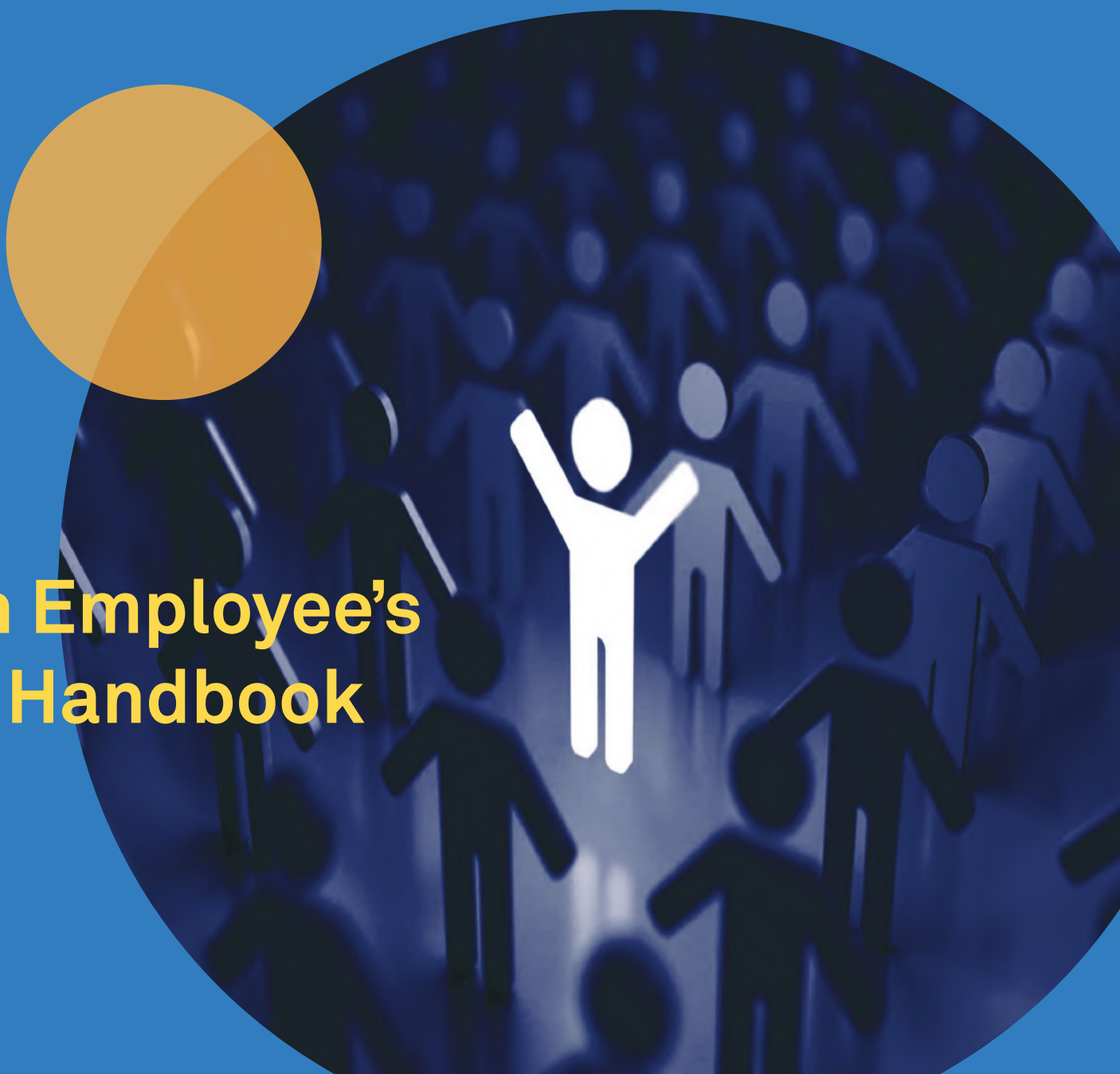




# Getting Started @ Wipro

an Employee's  
IT Handbook



# MESSAGE FROM CEO



## Welcome to Wipro!

You have joined a company with a proud legacy of technology, innovation, and values. You're now part of a global organization that thinks boldly, executes bravely, and keeps customer centricity at the core of its strategy.

