

CorpEng Knowledge Base	8
Self-Service Articles	9
Who Should I Ask?	11
CorpEng Articles and Useful Links for New Hires	14
New Phone Setup (BYOD)	16
How to Open a Ticket to IT/Facilities	17
1Password Help	19
How to log in to 1Password through the Desktop App	20
How to log in to 1Password through a Web Browser	24
How to install the 1Password App on your devices	27
How to find your 1Password app version	28
1Password Passkey Issue	30
Finding Shared 1Password Entry	32
How to link a Personal 1Password Account to your Roblox 1Password Account	35
GlobalProtect (VPN) Help	36
How to troubleshoot GlobalProtect VPN (Android device)	37
How to Install GlobalProtect VPN	38
Split Tunnel vs. Full Tunnel	40
How to connect GlobalProtect VPN portal	44
Resources that don't require GlobalProtect VPN	46
How to set your preferred Gateway as Default in VPN (Global Protect)	47
Google Workspace Help	48
How to log into GSuite (PC/MAC)	50
Send Full Headers of an Email	56
Summary of Differences between Contact Groups and Google Groups	57
Resetting your Google 2SV	59
Disable Chrome Hardware Acceleration	65
Grant Calendar Permissions to Colleagues	67
How to Update Chrome	68
Google Mail Search	69
How to change and secure your G Suite calendar visibility settings	70
Best Practices on how to Create and Manage your Google Groups	72
Turn on Vacation Responder	75
How to log in to Google Calendar on your Mobile Device	76
Google Calendar Installation and Setup (iPhone)	77
Google Calendar Installation and Setup (Android)	82
Installing Google Drive	85
Delegate access to your Inbox	97
Create a new Google Shared Calendar	99
How to add/remove Google calendars	100
How to reset your Google Chrome settings	103
How to create an anonymous alias for Google Mail using a password generator	106
How to Install Gmail on your Mobile Device	107
Gmail app Installation and Setup(Android)	120
Gmail app Installation and Setup (iPhone)	129

How to sign in to your Chrome Browser (computer)	136
How to create a HAR File in a Chrome for a specific URL for further Google G Suite Debugging	144
Google Groups Administration Guidelines	145
Sharing Google Docs inside and outside of Roblox	146
Adding a Chrome Extension	149
Creating Gmail filters	150
Creating a new Google Group	152
How to enable "Speedy Meetings" in Google Calendar	155
Google G Suite Group Creation Options	156
Chrome Web Browser	159
Instructions for sending as an alias	161
Google Chrome Desktop Notifications on Macs	162
Mail Merge on Gmail	164
Chrome - Providing output of the Developer Tools Network tab	167
Geenhouse Gmail Add-on	168
How to Add an Image to Your Roblox Email Signature	169
Glean Chrome Extension (for go links)	172
Selecting Chrome as your Default Browser	174
Standard Settings for Distro Lists to Recieve Meeting Invites	175
CloudBakers script to export calendar events	176
Hardware Help	180
Clearing Web Browser Cache and Cookies	181
How to add a Printer in the office	192
MacOS - Adding a printer in the office	195
Windows - Adding a printer in the office	196
Connecting to the Roblox WiFi	197
ClearPass Certificate Update - 2/16/24	198
New computer setup	200
"No Signal" from the Samsung Monitors	201
How to find your computer's name	203
How to Print Double Sided	205
Kolide Help	208
Kolide Remediation Steps	209
macOS Help	223
Getting Started with your New Macbook	224
JAMF Recon/Policy	225
Setting up your New MacBook	227
Reset Bluetooth in Mac	234
Set up Bluetooth Mouse + Keyboard (Mac)	236
Access Library folder (Mac)	237
Apple Hardware Troubleshooting	238
Parallels Setup and Virtual Machine Install	239
Macbook Maintenance	245
How to RDP to machine to change your AD Password using a Mac	246
View your computer Hostname (Mac)	250

How to install CrowdStrike (Falcon) on a Macbook	251
Turn off Graphics Switching (Mac)	253
Change Resolution Settings Mac	254
Apple ID for Work Use	256
Replace Sophos Antivirus with Crowdstrike (MacOS)	257
Common Mac Keyboard Commands	261
How to change your AD password on a Mac	262
Macbook Pro M1/M2 WiFi issues	266
How to update your Apple device running macOS	267
Managing Roblox macOS Devices	270
macOS Software Update window stuck in "Checking for updates..."	272
Turn off Find my Mac on Company Owned Machine	274
Networking Help	276
Campus network access to Production and Test environments	277
Wired Network Information Gathering	278
Connect Android Devices to Roblox_Secure	279
Upgrading to GlobalProtect 6.2.3	280
How to acquire new domains	281
How to share VPN on Windows 11 for Playstation and Xbox for STx access	282
How to share Windows 11 VPN with Playstation	286
Microsoft Office365 Help	288
Installing Microsoft Office 365 on your computer	289
How to sign into Microsoft Office365	291
How to log into Microsoft Office365 (Mac)	292
How to log into Microsoft Office365 (PC)	296
Okta Help	301
Okta - Unlock & Password Reset Options	302
Apps Available In Okta Self-Service	304
How to reset your Okta Verify account (New Mobile Devices)	307
Okta FastPass	310
Setting up Okta Verify on a Computer (Okta FastPass)	312
How to authenticate using Okta FastPass	320
Okta FastPass FAQ	322
Setting up Okta Verify (FastPass)on a new mobile device	326
Enabling Okta FastPass on your mobile device	328
Manually Install Okta Verify on your Computer	330
Troubleshooting Okta FastPass (Internal Facing Article)	331
"Use Okta Fastpass" Option Not Working	334
Install the Okta Browser Plugin for Chrome	336
Okta 403 Error on Mobile Devices	337
Postman Help	339
Postman - Access Requests	340
Postman - General Security Guidance	341
Slack Help	342
How to log into Slack on your Mobile Device	343

Slack setup (Android)	358
Slack setup (iPhone)	367
How to extend private channel retention from 3 months up to 3 years	375
How to log into Slack (PC/Mac)	377
External Slack channel share requests with vendors	381
Adding a Slack Profile	383
Convert a group DM to a private channel	385
Disable Hardware Acceleration for Slack	386
Slack Troubleshooting	388
Slack Retention FAQ	390
Slack tips & tricks	391
Creating a Poll	392
How to Change Your Slack Theme	393
Google Calendar for Slack	395
Need a Laugh	402
How to Create a Channel In Slack	403
Using Slack to Start a Zoom Meeting	405
Workflow (Slackbot) Management	409
Convert a Slack channel to private, or public	410
Rename a Slack channel	411
Add Channel Managers (owners) to a Slack Channel	412
Edit or delete messages in a Slack channel	413
Manage channel posting permissions	414
Slack app install requests	415
Slack 'Multi-workspace' Channels	417
Slack Workflows	418
Slack Workflows - Connectors	419
Set reminders in Slack	421
Archive or delete a Slack channel	422
Software Help	423
How to get access to Trello	424
Analytics.roblox.local access (Simulprod)	425
Changing your Display Name (Preferred Name)	427
How to sign into Adobe enterprise account	428
Postman - Link existing account to Roblox Team	430
FigJam - By Figma	431
Zbrush Offline Activation	432
Parallels Permission Doesn't Show Up	434
TextExpander New Account	435
How to Update Docker Desktop	437
How to Share Externally with DropBox	442
Transfer your JetBrains license to a new computer	445
Windows OS Help	446
Getting Started with your New Windows Computer	447
Replace Sophos Antivirus with Crowdstrike (Windows)	448

How to run a gpupdate on your Windows Machine	451
How to Uninstall an app on Windows	452
How to re-activate your Windows license when away from the office for extended time	454
How to Suspend Bitlocker	456
Connecting to Network Drives	457
How to permit remote users to reset their passwords using Remote Desktop Web Access in Windows	459
How to Properly Update your PC	464
Device Manager	471
Dell Command Update	474
Windows Update	476
Set Up Windows Hello Facial and Fingerprint Sign-in Options	479
Setting up your new Windows computer	488
Setting up your New Windows Computer (Remote)	489
Setting up your New Windows Computer (Office)	495
Crowdstrike Issue: Blue Screen Of Death (BSOD)	499
Workspace ONE Help	501
Intelligent Hub Workspace ONE FAQ	502
Installing & Logging into Workspace ONE	506
Installing Workspace ONE Manual	512
Logging into Workspace ONE	515
Enrolling your device into Workspace ONE	519
The AMA Bot	522
Zoom Help	524
Remove Zoom scheduling privileges from your account	526
Zoom Installation and Setup (Android)	527
Enabling Join Before Host for an Individual Meeting	533
Large Format Meeting Best Practices	535
Authentication Profiles for Meetings and Webinars	536
Zoom Security Measures	538
Scheduling Zoom Meetings for Other Employees	540
Presenting video on Zoom	543
How to change Zoom authenticated user options for External and Internal users	544
Host and Co-Host Controls in a Meeting	545
How to use the Zoom Whiteboard Feature	547
Joining and participating in a webinar (attendee)	548
How to log into Zoom on your Mobile Device	551
Zoom Installation and Setup (iPhone)	558
How to Download the latest Zoom version	565
Zoom Break Out Room Information	567
Executive / Investor Meeting	568
How to schedule a Zoom meeting with a Password for added Security	569
How to log into Zoom (SSO)	572
All-Hands Zoom Webinar sign-in	575
Zoom Best Practices	578
Zoom Webinars	579

Managing Participants in Webinar	583
Creating Zoom Webinars and Meetings	587
Adding a password to an existing Zoom meeting	589
NeatBoard - Remote control via screen share	591
How to create Breakout Rooms in Zoom	593
How to Uninstall Zoom on Windows	594
Zoom Calendar Integrations	597
Zoom Scheduler Extension for Chrome	607
Zoom and Calendar Integration	612
Granting Zoom Scheduling Access to Colleagues	614
Mute your mic and turn off your camera automatically when joining a Zoom	616
Zoom Virtual Backgrounds	617
How to create a Zoom meeting in Google Calendar and add a Conference Room	619
Zoom Room Articles	621
Share your screen in a Zoom Room (Conference Room)	622
Join a Zoom Meeting in a Conference Room	623
Schedule a Zoom meeting through the Google Workspace app	627
Schedule Zoom Meetings on your Mobile Device	629
Invite the Zoom Room in a Meeting	631
Joining from Zoom Room Controller	632
Zoom keyboard shorcuts	633
Customize your meeting	634
How to schedule your meeting	636
Zoom Best Practice	637
SideFX Help	639
Houdini Help	640
Policies and Procedures	641
Supported IT Hardware	642
Hardware Purchases	646
Supported Monitors	648
Hardware Issues	649
Supported IT Peripherals	651
Personal Equipment at Work	728
Asset Lost or Stolen - Instructions	729
Slack Communication and Retention Policy	730
Slack Retention Options	732
Requesting a Secondary Machine (Desktop/Laptop/Test Machine)	733
Username Policy	734
Windows Updates for Corporate Endpoints	736
Test Windows Update GPO	740
Duo Request Verification	743
Tech Refresh Policy	744
Offboarding Process	745
Exiting Employee IT Checklist	746
CorpEng Offboarding Procedures	747

Roblox Supported Software.....	748
AD, Okta, 1Password Password Update FAQ.....	757
Roblox's New Password Policies for AD, Okta and 1Password.....	761
New Hire Onboardings.....	764
Onboarding Standards.....	767
Roblox Onboarding FTE Overview.....	769
Onboarding Contractors (Manager Process).....	780
When a manager approval is needed for a CorpEng ticket.....	783
Locking Your Computer.....	785
System naming convention guidelines.....	786

CorpEng Knowledge Base

Self-Service Articles

Take a look at the [Apps Available In Okta Self-Service](#)

Featured Tips and Tricks

Reporting suspicious emails If you receive a suspicious email you don't recognize, forward it to phishing@roblox.com for investigation. LEARN MORE	Schedule Zoom meetings on Google Calendar for another employee Are you an Executive Admin and you need to schedule a Zoom on behalf of someone you're supporting? Use the Zoom Extension in Chrome to sync with your Google Calendar. LEARN MORE	Troubleshoot your Mac Having issues getting your MacBook to work? Sticky keys where the "r" is continually typing? Troubleshoot your Mac yourself to save you some time before speaking with IT. LEARN MORE	Report a Lost/Stolen Roblox asset Notify IT and Infosec right away by paging us at ITAlerts@roblox.com . LEARN MORE
Install WorkSpace One on your PC Keep up to date with Roblox's management tool. This will allow you to download some of Roblox self-service apps. LEARN MORE	Using your phone for Roblox use (BYOD) Set up your phone with Roblox supported apps so you can take Okta on the go! LEARN MORE	Fine tune your PC Update your PC every so often to avoid it from slowing down. LEARN MORE	Install a Windows VM on your MacBook Are you a Developer or Engineer that requires Windows to run on your Mac? Install Parallels, an IT supported VM. LEARN MORE

Apps and Software Tips and Tricks

Software supported by IT Full catalog of supported software IT can provide. LEARN MORE	Request an unapproved software Don't see a software you need from our catalog? Submit an IronClad request for it to be approved from our pipeline. LEARN MORE	Adobe Creative Suite Instructions to sign into Adobe Creative Suite. You first must have an account. LEARN MORE	Using your phone for Roblox use (BYOD) Set up your phone with Roblox supported apps so you can take Okta on the go! LEARN MORE
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Sign into Microsoft Office account Instructions to sign into MS Office on a Mac and PC. LEARN MORE	Changing your display name Do you go by a nickname and want your colleagues to identify you easier? Try changing your display name across the different platforms. LEARN MORE	Okta self-service apps The list of apps you can add to your Okta account yourself. LEARN MORE	Restricted apps Recognize the apps InfoSec deems unsafe. LEARN MORE
Add gifs to your Slack messages Send fun gifs over slack. LEARN MORE	Convert a public channel to a private channel on Slack Share confidential information securely through a private channel on Slack. LEARN MORE	Extend the message retention of your private Slack channel to 3 years Change these settings to extend the retention of your messages to the max of 3 years. LEARN MORE	Connect to the VPN Global Protect is by default installed on all Roblox systems. Follow these steps to sign into the VPN. LEARN MORE

- [Who Should I Ask?](#)
- [CorpEng Articles and Useful Links for New Hires](#)
- [New Phone Setup \(BYOD\)](#)
- [How to Open a Ticket to IT/Facilities](#)
- [1Password Help](#)
- [GlobalProtect \(VPN\) Help](#)
- [Google Workspace Help](#)
- [Hardware Help](#)
- [Kolide Help](#)
- [macOS Help](#)
- [Networking Help](#)
- [Microsoft Office365 Help](#)
- [Okta Help](#)
- [Postman Help](#)
- [Slack Help](#)
- [Software Help](#)
- [Windows OS Help](#)
- [Workspace ONE Help](#)
- [The AMA Bot](#)
- [Zoom Help](#)
- [SideFX Help](#)

Who Should I Ask?

If you can't find your party here, try asking in our [#general-help](#) Slack channel.

Table of contents

- [AP@roblox.com](#)
- [frontdesk@roblox.com](#)
- [corpeng-help@roblox.com](#)
- [facilities-help@roblox.com](#)
- [HR@roblox.com](#)
- [recruitingops@roblox.com](#)
- [referrals@roblox.com](#)
- [Trust and Safety -](#)
- [InfoSec@roblox.com](#)

[AP@roblox.com](#)

- Travel Expenses
- Brex

[frontdesk@roblox.com](#)

- Admin Badges
- Robux Subscription
- Business Visitors

[corpeng-help@roblox.com](#)

- Access requests
- Helpdesk support
- Enterprise Applications
- Laptop / Desktop issues
- Connectivity issues
- Audio Visual requests/issues (conference room, meeting support)
- Executive support
- Device purchasing
- IDF support

 Have an IT emergency? Page our team - [CorpEng On-Call](#)

[facilities-help@roblox.com](#)

- Building support
- Food and Drink program
- Desk moves and changes
- Ergonomic requests
- Janitorial services

- Event planning
- Logistics / Shipping & Receiving
- Badge Support
- Physical Security

HR@roblox.com

- Employee relations
- Reaching out to your HRBP
- HR Operational Questions
- Benefits
- Learning and Development
- Compensation
- Stocks / ESPP

recruitingops@roblox.com

- Recruiting operations / Greenhouse questions

referrals@roblox.com

- Employee referral questions

Trust and Safety - [✉ Contact Trust and Safety for Help - Internal Escalations](#)

- Roblox Employee Account questions
 - MFA Reset
 - Password issues

InfoSec@roblox.com

- Application Security
- Vulnerability Management
- Security Engineering
- Network Security
- Detection & Response
- Security Governance, Risk, and Compliance
- Account Integrity / Account Authentication

CorpEng Articles and Useful Links for New Hires

This article is a compilation of recommended articles CorpEng suggests all new hires take a look at.

- ✉️ Important Contacts
- 🔗 Useful links
- 📘 Popular Articles
- 📊 Suggested Slack Channels

✉️ Important Contacts

For any IT requests or issues	Create a ticket through Zendesk OR Email: CorpEng-Help@roblox.com
Created an IT ticket but need an update?	Slack channel #corpeng-help
Information Security	InfoSec Support Form
Facilities	facilities-help@roblox.com
People Team/HR	hr@roblox.com

🔗 Useful links

Confluence	https://roblox.atlassian.net
Okta	https://rbx.okta.com
1Password	https://roblox.1password.com
Global Protect (VPN) Install	Click Here
Subscribe to the Company Calendar using your Roblox Account	Google Calendar Link US Employees

📘 Popular Articles

The Start Guide
New Phone Setup (BYOD)
Roblox Supported Software
Glean Go Links
Corporate Engineering
How to add a Printer in the office

 Changing your Display Name (Preferred Name)
 Apps Available In Okta Self-Service
 Supported IT Hardware
 How to sign into Microsoft Office365
 Okta FastPass
 Installing Google Drive
 IT Policies ARCHIVED
 Cyber Security 101
 Who Should I Ask?
 macOS Help
 Windows OS Help

Suggested Slack Channels

#announcements-all	This channel is an announcement channel for all FTEs, contractors, and guest accounts.
#employee-alerts	A channel for Safety and Security teams (Facilities, InfoSec, CorpEng) to keep employees updated on safety and security-related alerts.
#weekly-standup	For general work conversation plus live feedback during company-wide "Stand-Ups", AMAs, and events. Please consider the audience before posting, some posts might be better for #who, #corpeng-help, #facilities-help, etc.
#corpeng-help	Follow up on IT tickets you have submitted. Please create a ticket with CorpEng before posting on this channel.
#facilities-help	Follow up on Facilities tickets you have submitted. Please create a ticket with Facilities before posting on this channel.
#peopleteam-help	Follow up on HR tickets you have submitted. Please create a ticket with HR before posting on this channel.

New Phone Setup (BYOD)

 Roblox **does not** provide company phones. Please use your personal mobile device to set up Okta Verify (MFA). If you do not have a mobile device, we encourage you to create a ticket through [Zendesk](#) and a member of our team can look into alternative solutions for you.

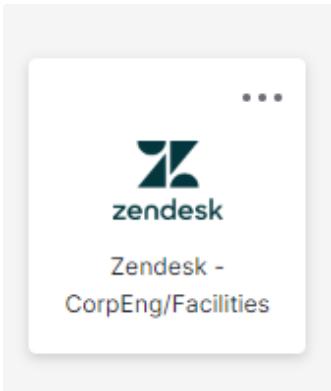
This is a directory of articles to help Robloxians set up their Roblox-supported apps on a new mobile device. Before wiping your old phone, we recommend setting up these apps on your new phone to ensure a smooth transition.

1. [Okta Verify](#)
2. [Gmail](#)
3. [Google Calendar](#)
4. [Slack](#)
5. [Zoom](#)
6. Duo (please submit a ticket to CorpEng to reset this for you)

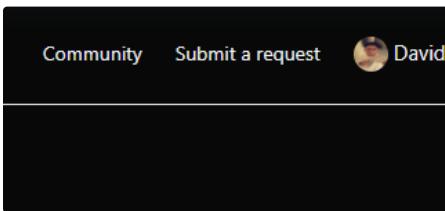
 For more information on our personal device policy, check out our Confluence page - [Personal Equipment at Work](#).

How to Open a Ticket to IT/Facilities

1. Login to rbx.okta.com
2. Find the **Zendesk** tile and click on it



3. Click on **Submit a request** button found on the top right of the page:



4. Fill out the required fields:

A screenshot of a "Submit a request" form on the Roblox Corporation website. The form is set against a black background with white text and input fields. It includes sections for "Please choose your issue below" (with a dropdown menu showing "CorpEng"), "CC (optional)" (with a field for "Add emails"), "Subject*" (with a text input field), "Description" (with a rich-text editor), "Please enter the details of your request. A member of our support staff will respond as soon as possible.", "Request Type (optional)" (with a dropdown menu showing "-"), "Attachments (optional)" (with a file upload field), and a "Submit" button at the bottom.

For access or **software licenses requests**, please enter your manager's email address in the "CC" field.

5. Once done, hit **Submit** button.

6. If it's an urgent request, contact us at **#corpeng-help** on Slack **with the ticket number** so we can assist you better.

Note: If you can't access your Okta account, please send an email to **corpeng-help@roblox.com** using your Roblox email.

1Password Help

- [How to log in to 1Password through the Desktop App](#)
- [How to log in to 1Password through a Web Browser](#)
- [How to install the 1Password App on your devices](#)
- [How to find your 1Password app version](#)
- [1Password Passkey Issue](#)
- [Finding Shared 1Password Entry](#)
- [How to link a Personal 1Password Account to your Roblox 1Password Account](#)

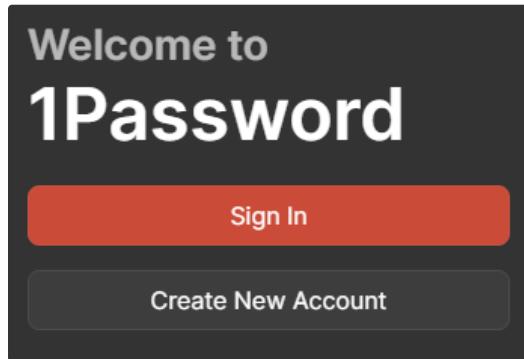
How to log in to 1Password through the Desktop App

⚠️ If you want to use the 1Password desktop app, you must have 1Password 8. If you currently have an older version ([How to find your 1Password app version](#)) of 1Password that doesn't allow you to sign in with SSO, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)

✖️ These steps will only work if you already have 1Password successfully signed in on another device. If you lost access to those devices, you can use your Emergency Kit to sign into app. Otherwise, please reach out to CorpEng to Begin a Recovery for your account.

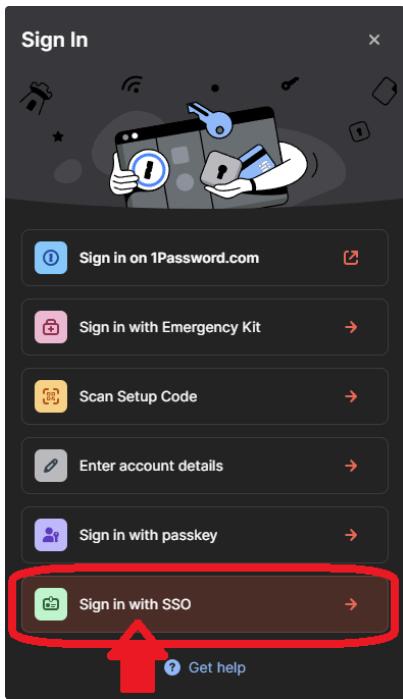
Get Started: Sign in with SSO

1. Open the 1Password app on your computer
2. Click **Sign In**



3. Now select **Sign in with SSO**

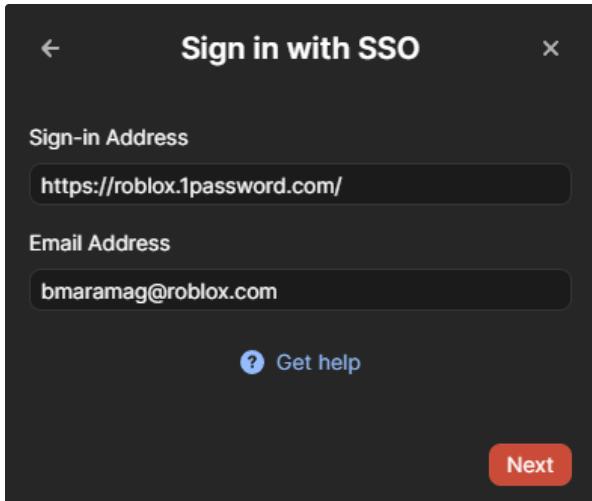
⚠️ It is not recommended to sign in using the other methods. If you do, you will be given extra steps to sign in. The SSO option is the easiest way to log into your account.



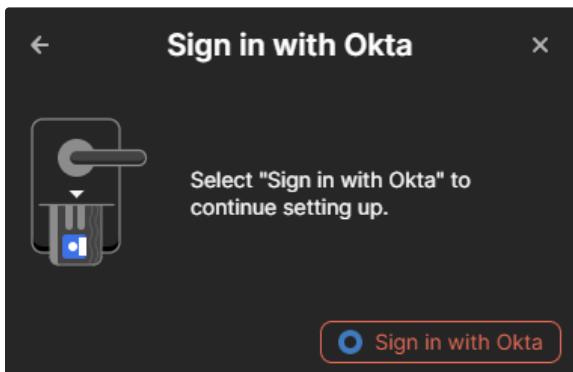
4. Now enter the Sign-in Address and Email Address in the next prompt

- Sign-in Address - <https://roblox.1password.com/>
- Email Address- [YOUR ROBLOX EMAIL]

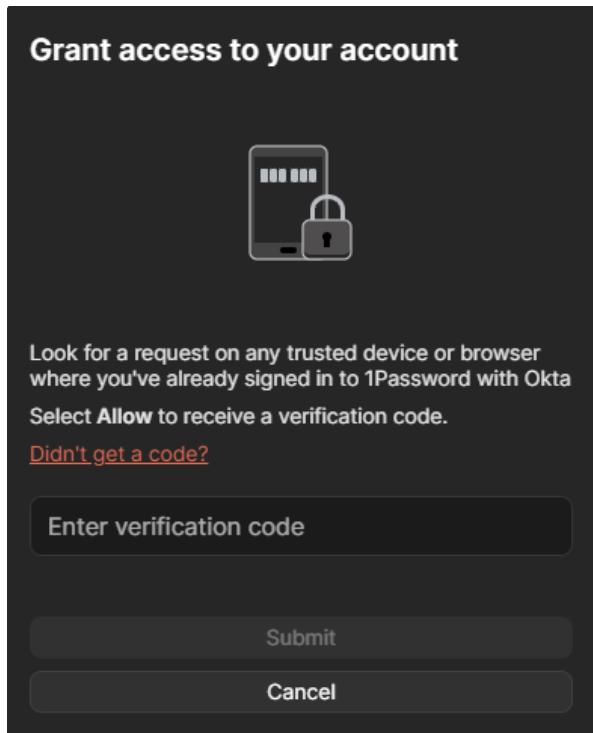
5. Press **Next**



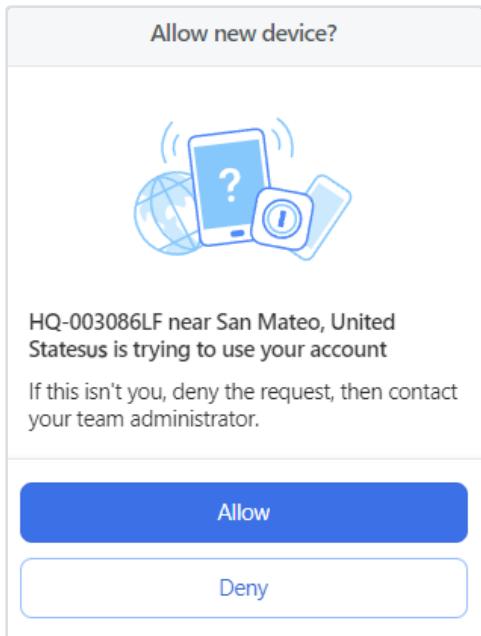
6. Click on **Sign in with Okta**



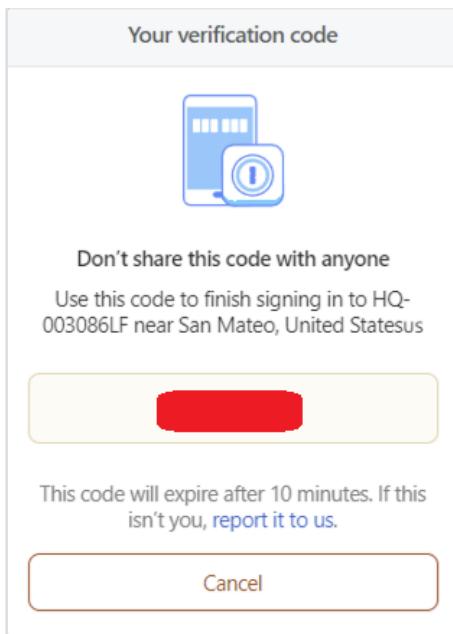
7. A pop-up will display to force you to open 1Password on another trusted device



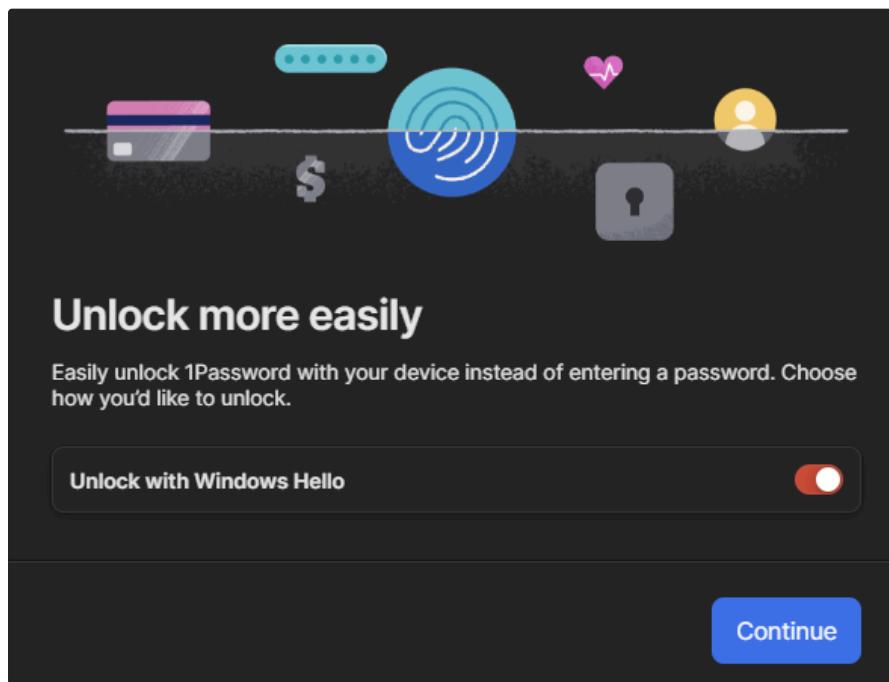
8. Once you open 1Password on your trusted device, press **Allow**



9. Copy the code or enter it into the 1Password prompt from Step 7



10. Afterward, you will be signed in to your 1Password account through the desktop app



10. Success!

- i Note: If you need your Secret Key can be found by opening the 1Password Emergency Kit you saved when first set up your 1Password account. If you cannot find this, create an IT ticket and we can help recover your account.

