernet cable is directly connected and you are not on Wi-Fi
- Check with your internet service provider

Login Issues

ERROR: User Name and Password Issues

- Ensure caps lock is not turned on. Passwords are case sensitive
- Reset your network password in IdentityNow <https://lbrands.identitynow.com>
- Requires Technical Support (ATS) for password 1.877.415.7911





MICROSOFT TEAMS

3 Steps to prepare to join a TEAMS meeting for the first time

STEP 1 – Watch TEAMS Video

- ❑ Watch video: [CLICK HERE: Join Microsoft TEAMS as a guest](#)
- ❑ Watch video: [CLICK HERE: Join a Microsoft TEAMS meeting](#)

STEP 2 – Review Tips for joining a TEAMS meeting

- ❑ Open Teams by selecting “Go to the Teams app” or “Continue on this browser”
- ❑ Prior to joining meeting adjust meeting settings
 - Turn Video off (slash indicates off)
 - Mute Microphone (slash indicates muted)
 - Click, “**Join now**” to connect to meeting

We're opening your meeting in the Teams app.

Go to the Teams app
Use the desktop app for the best experience.

Download the Windows app
Use the desktop app for the best experience.

Use Teams on Microsoft Edge
No download or installation required.

Continue on this browser
Some features might not be available.

TEAMS Meeting Tips

Join now

Turn off Video

Mute microphone

Connecting...

Please note it may take a few minutes to connect after clicking "Join now"

STEP 3 – Review TEAMS Meeting Controls

- ☐ **1 Meeting Timer:** Displays amount of time you have been in meeting
- ☐ **2 Camera Button:** Turn camera on/off
- ☐ **3 Microphone Button:** Mute/unmute microphone
- ☐ **4 Share Screen Button:** Opens panel with options to share entire screen/specific window
- ☐ **5 More Actions Button:** Opens menu of additional actions and features
- ☐ **6 Raise Your Hand Button:** Raise/Lower your hand button
- ☐ **7 Chat/Conversation Button:** Show meeting chat panel
- ☐ **8 Participants Button:** Show participants panel
- ☐ **9 Hang Up Button:** Hang up button to leave the meeting

