

WELCOME TO THE AMAZON FAMILY!

Welcome to your day 1 at Amazon!

This guide walks you through setting up the Customer Service Operating System (CSOS) device on your first day

To avoid technical issues, it's important to follow these steps in the exact order in which they are listed.

CONNECTING TO AMAZON DAY

LET'S START!

- 1 Join Your Day 1 Call/Meeting
- 2 Set-up Your CSOS Device
- 3 Security Key Registration
- 4 Setting Your Password
- 5 Signing into Your CSOS Device
- 6 FAQs
- 7 Daily Connection

1

Join Your Day 1 Call/Meeting

Please do not set-up before Day 1 or work ahead of the onboarding class!

On Day 1, expect to receive two emails on your personal email.

Email 1: One email will contain your assigned Amazon username (loginID), with instructions to join a scheduled conference call with your trainer and onboarding class.

Email 2: The second email will contain a temporary PIN needed to register the security keys and create a PIN.

Take note!

Two types passwords are used at Amazon to keep data secure:

1. Security Key PIN
2. Amazon Password

Please note the PIN and password differ from each other and are used at different steps in the sign-in process.

It will be necessary to alternate between the PIN and password to access specific tools, so it's extremely important to understand the difference and become familiar with these terms.

2

Set-up Your CSOS Device

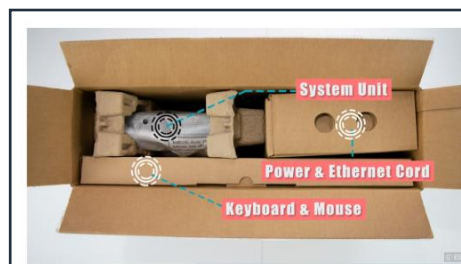
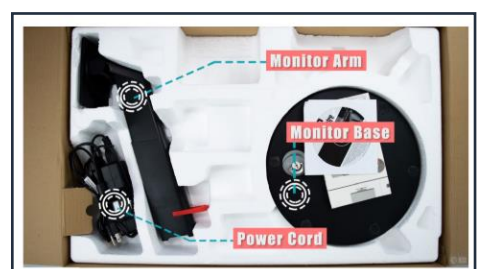
Watch an instructional video on how to setup your CSOS device:



CHECKLIST

- ✓ 2 Monitor Stand.
- ✓ 1 Power Cord (*If you get two save one*).
- ✓ 1 Monitor.
- ✓ 1 CPU.
- ✓ 1 Ethernet Cable.
- ✓ 1 Keyboard.
- ✓ 1 Mouse.
- ✓ 1 Headset.
- ✓ 1 o 2 Security Keys (*Zukey o Yubikey*).

You Will find the box like this:

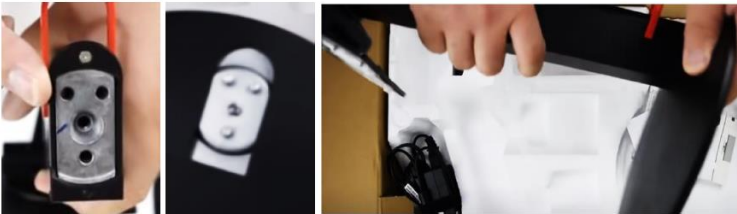


Note: If extra equipment is received, set it aside. It will not be required for set-up, and should be returned at the end of your assignment with Amazon.

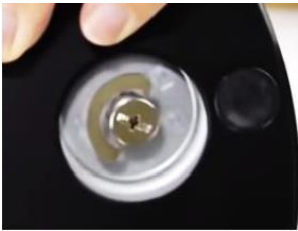
Follow these steps to assemble your CSOS device

2.1 Assemble the monitor stand:

- a) Remove both pieces of the monitor stand from the box.
- b) Align the holes in the monitor stand arm with the pegs from the monitor stand.



- c) Tighten the screw on the bottom of the monitor base to securely attach the monitor stand's arm to the base.
- d) Keep tightening until it doesn't twist anymore.



2.2 Connect the monitor stand to the monitor.

- a) Leave the monitor face down in the box.
- b) With the Lenovo logo appearing in the top left corner, insert the two forks on the monitor into the slots on the monitor.



- c) Push down and the monitor stand will click into place.

Note: The head of the stand rotates, please don't worry if it looks from the side.

Follow these steps to assemble your CSOS device

2.3 Place the monitor on your desk/ workstation.

2.4 Locate the CPU.

- a) Remove the flat plastic panel cover from the front of the CPU cradle on the back side of the monitor.
- b) With the logo facing out and the Power button at the top, quickly and firmly push the CPU into the system cradle. Make sure the CPU is flush with the cradle when seated.
- c) On the opposite side of the cradle opening, press the red button to release the vent cover and lift it open.
- d) Tighten down both screws on the CPU (*one is at the top and one is at the bottom*) to secure the CPU firmly in place.