How to log in to 1Password through a Web Browser

⚠️ If you want to use the 1Password desktop app, you must have 1Password 8. If you currently have an older version ([How to find your 1Password app version](#)) of 1Password that doesn't allow you to sign in with SSO, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)

✖️ These steps will only work if you already have 1Password successfully signed in on another device. If you lost access to those devices, you can use your Emergency Kit to sign into app. Otherwise, please reach out to CorpEng to Begin a Recovery for your account.

Get Started

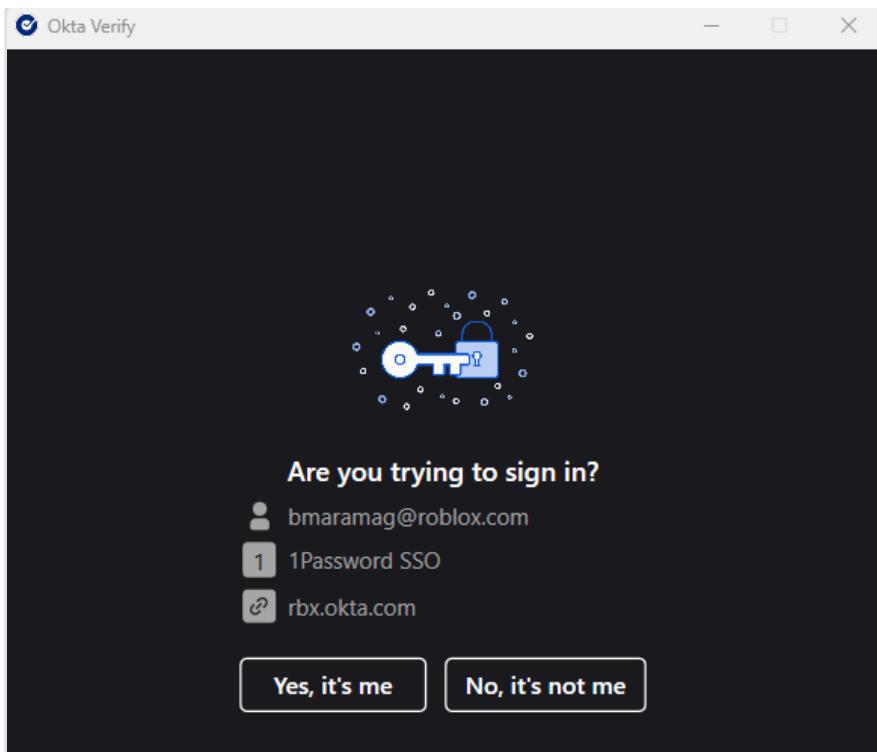
1. Navigate to <https://roblox.1password.com/>
2. Sign in to your account with your Roblox Email

The screenshot shows the 'Sign in to 1Password' page. It has a text input field labeled 'Email' containing 'bmaramag@roblox.com'. Below it is a blue 'Continue' button and a link 'Having trouble signing in?'

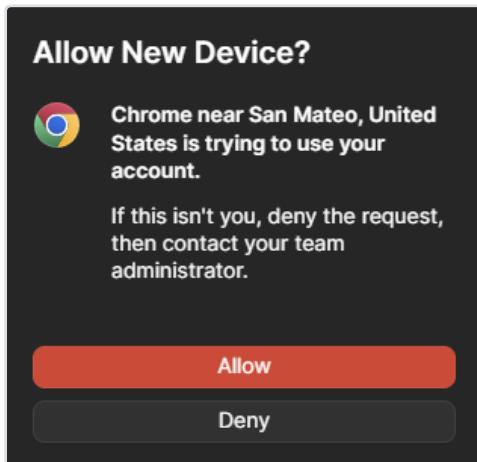
3. Click **Sign in with Okta**

The screenshot shows the 'Sign in to your roblox.1password.com account' page. It includes a checkbox for 'This is a public or shared computer', a note about Okta requiring sign-in, and two buttons: a blue 'Sign in with Okta' button and a link 'Having trouble signing in?'

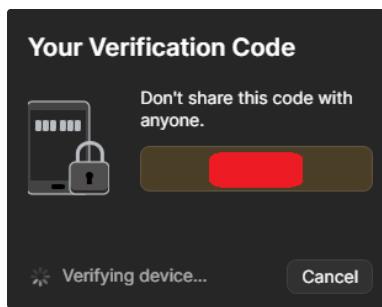
4. Authenticate with Okta Verify on your device



5. Open Okta Verify from a device you already have the app set up on
6. Click Allow from that device



7. Copy the code / remember it so you can enter it into the web browser 1Password pop-up



8. Paste the code in the "Enter verification code" window from your browser
9. Then click **Submit**

Enter verification code



Enter the code displayed on your trusted device or browser to finish setting up.

[Didn't get a code? ↗](#)

Verification code

Submit

Cancel

10. Success!

i Note: If you need your Secret Key can be found by opening the 1Password Emergency Kit you saved when first set up your 1Password account. If you cannot find this, create an IT ticket and we can help recover your account.

How to install the 1Password App on your devices

i These steps are only for installing the application to your devices. Most Roblox computer will have the app preinstalled, so please either do a Windows Search or Spotlight Search (MacOS) to locate and open the app. To set up the app, please use SSO sign in instructions found here - [How to log in to 1Password through the Desktop App](#)

! If you want to use the 1Password desktop app, you must have 1Password 8. If you currently have an older version ([How to find your 1Password app version](#)) of 1Password that doesn't allow you to sign in with SSO, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)

1. Download the app here - [Downloads | 1Password](#)

2. Follow the steps in this article to sign into the app - [How to log in to 1Password through the Desktop App](#)



Install the application and Complete Set up.

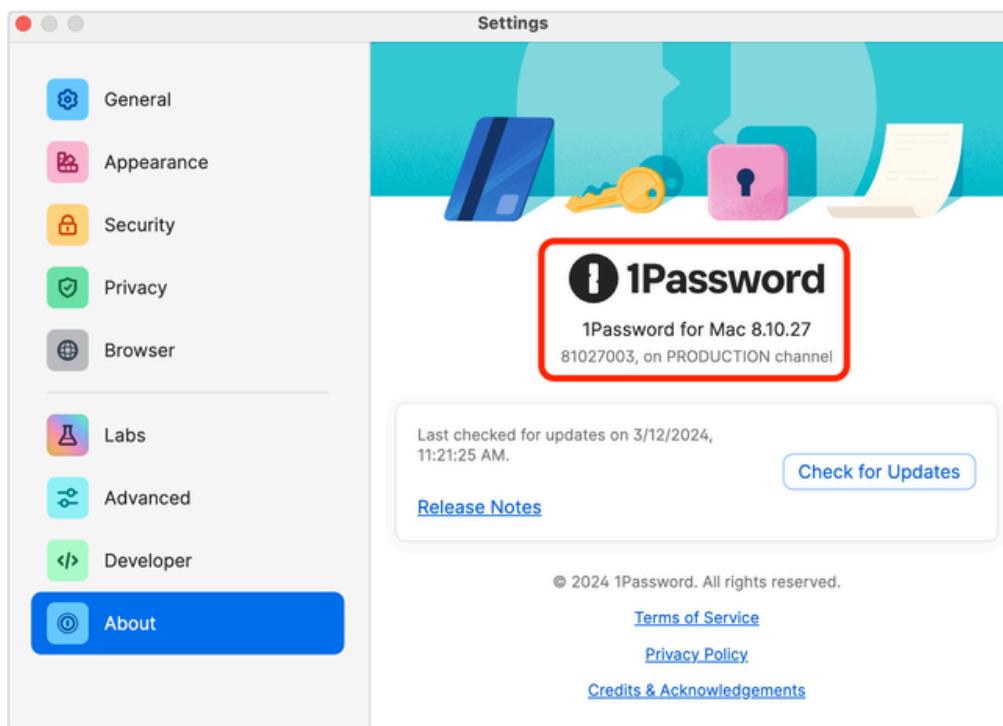
How to find your 1Password app version

⚠️ If you want to use the 1Password desktop app, you must have 1Password 8. If you currently have an older version (follow the steps in this article to find the version number) of 1Password that doesn't allow you to sign in with SSO, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)

Table of contents

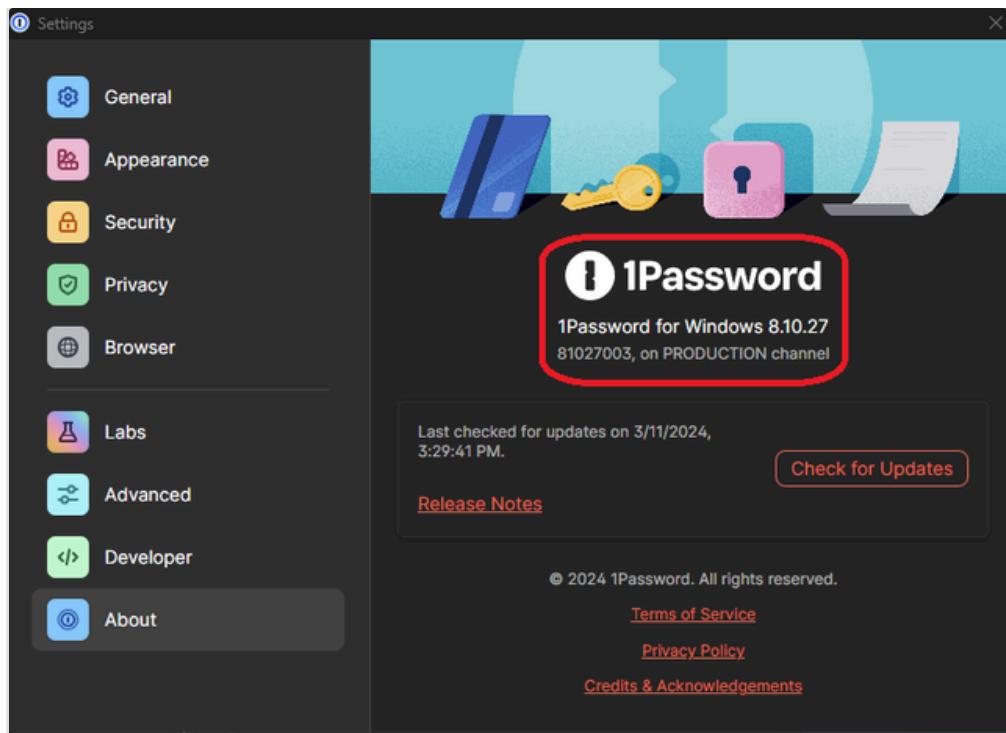
1Password App on MacOS

1. Open the 1Password app
2. Click on 1Password from the top settings bar (next to the Apple button)
3. Click About 1Password
4. If your app version is less than 8, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)



1Password App on Windows

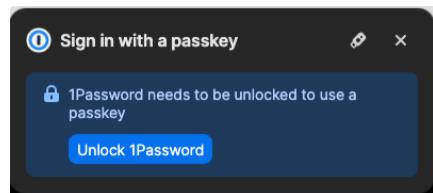
1. Open the 1Password app
2. Click on the 3 dots at the top right corner
3. Then click Settings
4. Now select About from the menu
5. If your app version is less than 8, please uninstall 1Password from your computer and install 1Password 8 - [Downloads | 1Password](#)



1Password Passkey Issue

Problem Statement

1Password recently pushed an update that is causing a pop-up from the 1Password Chrome extension mentioning you can sign in with a passkey. This is causing problems with YubiKeys not authenticating correctly.

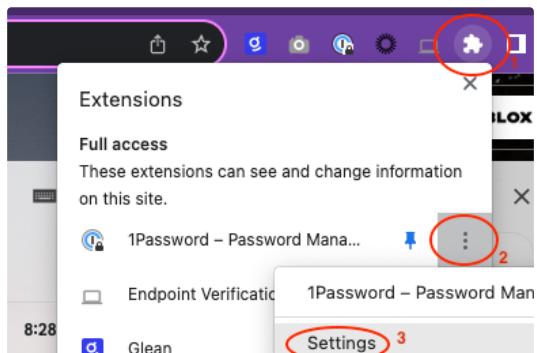


Solution

- Users will need to disable the **Sign in with a passkey** feature in their 1Password Settings
-

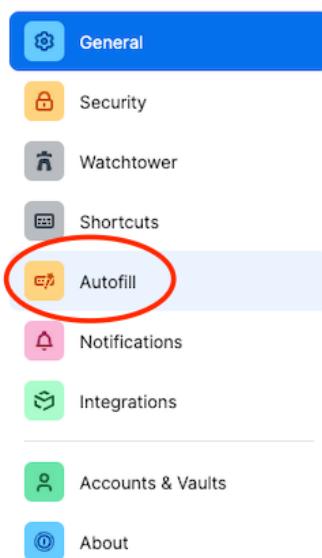
Instructions ⓘ

1. On the top right corner of your Chrome browser, click on the **Extensions** button
2. Click the 3 dots next to 1Password
3. Now select **Settings**

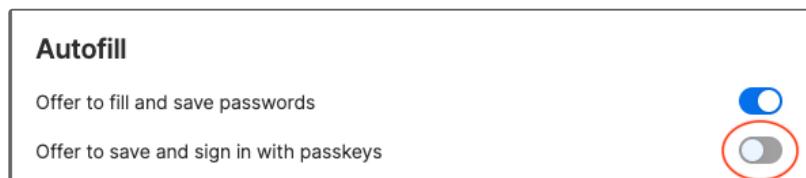


4. 1Password's Settings page will open as a new tab on your browser. Click on **Autofill**

Settings

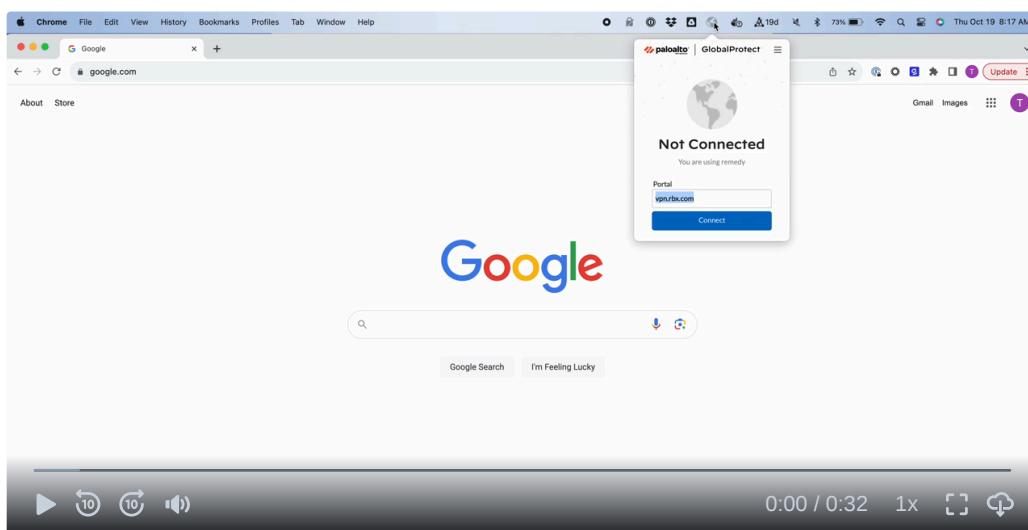


5. Toggle off Offer to save and sign in with passkeys



You're all done! You should no longer receive that pop up.

Video



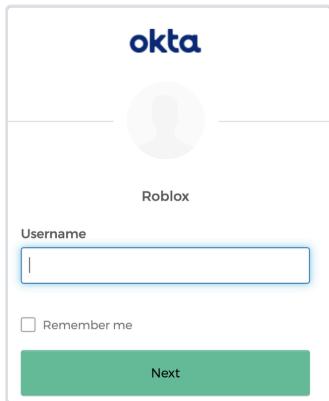
Finding Shared 1Password Entry

Table of contents

- [Finding Shared 1Password Entry \(Web Browser version\)](#)
- [Finding Shared 1Password Entry \(desktop app version\)](#)

Finding Shared 1Password Entry (Web Browser version)

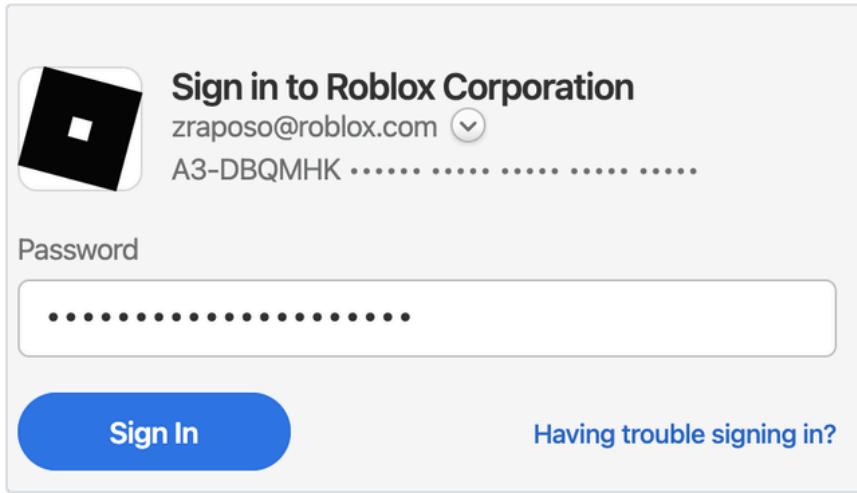
1. Login to Okta at rbx.okta.com



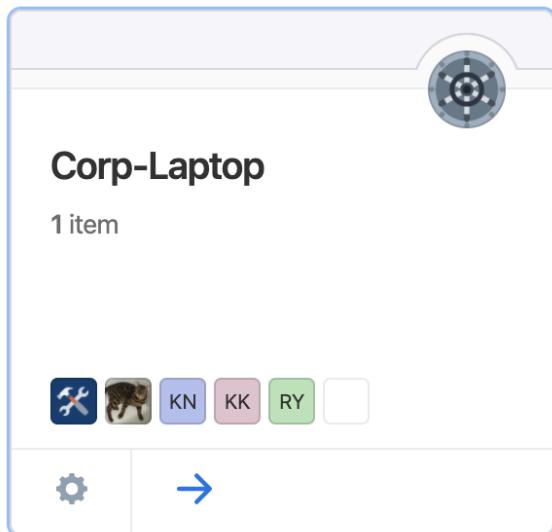
2. Search for the 1Password tile to direct your webpage to the homepage.



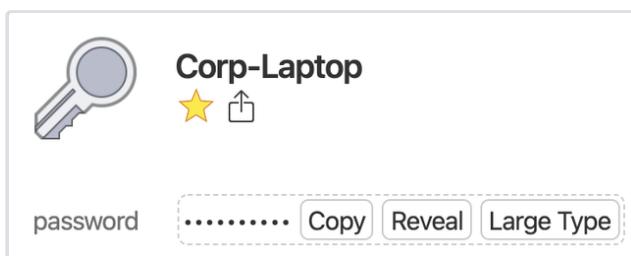
3. Sign in to the 1Password webpage with your Master Password.



4. Look for the Corp-Laptop Vault and select it to open.



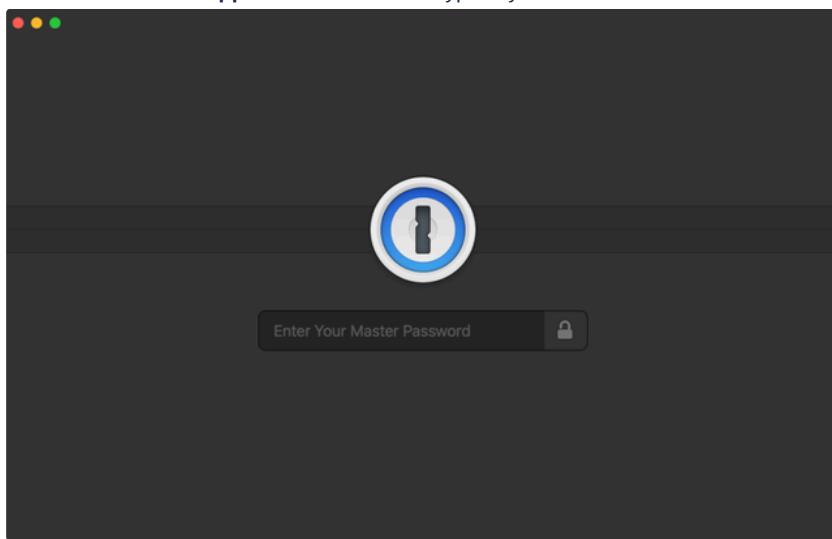
5. Hover your cursor over the password and select Reveal to show the password to log in to the replacement.



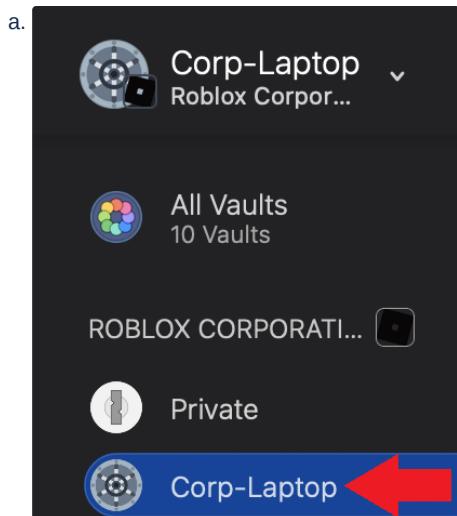
Finding Shared 1Password Entry (desktop app version)

1. Open 1Password in the **Applications** folder and type in your 1Password Master Password

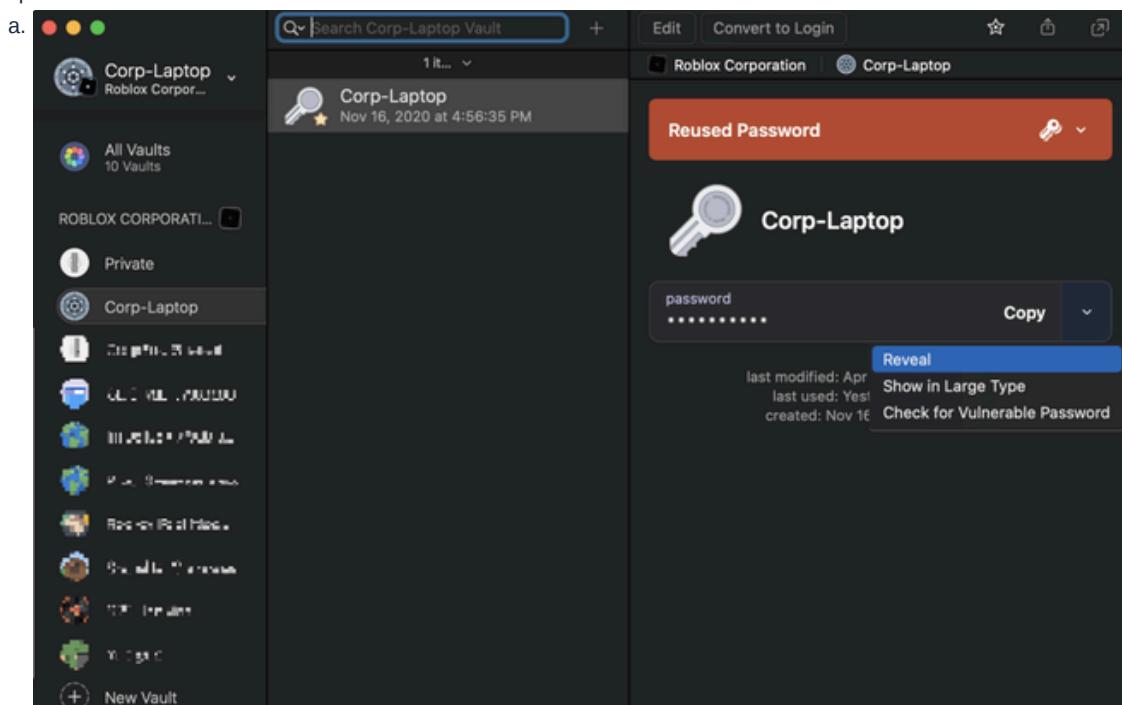
a.



2. When successfully logged in locate the **Corp-Laptop vault**

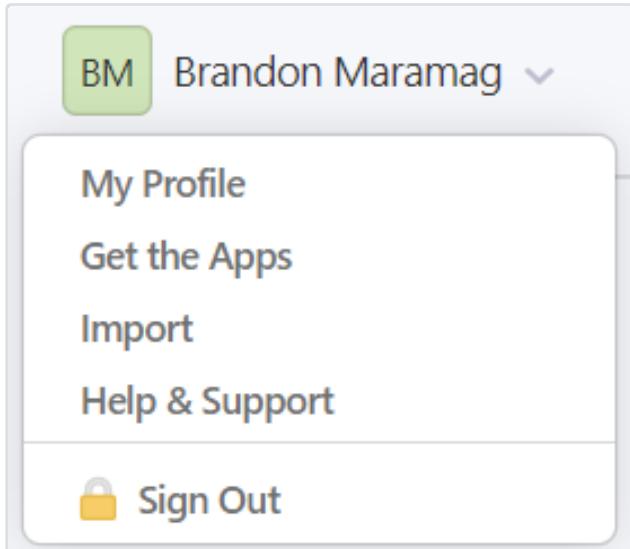


3. Hover your cursor over the password entry and select the drop down arrow and choose **Reveal** to show the password to login to the replacement PC.