I encourage you to bring your best ideas, and your passion to Wipro; there is room here for everyone's ambition! Together, we can ignite change.

I wish you great success in Wipro.

Thierry

Sensitivity: Internal & Restricted

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# Sneak Peek into Wipro

## Our Vision

*"To earn our clients' trust & maximize value of their businesses by helping them in their journey to 're-invent' their Business & Operating models with our 'Digital\*' first approach and best in class execution"*

\*New ways of working (experimenting, continuous delivery), self-service, low touch, Cognitive, Design & Experience led

## Spirit of Wipro: Values we live by

The Spirit of Wipro is the core of Wipro. These are our Values. It is about who we are. It is our character. It is reflected consistently in all our behaviour.

### Be Passionate about clients' success

We succeed when we make our clients successful. We collaborate to sharpen our insights and amplify this success. We execute with excellence. Always.

### Treat each person with respect

We treat every human being with respect. We nurture an open environment where people are encouraged to learn, share and grow. We embrace diversity of thought, of cultures, and of people.

### Be global and reponsible

We will be global in our thinking and our actions. We are responsible citizens of the world. We are energized by the deep connectedness between people, ideas, communities and the environment.

### Unyielding integrity in everything we do

Integrity is our core and is the basis of everything. It is about following the law, but it's more. It is about delivering on our commitments. It is about honesty and fairness in action. It is about being ethical beyond any doubt, in the toughest of circumstances

## Five Habits - Essential for Growth mind-set





# First Time login

## Your Wipro Credentials

You must have received your **8-digit employee ID** through the welcome mail sent to your registered personal email address.

You will need your Wipro **Active Directory ID (AD ID)** to log into all Wipro systems. It is basically unique user ID provided by Wipro to you for accessing all internal portal, tools and platforms.

It is made up of the first two letters of your first name, followed by your employee **ID and @wipro.com**, e.g. if your name is John Doe and your employee ID is 12345678, your AD ID is **JO12345678** (or **JO12345678@wipro.com** in email format).

## First time Mandatory Password Change

You will need to change your password at the time of logging in for the first time from your mobile or computer. You will receive a notification to reset your password at the time of your first logging.

### ● Option 1: Within the Wipro domain (at any Wipro office)

- Log on to any available system in Wipro network with the AD ID and enter the default password credentials.
- A new screen will appear to change the default password to a new password.
- Enter the default password under the field "Old Password" and new password detail in the following fields (New & Confirm Password).
- Click on "→" button next to confirm password field to submit.

### ● Option 2: Outside the Wipro network (from the internet)

- Access <https://webmail.wipro.com/owa> from your system or mobile
- Wipro Webmail login page will appear with login account preference.
- Click on "Wipro Limited" to get the Sign on page.
- Enter your Wipro AD ID as ADID@wipro.com (eg: jo12345678@wipro.com) & default password.
- A New page will be displayed to change the default password with a new one.
- Enter the default password under the field "Old Password" and new password detail in the following fields (New & Confirm Password).
- Click on Submit
- You need to access Wipro Webmail from your personal computer/laptop. You will need to access the Welcome Email from your Wipro webmail inbox on your joining date

# Multi-Factor Authentication Enablement

**Multi-Factor Authentication (MFA) is a security necessity.**  
**Please enable using the following steps:**

- Install the Microsoft Authenticator app on your Mobile from **Google Play Store** or Apple App Store
- Log in to <https://aka.ms/mfasetup> from your computer or mobile, enter your [ADID@wipro.com](mailto:ADID@wipro.com) and click next
- Enter the ADID, password credentials and click on sign in
- A new page will appear with the message "More information Required", Click on the Next button
- You will be redirected to the Multifactor Authentication registration page with the option "Start by getting the app", Click Next
- A new page with the heading Microsoft Authenticator will appear with the message "Setup your account", Click on Next
- You'll be prompted to scan the QR code using the Microsoft Authenticator app in your mobile.
- Open the Microsoft Authenticator app on the mobile and accept the data privacy pop up by clicking on the Ok button. You'll be redirected to the New account configuration page.
- Click on Skip button in the following screens where it asks for "Add Personal account" & "Add Non-Microsoft Account"
- Click on the button named as "Add Work Account" in the next screen.
- Click on Allow for Authenticator app to "access your contacts, take picture & video"
- Scan the QR Code using mobile application (QR code will be displayed on the computer or mobile in which you're accessing the MFA registration page) and Click Next.
- A confirmation message will be displayed on your mobile that "Account added Successfully" and your Authenticator app shows Wipro profile with your AD ID information.
- In the MFA registration Page, Click Next
- You'll get "Approve or Deny" request in your mobile phone where Authentication App is running. Click on Approve.
- Once you approve the request in mobile, you get a confirmation in the MFA registration page as "Notification Approved with the tick mark", Click Next to complete the registration process.
- A pop will appear in the MFA registration page "Microsoft Authenticator app was successfully registered"
- Click on "Done" will redirect to the MFA page with the selected mode of authentication.



