

How do I get access to

Before Starting

For *full-time employees*, the Hyland onboarding process will ensure that they have a machine allocated and accounts created for standard systems.

For *contractors*, it is necessary to raise a specific sourcing ticket and it might take up to 3 weeks for the contractor be fully onboarded. See [Sourcing 2.0 | Contractors \(hyland.com\)](#)

For any equipment and/or permission issues, please raise a Hyland IS Work Order Ticket at <https://pages.hyland.com/isportal2>

✓ The pages.hyland.com site is accessible without using the VPN

Hyland Systems

- [System accesses](#)
 - [Okta](#)
 - [Distribution Groups](#)
 - [Recurring Meetings](#)
 - [Slack](#)
 - [Atlassian \(Jira/Confluence\)](#)
 - [GitHub Alfresco/AlfrescoLabs/Activiti](#)
 - [GitHub Hyland/HxP](#)
 - [GitHub SSH access](#)
 - [Alfresco VPN](#)
 - [Nexus](#)
 - [Quay](#)
 - [AWS](#)
 - [LastPass](#)
 - [Veracode](#)
 - [IntelliJ License](#)
 - [Alfresco University](#)
 - [Azure DevOps](#)
 - [TestRail](#)
- [Employee Onboarding Information](#)

An overview of the systems used in Alfresco R&D can be found at [Systems](#).

System accesses

Okta

- The starting point for most Alfresco systems. <https://alfresco.okta.com/app/UserHome>
 - username: first initial/last name all lowercase
 - Password: initial password is provided by IS
 - user must be part of the alfresco group on Okta
- You will need to enable 2FA (you can use any mobile authenticator for that, eg Google or Microsoft Authenticator, if you don't want to use Okta one)
- You can change your password via a request to <https://pages.hyland.com/isportal2> => a remote desktop session will be set up where you can set the desired password
- Contractors: because Atlassian cloud doesn't allow non-owned domains, you will get a @contractor.alfresco.com added to your account but it is just a redirect to your main email

Distribution Groups

In order to better manage communications, we have a few distribution lists that are mostly used. If you need to be added (or removed) from one of these DLs, please raise a ticket at <https://pages.hyland.com/isportal2>

- GRP - Alfresco Product All: GRP-AlfrescoProductAll@hyland.com: includes all the below DLs plus our friends from UA, UX, Localisation, and Product Office
 - GRP - Alfresco Engineering GRP-AlfrescoEngineering@hyland.com: includes all Alfresco engineers
 - GRP - Alfresco GL Engineering GRP-AlfrescoGLEngineering@hyland.com: includes all Global Logic engineers working in Alfresco
 - GRP - Alfresco CT Engineering GRP-AlfrescoCTEngineering@hyland.com: includes. all other contractors that are not Global Logic
 - GRP - Alfresco Product Management GRP-AlfrescoProductManagement@hyland.com: includes all the PM team members