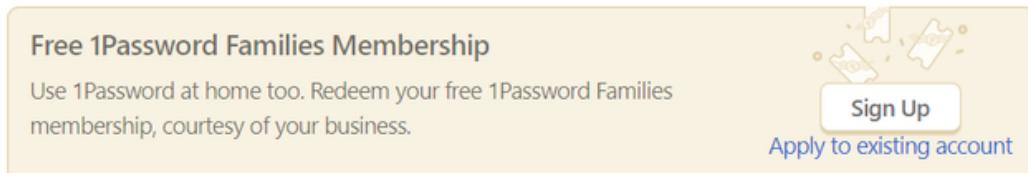


How to link a Personal 1Password Account to your Roblox 1Password Account

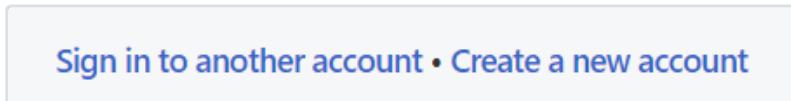
1. Log into 1Password
2. Click on your **name** to open a drop-down menu



3. Click on "My Profile"
4. Scroll to the bottom of the page to click on "Apply to existing account"



5. Next, click on "Sign in to another account" or "Create a new account" (if you want to create a new personal 1Password account) at the bottom of the next page



6. Success!

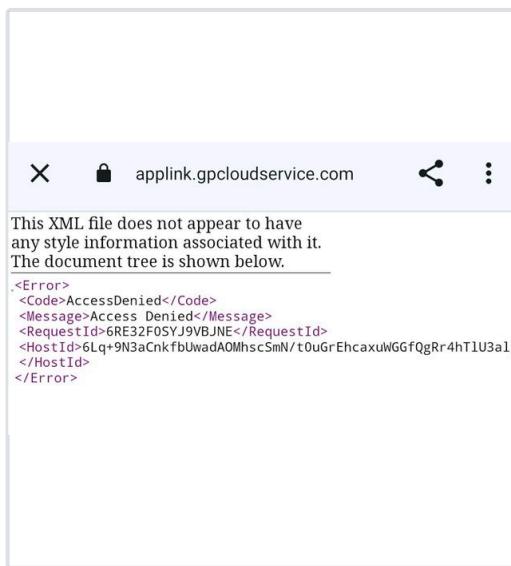
GlobalProtect (VPN) Help

- [How to Install GlobalProtect VPN](#)
- [How to connect to GlobalProtect VPN](#)
- [How to connect GlobalProtect VPN portal](#)
- [Resources that don't require GlobalProtect VPN](#)
- [Split Tunnel vs. Full Tunnel](#)

How to troubleshoot GlobalProtect VPN (Android device)

⚠ Unavailable to connect to the Corp GlobalProtect VPN to your Android

- 💡 Experiencing failed connectivity issues with GlobalProtect on your Android device? Are you added to the Yubikey Mobile VPN exception group?



Here are a few solutions to resolve this:

1. Uninstall and reinstall GlobalProtect from Google Play app
2. **Delete account** from Okta Verify
3. Re-enroll and confirm account is added back to Okta Verify
4. Relaunch GlobalProtect and verify with Okta Fastpass
 - a. "No need if already added to Yubikey Mobile VPN exception group"

If the connection has failed, try the following.

1. Force Stop and Quit Global Protect
2. Relaunch GlobalProtect to connect
 - a. Verify with Okta Fastpass
3. Confirm GlobalProtect is **Connected**

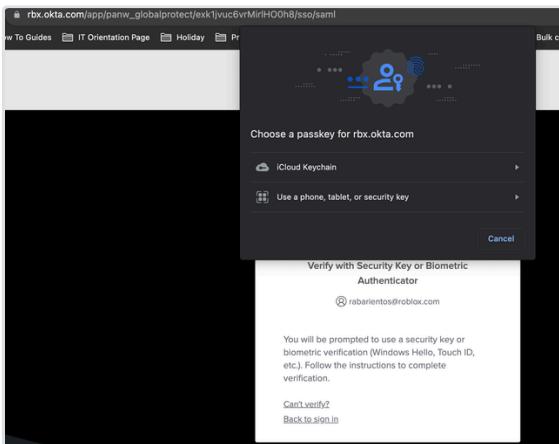
How to Install GlobalProtect VPN

NOTE: GlobalProtect is only allowed on Roblox-managed machines.

Installing any Roblox VPNs on non-managed machines is strictly prohibited.

If you have any questions or concerns regarding the GlobalProtect installation process, please create by using the Zendesk tile from your Okta account (<https://rbx.okta.com>) or by emailing CorpEng-Help@roblox.com.

1. Launch a web browser and go to <https://vpn.rbx.com> and you will get prompted to add your Okta Credentials



2. Download the app that corresponds to the OS running on your computer



GlobalProtect Portal

Download Windows 32 bit GlobalProtect agent
Download Windows 64 bit GlobalProtect agent
Download Mac 32/64 bit GlobalProtect agent

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.
Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.
Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

3. Open the downloaded file and run the GlobalProtect Setup Wizard
4. Follow the steps in this article to connect to Global Protect - [How to connect to GlobalProtect VPN](#)

Split Tunnel vs. Full Tunnel



Split Tunnel

- Gives you access to internal resources from outside of the office
- Split Tunnel is the preferred and automatically selected gateway
- **Only traffic destined for internal resources are sent through the VPN tunnel**
- Traffic destined for the Internet is sent through your local network

Full Tunnel

- **IPv4 and IPv6 dual stack connectivity**
- Gives you access to resources hosted on the Internet such as AWS from outside of the office
- Full Tunnel needs to be manually selected from the gateway dropdown
- **All traffic, regardless of destination, is sent through the VPN tunnel**
- Latency-sensitive traffic destined for the Internet such as Zoom is not recommended

Traffic sent through Split Tunnel

Network	Description
10.0.0.0/8	Production
172.16.0.0/16	SMC1
172.18.0.0/16	SMC2
208.185.116.0/25	SiteTest
208.185.173.0/24	GameTest
13.52.157.125	GitHub
54.197.52.22	Redshift
54.175.57.96	
3.91.120.191	Redash
54.209.11.23	
52.24.74.254	Elastic Search Front-End

34.218.89.255	
54.69.182.140	
52.35.53.50	
52.11.113.83	
13.57.253.77	Security Portal
99.83.157.46	Backtrace
75.2.51.200	
3.33.189.31	
15.197.189.40	
75.2.118.163	
99.83.197.31	
13.248.197.152	Terraform Enterprise
76.223.68.218	
75.2.123.30	Superset
69.63.129.138	AES e-Library
34.193.149.45	ROS API
44.213.186.119	
54.86.69.99	
52.3.13.204	
44.207.165.196	
3.219.118.105	
54.85.238.39	
54.175.157.172	
44.213.174.148	
34.119.175.229	
120.52.22.96/27	Cloudfront Global
205.251.249.0/24	
180.163.57.128/26	
204.246.168.0/22	
18.160.0.0/15	
205.251.252.0/23	
54.192.0.0/16	
204.246.173.0/24	
54.230.200.0/21	
120.253.240.192/26	
116.129.226.128/26	
130.176.0.0/17	

108.156.0.0/14
99.86.0.0/16
205.251.200.0/21
223.71.71.128/25
13.32.0.0/15
120.253.245.128/26
13.224.0.0/14
70.132.0.0/18
15.158.0.0/16
13.249.0.0/16
18.238.0.0/15
18.244.0.0/15
205.251.208.0/20
65.9.128.0/18
130.176.128.0/18
58.254.138.0/25
54.230.208.0/20
116.129.226.0/25
52.222.128.0/17
18.164.0.0/15
64.252.128.0/18
205.251.254.0/24
54.230.224.0/19
71.152.0.0/17
216.137.32.0/19
204.246.172.0/24
18.172.0.0/15
120.52.39.128/27
118.193.97.64/26
223.71.71.96/27
18.154.0.0/15
54.240.128.0/18
205.251.250.0/23
180.163.57.0/25
52.46.0.0/18
223.71.11.0/27
52.82.128.0/19
54.230.0.0/17
54.230.128.0/18
54.239.128.0/18
130.176.224.0/20
36.103.232.128/26
52.84.0.0/15
143.204.0.0/16
144.220.0.0/16
120.52.153.192/26
119.147.182.0/25
120.232.236.0/25
54.182.0.0/16
58.254.138.128/26
120.253.245.192/27
54.239.192.0/19

18.64.0.0/14
120.52.12.64/26
99.84.0.0/16
130.176.192.0/19
52.124.128.0/17
204.246.164.0/22
13.35.0.0/16
204.246.174.0/23
36.103.232.0/25
119.147.182.128/26
118.193.97.128/25
120.232.236.128/26
204.246.176.0/20
65.8.0.0/16
65.9.0.0/17
108.138.0.0/15
120.253.241.160/27
64.252.64.0/18

Traffic sent through Full Tunnel

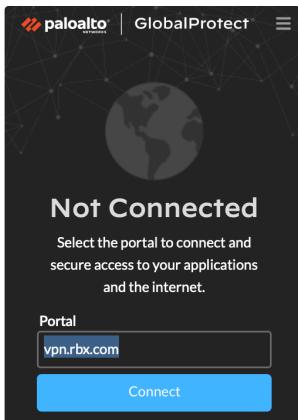
Network	Description
0.0.0.0/0	All Traffic
::/0	All Traffic

Resources known to require Full Tunnel

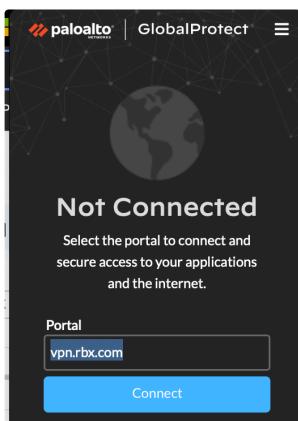
Hostname	Description
clientsettings.roblox.com	Client Settings

How to connect GlobalProtect VPN portal

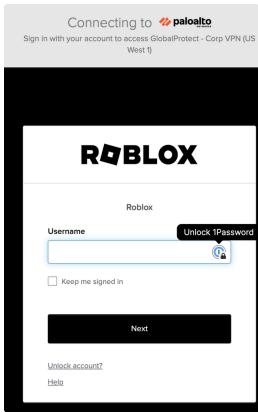
1. Launch the GlobalProtect app by clicking the menu bar/system tray icon



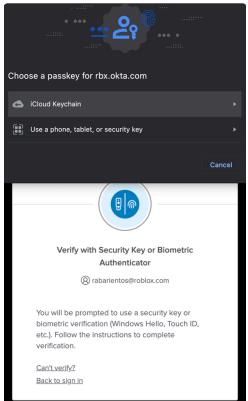
2. Make sure that vpn.rbx.com is on the Portal info and click Connect



3. Enter your Okta Username and Password and click Sign In



4. Approve the Okta verify Push on your Laptop or Insert Yubikey



5. Success!

Resources that don't require GlobalProtect VPN

1. **G Suite**
2. **Slack**
3. **Zoom**
4. **Okta**
5. **Confluence**
6. **Jira**
7. **1Password**
8. **LucidChart**

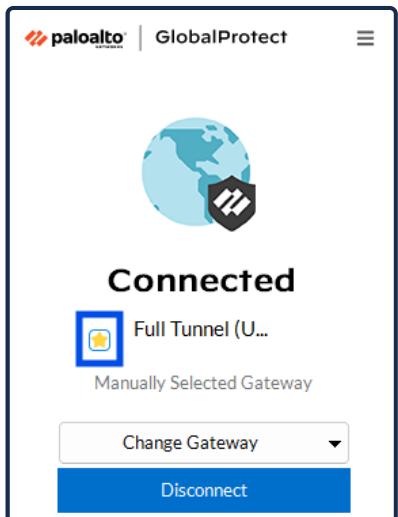
How to set your preferred Gateway as Default in VPN

(Global Protect)

Summary: If you are tired of having to **switch Gateways** every time you **connect to VPN(Global Protect)** and instead **have a preferred Gateway you'd rather connect to**, here's how to do so 😊 :

Resolution Time: (1-2 minutes)

1. Connect to Global Protect
2. Change Gateway to your Preferred Gateway
3. Click on the Star Icon to set the connected Gateway as the Default



Your preferred Gateway is now set as the Default for the next time you connect to VPN 😊 !

Google Workspace Help

- How to log into GSuite (PC/MAC)
- Send Full Headers of an Email
- Summary of Differences between Contact Groups and Google Groups
- Resetting your Google 2SV
- Disable Chrome Hardware Acceleration
- Grant Calendar Permissions to Colleagues
- How to Update Chrome
- Google Mail Search
- How to change and secure your G Suite calendar visibility settings
- Best Practices on how to Create and Manage your Google Groups
- Turn on Vacation Responder
- How to log in to Google Calendar on your Mobile Device
- Installing Google Drive
- Delegate access to your Inbox
- Create a new Google Shared Calendar
- How to add/remove Google calendars
- How to reset your Google Chrome settings
- How to create an anonymous alias for Google Mail using a password generator
- How to Install Gmail on your Mobile Device
- How to sign in to your Chrome Browser (computer)
- How to create a HAR File in a Chrome for a specific URL for further Google G Suite Debugging
- Google Groups Administration Guidelines
- Sharing Google Docs inside and outside of Roblox
- Adding a Chrome Extension
- Creating Gmail filters
- Creating a new Google Group
- How to enable "Speedy Meetings" in Google Calendar
- Google G Suite Group Creation Options
- Chrome Web Browser
- Instructions for sending as an alias
- Google Chrome Desktop Notifications on Macs
- Mail Merge on Gmail
- Chrome - Providing output of the Developer Tools Network tab
- Greenhouse Gmail Add-on
- How to Add an Image to Your Roblox Email Signature
- Glean Chrome Extension (for go links)
- Selecting Chrome as your Default Browser
- Standard Settings for Distro Lists to Recieve Meeting Invites
- CloudBakers script to export calendar events

Have another employee manage your calendar Grant colleagues "Manage Permissions" access to your calendar so they can schedule and moderate your GCal. LEARN MORE	Subscribe to a calendar Add a team calendar or your manager's calendar to your GCal to keep up to date on their schedules. LEARN MORE	Schedule Zoom meetings on your Google Calendar for another employee Are you an Executive Admin and you need to schedule a Zoom on behalf of someone you're supporting? Use the Zoom Extension in Chrome to sync with your Google Calendar. LEARN MORE	Add Zoom to your Google Calendar Use GCal to schedule your Zoom meetings. LEARN MORE
GSuite to Outlook procedure Still stuck on Outlook? Sync your GSuite account to Outlook. LEARN MORE	Create filters in Gmail Learn how to create "Labels" to filter your emails. LEARN MORE	Google Calendar Notifications Settings Best Practices Not getting notified of upcoming meetings? Make sure your notification settings are correctly configured. LEARN MORE	Vacation responder Set up your auto-reply when you plan to take vacation. LEARN MORE
Add more chrome extensions Use Chrome extensions that integrate with specific websites, like 1Password and Okta. LEARN MORE	Keep chrome updated Issues with your Chrome browser? Try updating it to see if it fixes the issue. LEARN MORE	Back up your laptop data to Google Drive Install the Backup and Sync app to automatically back up your laptop data to Google Drive. LEARN MORE	Request for a Google Group Use our template to submit a request for a new Google Group. LEARN MORE

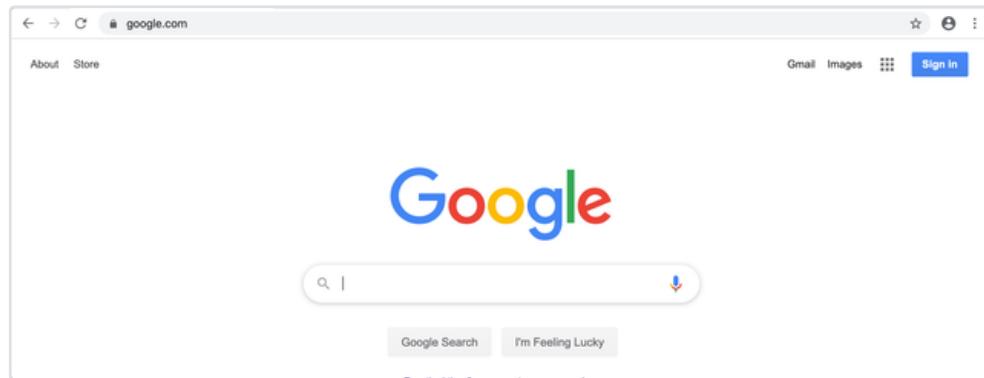
How to log into GSuite (PC/MAC)

This article provides step-by-step instructions to sign into your Google account to gain access to various Gsuite apps (Gmail, Google Docs, Google Sheets,...etc)

Requirement: A Roblox Google account with 2FA enabled using Okta Verify

1. *Open a browser and navigate to google.com*

2. *On the top right of the page, click on Sign In*



3. *Enter your Roblox email (username@roblox) and hit Next*



Sign in

Use your Google Account

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.

[Learn more](#)

[Create account](#)

[Next](#)

4. Enter your Roblox email password then hit Next



Welcome

 psolon@roblox.com ▾

Enter your password



[Forgot password?](#)

[Next](#)

5.

6. Open your Okta Verify App on your mobile device to get the 6-digit code

7:12 ↗

◀ Search

5G E



Okta Verify

Edit

rbx.okta.com

370336

bmaramag@roblox.com

Google

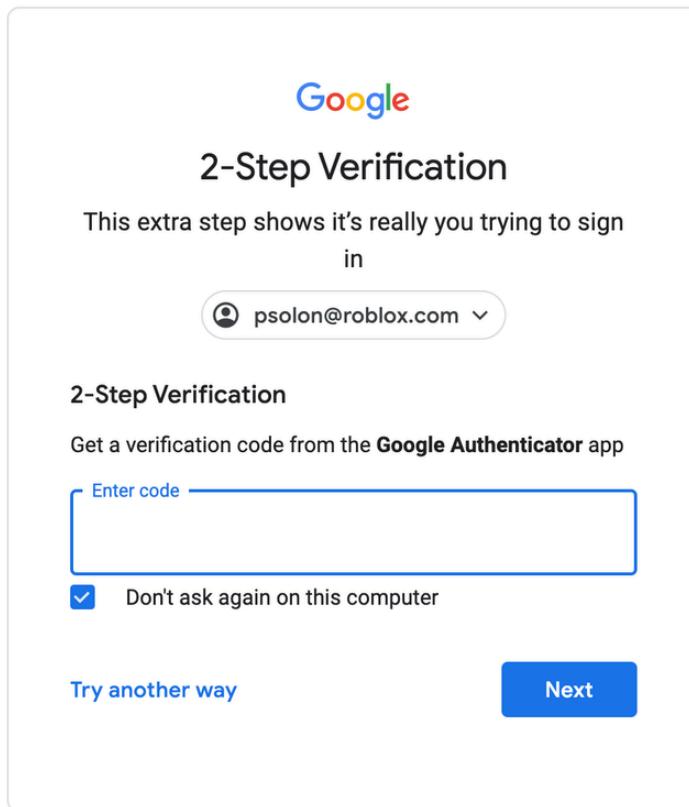
352760

bmaramag@roblox.com

Add Account

7. **IMPORTANT:** If you need to set up Google 2SV on your Okta Verify account, please follow the article: [Okta Account Enrollment](#)

8. Enter the 6-digit code and hit Next



The image shows a screenshot of the Google 2-Step Verification process. At the top, the Google logo is visible. Below it, the heading "2-Step Verification" is displayed. A sub-instruction states, "This extra step shows it's really you trying to sign in". To the right of this text is a user profile icon with the email "psolon@roblox.com" and a dropdown arrow. The main section is titled "2-Step Verification" and instructs the user to "Get a verification code from the Google Authenticator app". Below this, there is a blue-bordered input field labeled "Enter code" with a placeholder "Enter code". To the left of the input field is a checked checkbox labeled "Don't ask again on this computer". At the bottom left is a "Try another way" link, and at the bottom right is a large blue "Next" button.

9. Once signed in, you should be able to access your GSuite apps by clicking on the cube next to your profile icon

Gmail Images



P



Account



Gmail



Drive



Docs



Sheets



Slides



Calendar



Chat



Meet



Google+



Contacts

Send Full Headers of an Email

If you report a suspicious email, you may be asked by InfoSec to send the Full Headers for inspection.

To do this:

1. Open the email you want to check the headers for
2. Next to Reply



, click the three dots



3. Click Show original
4. Click "Copy to Clipboard"
5. Paste and send the Full Headers to the requester

Summary of Differences between Contact Groups and Google Groups

Personal Contact Groups

- Only group owner can use
- Created through Google Contacts
- Managed through [Contacts](#)
- Can share docs and sites with group (cannot share calendars)
- Recipients see email in inbox only
- To see if you have any Personal Contact Groups, Go to Google Contacts at www.google.com/contacts
- You want to avoid sending Calendar invites to Personal Contact Groups and ensure you send to Google Group Email Lists

Google Group Email List

- Group managers, members, and/or campus community can use
- Must be requested via CorpEng-Help@Roblox.com
- Managed through Google Groups or with help from CorpEng-Help@roblox.com
- Can share docs, sites and calendars with group
- Recipients can see email in inbox, through the online forum, or both

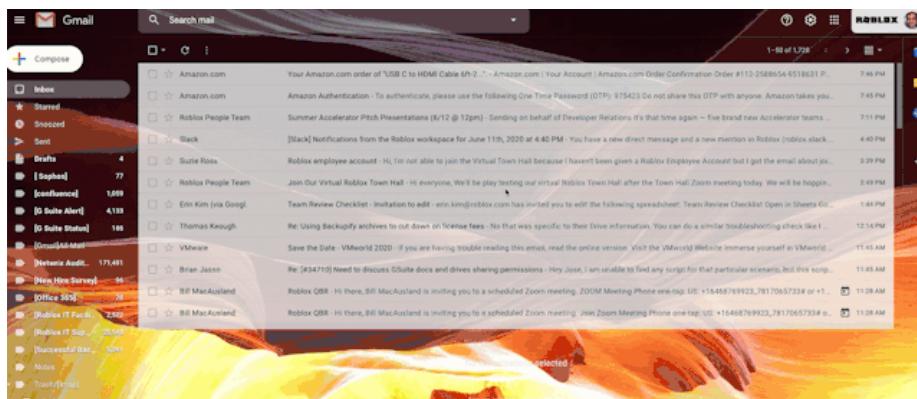
The best way to make sure you are using the right one is to verify if the attendees list expands to show all of the attendees:

The screenshot shows the 'Guests' tab of a meeting setup screen. At the top, there's a search bar labeled 'Add guests'. Below it, a list of contacts is shown, starting with 'jordonez@roblox.com' (Organizer) and 'CorpEng Team (10)'. A green arrow points to the 'CorpEng Team (10)' entry, which is expanded to reveal a list of 10 individuals: Dan Williams, John Wallwork, corpnet-team@roblox.com (2), CorpSRE Team (1), and CorpSupport Team (8). Below this list, there's a 'SUGGESTED TIMES' section.

The animation below illustrates how you can go to your contacts to see if you have any Personal Contact Groups you wish to delete.

In this example you will see we have a contact for ITAlerts@roblox.com and we want to delete it so we are sure that when we invitee that group to a meeting, we actually use the Google Group Email list.

Go to your Google menu near the Roblox logo and your avatar, select Contacts and delete any contacts you may have that may be causing conflicts.



Resetting your Google 2SV

Purpose

This article is to help you reset your Google 2SV if you are expecting to replace your mobile device.

If you cannot sign into your Google account, the only way to bypass this is by signing in to your account with a Google Backup Code provided by an IT admin. In this case, please scroll down to "Cannot Bypass 2SV Prompt" below for further instructions.

Resetting your Google 2SV

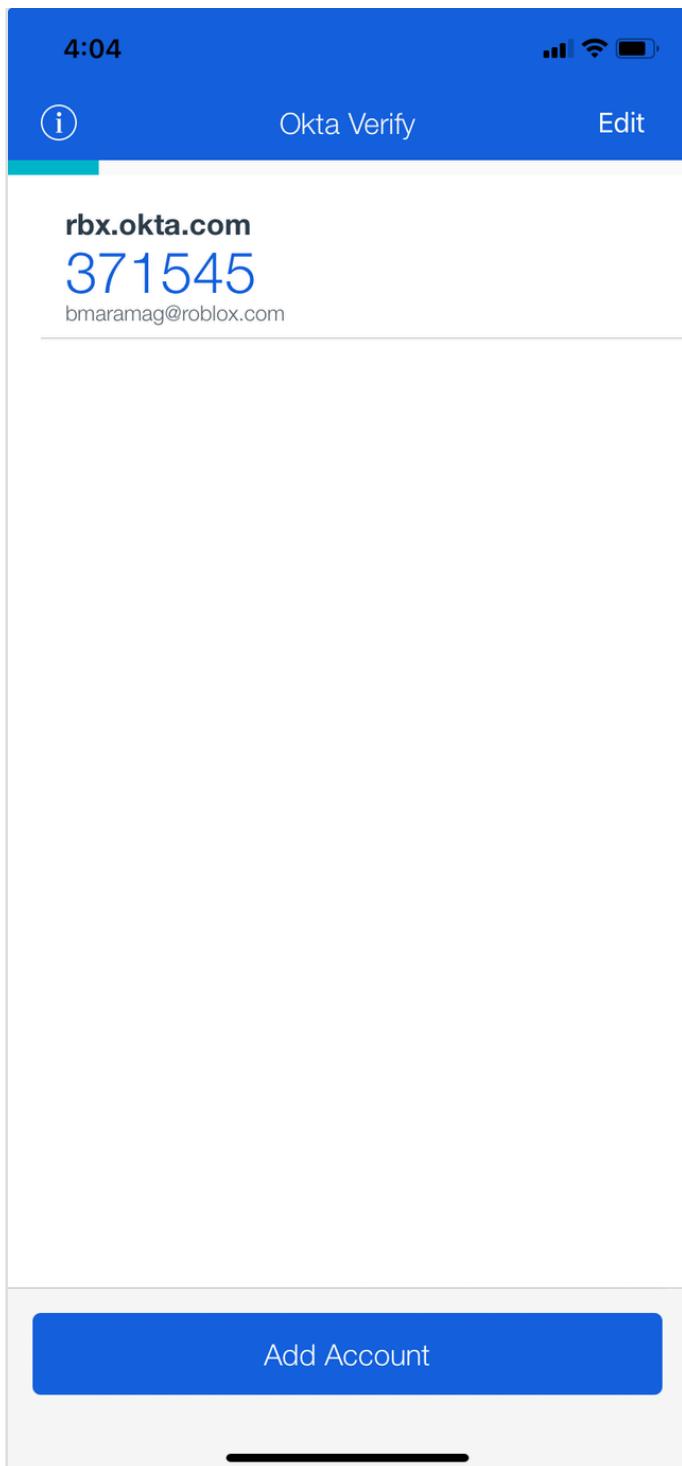
1. Navigate to <https://myaccount.google.com/security> and sign in to your Google
2. Once you're at your Security settings, scroll down to "Signing in to Google" and click on "2-Step Verification"

Signing in to Google

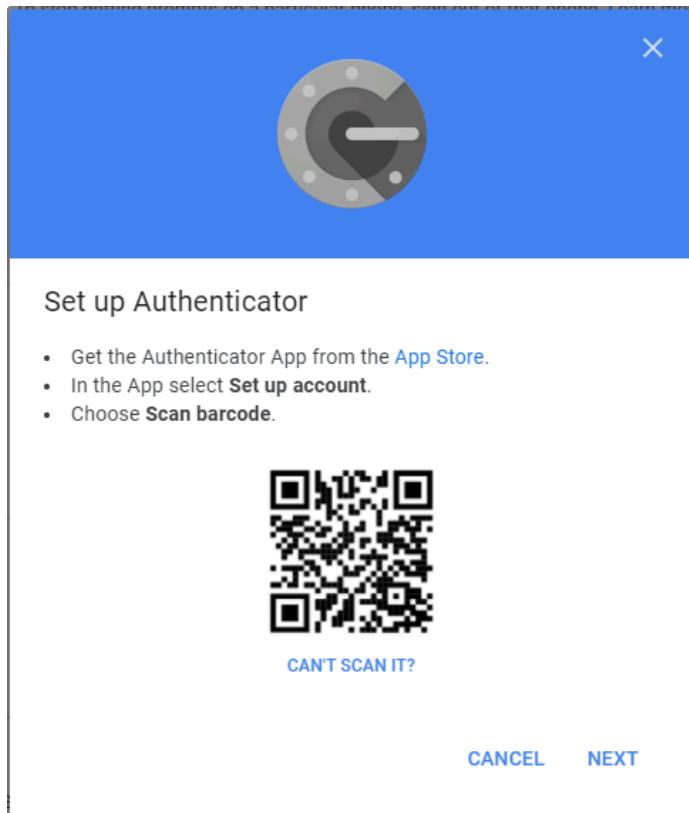


Password	Last changed Oct 7, 2019	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	None	>

4. Enter your password
5. At the 2-Step Verification page, scroll down to "Authenticator app" and click on "CHANGE PHONE"
6. Select your either Android or iPhone
7. Open your Okta app on your mobile device and select "Add Account"



8. Use the camera to scan the Barcode on your screen



9. Success! Your Okta Verify app should now display a Google account

Cannot Bypass 2SV Prompt

If you haven't already, please reach out to IT by filing a ticket through the [Zendesk tile](#) in Okta or by emailing CorpEng@robox.com to receive a Google back code to bypass the 2SV prompt.