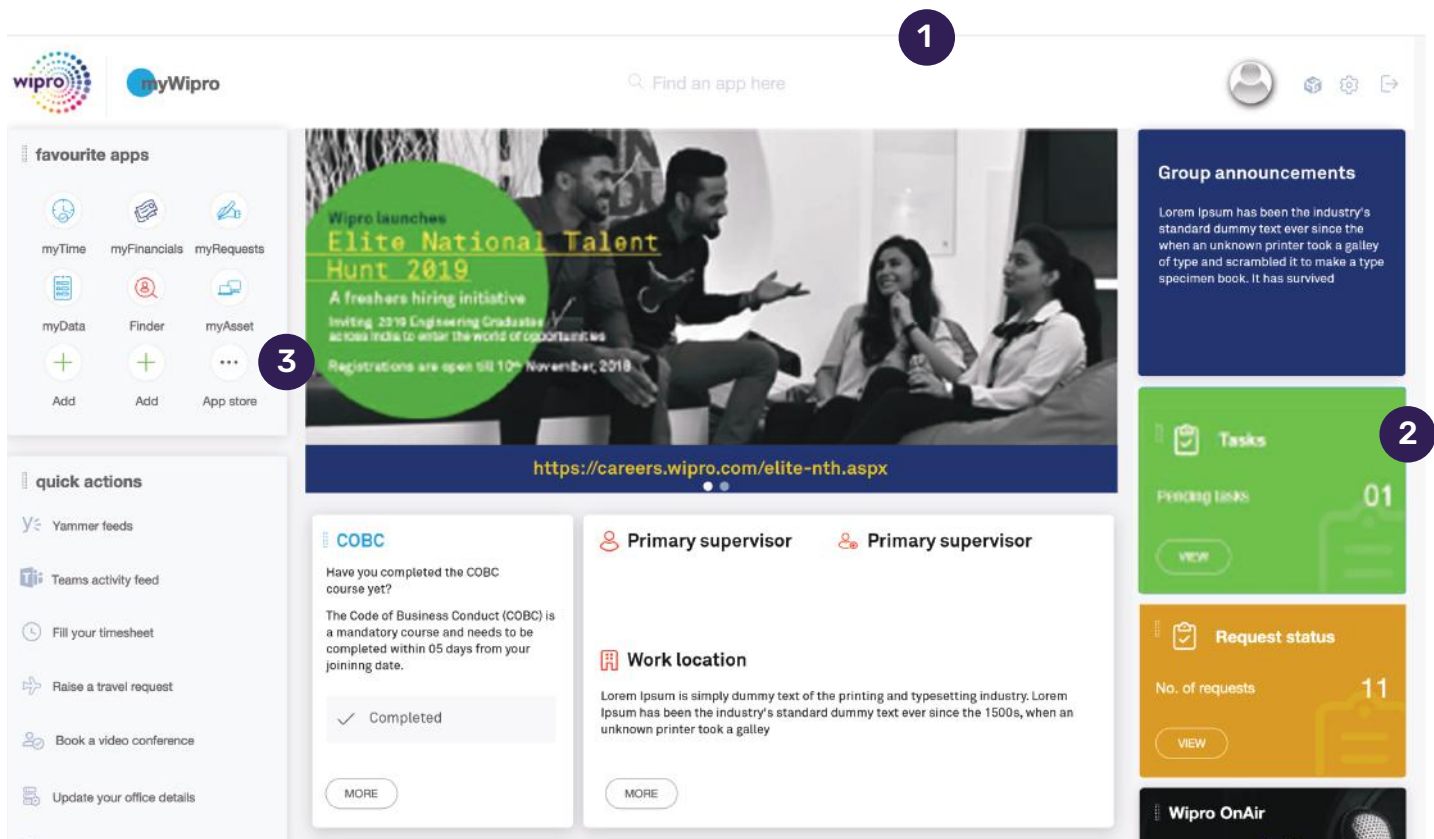


# myWipro – Wipro's Intranet / App Store

myWipro is our consolidated platform for employee self-service & business transactions.