Recurring Meetings

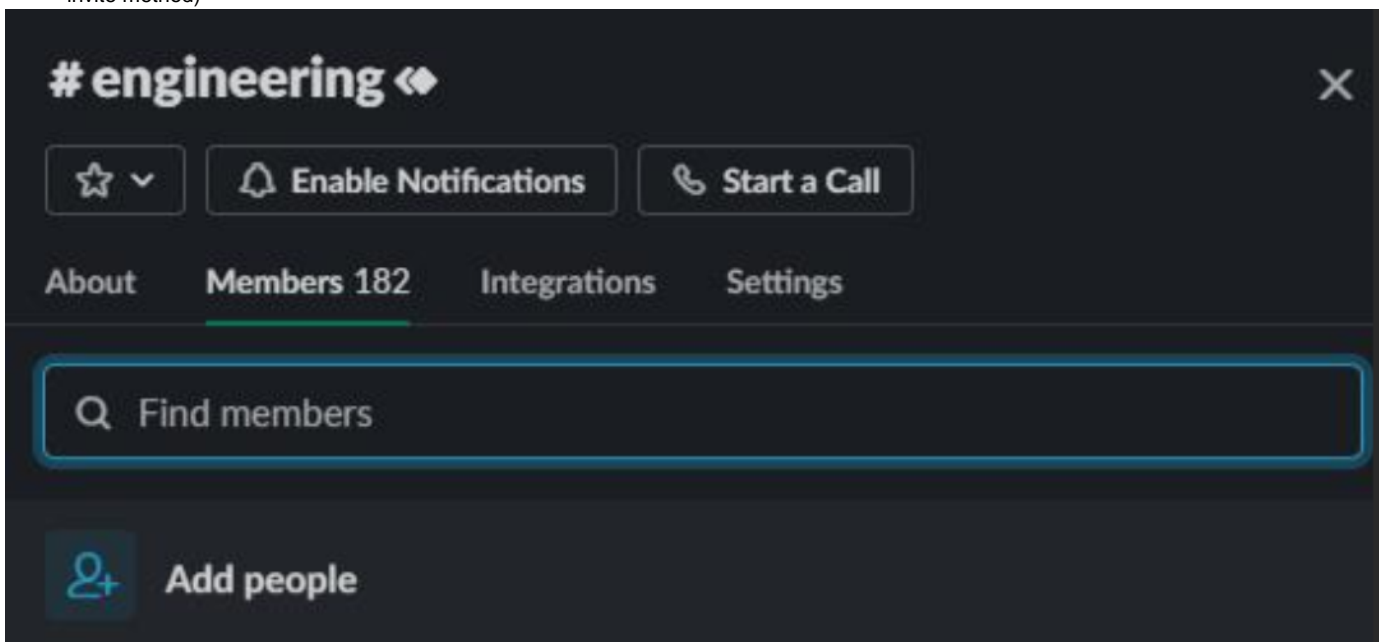
There are a couple of recurring meetings that you should be invited to from day 1, if not please ask your manager to forward you the series

- Product Teams Weekly Demo: every Friday 1:30-2:30 pm UK time. Agenda can be found at [2021 Alfresco Products Demos](#)
- Alfresco Nuxeo BDU Town Hall: Fortnightly on Fridays 10:00-10:30 pm UK time. A fortnightly update from the BDU Leadership and things that are happening in the BDU organisation

Slack

Only employees working on Alfresco Nuxeo BDUs' products, plus Cloud teams can have accounts in Slack. The official way to request an account if you are in an approved group is to request an ID be created by Hyland IT.

- New joiners will be added to 'SEC - M365 - Alfresco Slack' in Hyland AD by IS
- You can download Slack here: <https://slack.com/intl/en-gb/downloads>
- Login via <https://hyland.slack.com/> and Hyland SSO
- You will need a slack admin to add you to Alfresco channels
 - Slack admins should invite to channels individually as per the screenshot below so that duplicate accounts are not created (e.g. via the invite method)



- Here is where Slack admins can manage users: <https://alfresco.slack.com/admin>
- Key channels worth joining are listed here: [List of Slack channels to join](#)

Hyland doesn't purchase G Suite licenses for new employees anymore and it's not possible to login through Google SSO to Alfresco Slack (<https://alfresco.slack.com>).

Atlassian (Jira/Confluence)

- You should have the Jira and Confluence tiles in Okta. If not, it might be because you need to be added to one of these groups (on Okta): [alfresco](#) (for Alfresco employees) or [jira_users/confluence_users](#) for all the others (as a workaround also the local groups [jira-users](#) and [confluence-users](#) do work)
 - [Jira](#) - you need to be added to the local [jira-alfresco](#) group to have broad access to all boards
 - [Confluence](#) - you need to be added to the local [alfresco](#) group to have access to the <https://alfresco.atlassian.net/wiki/spaces/APO> space
- default groups are documented here: <https://support.atlassian.com/jira-cloud-administration/docs/create-and-update-groups#Managinggroups-ForinstancescreatedbeforeAugust2021>
- permission to create a personal space should be granted to anyone in the confluence-users group
- in Jira you will have access to public projects by default (<https://alfresco.atlassian.net/wiki/spaces/TECH/pages/489285/Delivery+teams+JIRA+set+up#Public-Projects>). To be able to access Alfresco private projects you will need to create IS Work Order.

