## 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

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

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# 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 <u>here</u> 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 <u>here</u> 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 <u>KB0005422</u> OpenVPN (Viscosity) on MAC : Please follow <u>KB0005419</u>

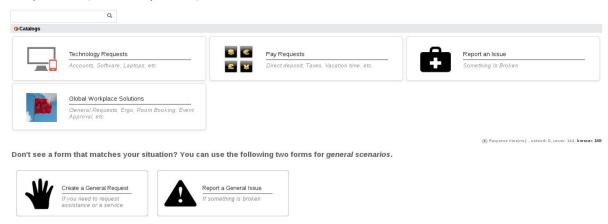
Note: If you do not have Viscosity installed or it's missing connection profiles please open a ticket with ServiceDesk at help.redhat.com to get it installed.Below section covers information on how to open a ticket.

#### **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:



**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

### <u>Useful Links</u>

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

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

Bluejeans : redhat.bluejeans.com

Mojo: mojo.redhat.com

Support Portal : <u>help.redhat.com</u>

Google Mail : mail.redhat.com

Google Calendar : <u>calendar.redhat.com</u>

Google Drive : <u>drive.redhat.com</u>

RH EBusiness Suite (Oracle): <a href="mailto:rhebs.corp.redhat.com">rhebs.corp.redhat.com</a>

(Legacy) Intranet : <a href="https://home.corp.redhat.com">home.corp.redhat.com</a>

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

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