STEP A



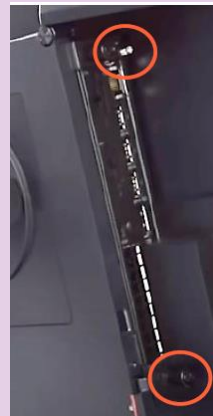
STEP B



STEP C



STEP D



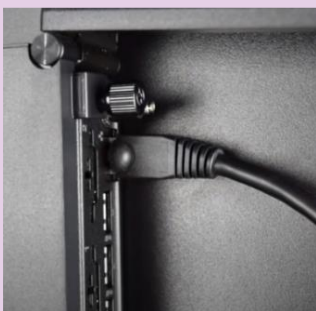
Follow these steps to assemble your CSOS device

What are Peripherals? Peripherals are the input/output devices used with any CSOS device or personal computer.

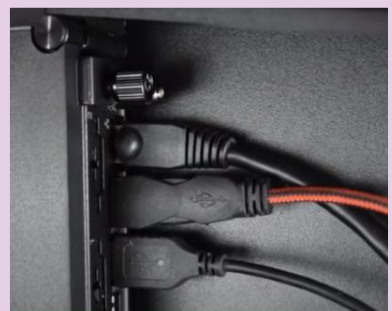
2.5 Connect the Peripherals.

- a) Insert one end of the Ethernet cable into the Ethernet port on the CPU and the other end directly into your modem or router.
- b) Insert the USB end of the keyboard and mouse into an available USB port on the back of the CPU.
- c) Close the vent cover over the cables.
- d) Insert the USB end of your headset into a USB port on the front of the CPU.
- e) Insert the security key into the USB port on the bottom of the monitor. *(located at the side of the speaker on the bottom)*

STEP A



STEP B



STEP D



STEP E



3

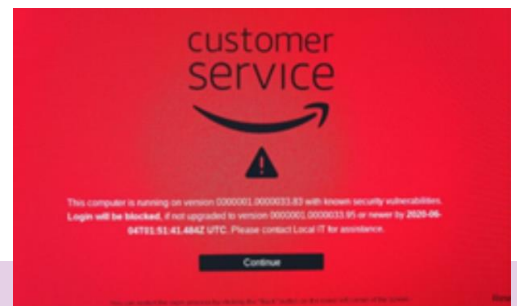
Security Key Registration

Your security key will give you access to the **VPN** and tools that house sensitive data at Amazon.

NOTE: You are *NOT ALLOWED* to write down this PIN. So make it something easy to remember.

Follow the steps to register your USB security key

3.1 Press the power button to turn on the CSOS device.



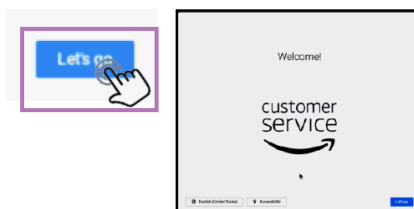
Having trouble?

If you get this red screen, the CSOS device may require an update upon initial boot-up:

1. Re-start your computer.
2. If the red screen is still on please click on "Proceed to Upgrade" and then "Launch"

This process might take several minutes.

3.2 Select "Let's Go" at the bottom right corner.

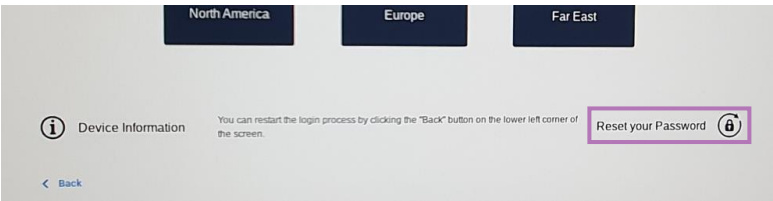


3.3 Select Ethernet to connect to your network. Wait for the CSOS to complete connection.

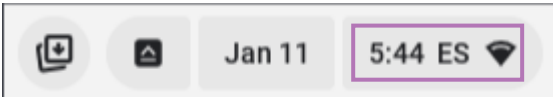
- *Make sure your ethernet cable is connected correctly.*

Follow the steps to register your USB security key

3.4 Select “Reset your password”.



3.5 Then, we will set-up the language of your CSOS device, click on the date and time icon at the right bottom corner.



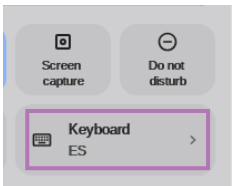
Having trouble?

If you get this message, please click on “Continue”

Please note that this Locked Down Mode grants you access to only the VPN application and the Amazon Password Tool.

Continue

3.6 Select the “Keyboard” icon and click on the option “LA Spanish”



Having trouble?

If the option “LA Spanish” doesn’t display:

1. Click on the gear icon at the right corner.
2. Click on “Add input methods”
3. Select “LA Spanish”.



3.7 Locate the email that contains your temporary PIN. The subject of the email is “Here’s your temporary PIN”

Here's your temporary PIN - Hello, Your manager has set a temporary

Follow the steps to register your USB security key

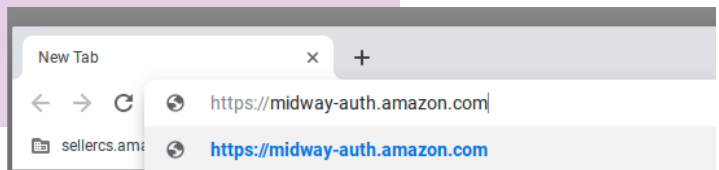
3.8 Select the Chromium blue icon in the taskbar to open the web browser..



3.9 In the new tab's address bar enter: <https://midway-auth.amazon.com>

Having trouble?