GitHub Alfresco/AlfrescoLabs/Activiti

i Organization membership relies on email address so your github account needs to have a matching email associated to it:

@hyland.com for Hyland employees

@contractor.onbase.com for contractors

1. Create a GitHub account

a. You can use your existing GitHub account if you set it and:

- i. [add your work email](#) (it can be a secondary email)
- ii. add your name, surname and picture to make it easily recognizable
- iii. setup 2FA <https://github.com/settings/security>

b. if you prefer not to do the above, please create an account with suffix -hyland (for example) that matches the above criteria

2. Next, in order to be added to the <https://github.com/Alfresco> or <https://github.com/AlfrescoLabs>, please raise a ticket <https://pages.hyland.com/isportal2>:

- Choose Category: Help Desk
- Choose System: Help Desk
- Give it the title: "New user to add to **SEC - Github - Alfresco** in Hyland Azure AD" (or **AlfrescoLabs**)
- Add in the description your GitHub username and Hyland email address

3. At this point you may still need to be granted more granular permissions so you finally have access to required repositories with appropriate privileges. To be added to appropriate teams, send an email to AlfrescoGithubAccess@hyland.com

- a. for <https://github.com/Alfresco> typically ask for <https://github.com/orgs/Alfresco/teams/hxp-engineering>
- b. for <https://github.com/AlfrescoLabs> ask for <https://github.com/orgs/AlfrescoLabs/teams/alfresco-all>

Below is a template email for you to copy/paste for convenience

Subject: Alfresco Engineering Team membership

Hi,

As part of my on-boarding as a new Alfresco engineer I'd need my Github account:

Firstname, Lastname:

Team:

Manager:

Username: <github_username>

Thank you.

GitHub Hyland/HxP

- <https://alfresco.atlassian.net/wiki/spaces/HXP/pages/938442938/Getting+Access+to+Hyland+s+Git+Hub+Organization>

GitHub SSH access

- In order to clone(git) your first repository from either Alfresco or Hyland organisation:
 - Generate SSH keys <https://docs.github.com/en/authentication/connecting-to-github-with-ssh/generating-a-new-ssh-key-and-adding-it-to-the-ssh-agent>
 - For each organisation you have been made part of, enable SSO for Alfresco organisation <https://docs.github.com/en/enterprise-cloud@latest/authentication/authenticating-with-saml-single-sign-on/authorizing-an-ssh-key-for-use-with-saml-single-sign-on>

Alfresco VPN

This is required for access to internal systems outside of main offices like TS and the password change form:

- VPN set up: [Setup the new \(Cisco Meraki\) vpn](#)
- User needs to be added to the Meraki group in Okta (Hyland IS can do that)
Alan: I don't think this works after **jamf** is installed on Macs as Meraki is removed. I had to use the Atlanta entry details from the Configuration Table of the [old VPN setup page](#) in the Mac Settings Network tab. All other entries appeared dead.

Nexus

- URL <https://artifacts.alfresco.com> or <https://nexus.alfresco.com/nexus/>
- Please raise a ticket at <https://pages.hyland.com/isportal2> in order to get your LDAP user account (same credentials as the Okta account) synced to Nexus and one of the following roles assigned:

- For **Hyland employees** the following local roles can be added when mapping LDAP users:
 - **Alfresco Engineer** - read/upload (via UI or Maven) access to all repositories and deployment rights to all repositories
 - **Alfresco Release Engineer** - development and administration role as Nexus power users to deploy and release artifacts.
 - **Nexus Administrator** - Full control over all Nexus. For IT and Nexus admins.