It's One-stop destination for WIPROites to,

- Perform routine tasks like apply for leave, mark attendance, raise claims like travel/medical etc., raise requests.
- Get updated on important organization announcements
- View relevant metrics



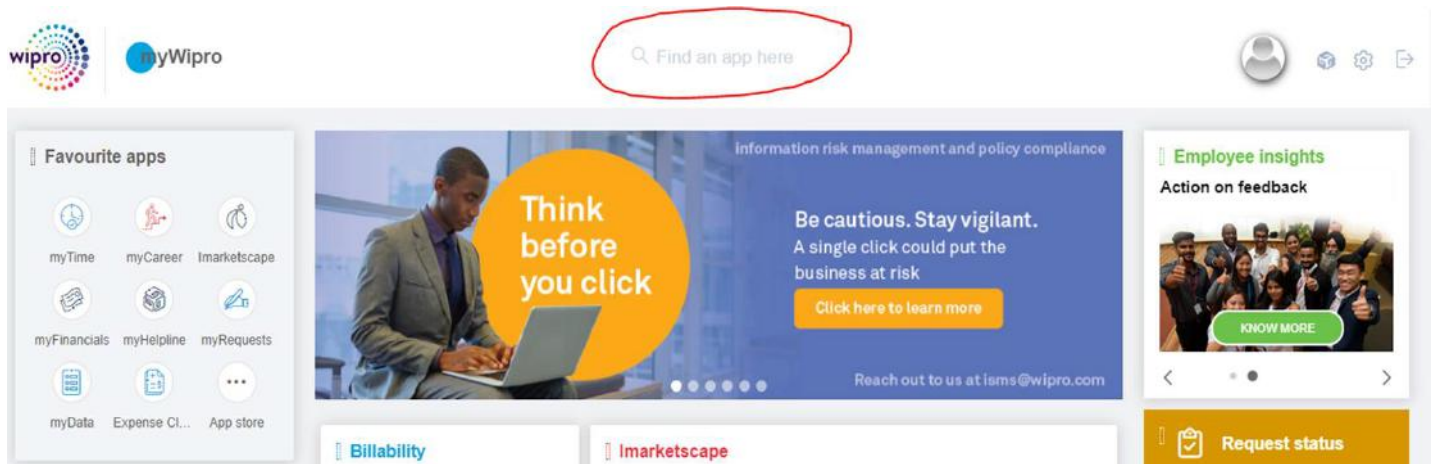
- 1 You can **Search Content**, Transact or find an App Using the top navigation. The Transact feature allows you one click transactions, e.g:  
To check your leave balance, type " check leave balance"
- 2 You' ll find any **tasks** allocated to you in the Work pending with you area.
- 3 **More** This is where you' ll find your Favourite Apps and a link to the App Store, where all apps are listed. You can mark up to six app as Favourite Apps for quicker access.



When you're not on the homepage, the mW in the top left corner on each page provides a quick link **back to the homepage**

## More on myWipro

There are wide variety of apps available in myWipro application. You can directly search for the app of your choice in the search option available at the top of myWipro homepage. You just have to type the name of the apps you want to find e.g. myPolicies. Please refer to screenshot below:



## myData – Updating your Personal Information

myData is an app within myWipro, which allows you to review and make updates to your HR data (address, education, bank, self-identification, passport details, etc. Within your first few days at Wipro, it is critical that you ensure that your personal data held by Wipro is accurate and complete.

To access myData go to: **myWipro > App Store > Information > My Data**. You must click through each tab, detailed below, to check, edit and complete all sections. You will find My Office Details, Personal Details, Official Details, Education Details, Bank Details etc. in myData app of myWipro portal.