- Type the URL completely, including `https://` at the beginning.
- Make sure to type the URL in the address bar and not in the Google search bar.



Sign in with Midway

[Why am I here?](#)

User ID

Password [reset password](#)

[Sign in](#)

3.10 In the Amazon username box, type the username that was provided in the Day 1 email.

3.11 In the password box, type the temporary PIN that was included in your second email. This temporary PIN is case sensitive.

Having trouble?

If unable to locate the email containing the temporary PIN, look for the email with the subject line "Here's your temporary PIN."

If it has been longer than 4 hours since receipt of the email, or if unable to locate, ask the manager to send a new temp PIN.

Follow the steps to register your USB security key

3.12 Select Sign In. A welcome page will appear:

Welcome [redacted] !

To register or manage your security keys, visit the [security key registration portal](#)

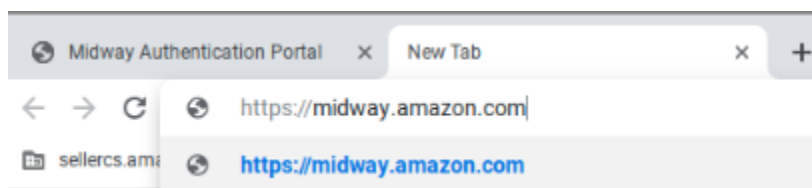
Having trouble?

If you receive an error message that says "Error: No posture data sent", ask your administrator to send you another temporary PIN.

3.13 Don't select any links that appear on the page. Leave this tab open in your web browser and select the plus sign (+) to add another tab to the web browser.



3.14 In the web address bar of the new tab, open the following web page <https://midway.amazon.com>



Having trouble?

- Type the URL completely, including https:// at the beginning.
- Make sure to type the URL in the address bar and not in the Google search bar.

3.15 Select on the page where it says "REGISTER SECURITY KEY".



Follow the steps to register your USB security key

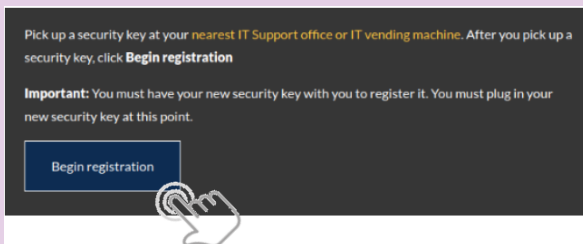
Next, you'll use your security key. Keep in mind that depending on the key you received, the process may differ, if you don't know which one you have go to page 3 (three) of this manual:

Zukey

3.16 Select "Begin registration".

- Select the type of security key you received.
- If you haven't already done so, insert your security key into the USB port located on the side of the speaker at the bottom of the monitor screen.
- When prompted, press the security key with your finger. Gently press your finger on it as if you were pushing it into the USB port.
- In the pop-up window, select "OK".

STEP 3.16



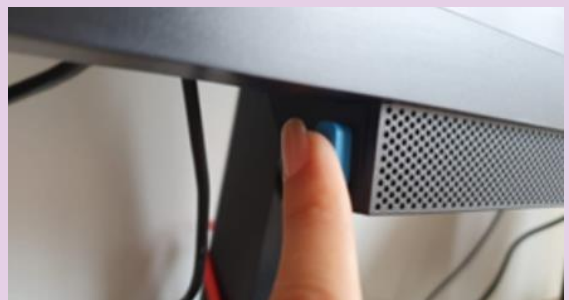
STEP a)



STEP b)

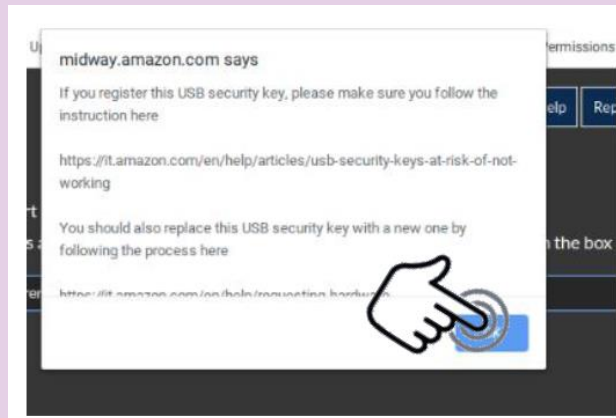


STEP c)



Follow the steps to register your USB security key

STEP d)



Which PIN should I create?

- You can use only numbers.
- Make sure you always remember this PIN.

- e) Create your PIN and enter it in the box. For security reasons, you can't write down your PIN, so choose one that you'll always remember.