NOTE: Roles, privileges, and user admin is available via the Nexus UI to the Administrator role. Nexus admins can assign roles to people directly on the Nexus UI (see [Maven/Nexus](#)).

- external accounts for customers are created as local user accounts

Quay

1. Users can create their own account directly using RedHat SSO and Quay admins can add it to the alfresco organisation or please raise a ticket <https://pages.hyland.com/isportal2>
2. if using your own account, add name and surname, and picture to make it easily recognisable
3. check you are part of the engineering group
4. ask the admin of the repo to check the engineering group is granted read access

AWS

- AWS access is done through groups in Okta. Only Okta admins can add users to group (eg Hyland IS)
- Day 1 access includes
 - AWS - Apps-engineering-aws (175125429442)
 - AWS - Downloads-220 (651778785199)
 - AWS - Operations-220 (663937721565)
- For extra access, please raise a ticket at <https://pages.hyland.com/isportal2>, including which account you need access to: see [AWS \(Engineering\)](#)

LastPass

<https://lastpass.com>

A subscription license is required to access LastPass, you can ask your manager to create a sourcing request for you following the process at <https://pages.hyland.com/Sourcing20/Sourcing-Process/Software-and-Services-Support/Software-Request>

Once your account is in place, you can login using your @hyland.com email via Hyland Microsoft SSO

In order to access specific Folders, you can ask an admin to add you in <https://hyland.slack.com/archives/CTXS4A491>

Veracode

- user needs to be created in Veracode (Veracode admins can do this) and then the user needs to be added to the group in Okta (Okta admins can do this)
- details: [How to add a new user to Veracode](#)

IntelliJ License

if you need an IntelliJ or JRebel license, see how to request one at [IntelliJ](#)

Alfresco University

Alfresco University access is no longer provided via Alfresco Okta.

Employees will need to create themselves a Hyland ID (<https://id.hyland.com/>) and then access Alfresco University through that Portal.

Assistance with Hyland and Alfresco University can be found by submitting a Hyland ID & Community Help Ticket here: <https://community.hyland.com/help-request>

Azure DevOps

Mobile and the Performance Testing team use Azure DevOps

For access, please raise a ticket at <https://pages.hyland.com/isportal2>

TestRail

IS or TestRail Admins can add you to TestRail. Please raise an ISWO or ping [#eng-guild-qa](#) and someone can add you.

Employee Onboarding Information

During the onboarding process (before a new employee joins) IS will email the hiring manager to request details for access and permissions for the new starter. The list below should be sent to IS in reply to that email so they can put them in place before the employee start date.

Okta groups:

- *JiraUsers* (<https://alfresco.atlassian.net/>)
- *ConfluenceUsers* (<https://alfresco.atlassian.net/wiki/>)
- "jira-alfresco" group within Alfresco Atlassian admin center

AWS Access:

- *AWS - Apps-engineering-was* (175125429442)
- *AWS - Downloads-220* (651778785199)
- *AWS - Operations-220* (663937721565)

Alfresco VPN

- Meraki group in Okta

Veracode

- User account created and added in Okta

Nexus

- Nexus (Group: Alfresco Field Engineer)

Github (<https://github.com/Alfresco>)

- HxP Engineering (<https://github.com/orgs/Alfresco/teams/hxp-engineering>)

Quay.io

- <https://quay.io/organization/alfresco/teams/engineering>

Email Distribution

- GRP - Alfresco Product All: GRP-AlfrescoProductAll@hyland.com
- GRP - Alfresco Engineering GRP-AlfrescoEngineering@hyland.com

Hyland Slack Access

- User needs adding to 'SEC - M365 - Hyland Slack' in Hyland Azure AD