## Updating your Bank Details

You must update your bank account details in myData on your date of joining:

**myWipro > App Store > Information > My Data > Bank Detailsportal.**

- Home Salary – enter the bank account details you'd like to be used for salary payments
- Home Reimbursement – as above, update the bank account details you'd like to be used for expense claim reimbursements ( only if creation of separate accounts is applicable in your location )
- Payroll Bank – input your national Insurance/social security information






## New Laptop & Desktop user profile configuration (Wipro Domain joined)

- Power on your Computer (Laptop or Desktop)
- System will boot with Windows 10 OS image and shows the Wipro IT security policy acceptance page, click Ok to go to the next screen.
- Windows Login screen will appear with Username & Password fields with default Sign in to field as "WIPRO"
- Please enter the username as "wfuser" and password as "On3T!meL0gin", also check the Sign in to shows your system hostname (Laptop: L-12345678, Desktop: D-12345678) instead of WIPRO.
- After successful login, you will be landing in computer desktop screen.
- Click on Search & enter "Pulse Secure" in Taskbar search option and select "Pulse Secure App"
- In Pulse Secure app home page, connect to "Wipro BLR VPN" URL (<https://blr-sslvpn.wipro.com>).
- Pulse VPN checks the system compliance and connects successfully once all security prerequisites are met as defined.
- Click Search button near the Windows Icon and look for "Cmd", Click Open file location option under "Command Prompt App" screen.
- In the File Explorer window, Select "Command Prompt" and Press "Shift Key & Right click" to open different options of the application. Click on "Run as different user" Option.
- Windows Credentials Popup screen will appear. Enter Wipro AD Credentials as "ADID@wipro.com" & AD Password. Click Ok
- After successful login, Command Prompt application will open with your user ADID (e.g. if your AD ID is J012345678, the command Prompt screen appear as "C:\Users\J012345678")
- To check whether the domain-based user profile is created in the system, go to the path "C:\Users" using File Explorer. You can find a new profile created with your ADID & recent date and time.
- Post confirmation sign out from the local user profile ("wfuser") and login with your AD user profile in the system. You'll be successfully logged in to system with the domain profile.
- Open Pulse Secure VPN and connect to Wipro VPN BLR url as instructed earlier.
- Open command prompt again from the computer desktop using search option and enter the following command in the Command prompt window to update the domain group policy
  - C:\Users\ADID>gpupdate /force
  - On successful completion, you'll receive a confirmation message as "Computer policy update has completed successfully & User policy update has completed successfully"

## Zscaler First time login setup

- Double-click the Zscaler App icon from the desktop or Click on “” from the system tray at right side bottom corner of task bar, right-click the Zscaler icon and select Open Zscaler
- Zscaler App opens with the login screen page, Enter AD ID as ADID@wipro.com (eg: jo12345678@wipro.com) and Click Login button.
- Enter your ADID, Password and the MFA authentication code to complete the sign-on process.
- Check the Status of Internet Security & Private Access Tab, it should show the service Status as “ON and Authenticated” in Private Access and “ON” in Internet Security. It completes the Zscaler login process.



## Getting Started with Mail & Collaboration

### Office 365

Office 365 is one of the communication tools we use at Wipro. If you are part of the Office 365 community at Wipro, your AD ID is also your Microsoft Office 365 account ID, giving you access to this wide range of business apps:

- for using in your browser
- and for downloading to your laptop and your BYOD-enabled mobile devices

Office 365	Apple Store (iOS)	Google Play (Android)
<a href="https://outlook.office365.com">https://outlook.office365.com</a>	<a href="https://products.office.com/mobile/office-mobile-apps-for-ios">https://products.office.com/mobile/office-mobile-apps-for-ios</a>	<a href="https://products.office.com/mobile/office-mobile-apps-for-android">https://products.office.com/mobile/office-mobile-apps-for-android</a>

### Outlook (Office 365) Configuration

- Click on Search “Outlook” in Window Taskbar and select “Outlook App”
- The App opens with “Add Account” page with the radio button enabled under Email Account and shows the username & email address, Click Next
- Autoconfiguration takes effect with the following 3 status checks. and
  - Establish Network Connection
  - Searching for user email address (eg: John.Doe@wipro.com) settings
  - Logging on to the mail server

- On completion of every stage, it'll show success status with a tick "✓".
  - In stage 2 (Searching for user email address (eg: John.Doe@wipro.com) settings), you will be prompted to enter the Wipro AD ID & Password credentials.
  - Enter your ADID, Password and the MFA authentication code to complete the sign-on process.
  - On successful authentication, status moves to 3rd stage
- Finally, a successful message appears as "Congratulations! Your mail account was successfully configured and it is ready to use"
- Click Finish to complete the Setup.
- Outlook open for the first time with your mailbox.