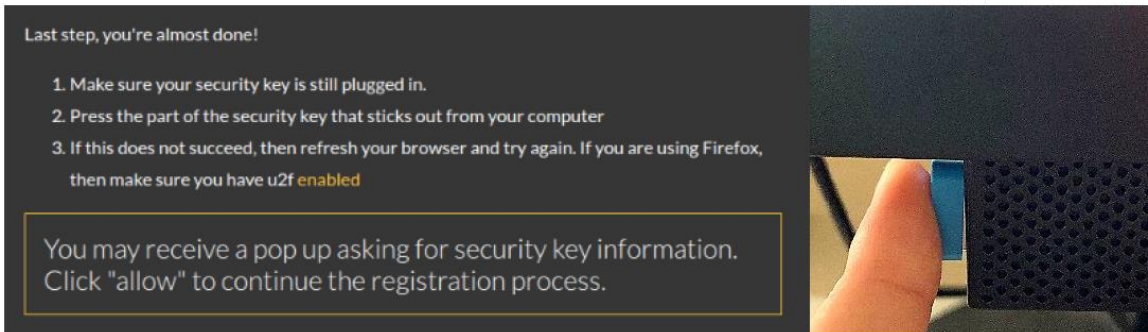
A screenshot of a web form for creating a new security key PIN. The text reads: 'You are required to set a new security key PIN in order to register this security key.' followed by 'Do NOT forget your security key PIN.' and 'Your PIN will be used to allow you to log in to Amazon resources and connect to the VPN with your security key'. There are two input fields: 'New PIN (8-64 ASCII chars):' and 'Confirm new PIN:'. Both fields contain asterisks. A blue 'Continue' button is at the bottom.

- f) Confirm your PIN in the second box and select "Continue".

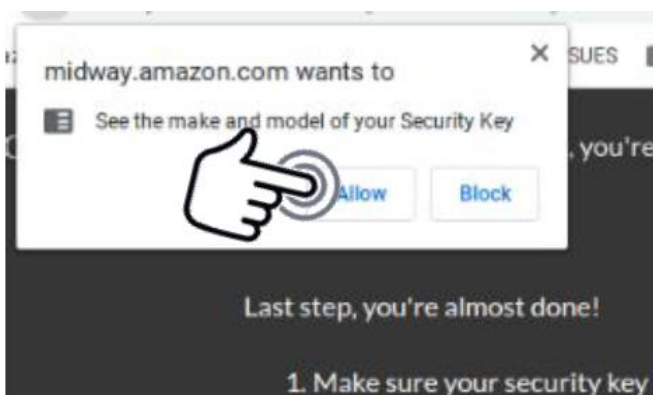
A screenshot of the same PIN creation form as in the previous block. A hand icon is pointing to the blue 'Continue' button at the bottom.

Follow the steps to register your USB security key

- g) When prompted, press the security key with your finger.



- h) A small pop-up window may ask you to let midway.amazon.com see the make and model of your security key. Select "Allow". *(If you don't see this window there's no problem)*



- i) A green message at the top of the page will let you know that the «token was successfully registered».



Follow the steps to register your USB security key

YUBIKEY

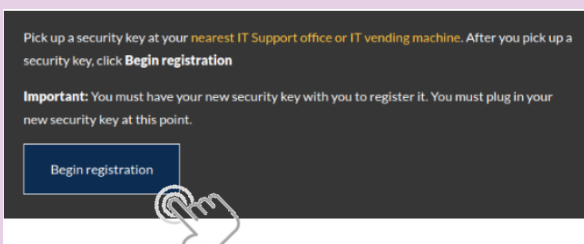


- You will find the key attached inside the bag of the headset.
- Make sure to introduce the Key inside the USB adapter, it might not enter completely so do not worry if that happens.
- To use the Security Key you will need to press the yellow lines on the side of the key, highlighted with the red circle on the picture.

3.17 Select "Begin registration".

- a) Select the type of security key you received.
- b) If you haven't already done so, insert your security key into the USB port located on the side of the speaker at the bottom of the monitor screen.
- c) When prompted, press the security key with your finger. Gently press your finger on it as if you were pushing it into the USB port.
- d) Click "Continue"

STEP 3.17



STEP a)

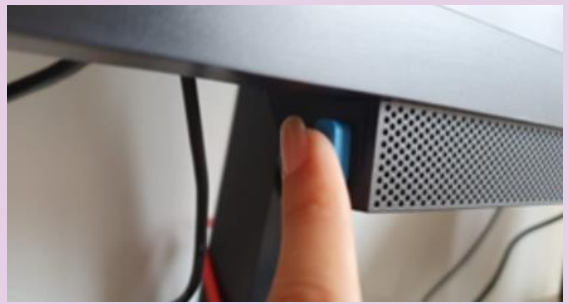


Follow the steps to register your USB security key

STEP b)



STEP c)

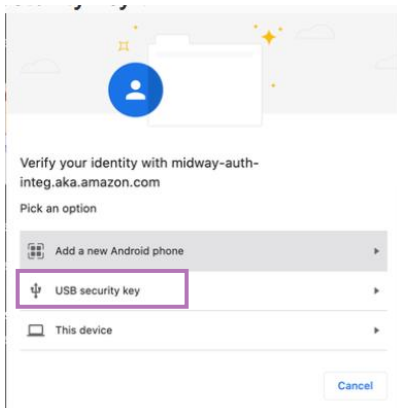


STEP d)

Some users have received new YubiKey5 (FIDO2 enabled) security keys. If you have one of these keys, you will be asked to set an additional PIN during the next step in the setup process. We recommend that you set that PIN to the same thing as you used to sign in to VPN and workspaces). More details about the new keys are available [here](#).