After you receive a back up code...

- 1.Sign into <https://myaccount.google.com/security>
2. Sign in with your email and Google password

Google

Sign in

to continue to Gmail

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#)

Next

Google

Welcome

 bmaramag@roblox.com ▾

Enter your password

[Forgot password?](#)

Next

3. Click on "Try another way"

Google

2-Step Verification

This extra step shows it's really you trying to sign in

 bmaramag@roblox.com ▾



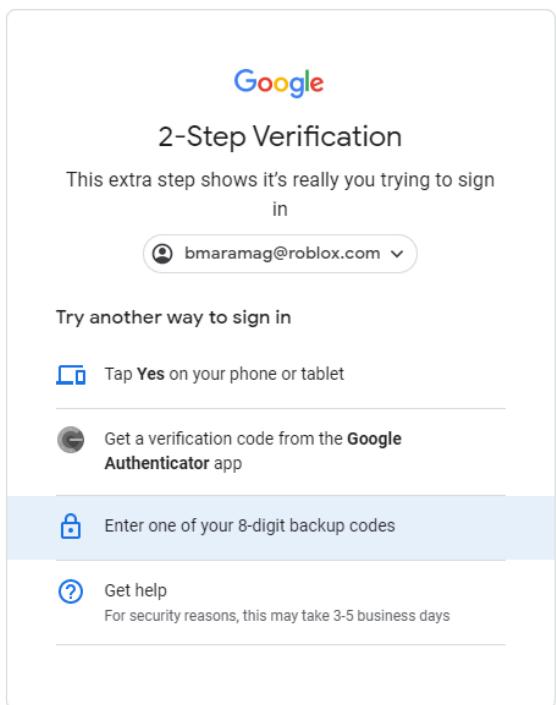
Check your phone

Google sent a notification to your Brandon and Brandon. Open the Gmail app and tap **Yes** on the prompt to sign in.

Don't ask again on this computer

Try another way

4. Select "Enter one of you 8-digit backup codes"



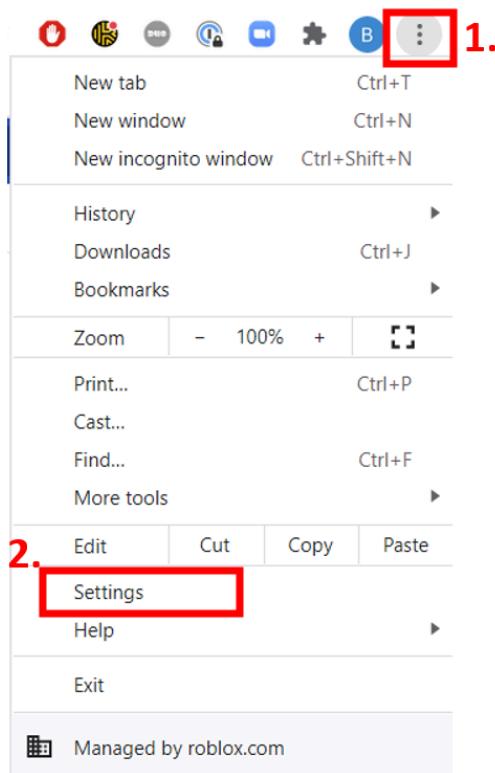
5. Enter the backup code given by IT and then select "Next"

A screenshot of a Google 2-Step Verification page. It shows the "Google" logo and "2-Step Verification" title. Below it says "This extra step shows it's really you trying to sign in" and has a dropdown for "bmaramag@roblox.com". A section titled "2-Step Verification" asks "Enter one of your 8-digit backup codes" and contains a text input field with the code "12345678". Below the input field is a checkbox "Don't ask again on this computer" which is checked. At the bottom, there are two buttons: "Try another way" and a blue "Next" button.

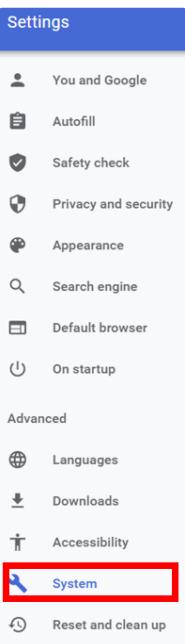
6. Done. Now follow the instructions for "Resetting your Google 2SV"

Disable Chrome Hardware Acceleration

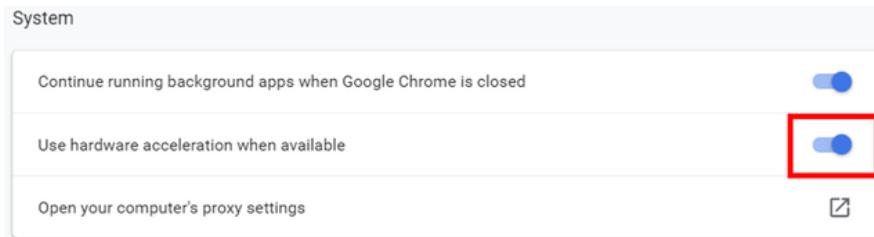
1. Open your Chrome settings. Alternatively, you can navigate to this URL - <chrome://settings/>



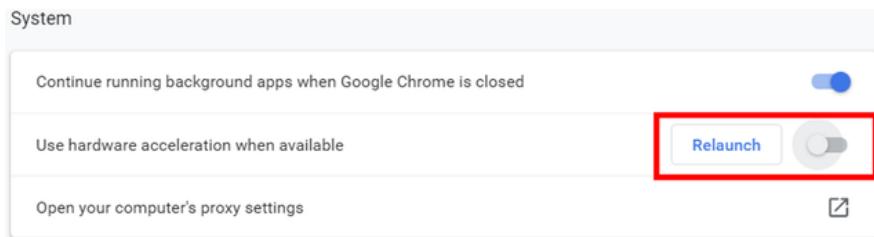
2. Afterwards, click on "System" on the left hand side



3. Under System, uncheck "Use hardware acceleration when available"



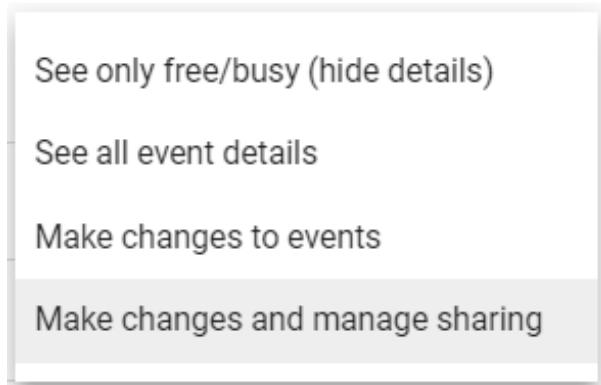
4. After you uncheck this, the button will turn gray and a Relaunch button will appear. Click on Relaunch to restart Chrome.



5. Success! You have turned off hardware acceleration for your Chrome browser.

Grant Calendar Permissions to Colleagues

1. Navigate to your [Google Calendar Settings](#)
2. Click on your name under "Settings for my calendars"
3. Scroll down to "Share with specific people"
4. Click on "Add people"
5. Select the permission you want to grant your colleague



Click [here](#) to learn more about sharing permissions.

How to Update Chrome

Problem

Certain websites require your Chrome browser to be up to date (i.e. Duo).

Solution

1. Open your Chrome browser
2. Type the following in the URL - <chrome://settings/help>



3. Your Chrome browser will auto update

Google Mail Search

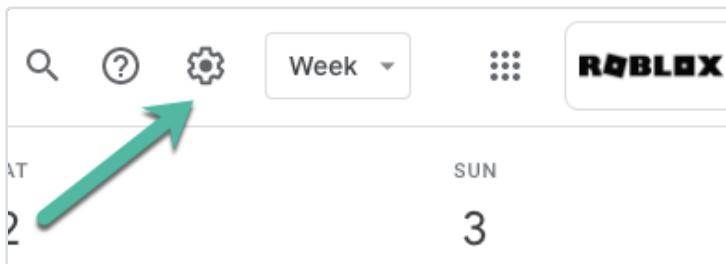
For every Google Mail search operator please see the following document:

- <https://support.google.com/mail/answer/7190?hl=en>

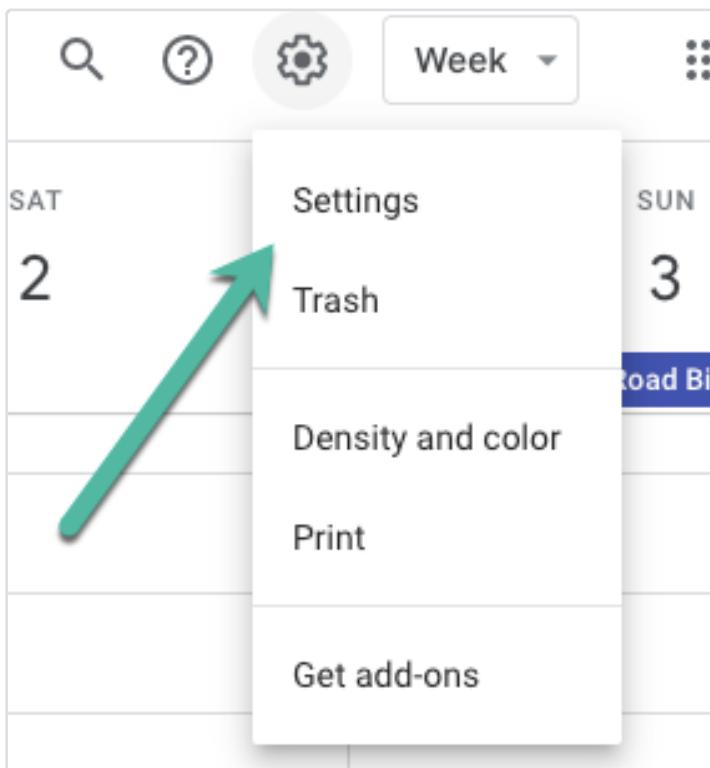
TBD: add examples

How to change and secure your G Suite calendar visibility settings

In an effort to help you secure your calendar we have disabled the ability to share your personal calendar data publicly but you are able to share your Free / Busy (if you must). We would also like you to check your settings to see if you have your calendar data set to only show your Free/Busy data internally vs everything you have on your calendar. To do this please go to <https://calendar.google.com> and click on the gear on the top right of the screen:



Then click on the "settings"



Click on our name on the left side of your screen and that will expose the "Access Permissions" section.

We highly suggest that you make sure you unchecked the "Make available to public" and on the "Make available for Roblox Corporation" to "See only free/busy (hide details)"

Learn more about [sharing your calendar](#).

A screenshot of the Google Calendar settings page for 'José Ordoñez'. The left sidebar shows 'Access permissions' selected. The main area displays 'Access permissions' settings with three checkboxes: 'Make available to public' (unchecked), 'Make available for Roblox Corporation' (checked), and 'Show calendar info in other Google apps, like by access permissions' (checked). A green arrow points from the 'Access permissions' link in the sidebar to the 'Show calendar info...' checkbox. Another green arrow points from the 'See only free/busy (hide details)' dropdown next to the 'Make available to public' checkbox to the same dropdown next to the 'Make available for Roblox Corporation' checkbox.

This will ensure that you are only sharing your Free /Busy information inside Roblox Corp.

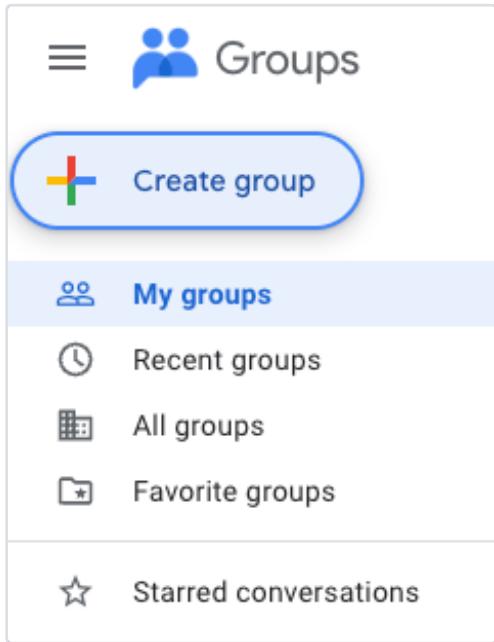
If you need to share your calendar with specific users, you can click "+ Add People" and pick to share with specific people.

Learn more about [sharing your calendar with someone](#).

A screenshot of the 'Share with specific people' section. It shows one user listed: 'jordonez@roblox.com (Owner)'. Below this is a button labeled '+ Add people'. At the bottom, there is a link: 'Learn more about [sharing your calendar with someone](#)'.

Best Practices on how to Create and Manage your Google Groups

Go to the [Groups Dashboard](#) and Click "Create group"



Enter the Name for your Group, please use a dash- vs underscore_ in the Group Name as we try to standardize with a Dash (-)

A screenshot of the 'Enter group info' step in the Google Groups creation wizard. It shows a progress bar at the top left indicating '1 of 3'. The main title is 'Enter group info' with a person icon. There are three input fields: 'Group name' containing 'Group Name', 'Group email' containing 'group-name' with a dropdown arrow pointing down, and 'Group description' containing 'This is a Demo' with a character count indicator '14 / 300'. At the bottom right is a 'Next' button.

The default settings on this screen are the way you should set the Group for most secure:

2 of 3 X

Choose privacy settings

Who can join group

Only invited users ▼

Who can view conversations

Who can post

Who can view members

[Back](#) [Next](#)

Add members as needed, you can also have more than one owner and manager for your group if needed:

3 of 3 X

Add members

Group members

Group managers

Group owners

José Ordoñez (you)

You are a group owner by default

Welcome message

0 / 1,000

Subscription

Each email ▼

Directly add members
Add members to the group directly

[Back](#) [Create group](#)

Once created, here are the best practice recommendations from groups.google.com:

For increased security, please set and keep your Group settings under the General section to these below.

- The most important being "**Who can view conversations**" which makes it so only Group members can see the conversations inside the group.
- Make sure the "**Who can contact owners**" is set to Entire Org and not the default "Anyone on the web".
- You can read more about [Google Groups settings](#) from Google's site.

Screenshot of Google Groups settings page showing various privacy and access controls.

Left Sidebar:

- New conversation
- My groups
- Recent groups
- All groups
- Favorite groups
- Starred conversations

Right Panel - General Group Settings:

Who can see group: Organization members

Who can join group: Invited users only

Who can view conversations: A slider set to "Group members". An orange arrow points from the "General" link in the sidebar to this setting.

Who can post: A slider set to "Entire organization". An orange arrow points from the "General" link in the sidebar to this setting.

Who can view members: A slider set to "Entire organization". An orange arrow points from the "General" link in the sidebar to this setting.

Member privacy:

Identification required for new members: Either display name or organization profile

Who can contact group owners: A slider set to "Entire organization". An orange arrow points from the "General" link in the sidebar to this setting.

Who can view member email addresses: A slider set to "Entire organization". An orange arrow points from the "General" link in the sidebar to this setting.

Left Sidebar (Continued):

- Conversations (1)
- Approved (1)
- Pending
- People
 - Members
 - Pending members
 - Banned users
- About
- My membership settings
- Group settings** (selected)
- General (selected)
- Member privacy
- Posting policies
- Email options
- Member moderation
- Delete group

Turn on Vacation Responder

1. Navigate to your [Gmail Settings](#)
2. Scroll to the very bottom until you reach "Vacation responder"
3. Fill out the fields, add a message, and then click Save Changes

Vacation responder:
(sends an automated reply to incoming messages. If a contact sends you several messages, this automated reply will be sent at most once every 4 days)
[Learn more](#)

Vacation responder off
 Vacation responder on

First day: Last day: November 14, 2021

Subject:

Message: [Rich formatting »](#)

Hello,

I am out of the office today and I won't be available until November 15. Please reach out to jane.doe@roblox.com for any urgent requests.

Best,
John Doe

Only send a response to people in my Contacts
 Only send a response to people in Roblox Corporation

How to log in to Google Calendar on your Mobile Device

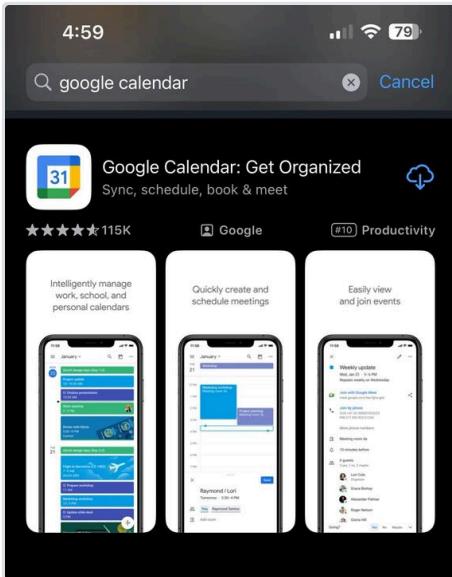
 If you prefer to follow these same instructions with pictures, please use one of the links below.

- iOS - [!\[\]\(66b7b20c39407c039b267904022543f4_img.jpg\) Google Calendar Installation and Setup \(iPhone\)](#)
- Android - [!\[\]\(e26c96d0e158fd86af5a105366c2e19e_img.jpg\) Google Calendar Installation and Setup \(Android\)](#)

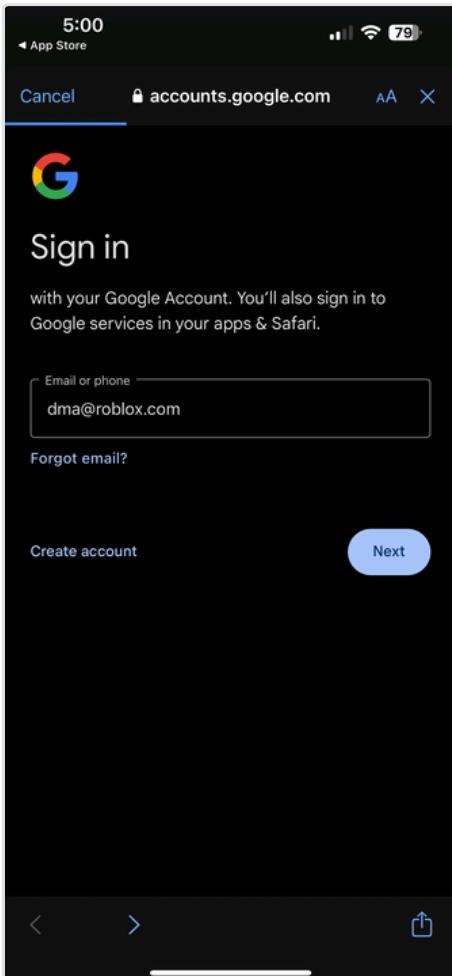
1. Install the Google Calendar app on your Mobile Device
 - a. iOS - Apple Store
 - b. Android - Google Play Store
2. Open the app and type in your Email
3. After, Okta prompts will pop up. Sign in using your Okta credentials
4. Success! Your Google Calendar will sync with your app.

Google Calendar Installation and Setup (iPhone)

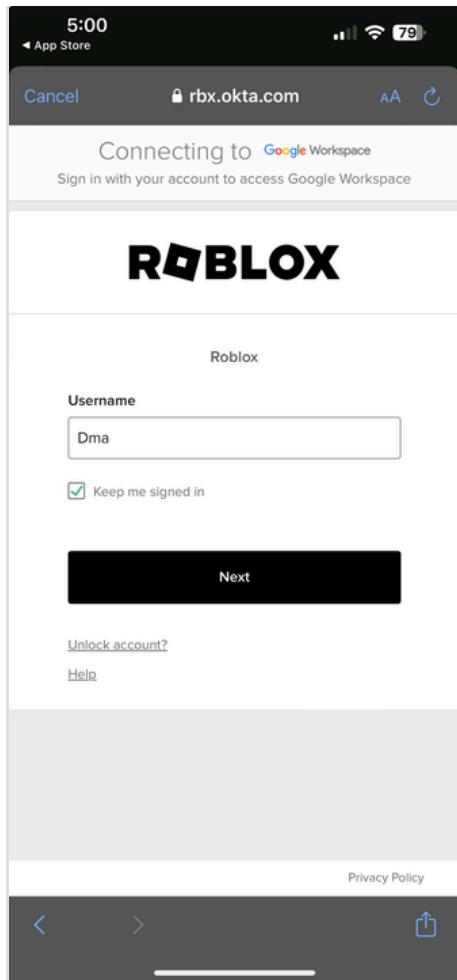
1. Install the “Google Calendar” app on your iOS App Store



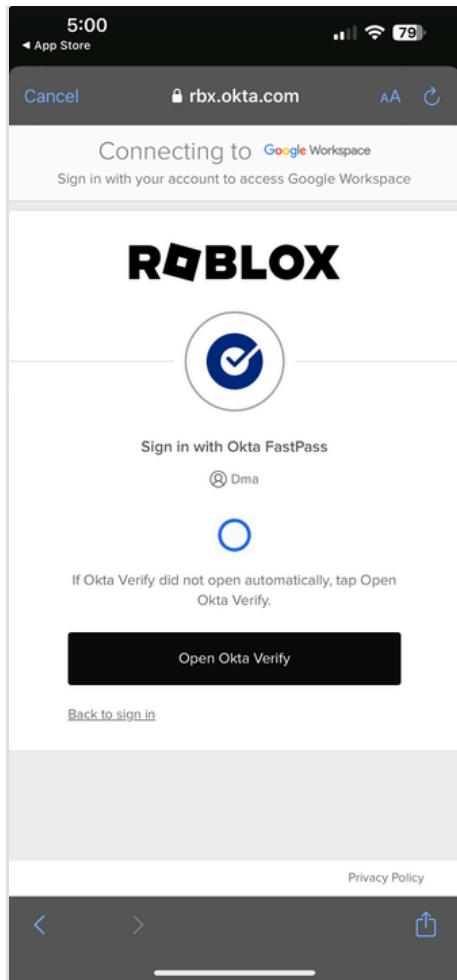
2. Open the Google Calendar and type in your Roblox email

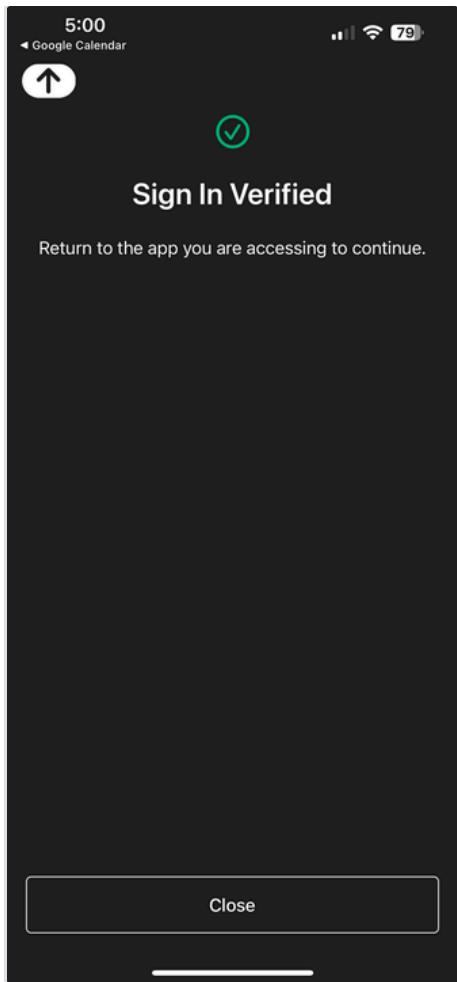


3. After, Okta login prompts, and type in your **username**

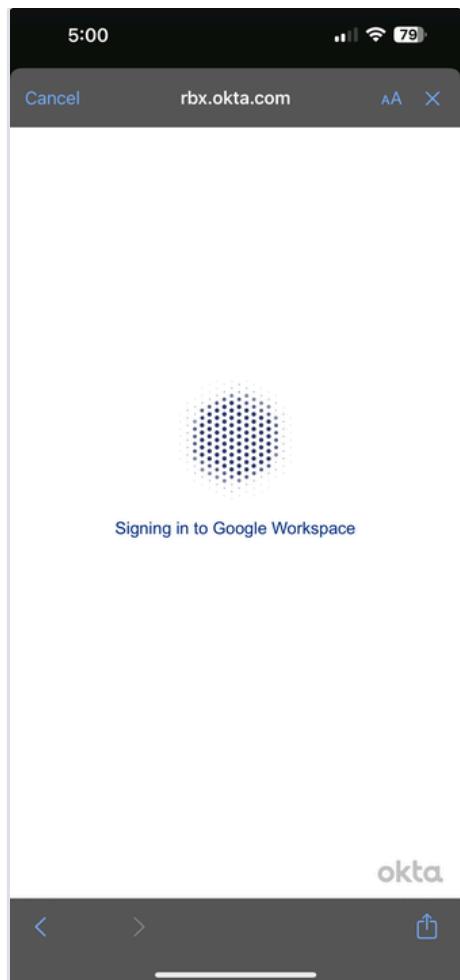


4. Open **Okta Verify** to authenticate



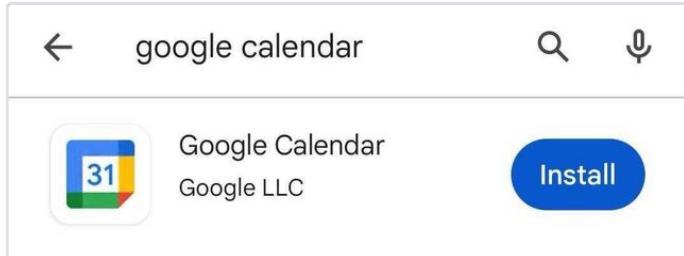


5. Success! Your Google Calendar will sync with your app.

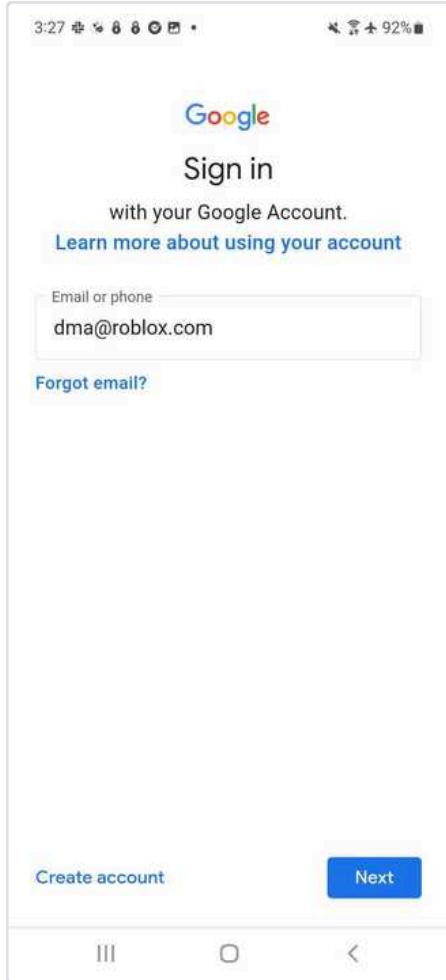


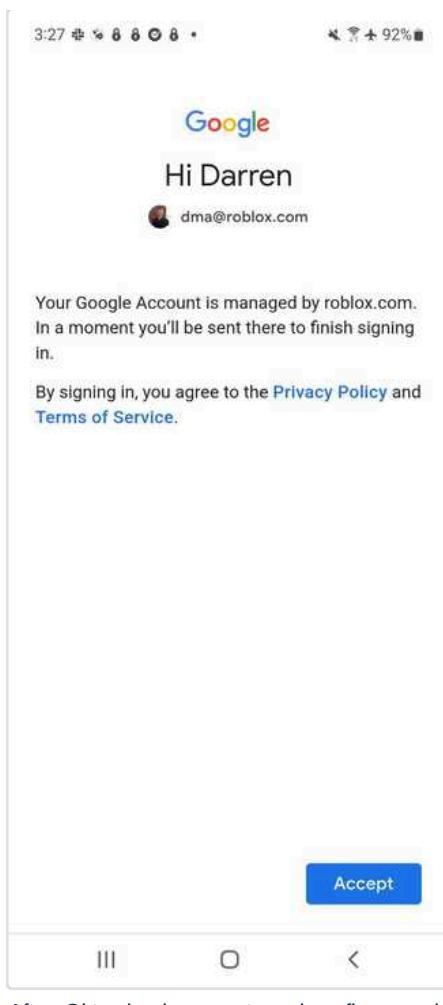
Google Calendar Installation and Setup (Android)

1. Install the "Google Calendar" app in your Android's Google Play Store

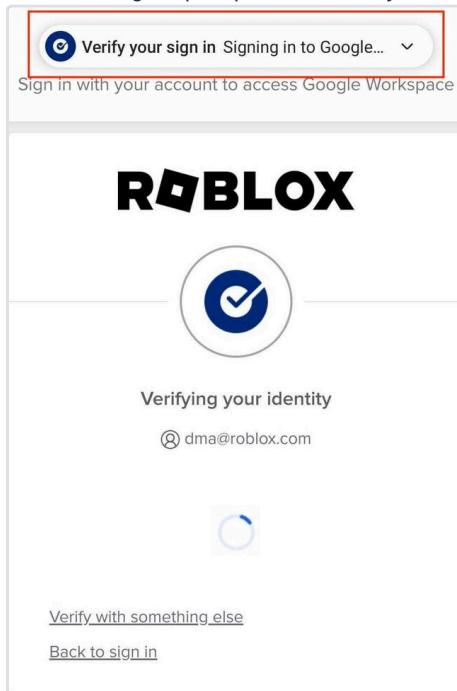


2. Open the Google Calendar app and type in your Email





3. After, Okta sign-in prompts and confirm your identification with Okta Verify



4. Success! Your Google Calendar will sync with your app.

3:28 ⓘ ⓘ ⓘ ⓘ ⓘ ⓘ

92%



Signing in to Google Workspace

okta

III

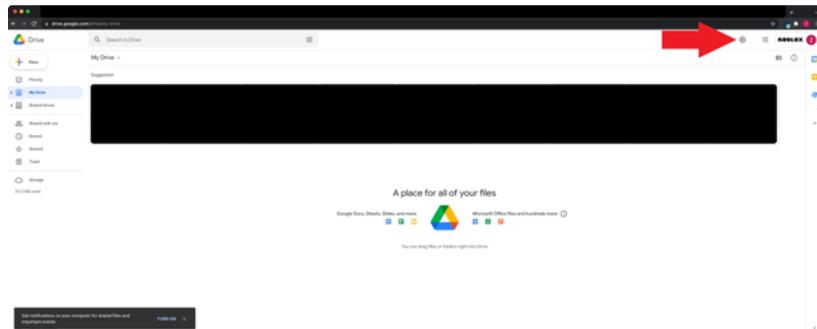
□

<

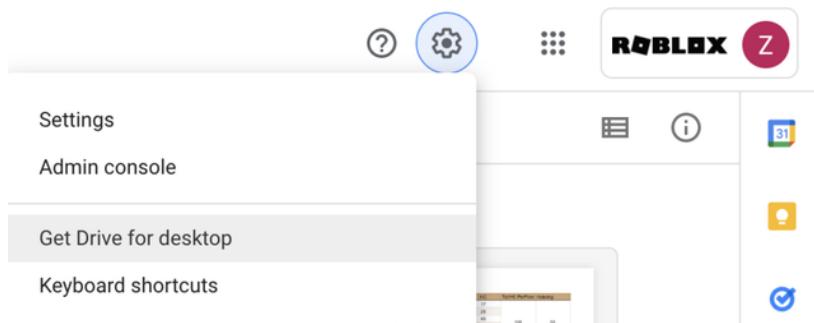
Installing Google Drive

 Follow [How to sign in to your Chrome Browser](#) first before continuing with the steps below.

