
CISCO NEW HIRE

FIRST WEEK CHECKLIST

In Your Email...

- ☐ 1. Complete I-9
- ☐ 2. Self-guided laptop setup
- ☐ 3. Log-in to [Workday](#)
 - ☐ a. Complete all onboarding tasks
- ☐ 4. Emerging talent onboarding journey
- ☐ 5. Complete swag form
- ☐ 6. Complete onboarding survey

About You

- ☐ 1. Log-in to your [benefits portal](#)
 - ☐ a. Accept/reject benefits
- ☐ 2. Change [directory](#) photo
- ☐ 3. [Sync](#) your passwords

General Trainings

- ☐ 1. [BMS](#)
- ☐ 2. [TL 9000](#)
- ☐ 3. [Data Protection](#)
- ☐ 4. [Colt Test](#)
- ☐ 5. Get [Udemy subscription access](#)



- ☐ a. Complete [Business Writing for Busy People](#) course
- ☐ 6. [RMA](#)
- ☐ 7. Optional extra [CX training](#)

Request Access

- ☐ 1. [Webex Help Desk](#)
- ☐ 2. [MATS](#)
- ☐ 3. [Tech Zone](#)
- ☐ 4. [STAP](#)
- ☐ 5. [RMA](#)
 - a. [OneAccess](#)
 - b. Manage User Access
 - c. Search your name
 - d. Search SVO Submit Tool Access
 - e. E4
 - f. Comment "Cisco TAC team new hire" and submit

Required Webex Training

Find all trainings [here](#)

- ☐ 1. Cisco Webex Meetings Basics, Part 1
- ☐ 2. Cisco Webex Meetings Basics, Part 2
- ☐ 3. Evidence-Based Troubleshooting
- ☐ 4. Cisco Webex Meetings Site Administration: Standalone
- ☐ 5. Logon and Super Admin Tools
- ☐ 6. Spark MSO Bot (important)
- ☐ 7. STAP: Quick introduction
- ☐ 8. MATS: Quick Introduction

- ☐ **9.** TechZone and TOPIC Search
- ☐ **10.** Help Desk and Cloudboard
- ☐ **11.** Adding, Verifying, Claiming Domains, and Claiming Users
- ☐ **12.** My Work Zone (MWZ)
- ☐ **13.** CSFL Operational Best Practices
- ☐ **14.** Cisco Webex Meetings Site Administration: Unified
- ☐ **15.** Cisco Webex Desktop Application
- ☐ **16.** Hybrid Services Overview

Additional Webex Training

- ☐ **1.** Cisco Webex Events: Basics
- ☐ **2.** Cisco Webex Architecture
- ☐ **3.** Logon and Super Admin Tools
- ☐ **4.** Top Call Drivers, Part 1
- ☐ **5.** Top Call Drivers, Part 2
- ☐ **6.** Cisco Webex Teams Overview
- ☐ **7.** Cisco Webex Meetings SSO
- ☐ **8.** Basic Troubleshooting
- ☐ **9.** Webex SSO (CI)
- ☐ **10.** Supplemental: CSE Support Tools
- ☐ **11.** Case Management
- ☐ **12.** Webex Teams Directory Connector

Helpful CSFL Cloud-Collab Recordings



Self-paced training that can be done in any amount or order

- ☐ **1.** [Topics-Online Resources, TOPIC, Webex Meetings \(Part 1\)](#)



- ☐ 2. [Topics-CWVP \(Part 1\), Webex Support, Webex Training \(Basics\)](#)
- ☐ 3. [Day 8 : Topics-Webex Architecture, Webex Meeting Site Administration, Logon and SuperSite Admin](#)
- ☐ 4. [Day 9 : Topics-Support Utilities, Top call Drivers\(part 1\), Spark MSO Bot](#)
- ☐ 5. [Day 10 : Topics-Top Call Drivers\(Part 2\), TS Wiki](#)
- ☐ 6. [Day 11 : Topics-MATS, STAP, Audio TS](#)
- ☐ 7. [Day 13 : Topics-Webex Teams, Webex Control Hub Overview & ProPack](#)
- ☐ 8. [Day 14 : Topics-Webex Orgs, Helpdesk, Site Linking, Domains](#)

Installing BJB and Voltron into CSOne

- ☐ 1. Download Tampermonkey extension for [Firefox](#) or [Chrome](#)
- ☐ 2. Enable Tampermonkey by clicking on the new icon: 
- ☐ 3. Once enabled, install BJB [here](#)
- ☐ 4. Log-in to CSOne
 - ☐ a. Click the BJB icon  in the top right and select “BJB settings”
 - ☐ b. Find and enable the “Voltron module for CSOne”

Useful Sites

- 1. Employee Related
 - a. [Workday](#)
 - b. [Employee Connection](#)
 - c. [Concur](#)
 - d. [Benefits Portal](#)
 - e. [Team Space](#)
 - f. [Help Zone](#)
 - g. [Cisco Store](#)
 - h. [Perks at Work](#)
- 2. Case Tools

- a. [CSOne](#)
- b. [Tech Zone](#)
- c. [Help Desk](#)
- d. [Webex Help Center](#)
- e. [MATS](#)
- f. [STAP](#)
- g. [Bug Search Tool](#)
- h. [NetSim 2.0](#)
- i. [Packet Analyzer](#)
- j. [CDETS](#)
- k. [ASCIIFlow](#)
- l. [RDMT](#)
- m. [GFC](#)

3. CCNA

- a. [Exam Topics](#)
- b. [Request Voucher](#)
- c. [Pearson Vue](#)
- d. Textbook from [Cisco Press](#) or [Amazon](#)
- e. [Udemy](#)
- f. [Boson](#)
- g. [Flackbox Practice Quizzes](#) (comes with textbook)
- h. [YouTube Series](#)
- i. [O'Reilly Books](#)
- j. [Packet Tracer](#)