Continue

e) In the pop-up window, select the "USB Security Key" option

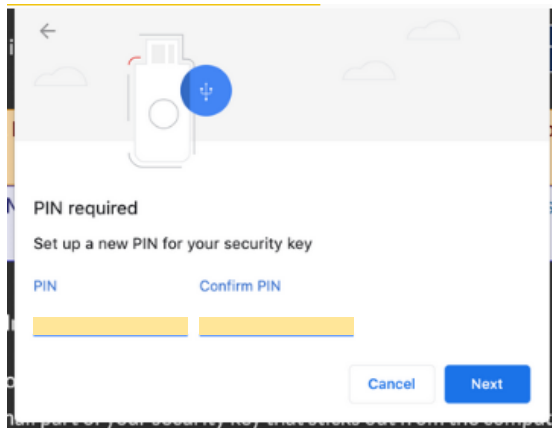


Which PIN should I create?

- It must be at least 8 characters long.
- You can use **only** numbers.
- Make sure you always remember this PIN.

Follow the steps to register your USB security key

- e) Type your new PIN in both boxes and then click "Next".



- g) A green message at the top of the page will let you know that the "token was successfully registered".



Well done!

Up to this point you have achieved:

- Assembling your CSOS machine
- Create and register your PIN

4

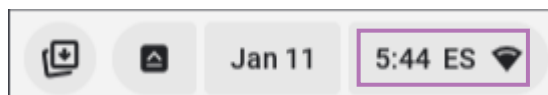
Setting Your Password

You'll use your password to log in to your CSOS device, to access your corporate email and the SSO tool.

NOTE: You are not allowed to write down this password, so create an easy one to remember.

Connect to the VPN

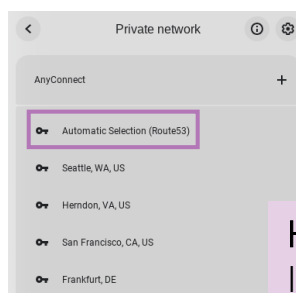
- 4.1 Select the "Date\ Time" at the bottom right.



- 4.2 Select "VPN off".



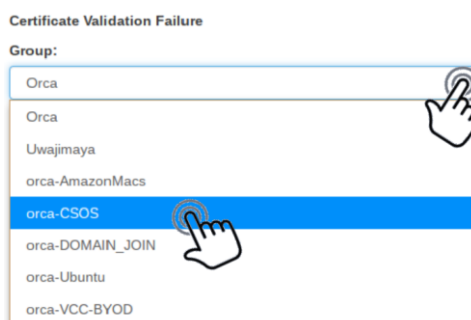
- 4.3 Select the "Automatic Selection" server



Having trouble?

If there isn't a list of VPN servers, wait a few minutes. Once the VPN is initialized, the VPN servers will appear.

- 4.4 Change the group to "ORCA-CSOS".



Follow these steps to set your password

4.5 Type your username, all in lower case.

Please enter your username and password.

Group:

Username:

4.6 In the password box, type your PIN (you created it in the previous step) and immediately press your finger on your security key.

Please enter your username and password.

Group:

Username:

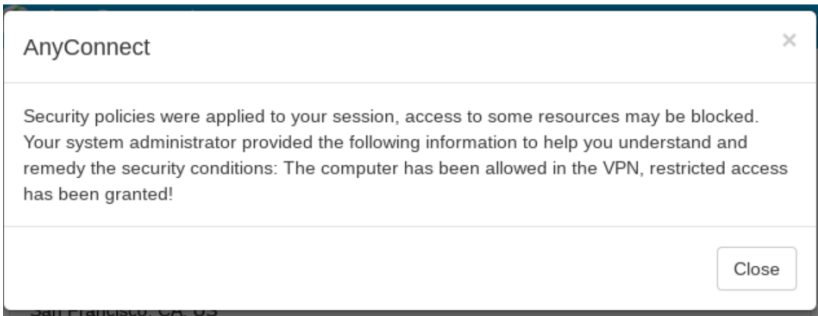
Password:



Note:

- Do not select the "Submit" button at any time during the VPN connection process.
- If you receive a "**Login Failed**" error message, delete everything in the username and password boxes, repeat steps 4 to 4.6.

4.7 A message will appear telling you that the security policies were applied to the session. This means that you are connected to the VPN.



Follow these steps to set your password

Set your password

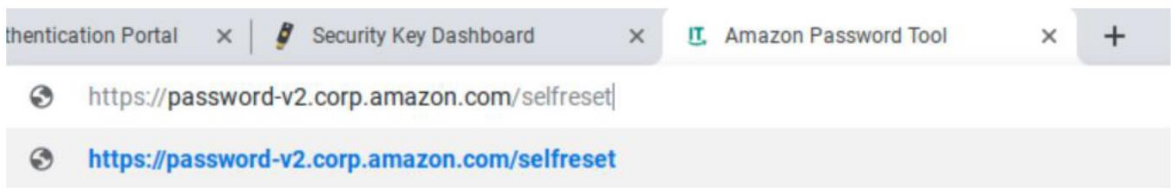
4.8 Select the plus sign (+) to add a new tab to the web browser.



If you closed your web browser after registering your security key, select the blue Chromium icon in the taskbar.

4.9 In the web address bar, type the following web address
<https://password-v2.corp.amazon.com/selfReset>

(Make sure to type the capital R in SelfSet)



Prepare your password first

How should I create my password?