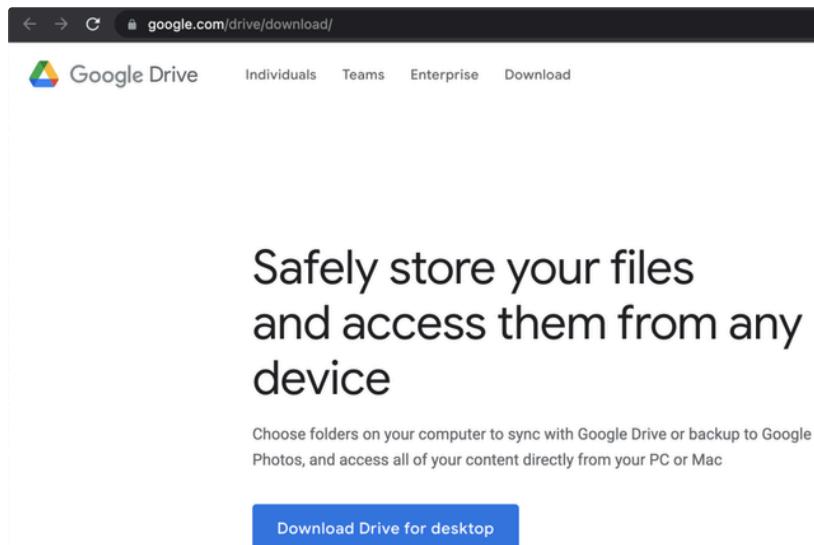
- 1.) From <https://drive.google.com> select the cog to bring a drop-down menu



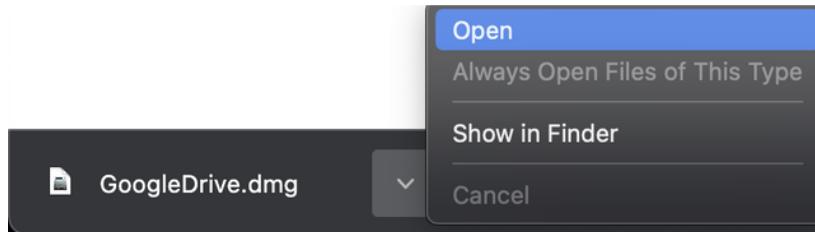
- 2.) Select *Get Drive for desktop*



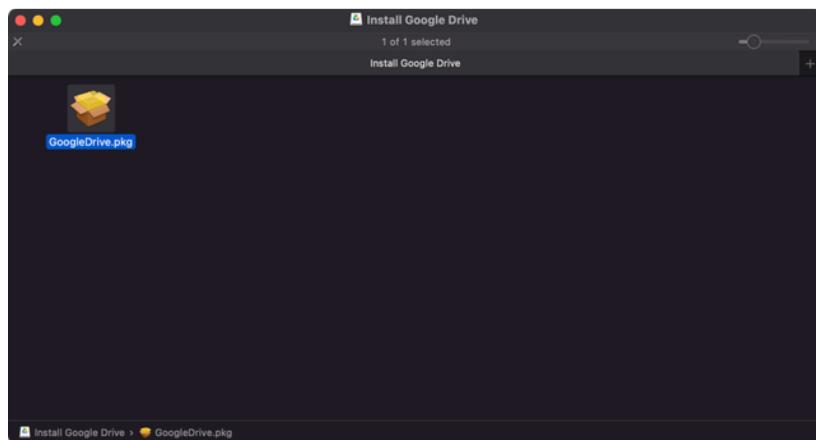
- 3.) Select *Download Drive for desktop* (Alternatively you could go straight to <https://google.com/drive/download/> for the download instead of the Google Drive homepage)



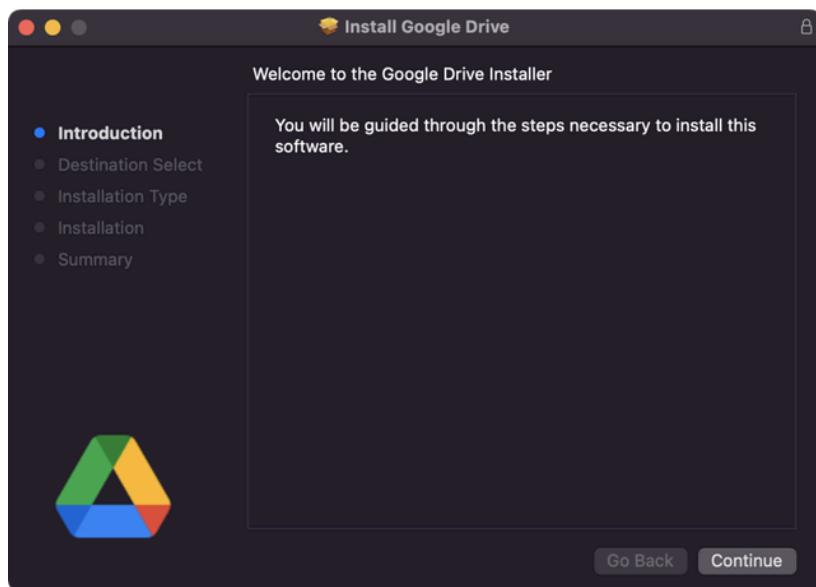
4.) Open the GoogleDrive.dmg when done downloading



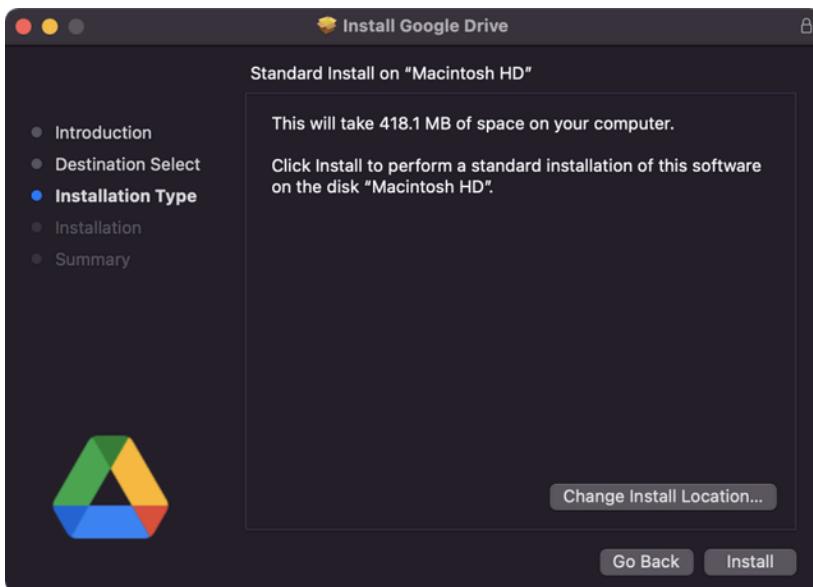
5.) Double-click the *GoogleDrive.pkg*



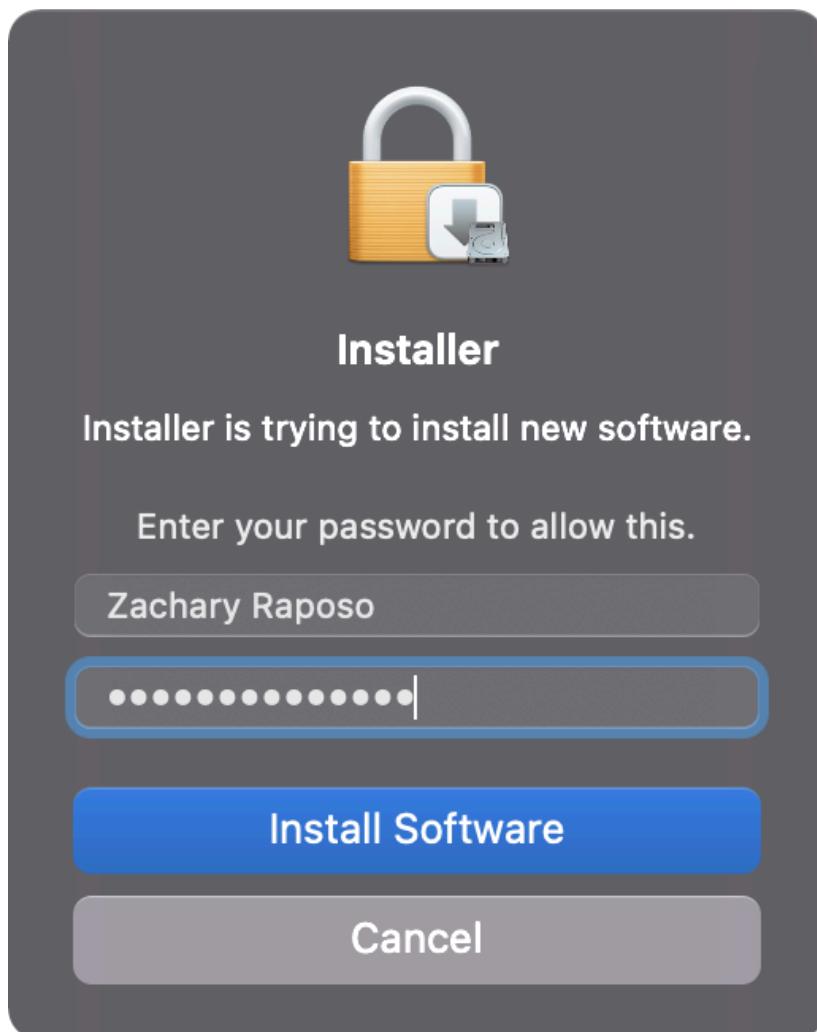
6.) Select *Continue*



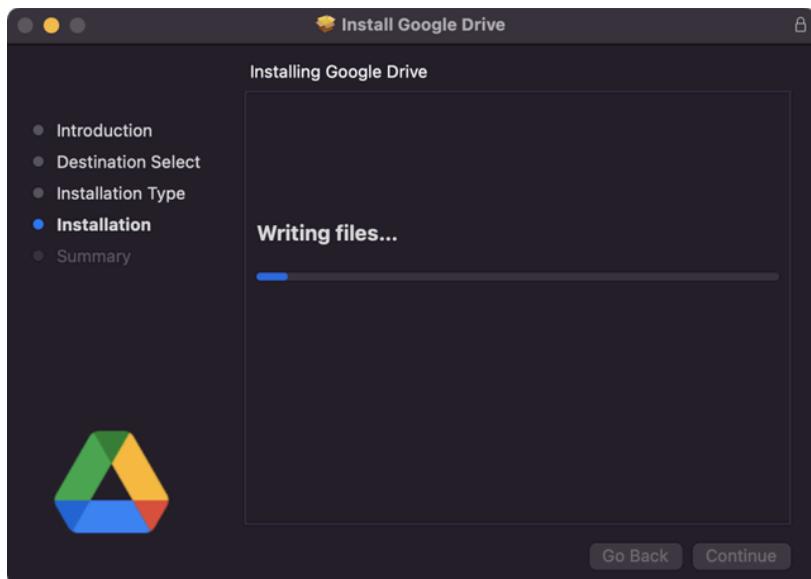
7.) Select *Install*



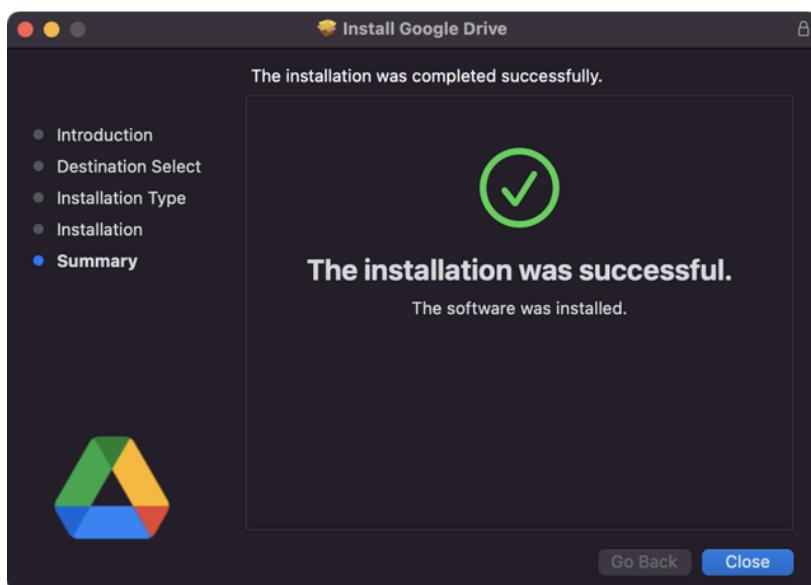
8.) Enter your MacBook login password then select *Install Software*



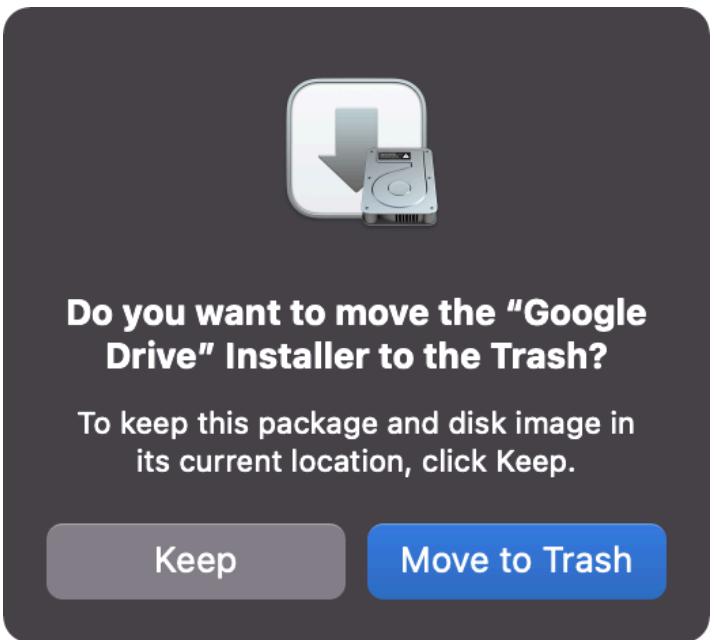
9.) Allow the installation complete



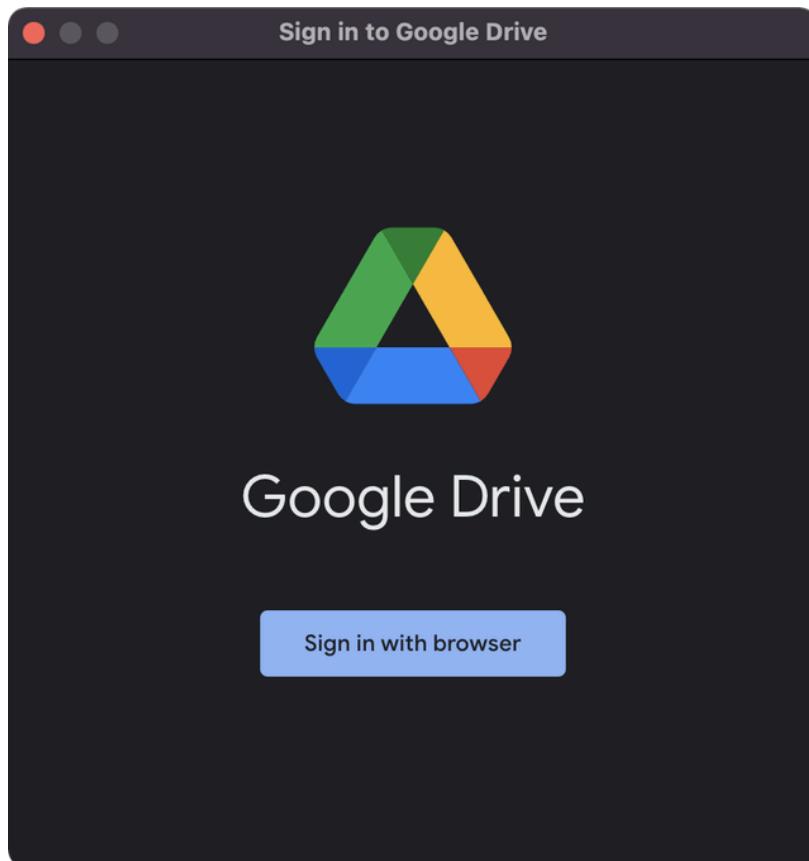
10.) Select *Close*

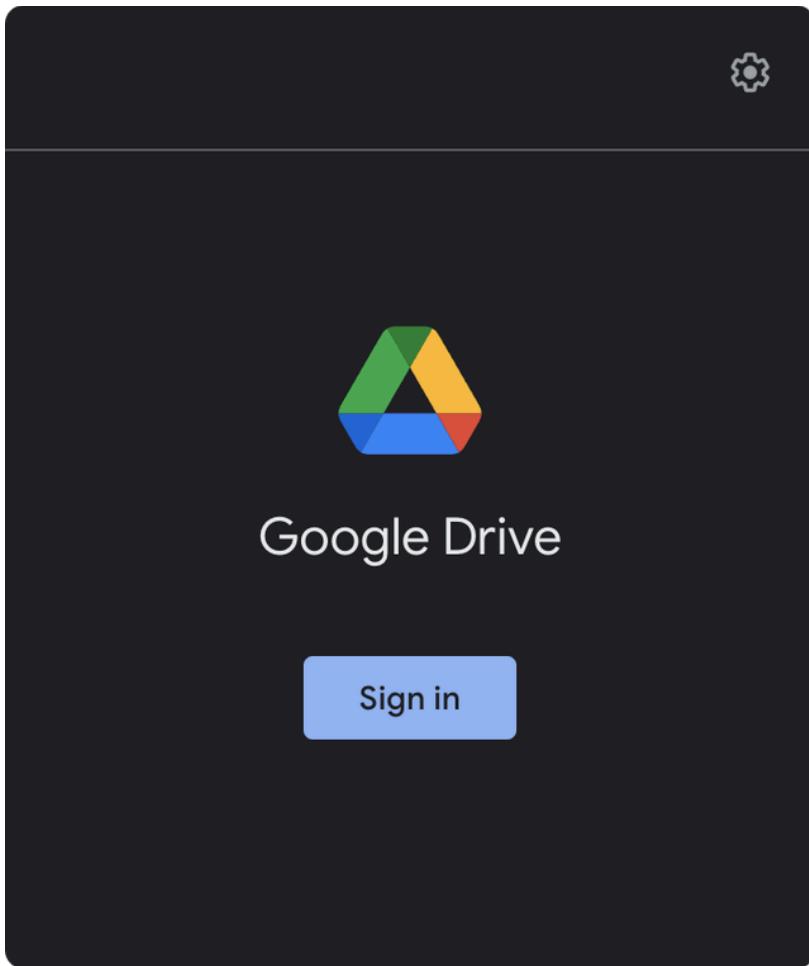


11.) Select *Move to Trash*



12.) Sign in to the application that pops up or sign in from the menu bar above with the Google Drive icon





13.) Choose your Roblox email account and select *Sign in*



Choose an account

to continue to [Google Drive for desktop](#)



Zachary Raposo
zraposo@roblox.com



[Use another account](#)

To continue, Google will share your name, email address, language preference, and profile picture with Google Drive for desktop. Before using this app, you can review Google Drive for desktop's [privacy policy](#) and [terms of service](#).

 Sign in with Google



Make sure that you downloaded
this app from Google

 zraposo@roblox.com

Don't sign in to [Google Drive for desktop](#) unless you're
sure this app was downloaded from Google.

If you received a notification to move your accounts,
[Google Drive for desktop](#) may have been downloaded for
you by Backup and Sync.

If you're not sure whether you downloaded
[Google Drive for desktop](#) from Google, you should contact
Google support.

Cancel

Sign in

14.) Once you select *Sign in* you should get a *Success!* message on the next page

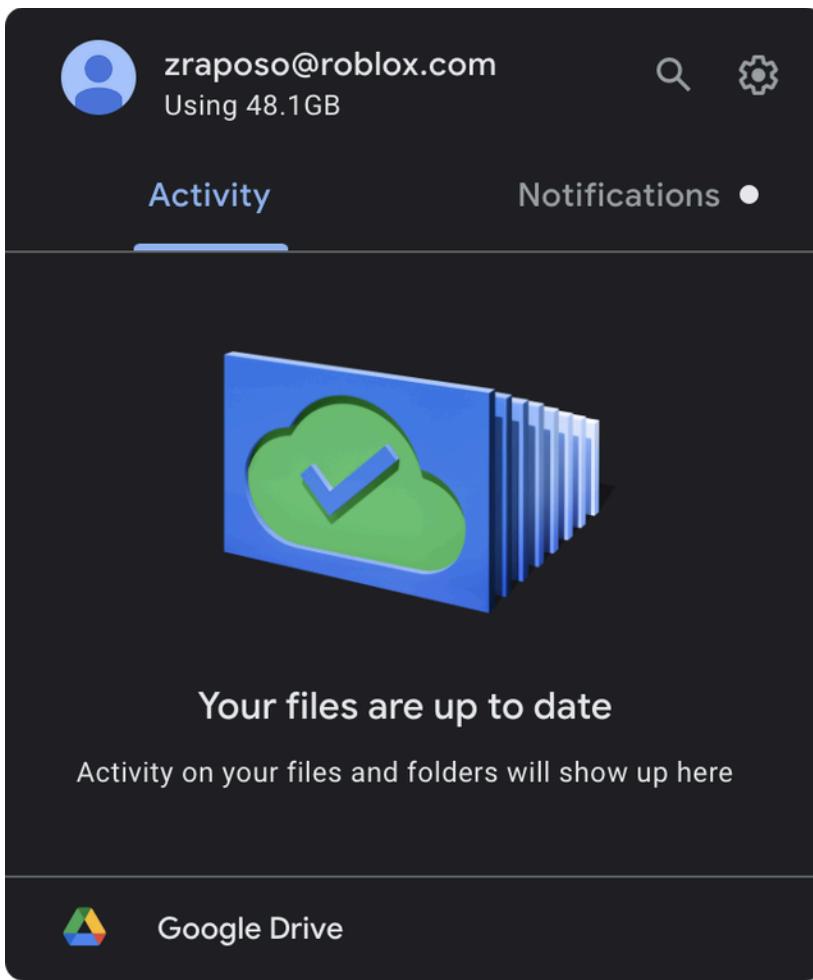


Success! 

You've signed into Google Drive.

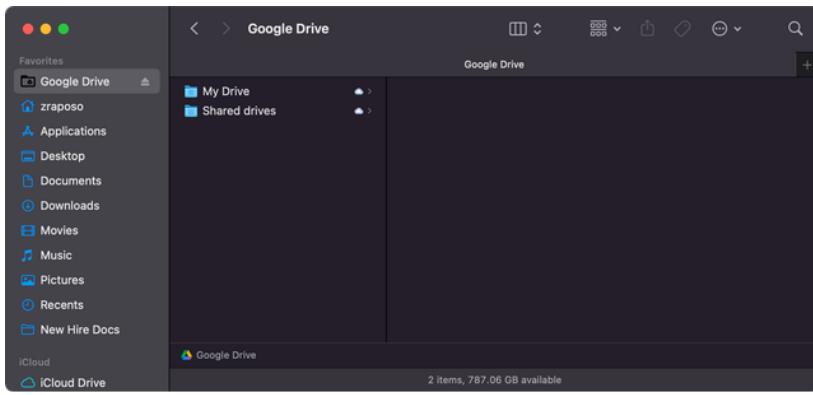
To continue, close this window and return to
Google Drive.

15.) You can now click on the Google Drive icon on the Menu bar above to verify installation

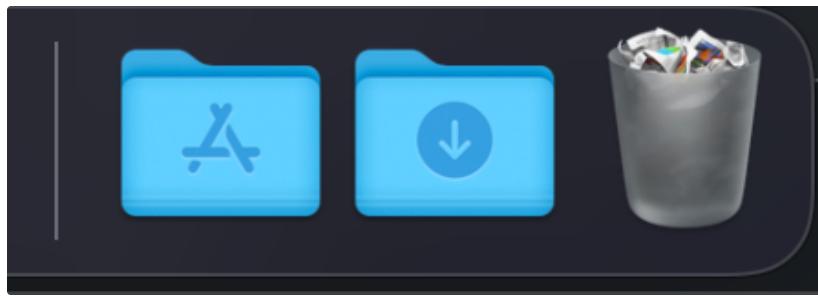


16.) *Optional* – You can add the Google Drive folder to your dock by opening the Finder and dragging the Google Drive folder from the Favorites pane on the left side onto the dock then right click on the Google Drive folder to change the *Display as* and *View content as* settings if needed

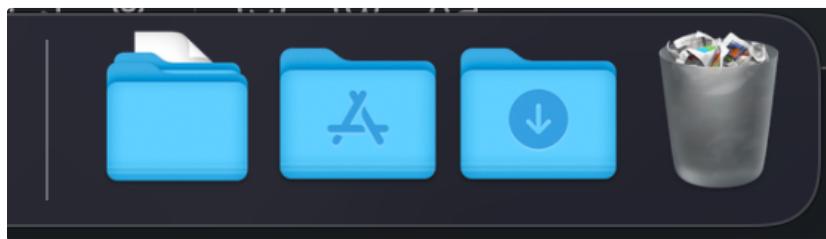
a.)



b.)



c.)



d.)