## Microsoft Teams

Microsoft Teams is used as a standard method for communication and is available as part of Office 365, helping teams to stay organized and have focused conversations, all from one place. It gives a secure, collaborative experience to your team to communicate seamlessly, share and edit files, manage meetings, or conduct a voice or video call.

You'll find a quick overview of MS Teams at <https://teamsdemo.office.com/>

Note: You may Visit - <https://www.office.com/apps> to know about the various apps that falls under Office 365 ambit.

Microsoft Teams is used as a standard method for communication and is available as part of Office 365, helping teams to stay organized and have focused conversations, all from one place. It gives a secure, collaborative experience to your team to communicate seamlessly, share and edit files, manage meetings, or conduct a voice or video call.

You'll find a quick overview of MS Teams at <https://teamsdemo.office.com/>

Note: You may Visit - <https://www.office.com/apps> to know about the various apps that falls under Office 365 ambit.

## First time Login Steps:

- Click on Search "Teams" in Window Taskbar and select "Microsoft Teams App"
- Applications opens with the Login screen, Enter your ADID as ADID@wipro.com (eg: jo12345678@wipro.com), Password and the MFA authentication code to complete the sign-on process.
- You will be redirected to the next page, kindly enable the checkbox which says, "Allow my organization to manage my device" and Click Ok.
- Next page confirms the sign-in process with the message "You're all set", Click Done to close the window and start collaborating with your colleagues.



## Yammer

Yammer is the Microsoft social networking solution for internal company use (like a Facebook for the enterprise) that is used for global communication, collaboration and engagement. To ensure you don't miss any updates, please follow the instructions below to set up your Yammer account and stay up to date on the subjects relevant to you.

### Setting up your Yammer account & profile

- 1 Go to <https://www.yammer.com/wipro.com> and you'll be redirected to the login page.
- 2 Enter your Wipro network credentials
- 3 Set up your personal profile, including your full name, photo, information about you and your interests



## Unlocking your Account

Sometime your account may get locked- to unlock/reset/change your password in case you're locked out of your account- you may visit <https://passwordreset.microsoftonline.com/> or the tiny URL <https://aka.ms/ssp>

- Enter the user ID as ADID@wipro.com (eg: wi123456@wipro.com)
- Enter the characters from the picture displayed in the Captcha field and Click Next
- You'll be prompted with 2 options "**Forgot password**" and "**I know my password but still can't sign in**"
- For unlocking the account, choose the 2nd option and click Next
- Enter your mobile number to receive the one-time verification code as a text message
- Enter the verification code received through SMS and Click Next
- Your account gets unlocked successfully with message displayed on your screen as "Your account has been unlocked"