1. It must be different from your PIN.
2. It should not contain your real name or login ID.
3. Must be at least 8 characters
4. It must include at least three of the following characteristics:
 - Capital letters
 - Minuscul letters
 - Numbers
 - Symbols (! @ # % ^ & * < > -)
5. No puede contener la palabra "Amazon"

Examples: Colombi @123 or Am4z0n1234 or Peccy123_

Follow these steps to set your password

Do you already have it? Now you can create your password.

4.10 Enter your username

4.11 Enter what you want your Amazon password to be.

4.12 Confirm your new password.

4.13 Enter your PIN and immediately press the security key (Zukey).

Reset password Unlock account

Your username: 4.10

Your new password: 4.11

Confirm new password: 4.12

Enter your security key PIN and one-time password*: 4.13

*To generate the one-time password, type your security key PIN and press your security key.

Submit

Note: It will not be necessary to select the Submit/Submit button.

4.14 At the top of the page, you'll receive a message stating that “your password has been successfully reset”.

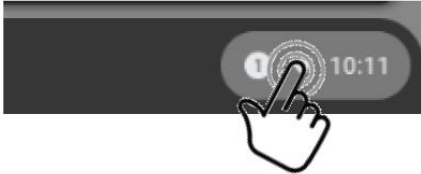
Password has been successfully reset If you are on a Windows PC, please lock and unlock your PC. If you are on a Mac, please log off and back on to your computer. It can take up to 5 hours for your new password to propagate.

New! Never change the password for email access on your mobile device again. Get an App Password that never expires by [following these instructions](#).

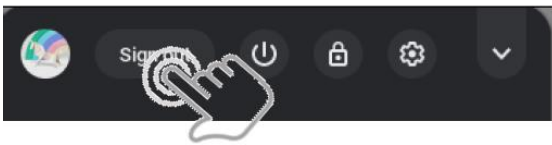
Having trouble?
Read the message that explains why the password reset failed.
Review the password rules on the right of the page.
Try setting your password again from steps 4.8 to 4.14.

Follow these steps to set your password

4.15 Select the Date\ Time icon at the bottom right.



4.16 Select "Sign out".



Well done!

Up to this point you have achieved:

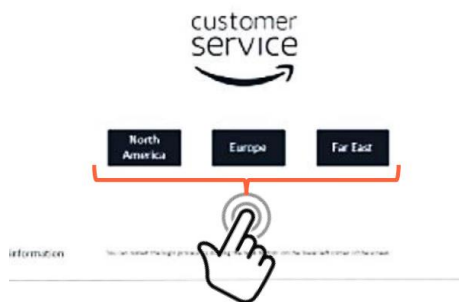
- Assembling your CSOS machine
- Create and register your PIN
- Create and register your Password

5

Signing into Your CSOS Device

The following steps will guide you through the process of signing in to the CSOS device. The next process will be your daily starting routine for each of your scheduled shifts.

5.1 Select your region: North America.



If you're not sure which region to select, ask your trainer/manager.

5.2 Enter your username and select "Next"



If it asks for a company name, leave the box blank.

5.3 Enter your Amazon password and then select Login.



Use the Amazon Password you recently created.

5.4 Windows will open automatically, close them.

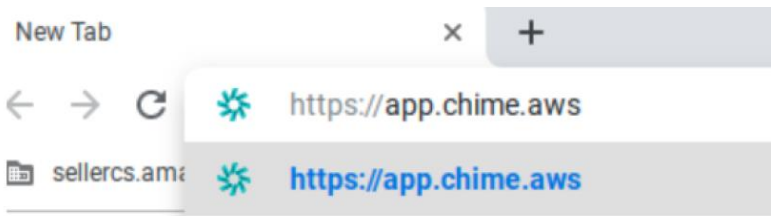
Follow these steps to sign in to your CSOS device

5.5 Sign in to Amazon Chime.

- a) Open Chromium



- b) Type <https://app.chime.aws> in the web address bar.



Having trouble?
Make sure you're typing in the web address bar and not in the Google search box.

- c) Enter your Amazon email address. Select "Sign in/Sign up".



Your Amazon email is:
Your username + @amazon.com.

- d) In the first box, enter your username (without @amazon .com at the end).

Sign in

to continue to idp-us-east-1.federate.amazon.com

Amazon username*

Enter your Amazon username

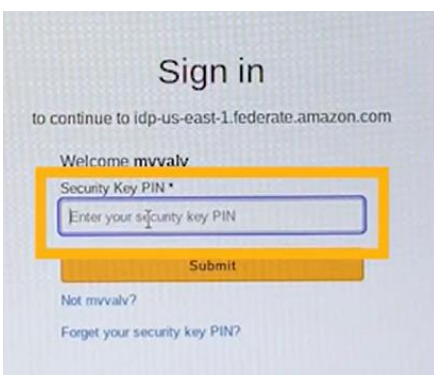
Next

Follow these steps to sign in to your CSOS device

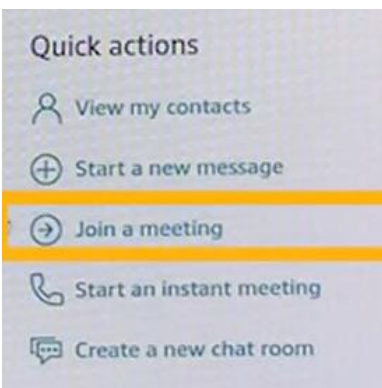
- e) Click on "Sign in"



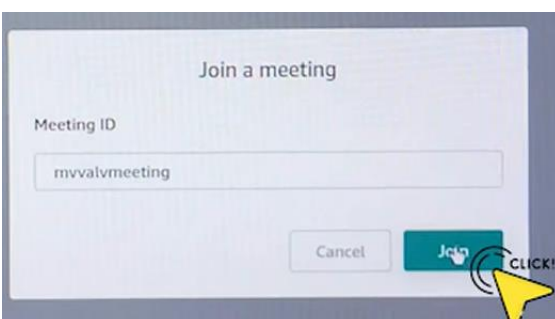
- f) Enter your PIN and immediately press your key.