Sort by

✓ Name

Date Added

Date Modified

Date Created

Kind

Display as

Folder

✓ Stack

View content as

Fan

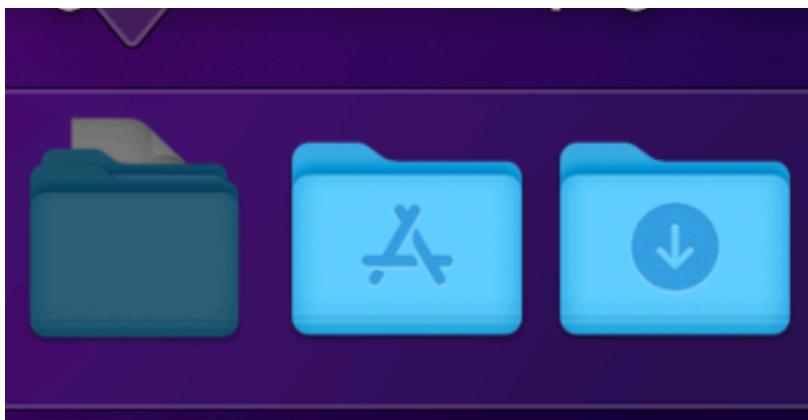
Grid

List

✓ Automatic

Options >

Open "My Drive"



e.)



Delegate access to your Inbox

Delegate access allows colleagues to have access to your inbox and be able to manage the emails that come through.

⚠ Are you an Executive Assistant and your leader does not have the time to go through the steps on this article?

If you are an executive assistant and need access to your leader's inbox please include the following in your request:

- Submit a ticket to CorpEng
 - CC your lead/manager for **approval**
 - CC the executive (owner of the inbox you need access to) to provide their **approval**
 - CC Kit Theeraprawat for **visibility**

CorpEng will provide white-glove service by granting access on the backend.

Table of Contents

Grant a colleague access to your inbox

1. Open gmail.com
2. Click on the settings icon on the top right corner of the screen



3. Next, click on the "Accounts" tab
4. Click on "Add another account"

Grant access to your account: (Allow others to read and send mail on your behalf) Learn more	Add another account
Mark as read <input checked="" type="radio"/> Mark conversation as read when opened by others <input type="radio"/> Leave conversation unread when opened by others	
Sender information <input checked="" type="radio"/> Show this address and the person who sent it ("sent by ...") <input type="radio"/> Show this address only (bmarlamag@roblox.com)	

5. Now, enter the email of your colleague that you would like to grant access to your account

Grant access to your account
Specify a Google Account holder to access your account. This person will be able to sign in to your account to read, delete, and send mail, and edit Gmail settings on your behalf. They will not be able to modify your Google Account settings nor change your password.
Email address: <input type="text" value="jdoe@roblox.com"/>
<input type="button" value="Cancel"/> <input type="button" value="Next Step »"/>

6. Select "Send email to grant access"

Are you sure?

You are about to grant [REDACTED]@roblox.com access to your mail. You will be able to revoke this later.

In order to complete this process, we need to send dchevez@roblox.com a confirmation email to accept access. After accepting access to your account, they will be able to open your account.

[REDACTED]@roblox.com can access your mail using HTTPS only.

[Cancel](#)

[Send email to grant access](#)

Removing a delegate from your inbox

1. Go to the same Account settings from above (steps 1-3)
2. Click delete next to the user you want to remove from your inbox

Grant access to your account: Daniel Chevez <dchevez@roblox.com> accepted [delete](#)

(Allow others to read and send mail on your behalf) [Add another account](#)

[Learn more](#)

Mark as read Mark conversation as read when opened by others Leave conversation unread when opened by others

Sender information Show this address and the person who sent it ("sent by ...") Show this address only (bmaramag@roblox.com)

- i** If you are having issues managing account access to your inbox, you can reach out to CorpEng by submitting a ticket to corpeng-help@roblox.com.

Create a new Google Shared Calendar

This article will go over the steps to create a new calendar for teams.

1. Go to your [Create new calendar settings](#)
2. Enter a Name and a Description
3. Click on Create calendar
4. If you want to make this calendar discoverable by other employees make sure the following setting is check-marked

Access permissions for events

Make available to public See all event details ▾

Make available for Roblox Corporation See all event details ▾

[Get shareable link](#)

Learn more about [sharing your calendar](#)

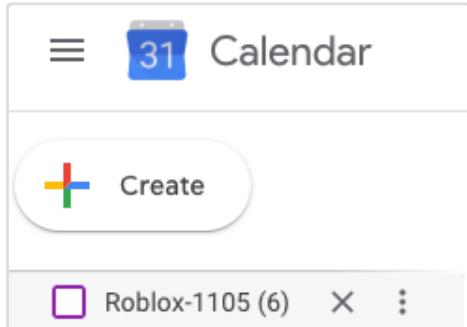
If this is a collaborative calendar, you can add colleagues by clicking on the Add people button. This will also allow you to select the permissions you want to set for them.

How to add/remove Google calendars

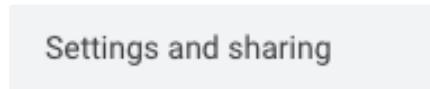
This doc is intended to show you how to remove and re-add Google calendars for the purpose of re-syncing calendar, Zoom invites and Zoom Rooms.

Remove a calendar

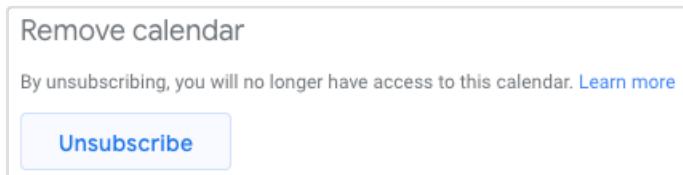
1. Go to your calendar
2. Click on the 3 dots to the right of the calendar you want to remove



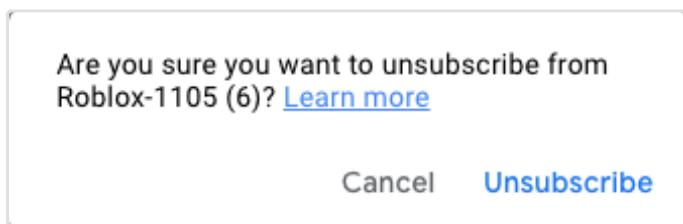
3. Click on Settings and Sharing



4. Scroll to the bottom and click on Unsubscribe

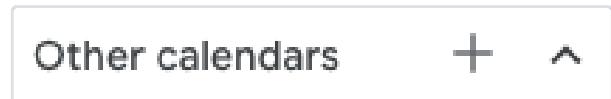


5. Confirm you want to Unsubscribe

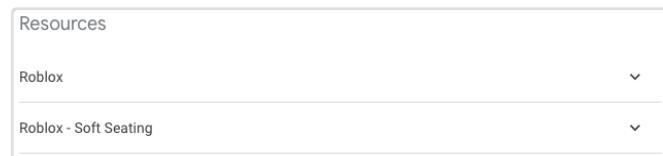


Add a calendar

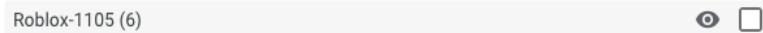
1. Go to your calendar
2. Scroll to the bottom
3. Click on Other calendars +



4. Click on Browse resources
5. Select regular conference rooms or soft seating



6. Look for the calendar you want to add and click on the checkbox

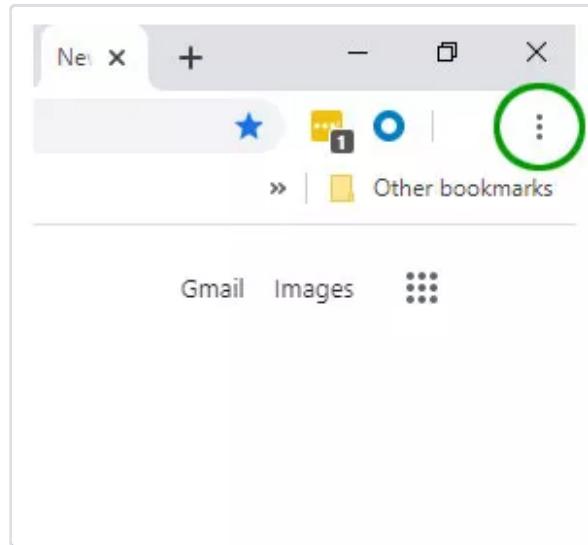


7. Return to your calendar and verify that the calendar appears on the list

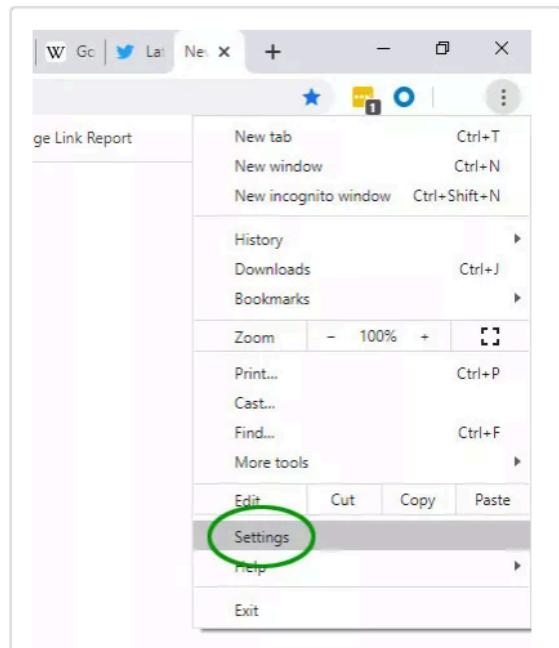


How to reset your Google Chrome settings

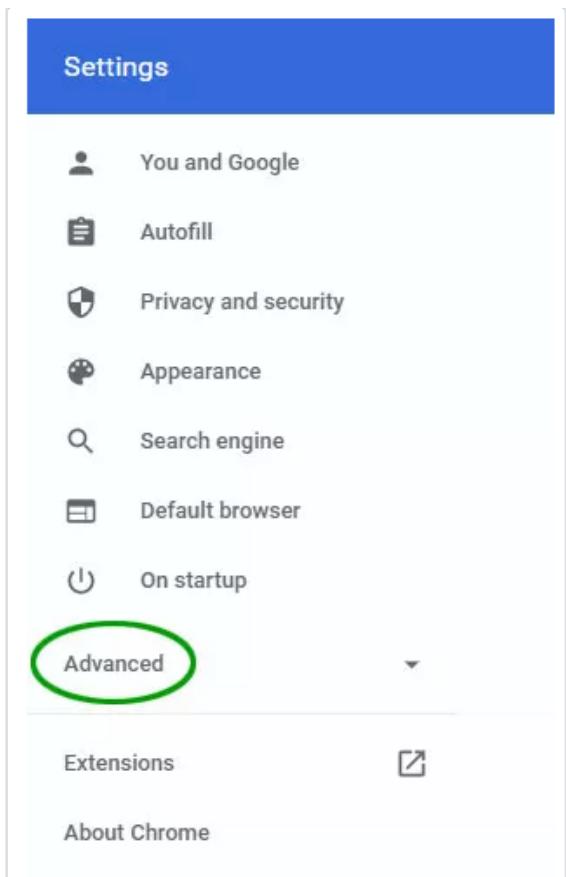
1. Click the icon that looks like three vertical dots at the top right of the browser window.



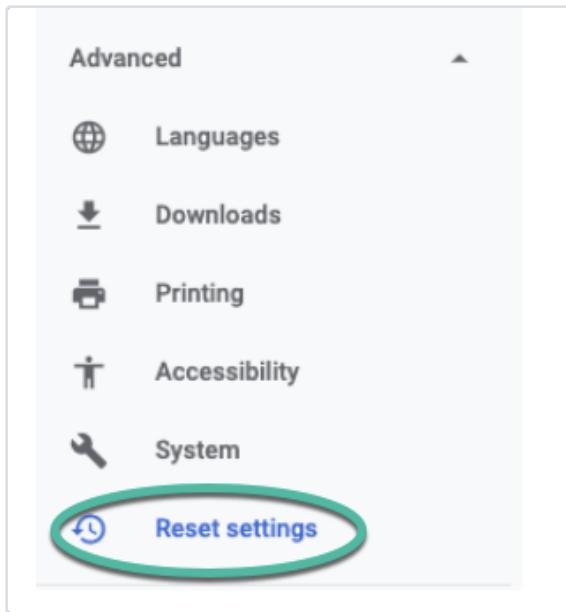
2. Select 'Settings' in the drop-down menu.



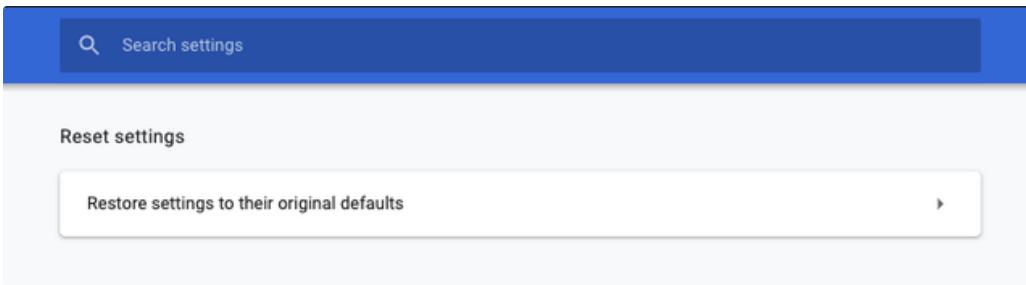
3. Click Advanced in the left-hand navigation bar in the resulting Settings page.



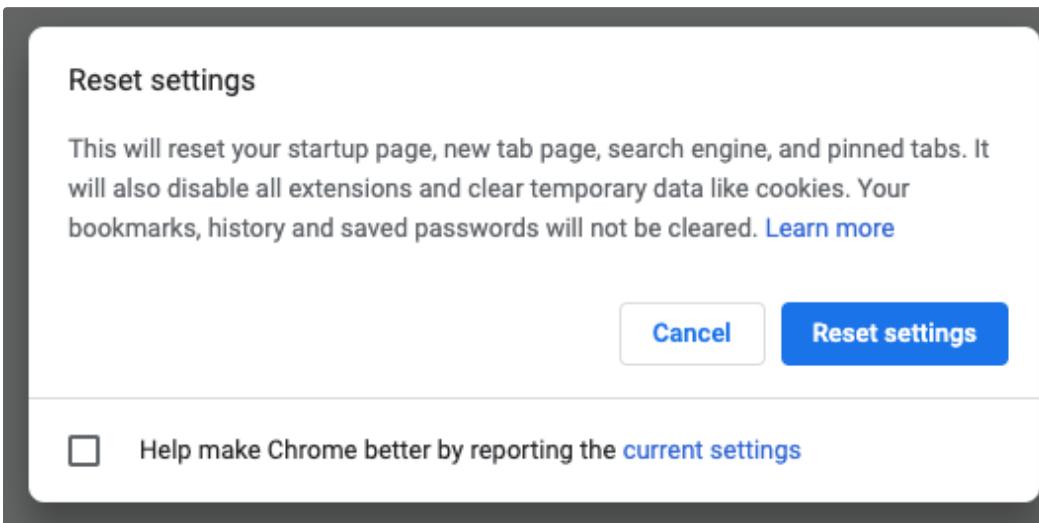
4. Select 'Reset settings' at the bottom of the expanded menu.



5. Select 'Restore settings to their original defaults'.



6. Select 'Reset settings' in the confirmation pop-up window. Make sure you uncheck the "help make Chrome better" option.



How to create an anonymous alias for Google Mail using a password generator

Go to <https://passwordsgenerator.net/> and click the "Include Numbers" and "Include Lowercase Characters" as seen below

Then click on "Generate Password", which we'll be using for the alias, length should be **16 characters**.



Secure Password Generator

Password Length:

Include Symbols: (e.g. @#\$%)

Include Numbers: (e.g. 123456)

Include Lowercase Characters: (e.g. abcdefgh)

Include Uppercase Characters: (e.g. ABCDEFGH)

Exclude Similar Characters: (e.g. i, l, 1, L, o, 0, O)

Exclude Ambiguous Characters: ({ } [] () / \ " ` ~ , ; : . < >)

Generate On Your Device: (do NOT send across the Internet)

Auto-Select: (select the password automatically)

Save My Preference: (save all the settings above for me)

Load My Settings Anywhere: URL to load my settings on other devices

Your New Password:

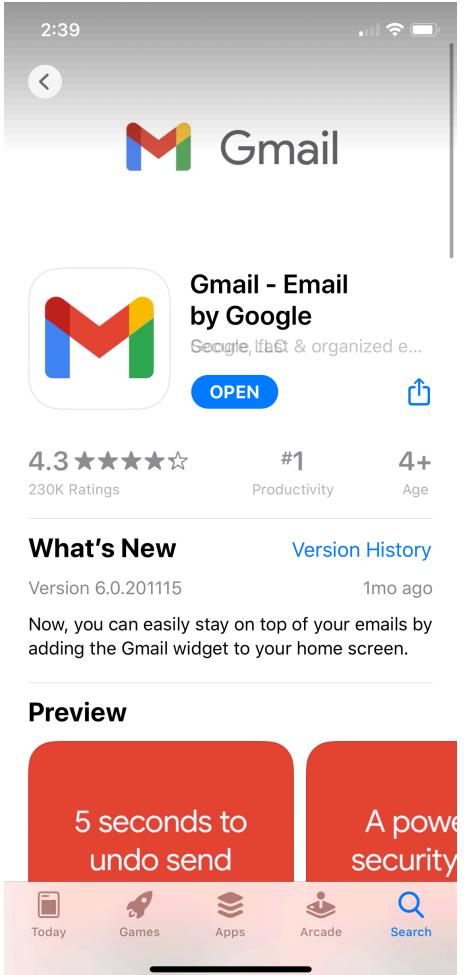
You can now use the **3u2wj08xdhq7annc** in Green to create an alias but add **anon_** so it ends up being anon_3u2wj08xdhq7annc@roblox.com

Done.

How to Install Gmail on your Mobile Device

Gmail app Installation and Setup (iPhone)

1. Install the Gmail App from your iOS app store



1. Click on "Sign in"



Gmail

Sign in

1. Select "Google" as the account to add

2:39 2:39
◀ App Store App Store



Add account



Set up email



Google



iCloud



Outlook, Hotmail, and Live



Office365

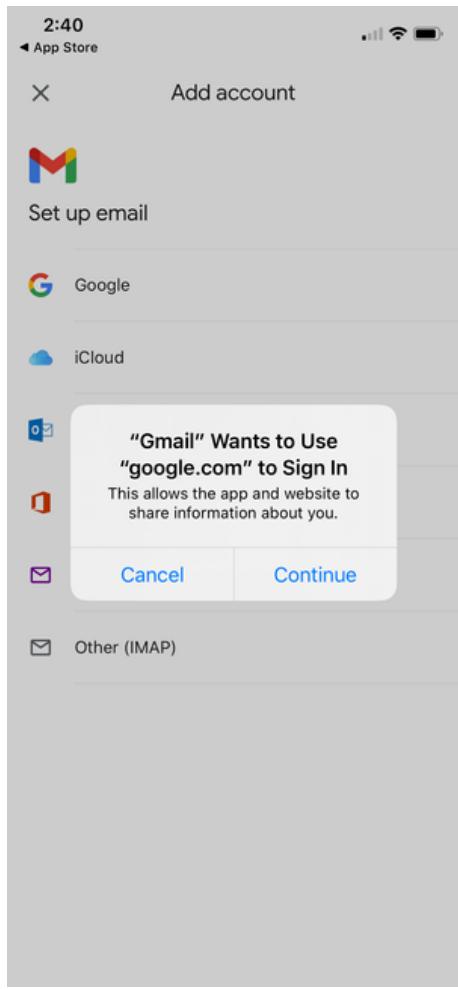


Yahoo

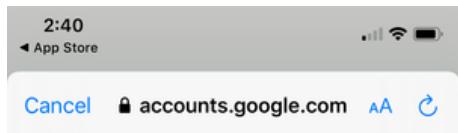


Other (IMAP)

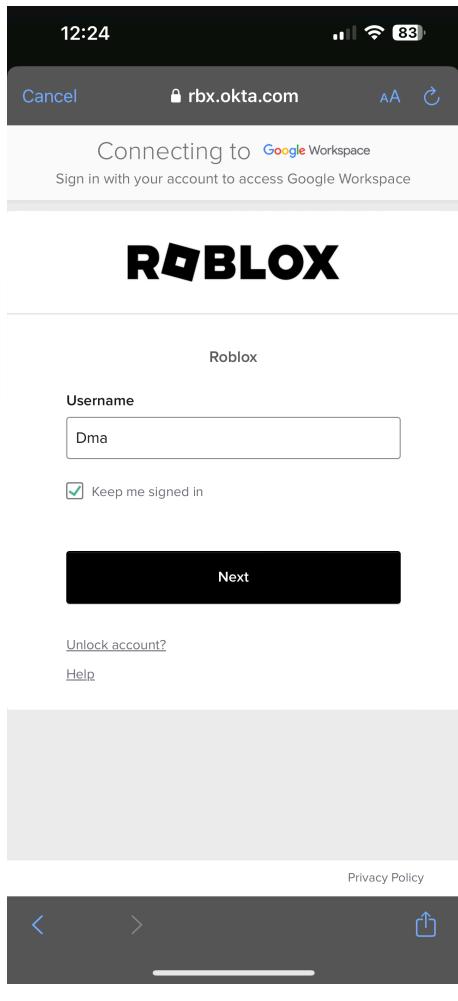
1. A pop-up will display, select "Continue"

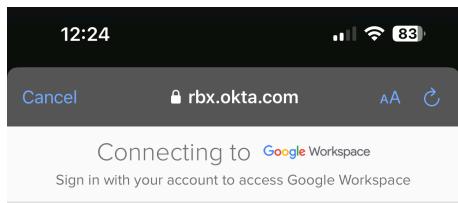


1. Enter your Roblox email then select "Next"



1. The next prompt will ask for your Okta credentials





ROBLOX



Sign in with Okta FastPass

⑧ Dma



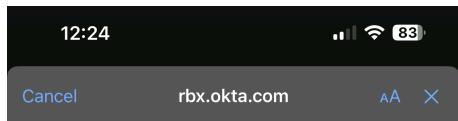
If Okta Verify did not open automatically, tap Open Okta Verify.

[Open Okta Verify](#)

[Back to sign in](#)

Privacy Policy



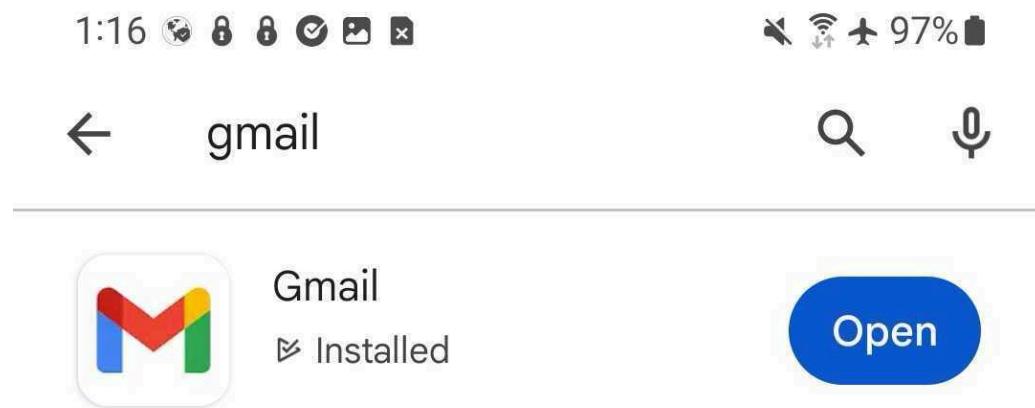


1. After you successfully log into Okta, it will sign you into GMail on your Mobile Device.

Please reach out to IT by submitting a ticket through [Zendesk](#) or by emailing CorpEng-Help@roblox.com.

[Gmail app Installation and Setup\(Android\)](#)

1. Install the Gmail App from the Google Play Store



1. Click on "Sign in"



Gmail

[Sign in](#)

-
1. Select "Google" as the account to add

2:39
◀ App Store



Add account



Set up email



Google



iCloud



Outlook, Hotmail, and Live



Office365

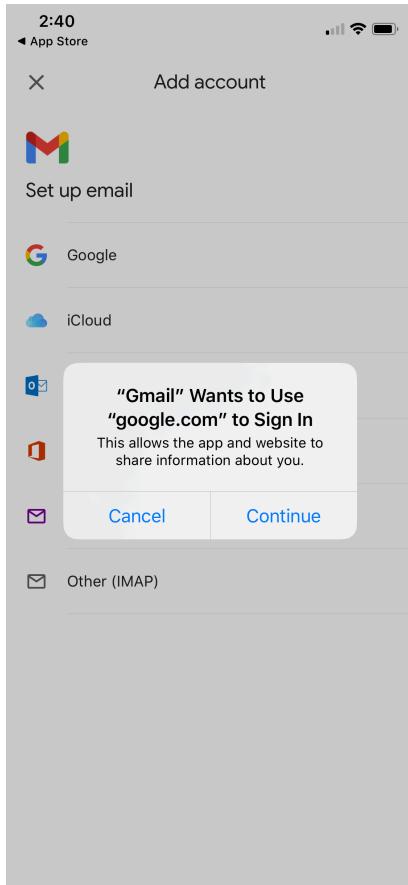


Yahoo

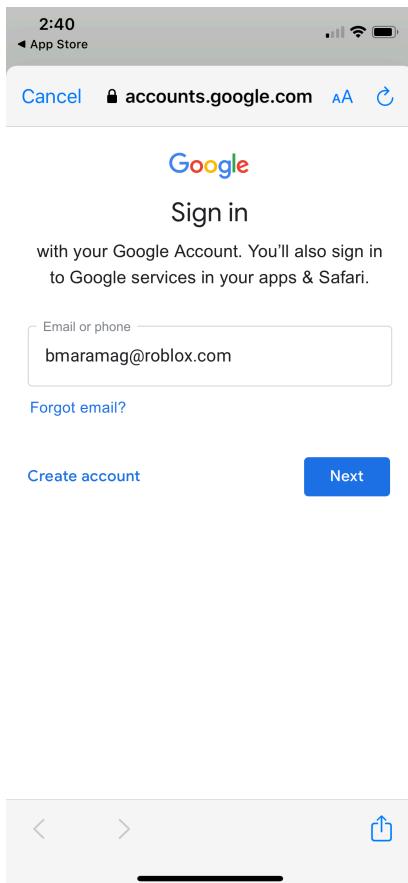


Other (IMAP)

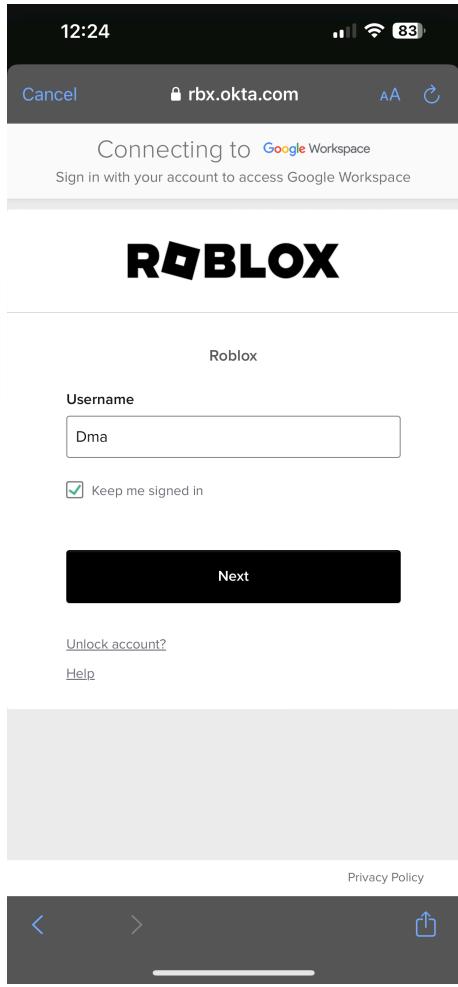
-
-
1. A pop up will display, select "Continue"

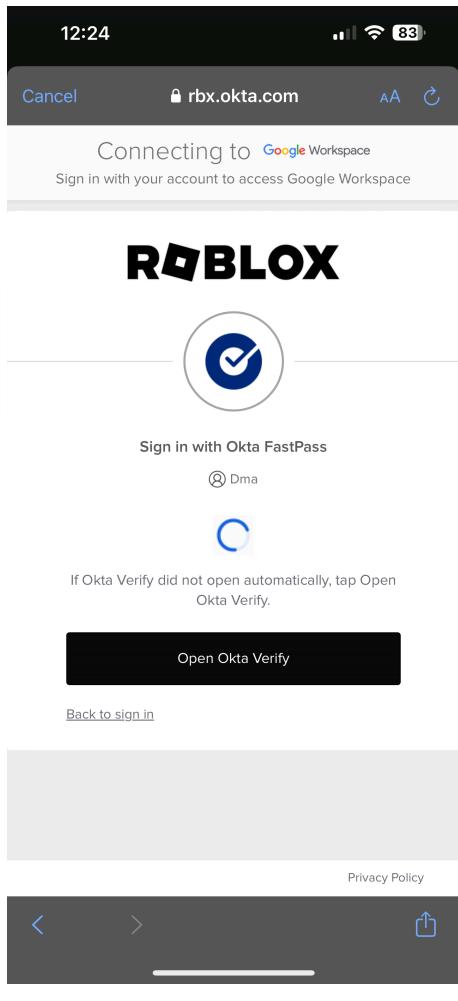


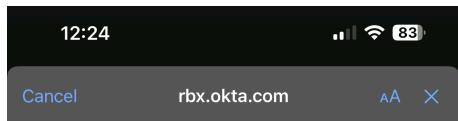
1. Enter your Roblox email then select "Next"



1. The next prompt will ask for your Okta credentials







Signing in to Google Workspace

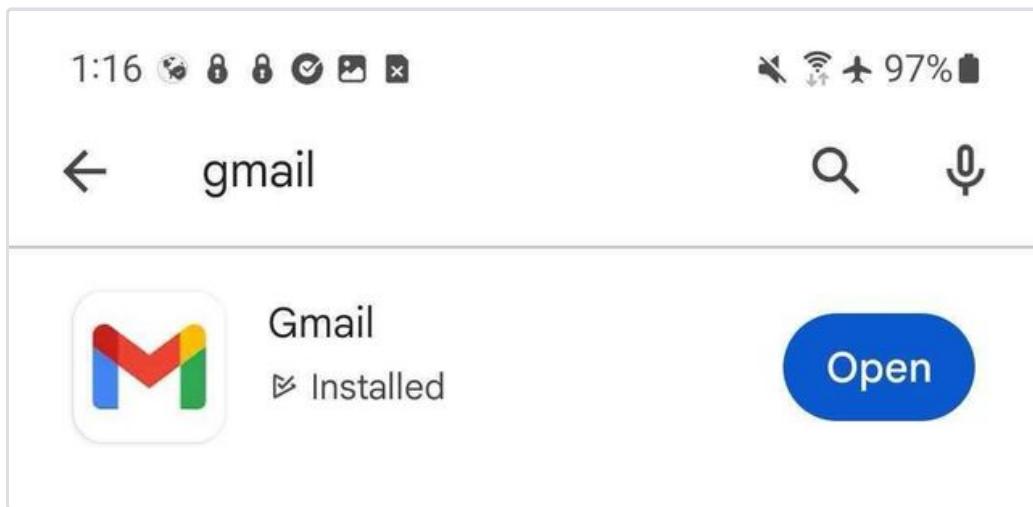


1. After you successfully log into Okta, it will sign you into GMail on your Mobile Device.

Please reach out to IT by submitting a ticket through [Zendesk](#) or by emailing CorpEng-Help@roblox.com.