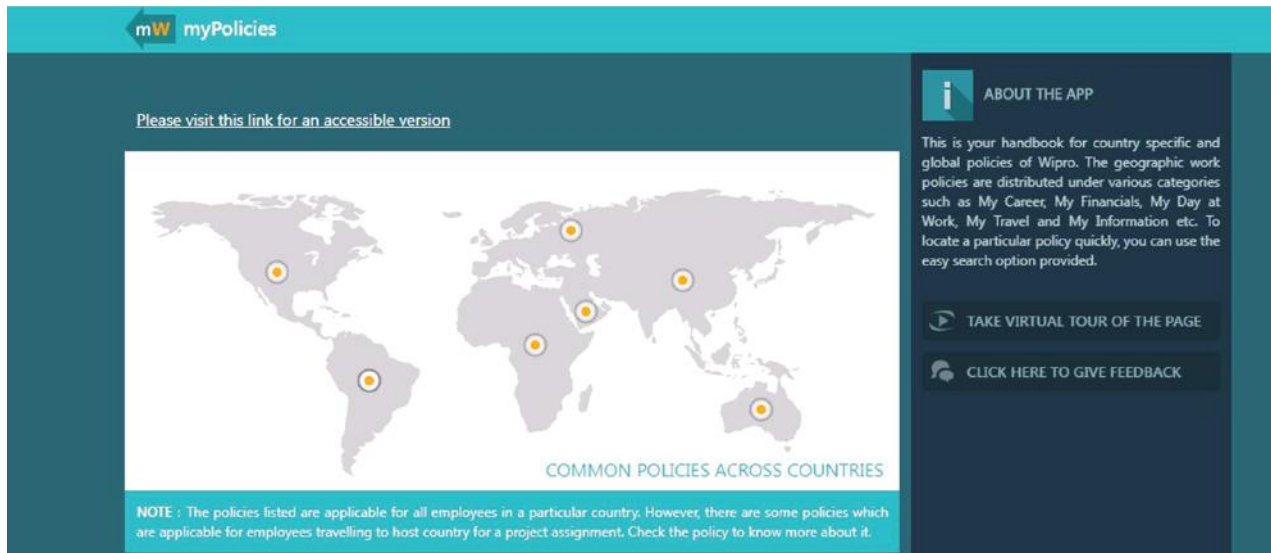
\* If you still face issues in changing the password, please contact any of our support teams

# Company Policies

You should familiarize yourself with all of Wipro's company policies. You will find company policies listed at **myWipro > App Store > Information > My Policies**

Or at [https://mywipro.wipro.com/myApp/WT\\_MYPOLICIES\\_E](https://mywipro.wipro.com/myApp/WT_MYPOLICIES_E)

You then select your country to view specific policies for your country or Common Policies Across Countries for those policies that apply globally.



We'd like to draw your attention to the Social Media Policy, Information Security Policy and Data Privacy dos and don'ts below, which are important to understand – along with all other Wipro policies – in your day to day communications and behaviors.

## Social Media Policy

This policy is applicable wherever Wipro-related information, such as Wipro's business, customers, or employees, is posted online.

If you publish or discuss Wipro-related information on personal Social Media or post on professional Social Media, you may publish your association with Wipro, but no details of the client/-customer as that breaches Wipro's non-publicity agreement. Posts on internal Wipro sites (e.g. Yammer or any social networking/micro-blogging sites) for the exchange of thoughts and ideas or to facilitate focused discussions among the Wipro community must follow the guidelines above and the one mentioned in the detailed social media policy of Wipro which you can find at <https://isms.wipro.com/Policies/Social%20Media%20Policy.aspx>

## Information Security Policy

The Information Security Management System or SURAKSHA portal allows you to familiarize yourself with Wipro's information security policies including. Please visit the below link for more details:

<https://isms.wipro.com/index%20pages/Policies.aspx>

Some key Information Security policy links: • **Password policy** <https://isms.wipro.com/Policies/Password%20Policy.aspx>

Some key Information Security policy links: • Password policy <https://isms.wipro.com/Policies/Password%20Policy.aspx>

• Data Protection and Privacy Policy <https://isms.wipro.com/Policies/Data%20Protection%20and%20Privacy%20Policy.aspx>

• Asset management Policy <https://isms.wipro.com/Policies/Asset%20Management%20Policy.aspx>



## Data Privacy and Relevance of Data Privacy in Wipro's Business context

It is the responsibility of all Wiproites to maintain the privacy of our information, not just about ourselves but also other business stakeholders.

In day to day operations at Wipro, each employee may process personal data or Personally Identifiable Information (PII) belonging to Wipro's prospects, customers, employees, job applicants, interns, vendor partners, visitors etc. Some important ones are listed below :

### Do's

- Always follow secure data disposal practices
- Always adhere to the acceptable usage policies relating to data or systems
- Abide by Wipro and customer mandates for reporting privacy incidents
- Personal data/ PII should be processed only for specific business purposes
- All personal data/ PII should be classified as confidential.
- You should ensure your device is compliant to security posture.