- g) Click on "Join a meeting"



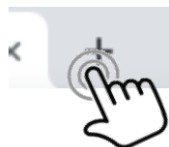
- h) Type the Meeting ID you received in your welcome email and click "Join"



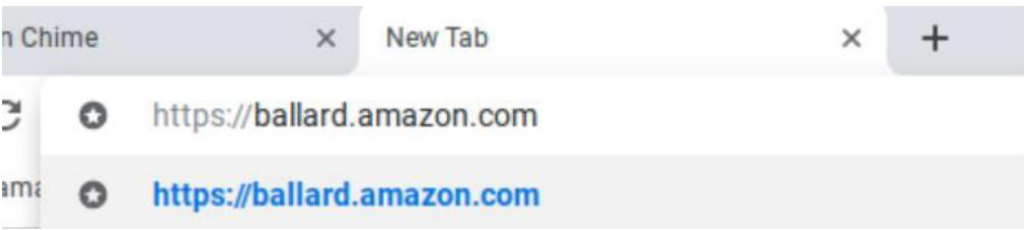
Follow these steps to sign in to your CSOS device

5.6 Sign in to your Amazon email.

- a) Select the plus sign (+) to add a new tab to the web browser.



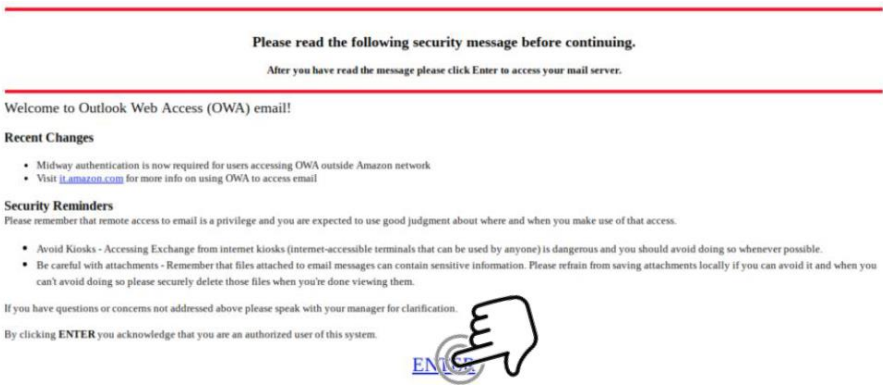
- b) Type <https://ballard.amazon.com> in the web address bar.



Having trouble?

Make sure you're typing in the web address bar and not in the Google search bar.

- c) Scroll down the page and select "Enter".



Well done!

You have now finished your connection!

Notify your coach to confirm that you have finished

FAQs

1. When I turn on the CSOS device, it says "energy saving mode". How do I resolve this?

The energy saving mode is normal and the device will show this when it is starting up. The energy saving mode message will flash on the screen before the CPU turns on. If this message is displayed for 2 or more minutes, reinsert the CPU into the base of the back of the monitor. To reinsert the CPU, remove the CPU from the crib and then quickly and firmly slide the CPU back into the crib, making sure it is pushed all the way and tighten the screws again. Review step 2: Setting the CSOS device in these instructions.

2. When I turn on the CSOS device, it says "press ALT+P to turn on the computer". How do I resolve this?

Do not press ALT + P. Remove and reinsert the CPU into the base of the back of the monitor. To reinsert the CPU, remove the CPU from the crib and then quickly and firmly slide the CPU back into the crib, making sure that it is pushed all the way and re-tighten the screws. Review step 2: Setting the CSOS device in these instructions.

3. The CSOS device is locked looking for updates, how do I resolve this?

Give the CSOS device enough time to search for and install updates. This takes approximately 5-10 minutes. If they have lasted longer than 10 minutes, disconnect the Internet modem. To turn on the Internet modem, disconnect the modem from the wall (make sure all the lights go out on the modem), wait 2 full minutes, and reconnect the modem. It will take a few minutes for the internet connection to reconnect. The CSOS device is a web-based operating system, so everything is downloaded from a cloud. Any network problem will cause updates to fail or take longer to install.

FAQs

4. The CSOS device is slow, is this normal?

The CSOS device is a web-based operating system, so everything is downloaded from a cloud. Any network issues with speeds, latency, packet loss, and fluctuation will cause the device to operate slowly. Perform a network power-up cycle to re-establish the Internet connection. To turn on the Internet modem, disconnect the modem from the wall (make sure all lights go out on the modem), wait 2 full minutes, and reconnect the modem. It will take a few minutes for your internet to reconnect.

