

**BTIS Onboarding Handbook**

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Document Owner

| Document Author | Component | Phone | Email |
| --- | --- | --- | --- |
| GIT Service Desk | Help guide for various technology needs by HCL new joiners | **Americas / Europe / APAC**  US : +1 877 892 8761  UK : +44(0)1784 480 846  Malaysia: +60(3)8991 8080  **India**  Toll Free # 1-800-266-6701  Toll # +91 (522) 6672701 / +91-(120) 4098-023 | [ITSD@hcl.com](mailto:ITSD@hcl.com) |

Approved By

| Name | Project Role | Organization | Version Approved | Sign-off | Date |
| --- | --- | --- | --- | --- | --- |
| Ashok Kumar | Head - GIT Service Desk | HCL | 1.0 |  |  |

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1. Getting the HCL Login Credentials

HCL login credentials will be sent by the Onboarding team on the Date of Joining & SAP ID creation at employees personal email ID post completion of all formalities.

* 1. I have received HCL Credentials, how to proceed further?
* After receiving your HCL login credentials, set up Multi Factor Autheticator & reset your password as the first step
* Login to <https://cloudmail.hcl.com> on your mobile or personal device
* Enter complete HCL email ID
* Enter Temporary password received on your personal email
* Next page will prompt to set up Multi Factor Authentication as shown below

(Multi Factor Authentication is a two-Factor authentication which helps in protecting data from Security threats)

Graphical user interface, text, application, email

Description automatically generated

* Two methods available for Multi Factor Authetication & you can choose any:

1. Through Microsoft Authenticator App on your mobile phone
2. [Text / Call based authentication via mobile number](#Call)

|  |  |
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| **a) Setup Microsoft Authenticator App** | **b) Set up Text / Call based authentication** |
| * Install Microsoft Authenticator App from Play store/App store * Once installed, Open Microsoft Authenticator App * Click on Add account * Select option “Work or school account” * Login using HCL email address & Temporary Password (received over personal email) * MFA via Micorsoft Authenticator is setup successfully * Set up a new PIN on phone * Note: The Pin you setup will be used for the screen lock and accessing any password protected application on your personal device (E.g.: MS Outlook, MS Teams, emPower, etc.) | * To use authentication via phone / calls, Select “I want to set up a different method” * Select “Phone” from drop down menu > click on **“Confirm”** * Mention the Mobile Number on which you wish to receive the code / call for authentication & Click next * If you choose Call me option, you will receive a call where you need to press # key to verify the call * If you choose Text me a code, you will receive 6-digit OTP via SMS which you need to enter to verify the account |

* MFA is setup successfully
* Create a new password with combination of Capital & Small Aplhabet, one special Character & one numeric digit (Aviod using your name & date of birth while creating password)
* Re-enter same password
* Your password will be changed successfully

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| **Steps to configure my HCL Email (Office365) on an Android Device** | **Steps to configure my HCL Email (Office365) on an IOS Device** |
| * You need to have three softwares installed on your phone to access HCL email * First is Microsoft Authenticator App (Ignore if authentication is setup via phone call / Text based code). [Click on link](#Authenticator) for authenticator setup instructions. * Second is Microsoft Outlook App * Third is Intune Company Portal * Open Outlook Application on the phone * Click on add account & choose work or school account * Enter your complete HCL Email address along with password & MFA * It will prompt you to choose register device option * Post registration, Outlook will be configured successfully & emails will start sync * Create your secure 4-digit PIN * Confirm your 4-digit PIN * Your email setup is complete & you are good to go! * Note: You need to only install Intune Company portal, sign in is not required | * You need to have two softwares installed on your phone to access HCL email * First is Microsoft Authenticator App (Ignore if already installed) else [click on link](#Authenticator) for authenticator setup instructions * Second is Microsoft Outlook App, install the same from App Store * Open Outlook Application on the phone * Click on add account & choose Work or school account * Enter your complete HCL Email address & click on sign in * It will redirect you to MS Authenticator app where it will ask you to enter the password * Once password is entered, authenticate via default MFA method (Microsoft Authenticator /Phone number) * Open the Outlook application & it will start HCL email sync on phone * Create your secure 4-digit PIN * Confirm your 4-digit PIN * Your email setup is complete & you are good to go! |

1. How to access HCL Emails & MS Teams on my personal Mobile
   1. Configuring Microsoft Teams on Personal Mobile :

* Search Microsoft Teams on Play store /App Store & Install the application
* Once installed, open the Microsoft Teams Application
* Enter your HCL complete email address & click on Sign in
* Enter password & click on Sign in

Note , if Microsoft authenticator and HCL Cloudmail is already configured on device, the device may not ask for password

* Verfiy the account by default MFA method (Microsoft Authenticator /Phone number)
* Microsoft Teams is configured successfully on your phone device

1. How to get HCL Official Laptop / Desktop

For getting a Laptop / Desktop or Mobile Thin Client, you need to raise a service request with GIT through HCL IT request portal (called Service Xchange) using the URL - <https://sx.hcl.com>

* 1. Raise a Laptop/Desktop request, if not raised already by your manager?

Login to Service Xchange using the URL - <https://sx.hcl.com>

* Go to the Search Section on top of the page and write keyword like Laptop, Desktop as per your need
* Select from one of the two options below:
* Standard Laptop/MTC Allocation
* Standard Desktop/Thin Client - New Hire (to be used by new joiners)

**Note:**

* While raising request for any asset, always select Location of Fulfilment as the current working location where you have joined.
* If your base location is outside India (GEO),mention your complete home address along with mobile number & pin code for the asset to be delivered.
  1. I have joined today but unable to login to SX
* You may not be able to login to SX portal on your day of joining due to application sync delay & may receive the error - “You are not authorized to Login to SX” . You are advised to try again after 24-48 Hrs.
* If issue still persists after 48 Hrs. [contact IT Service Desk for assistance](#Service_Desk_Contact_Details)

1. Received the HCL machine at home but unable to login for the first time

* For the first login to HCL machine from outside the office location (home/remote), you will require to connect to HCL Network virtually
* Follow steps mentioned in KB article to connect with HCL Network virtually – [Click here](https://hclo365.sharepoint.com/sites/GitKnowledgeManagement/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FGitKnowledgeManagement%2FShared%20Documents%2FFirst%20Time%20Login%20%26%20Password%20Sync%2FLogin%20for%20First%20Time%20remotely%2Epdf&parent=%2Fsites%2FGitKnowledgeManagement%2FShared%20Documents%2FFirst%20Time%20Login%20%26%20Password%20Sync) to access KB Article

1. Configuring HCL Email (Microsoft Outlook / O365) on the new machine

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| For Windows Machine: | For MAC Machine: |
| * Open Outlook > Select File > Add Account * Enter your HCL Email address and click on Connect * If prompted, enter your password, then select OK > Finish to start using your email account in Outlook | * Launch Outlook * In the Outlook menu, click Preferences and then click Accounts * Select Exchange or Office 365 for the account type * Enter the following information for your Exchange account: * Email Address: your HCL email address * Method: Username and password * Username: username@hcl.com * Password: your domain password * Configure automatically: checked * Click Add Account * A message displays asking whether you want to allow Outlook autodiscover server to configure your settings. Check **Always** use my response for this server and click Allow. * Your Email Profile is completely Setup Close this window. |