Gmail app Installation and Setup(Android)

1. Install the Gmail App from the Google Play Store



2. Click on "Sign in"

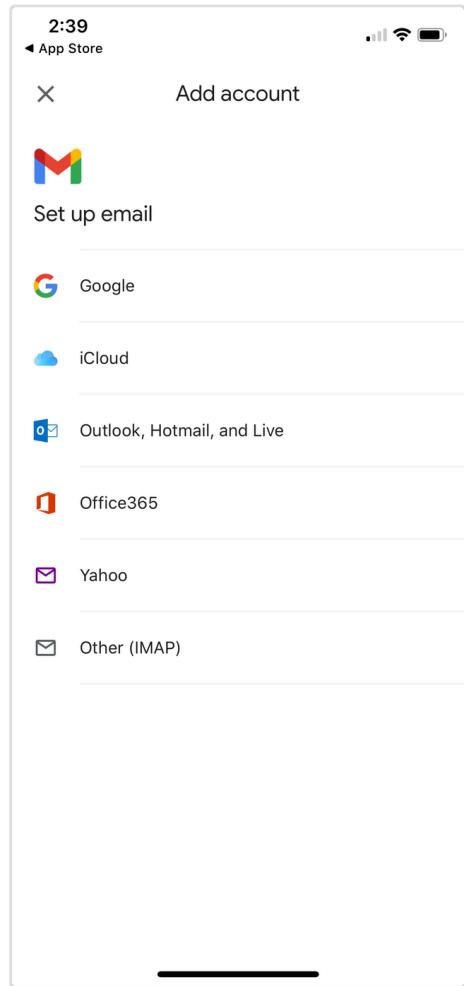


Gmail

[Sign in](#)



3. Select "Google" as the account to add



4. A pop up will display, select "Continue"

2:40



◀ App Store



Add account



Set up email



Google



iCloud



**"Gmail" Wants to Use
"google.com" to Sign In**

This allows the app and website to
share information about you.



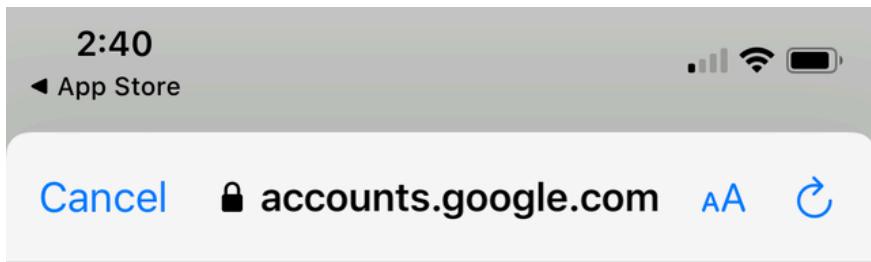
Cancel

Continue



Other (IMAP)

5. Enter your Roblox email then select "Next"



Sign in

with your Google Account. You'll also sign in
to Google services in your apps & Safari.

Email or phone

bmaramag@roblox.com

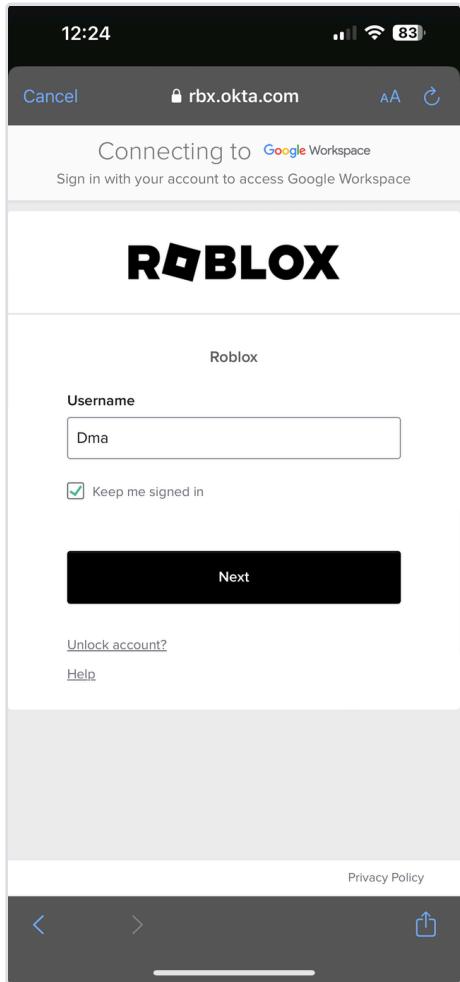
[Forgot email?](#)

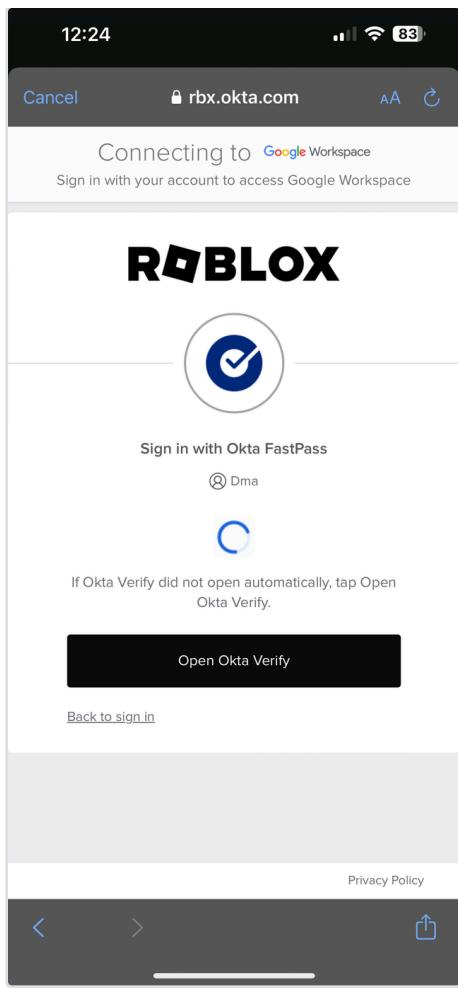
[Create account](#)

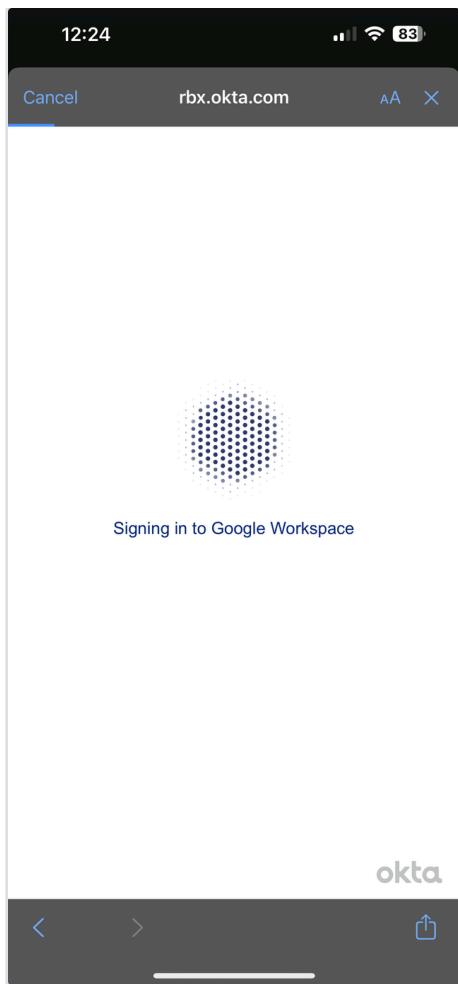
[Next](#)



6. The next prompt will ask for your Okta credentials





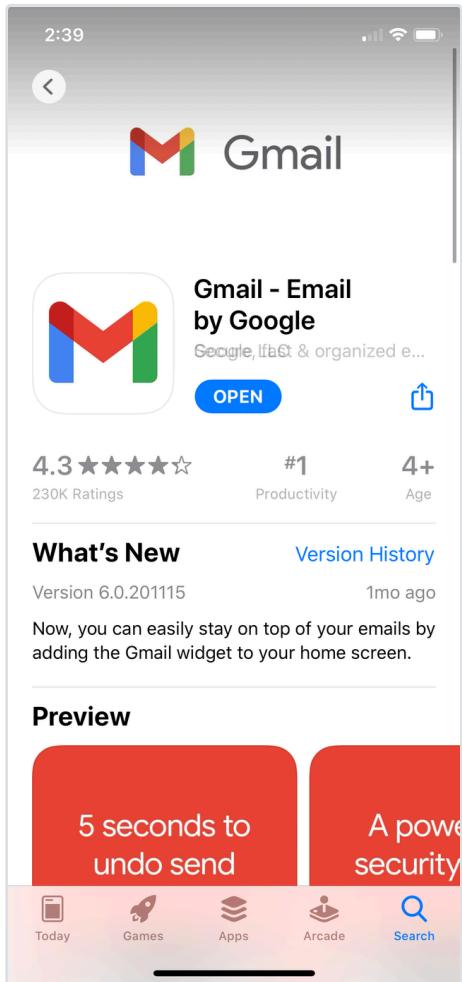


6. After you successfully log into Okta, it will sign you into GMail on your Mobile Device.

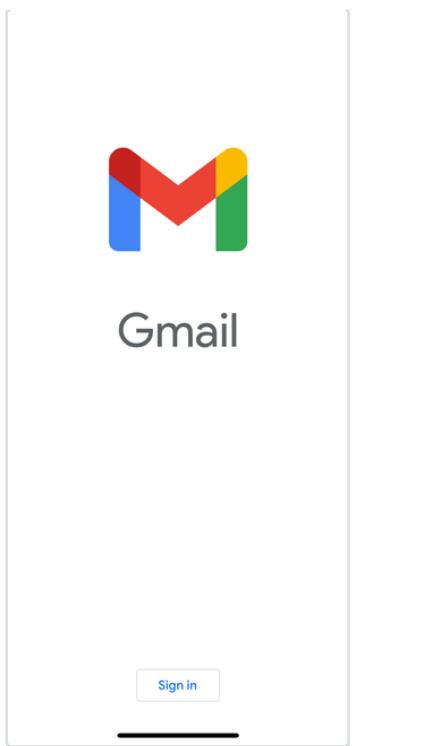
Please reach out to IT by submitting a ticket through [Zendesk](#) or by emailing CorpEng-Help@roblox.com.

Gmail app Installation and Setup (iPhone)

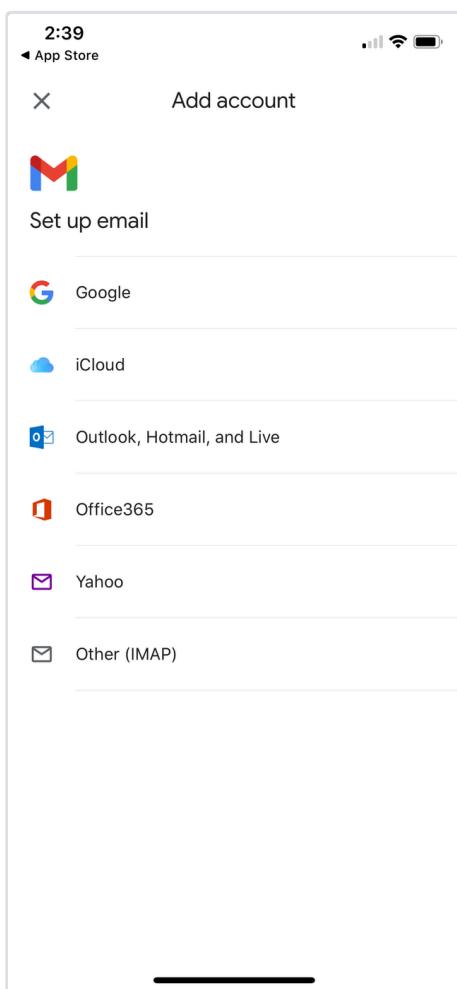
1. Install the Gmail App from your iOS app store



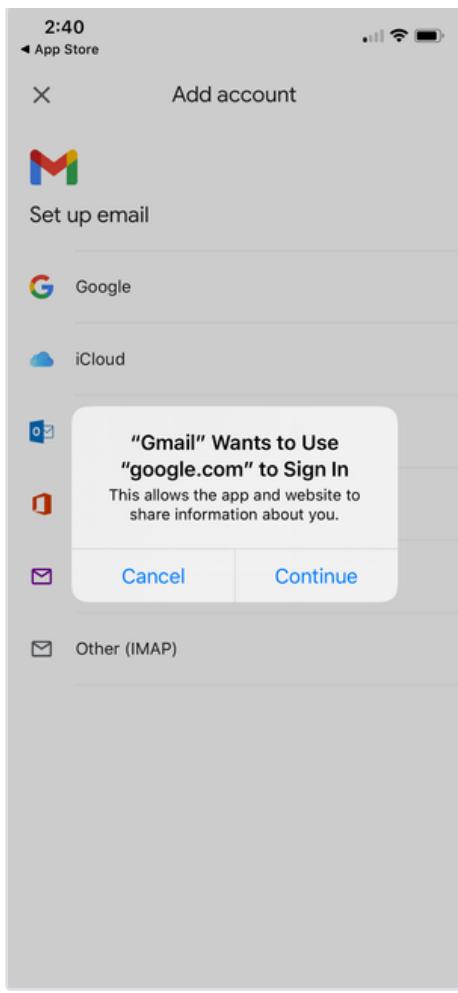
2. Click on "Sign in"



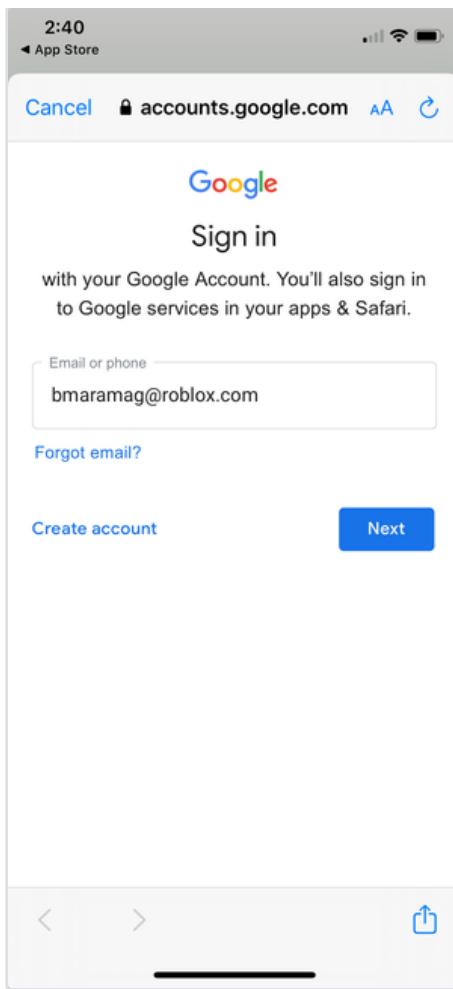
3. Select "Google" as the account to add



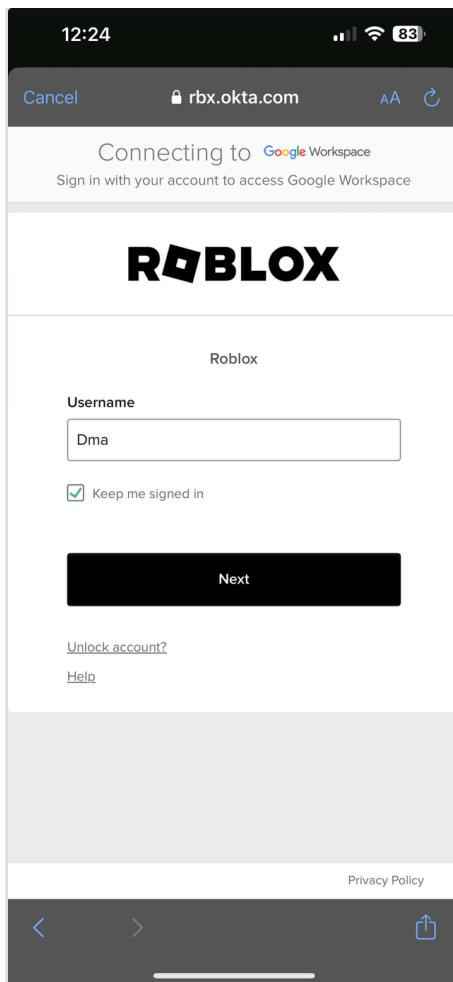
4. A pop-up will display, select "Continue"

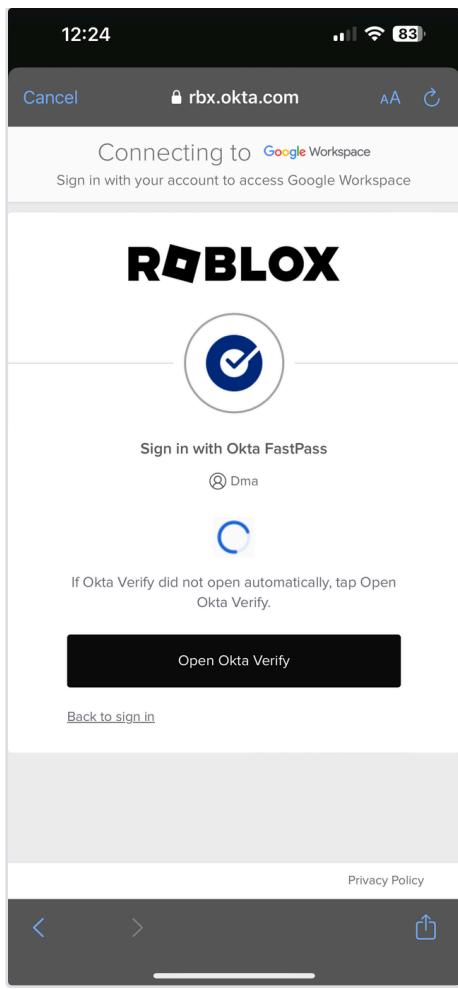


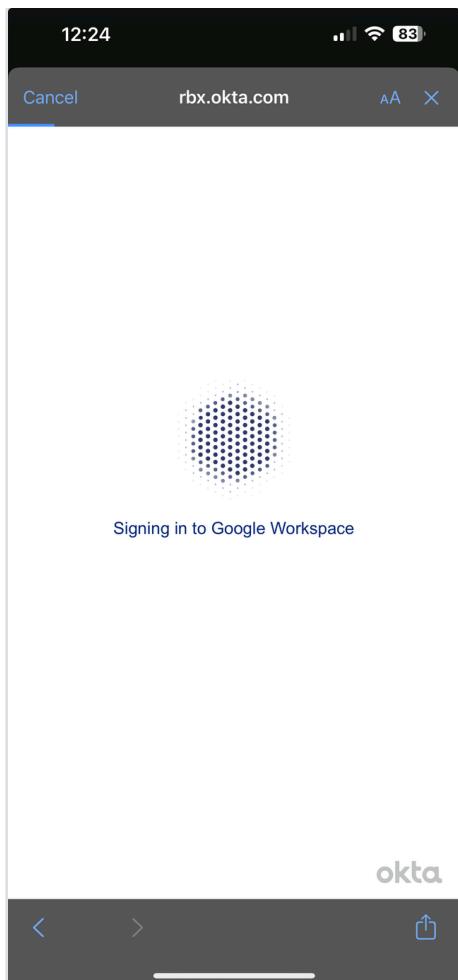
5. Enter your Roblox email then select "Next"



6. The next prompt will ask for your Okta credentials





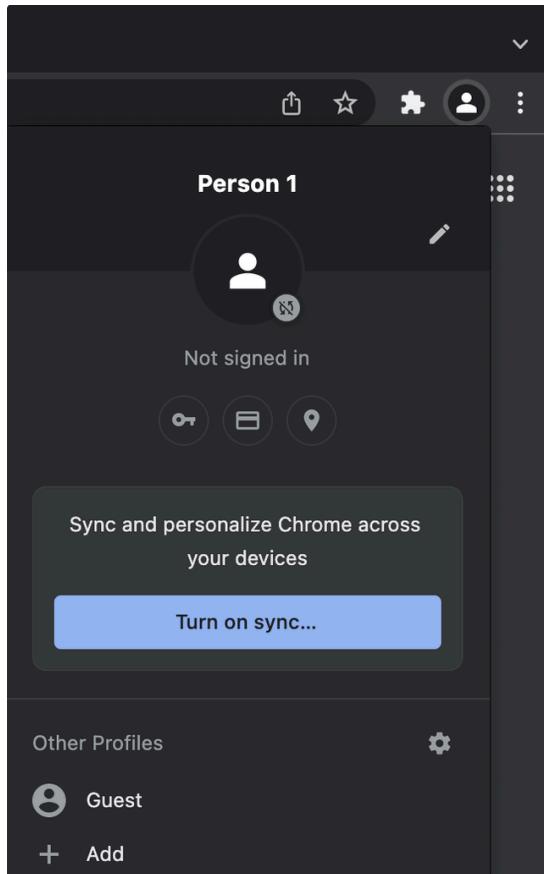


7. After you successfully log into Okta, it will sign you into GMail on your Mobile Device.

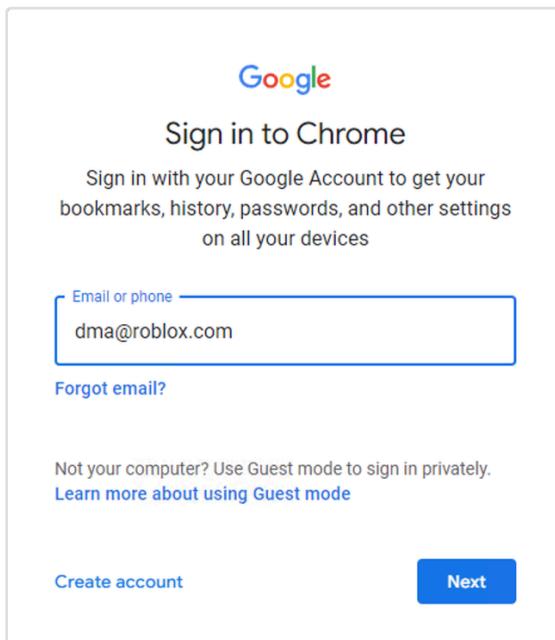
Please reach out to IT by submitting a ticket through Zendesk or by emailing CorpEng-Help@roblox.com.