5. When I select a region, nothing happens. How can I scroll through the Customer Service region?

This is a common problem, and there's an easy solution. Use the tab key and the "Enter" key on the keyboard to select a region and log in to the device. On the region screen, use the "tab" key to highlight your region and then press the "Enter" key. On the next page, use the tab key again to highlight the username box and then press Enter. When it asks for your password, use the tab key again to highlight the password box and then press enter.

6. My temporary PIN doesn't work, I can't find my temporary PIN, or my temporary PIN has expired. How do I resolve this?

Contact your manager and they can send you a new temporary PIN.

5. Why don't I receive the email containing my temporary PIN?

This email is sent to the email that is archived with Amazon. It cannot be sent to another email address. If you're not receiving the email, you'll need to contact your local HR/ERC (Employee Resource Center) to update your email address in the system.

8. Why can't I log in to the VPN?

You should have no problem connecting to the VPN, however, there are VPN-specific error messages. For more information, look for the error message you're receiving in the following list:

a) Certificate Validation Failure

This is normal. You'll see this error message until you change the group to Orca-CSOS.

b) Failed to Load Preferences

This is normal. When you see this error message, close the pop-up window and continue connecting to the VPN.

c) Login Denied

This usually means that you're missing VPN permissions. Contact your trainer/manager to verify your account permissions.

d) Login Failed

This means that the login credentials are being entered incorrectly. Make sure to select the Orca-CSO group. In the username box, type your username. Your username must be in lower case, with no spaces before or after it. In the password box, type the PIN for the security key. This is the PIN you created when you registered your security key. The PIN is case-sensitive, so if you have letters in your PIN, make sure you're writing uppercase and lowercase letters where appropriate. Immediately after entering the PIN, press your finger on the security key until a one-time password is generated. Do not select the "Submit" button at any time during the VPN connection process.

9. Unknown Network Error or Network Connection Error.

Close all Cisco AnyConnect Windows\ Tabs and reconnect to the VPN. If the problem persists, perform a network power-up cycle and restart the CSOS device. To turn on the Internet modem and restart, disconnect the modem from the wall (make sure all the lights go out on the modem), turn off the CSOS device, wait a full 2 minutes, and reconnect the modem. It will take a few minutes for the internet connection to reconnect. Once your Internet connection has been backed up, turn on your device and continue the daily login process again.

10. How can I contact technical support?

Technical support is offered in six languages. Before contacting technical support, in case of problems during the set-up process, make sure you have reviewed the steps in this guide and read the most frequently asked questions. If you encounter problems after signing in to your device, visit SHIELD to fix it automatically.

Operating hours

English	24/7	Call / Chat
Spanish	24/7	Call / Chat
Portuguese	0800-0000 BRT	Call / Chat
French	0600-1800 WEST	Call / Chat
German	0600-1800 CET	Call / Chat
Italian	0600-1800 CET	Call / Chat
Japanese	0800-2200 JST	0800-500-3974 / Chat

7

Daily Connection

Below, you'll find a short guide to your daily connection to Amazon.

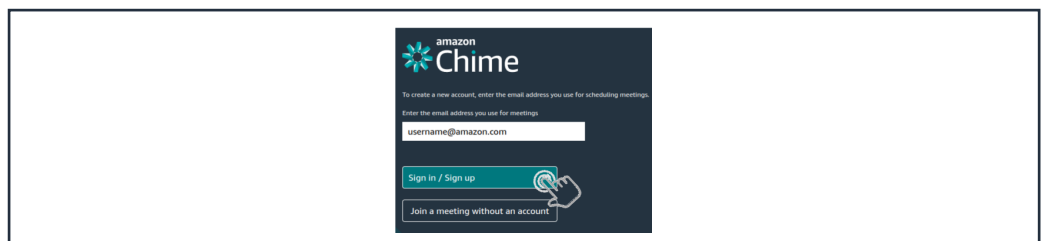
7.1 Sign in.

- Turn on your computer.
- Select your market.
- Enter your **login** and **password**.
- The “company” space should not be filled in.

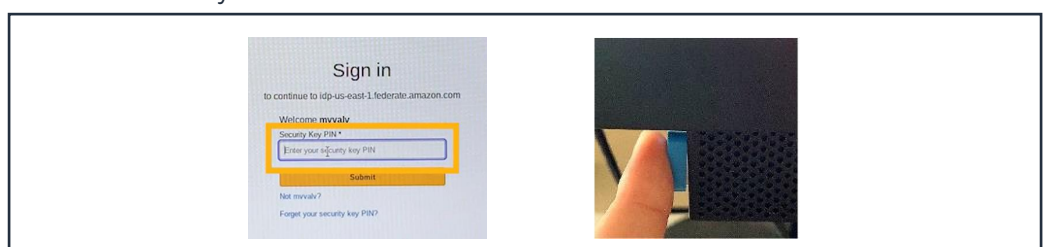
Password: You created it in the steps in section 4. Setting up your password.

7.2 Join your meeting in Chime.

- Type <https://app.chime.aws> in the web address bar.
- Enter your Amazon email address.
- Select **“Sign in / Sign up”**.



- In the first box, enter your username (without @amazon .com at the end).
- In the second box, enter your Amazon PIN and press your key.



- Select “Join a meeting” on the right.
- Enter your meeting ID.

Password: The one you created in the section 4. Setting your password.

Chime: Step 5.5.