### Don'ts

- Never send emails with personal data/ PII to unauthorized persons
- Do not leave sensitive documents such as pay slips, offer letters, etc. unattended at your desk or at a printer
- Do not access an individuals' personal data/ PII, unless authorized as this may lead to a privacy breach
- Never download and store customer's personal data/ PII on your personal devices.
- Data leakage is a major concern for Wipro. Never email business data or files to your personal email



## Wipro ID Card

To request your Wipro ID card, visit myWipro > App Store > Request > My Requests > E Store > ID Card

### Your photo must:

- Be taken against a plain, white background
- Contain no other objects or people
- Not have any shadows or obstructions on your face, e.g. with accessories such as sunglasses
- Be taken in the last six months.

### In your photo you must:

- Be facing forward and looking straight at the camera
- Be dressed in formal business attire – your clothes should not be the same color as the background.

### Your photo must be:

- Passport size
- Jpeg format
- At least 30Kb and no more than 2Mb
- Unmarked/unscratched and with no effects or filters applied.

**Note :** Wipro ID card / Business card is auto-issued for employee in India.

## Business Cards

To order business cards, head to myWipro > App Store > Request > MyRequest > Business Card.

You will be presented with the system generated business card format including your designation according to your employment contract. Should you change this for your business cards your manager will be asked to provide approval.

**Note :** Wipro ID card / Business card is auto-issued for employee in India.

## Timesheets, Holiday and Other Leave

( **Note** : Some of these sections may not be applicable in your location ) Timesheets are fair & consistent approach to monitor time spent on work related purposes and productivity and Efforts are time spent on different tasks defined within a project. Updated efforts indicate the overall productivity of a project; helps in efficient planning. Aid in manpower planning and real time tracking of activities. Please find below how to fill your timesheets and efforts.

### Timesheets

The submission of timesheets in an accurate and timely manner is fundamental to the client billing process. Timesheets should be submitted daily but, as a minimum, you can submit your timesheets weekly. Please check with your reporting manager if this is required in your location.

The Timesheet Management System (TMS) is accessed through myWipro > App Store > Productivity > My Time – you may want to select Fav beside My Time to add to your favorite apps

Holidays / Other Leave

You may apply for leave through Leave app.

Path: **myWipro > App Store > Productivity > My Time > Leave**

## Expense Reimbursement

You can start/save/submit a claim at any time however all claims must be submitted within one month of the transaction.

Expenses are submitted via **myWipro > App Store > Finance > Expense Claims**.

## Travel Booking

Updating your Travel Profile

Before booking any travel, you must update your travel profile: myWipro > App Store > Travel & Expense > My Travel > Profile

**Raising a Travel Request**

- 1 Raise a Travel Request through **myWipro > myTravel > Create Travel Request**
- 2 Monitor Approvals – approval stages may include Supervisor or delivery manager approval and Budgetary approval by the project team or the finance team



## Important Contacts

Our IT support team is operational 24x5 between 9 am - 9pm IST from Monday to Friday(For India Only), please dial the helpdesk toll free number 1-800-212-9625 and press option "9" (masked) on IVR for immediate help

Alternatively, you can also reach out to Wipro's support by dialling in your region-specific contacts:

Direct No India	080-67462222
Toll Free in India	18002129625
Toll Free in United States	844-704-7787
Toll Free in Europe	00800 1400 7777
Toll Free in Croatia	00800806508
Toll Free in Romania	00800400732
Toll Free in Saudi Arabia	8001110108
Local Number in Japan	+81-367439758 on hearing dial tone need to dial 8087777

Dial the below country specific number and on hearing the continuous tone dial **8087777**

Singapore	65-68185640
Malaysia	60-377249589
Australia	61-280662427
Austria	43-1206091960
Belgium	32-22008501
Finland	358-972519762
Germany	49-69170776432
France	33-157324861
Italy	390-223331507
Netherlands	31-707703900
Sweden	46-859366335
Switzerland	41-445111522

Mexico	52-5547380356
Brazil	551147003521
Curitiba	55-41-3028-2575/2508/2509 OR 551147003521
Sao Paulo	55 11 4096 4132
South Africa and African Countries	+27 – 110616501



Wipro Ltd. (NYSE: WIT) is a leading information technology, consulting and business process services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360-degree view of "Business through Technology." By combining digital strategy, customer centric design, advanced analytics and product engineering approach, Wipro helps its clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, Wipro has a dedicated workforce of over 160,000, serving clients in 175+ cities across 6 continents. For more information, please visit [wipro.com](http://wipro.com)

