## Different type of passwords and their use

- ❖ *Kerberos Password* -(Zimbra email, Intranet,shared drives, RHEL6/7 login etc)
- ❖ *LUKS Password* - (RHEL 7 CSB Disk encryption )
- ❖ *FreeOTP/Soft Token Pin + token* - (VPN,Oracle, saml.redhat.com etc)

*Note* : All of these can be set as same for your convenience but is not recommended cause if you forget it you cannot login

## Tasks to be completed by New Hire on receiving laptop.

## 1)  FreeOTP token (Soft token) and pin setup
**Download and Install *FreeOTP* app from your phone's Play/App store**

**Prerequisites**: You must connected to the wired network to create your FreeOTP Token

1. On your laptop go to token.redhat.com
2. Log in using your **Red Hat username** and your **kerberos password**
3. Click **Login**
4. Click the **Create Software Token** tab
5. Click on **Create**
6. On your mobile device open the FreeOTP app and click on QR image to scan the barcode image on your laptop
7. Click **Ok** on the barcode popup
8. Click the **Set PIN** tab
9. On the left side of the screen, click the new FreeOTP. Token starting with **LSGO\*\***
10. *Following the guidelines on the site, create a new PIN and type it in the PIN and repeat PIN fields*
11. Click **set PIN**

*You can now access VPN,saml.redhat.com and Oracle with the pin and token.To authenticate to these services enter your username followed by your PIN + 6 digit token from FreeOTP*

Note: FreeOTP or Google Auth app are not available on Windows phone.In that case contact your local IT.
.

## 2) How do I access my mails ?

RHEL 7 CSB : You should be logged in automatically by browsing **mail.redhat.com**.

Windows 7 CSB : Login to **saml.redhat.com (pin + token)** and click on **Gmail** icon

Mac user : Login to **saml.redhat.com (pin + token)** and click on **Gmail** icon

## 3) How do I backup my system data ?

Click here to setup SpiderOak on your system.

## 4) What IRC tool does IT provide to communicate internally ?

Red Hat IT provides **Xchat,Pidgin & Adium** for our RHEL,Windows and Mac offerings.

Please follow the article here to setup chat client on your system accordingly.

*Note: RHEL CSB comes pre-configured with Xchat and can be accessed from Applications>Favourites>Xchat*

## 5) How do I connect to VPN ?

Red Hat IT provides OpenVPN solution to connect to Red Hat network while working from home,internet cafe etc.OpenVPN is provided via **Viscosity** for our Windows and Mac systems and comes preconfigured for our RHEL CSB systems.

OpenVPN on RHEL : Please follow KB0005418
OpenVPN (Viscosity) on Windows : Please follow KB0005422
OpenVPN (Viscosity) on MAC : Please follow KB0005419

*Note: If you do not have Viscosity installed or it's missing connection profiles please open a ticket with ServiceDesk at help.redhat.com to get it installed.Below section covers information on how to open a ticket.*

# Additional Information

## Need to report an issue or require more help ?

1. Go to **help.redhat.com**
2. Log in with your security token (LinOTP) credentials
3. You will be taken to the Red Hat Self-Service Portal
4. At the top right of the page, click **Open a Ticket** to go to a page with request forms sorted by categories.
5. Choose a category from the list then fill the form

To open a ticket, choose a topic below, then fill in the form:

Catalogs

Technology Requests
*Accounts, Software, Laptops, etc.*

Pay Requests
*Direct deposit, Taxes, Vacation time, etc.*

Report an Issue
*Something Is Broken*

Global Workplace Solutions
*General Requests, Ergo, Room Booking, Event Approval, etc.*

Response time(ms): , network: 0, server: 144, **browser: 168**

Don't see a form that matches your situation? You can use the following two forms for *general scenarios*.

Create a General Request
*If you need to request assistance or a service*

Report a General Issue
*If something is broken*

*Technology Requests* contains request forms related to hardware, software, and accounts.
*Pay Requests* contains request forms related to benefits and pay.
*Report an Issue* provides links for reporting outages or a general incident.
*Global Workplace* **Solutions** contains request forms related to Red Hat office buildings, meeting rooms, and workspaces.

*At the bottom of the page, you can click the "**Create a General Request**" or "**Report a General Issue**" button to open a ticket with the Service Desk when an issue or request is not covered by a specific form*

## Useful Links

Zimbra Mail (VPN) : [mail.corp.redhat.com](mail.corp.redhat.com)

Zimbra Mails (without VPN) : [webmail.redhat.com](webmail.redhat.com)

Bluejeans : redhat.bluejeans.com

Mojo : mojo.redhat.com

Support Portal : help.redhat.com

Google Mail : mail.redhat.com

Google Calendar : calendar.redhat.com

Google Drive : drive.redhat.com

RH EBusiness Suite (**Oracle**) : rhebs.corp.redhat.com

(Legacy) Intranet : home.corp.redhat.com

*To see a list of Single Sign On (Pin+Token) enabled tools such as BlueJeans Video Conferencing,OrangeHRM,Google Drive etc visit saml.redhat.com*

# Welcome to the Red Hat family,Happy OnBoarding !!