How to sign in to your Chrome Browser (computer)

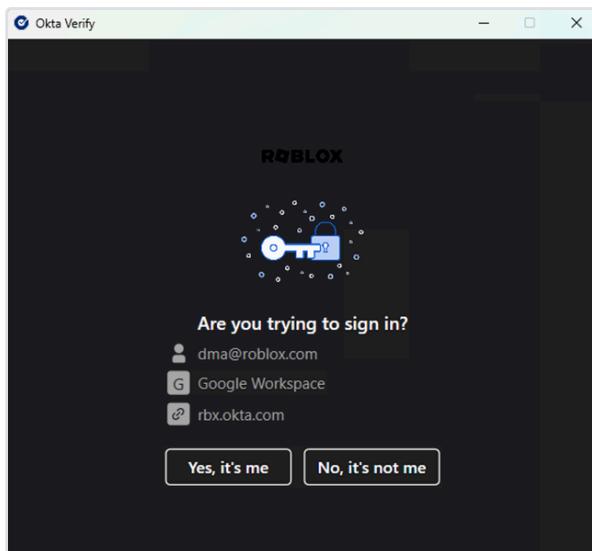
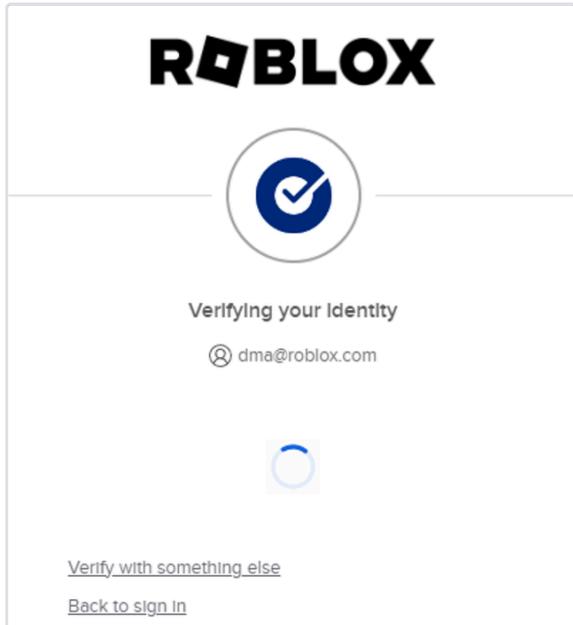
1.) Open Google Chrome and select the profile picture on the top right next to the settings



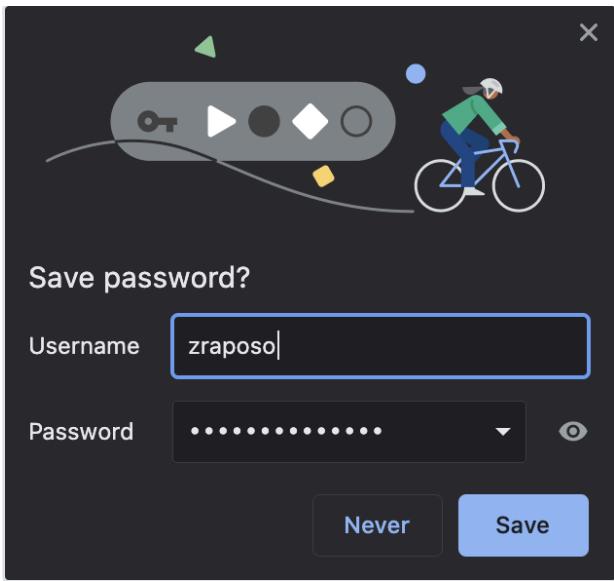
2.) Sign in to Chrome with your Roblox email



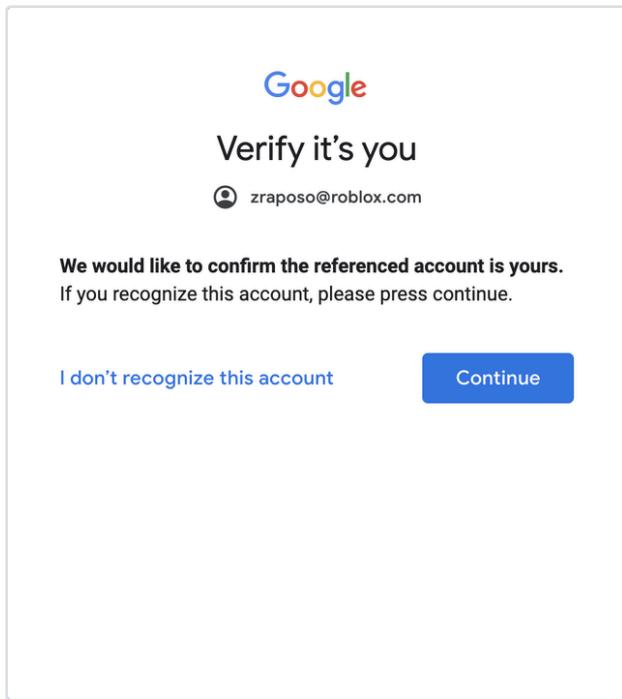
3.) If Okta Verify (Fastpass) is already enrolled and launched, the application is Verifying your Identity



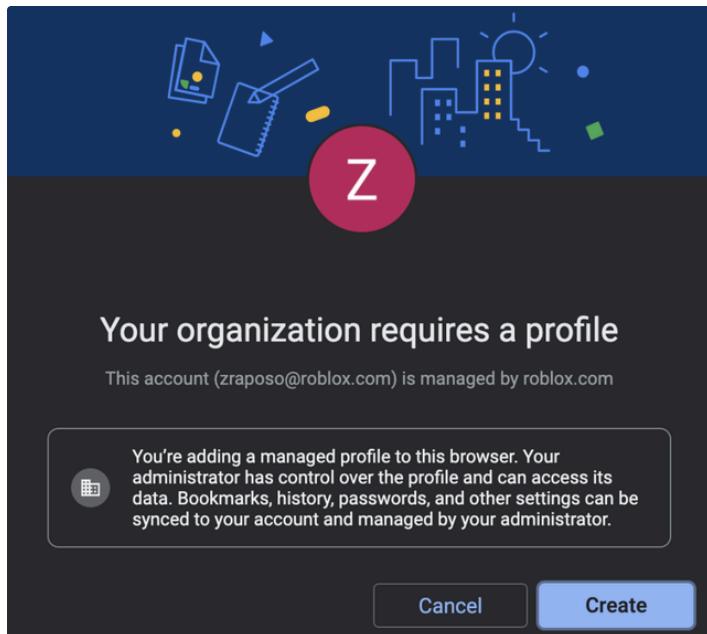
4.) *Optional* – You may get a prompt from Chrome to save credentials. You can save the username and password if you like.



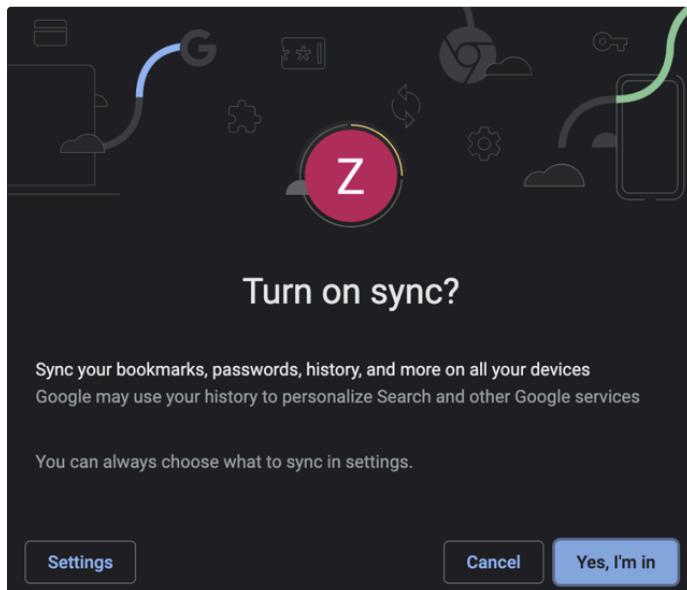
5.) Once you submit the push and accept from your mobile device you'll be taken to a new window to verify it is you. Select *Continue*



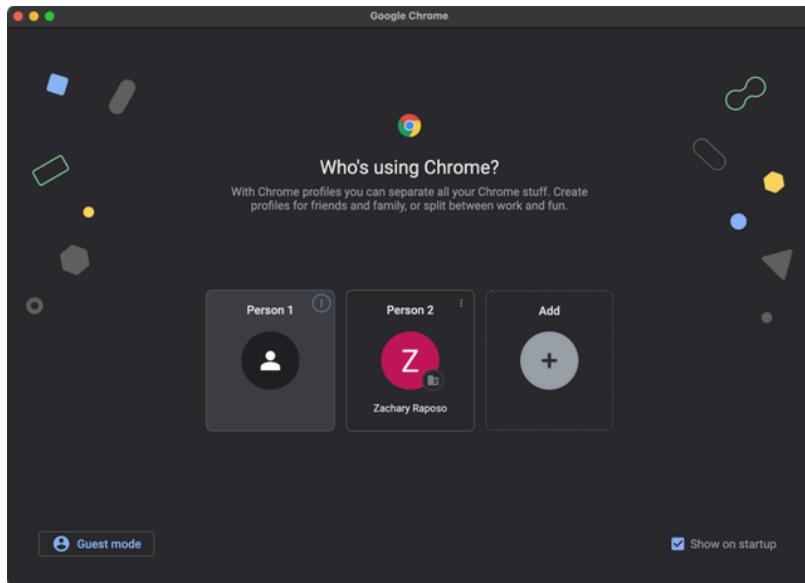
6.) Select *Create* with the prompt that comes up



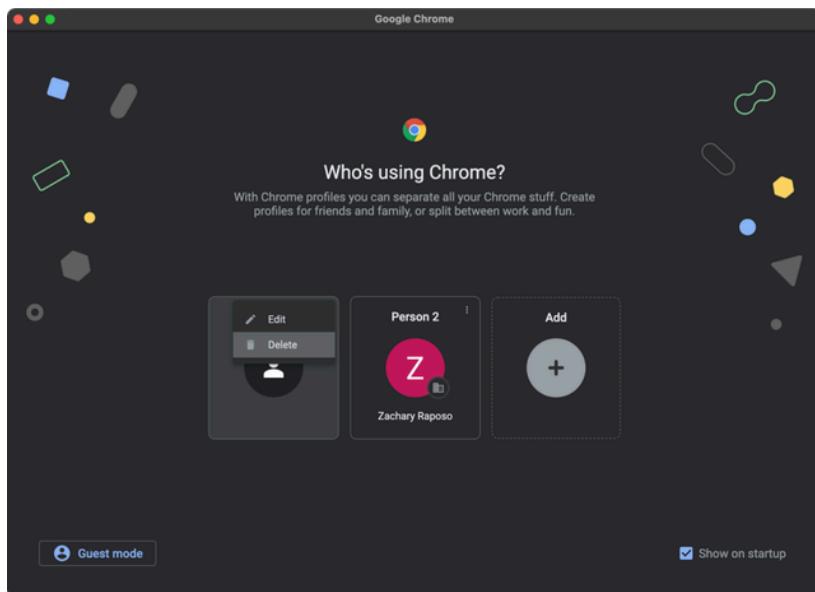
7.) Select **Yes, I'm in**

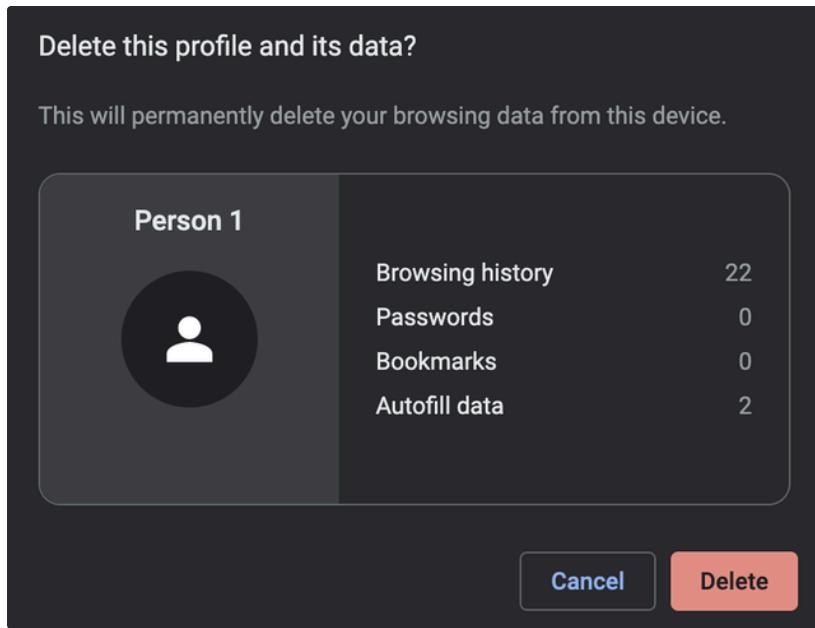


8.) If you completely quit Chrome and reopen it, you might see the prompt below

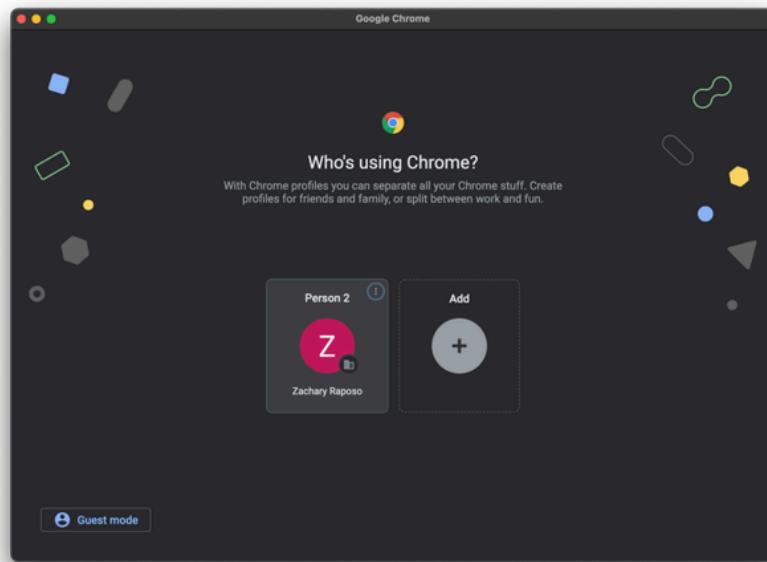


9.) Delete Person 1

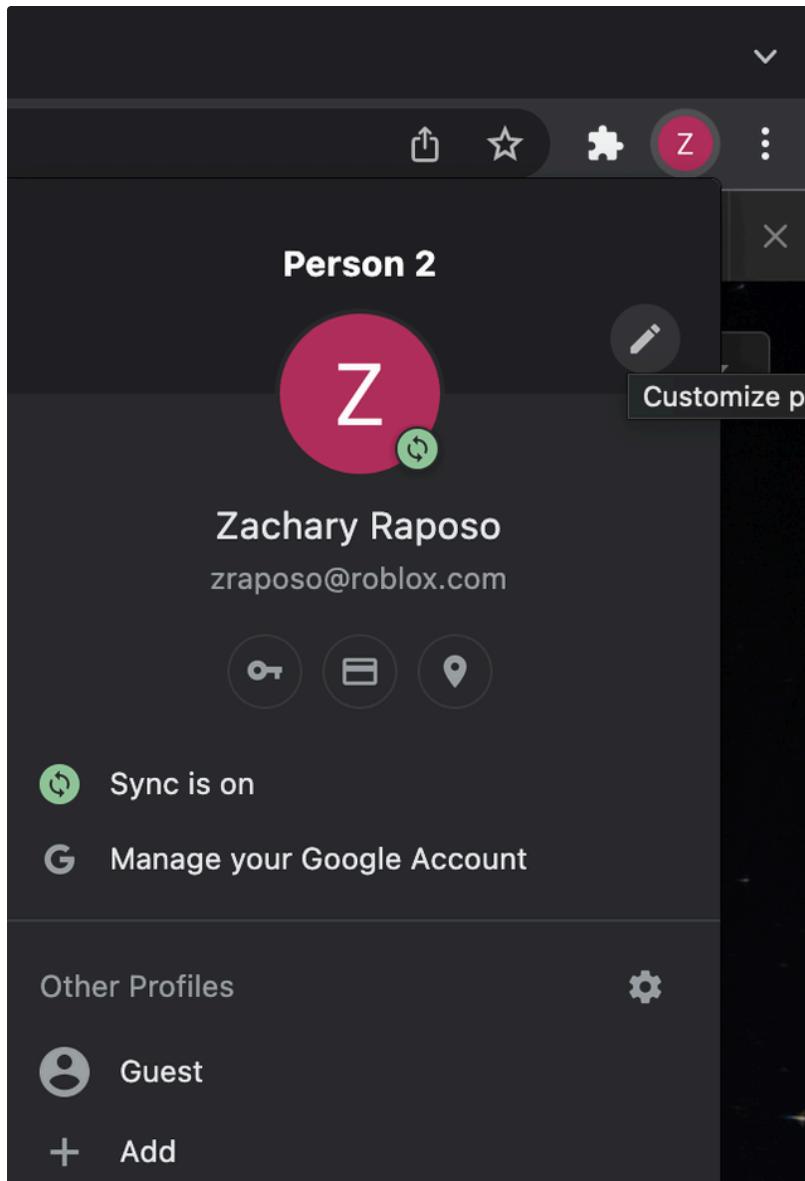




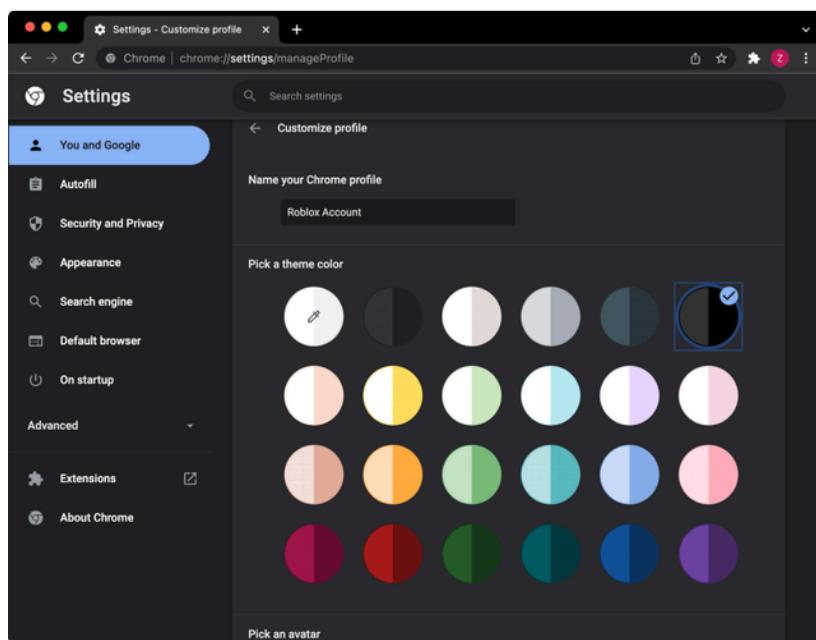
10.) Select the profile you logged into after deleting the additional profile



11.) Customize your profile by selecting your profile icon on the top right of Chrome and then selecting the pencil icon as shown below

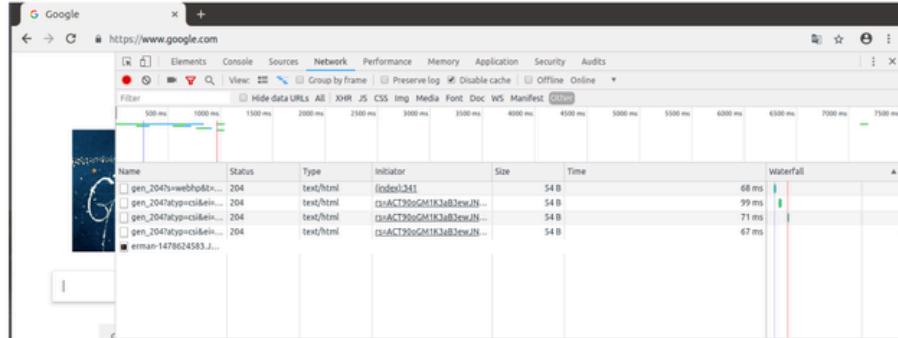


12.) *Optional* – Here you can change your profile name, theme color for Chrome, and avatar picture from the list

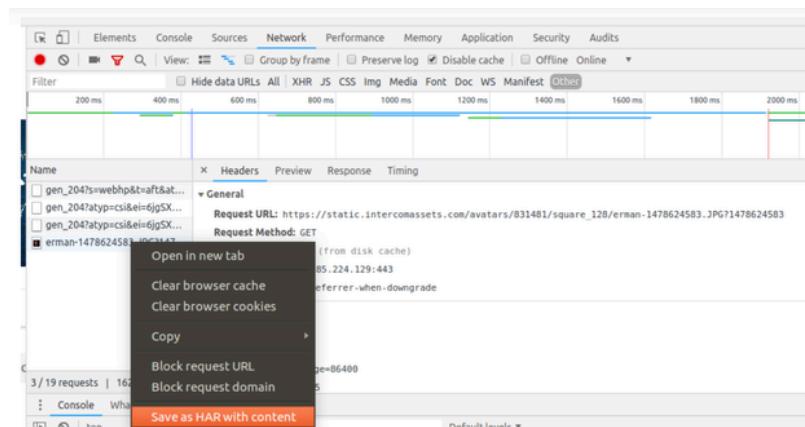


How to create a HAR File in a Chrome for a specific URL for further Google G Suite Debugging

Follow the steps below, to create a HAR file in a Chrome browser for a specific URL.



1. Open your Chrome browser and click on the web page where the problem happened.
2. Open the developer tool (inspect element). (Shortcut for Windows: CTRL + Shift + i, CMD + alt + i for Mac).
3. Then, select the Network tab.
4. Go to the left of the panel to start the file recording. There is a small round red button in this section. (WARNING: If the specified round button is red, it starts recording. So, you don't need to click on the button. If the button is grayed, you have to press it and start it.)
5. Click the to "Clear icon" to delete any log records kept in the browser.



6. To save the content you want as shown above, right click and click "Save as HAR File"

Google Groups Administration Guidelines

If you are an Owner or Manager of Google Groups, it is your responsibility to maintain the privacy of your group and delegate roles to other Owners and Managers. It is also your responsibility to maintain an updated members list for your distribution group. Any changes that need to be made to the list should be directed to the Owners and Managers.

To ensure you do not allow unintentional access to your Google Group and its contents, please review these documents:

[Google Groups Security](#)

[Roles and their access levels](#)

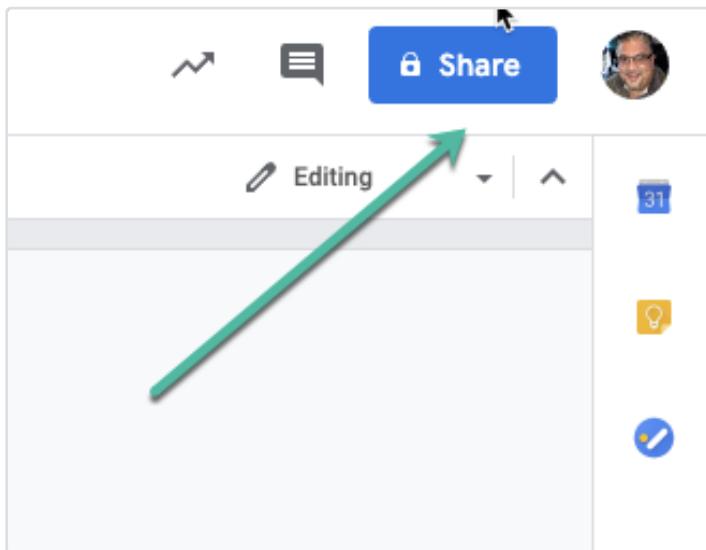
If you are a new Owner or Manager of a group, it is highly advised to go over the Access and Posting permissions of your group.

If you have any questions or concerns regarding Google Groups Administration, please feel free to email: corpeng-help@roblox.com

Sharing Google Docs inside and outside of Roblox

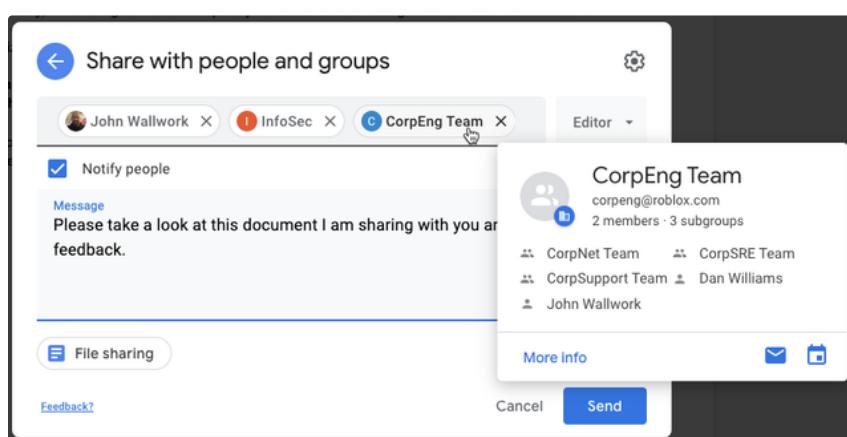
This doc is intended to provide a Best Practices guide when sharing new and existing Google docs with internal and external people. Following these recommendations will ensure that only the intended audience has access to your docs.

Click on the "share" button.

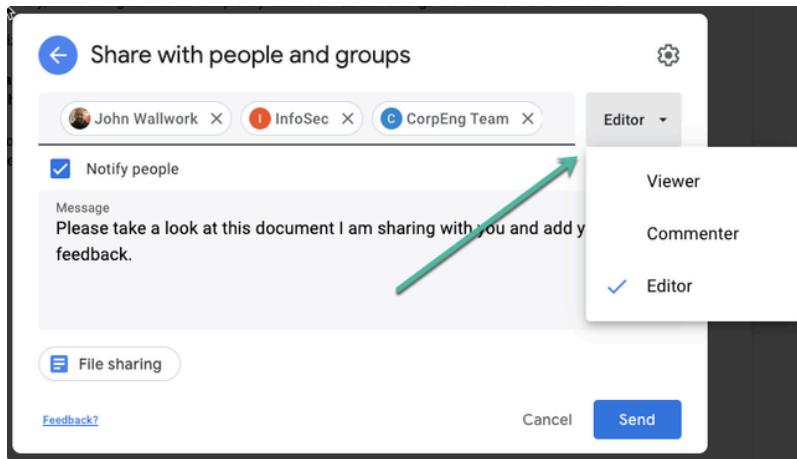


Add only the person or Group that you would like to share the document with.

You can hover over the group itself and see who is on the group to make sure it's the right audience.

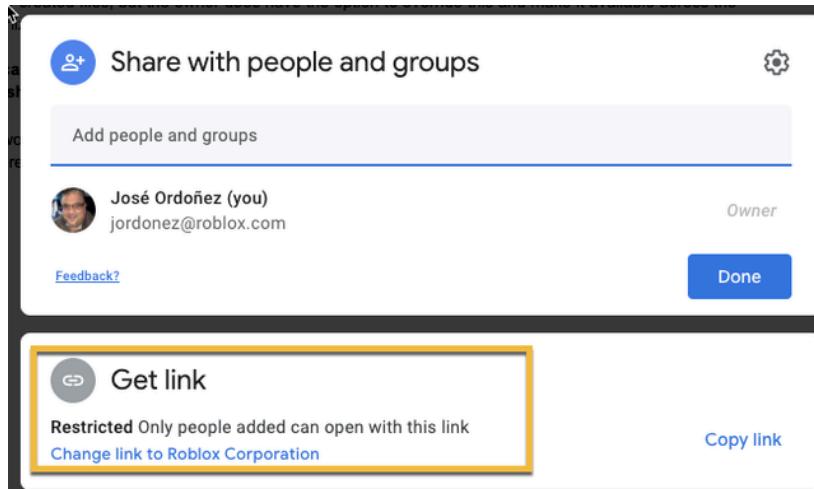


You can grant each person or Group different permissions.

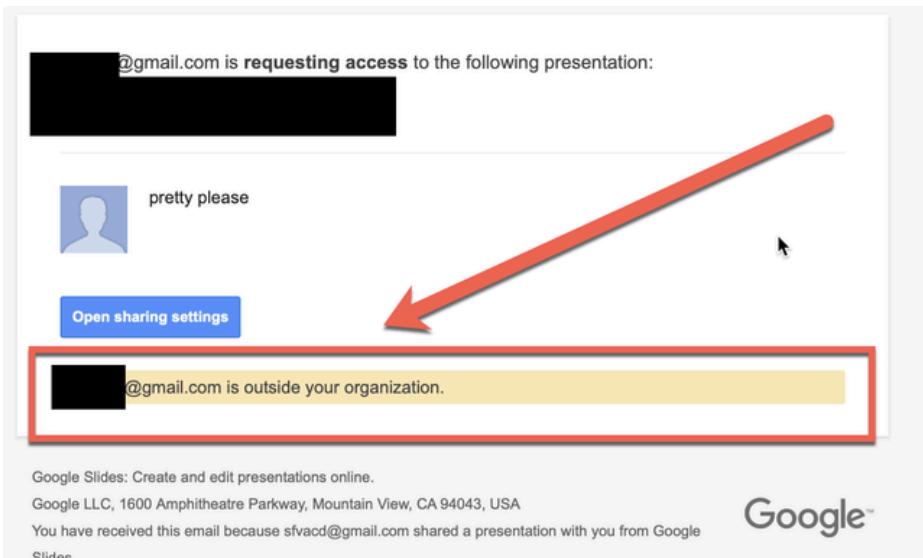


Note: For added security, we have set the default to restrict the "**Get link option**".

Please share it by adding the folks as seen in the screenshots above.



Please pay attention to the Google email when anyone requests access, specially the "**is outside your organization**" part, which is key in letting you know they are not from Roblox.



We recommend that you go back and check all of your documents to make sure these options are selected correctly. Failure to do so may result in more than expected exposure to the document.

Adding a Chrome Extension

1. Navigate to - <https://chrome.google.com/webstore/category/extensions>

2. Type in the extension you are looking for

3. Click on "Add to Chrome"

Add to Chrome

4. Then "Add Extension"

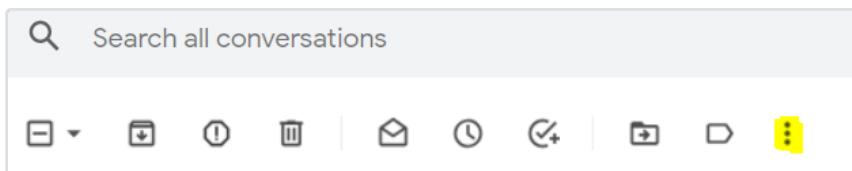
If an extension is blocked and requires an admin to approve it, please go through our IronClad process to request the app - [DEPRECATED-How to Request Unsupported Software](#)

Creating Gmail filters

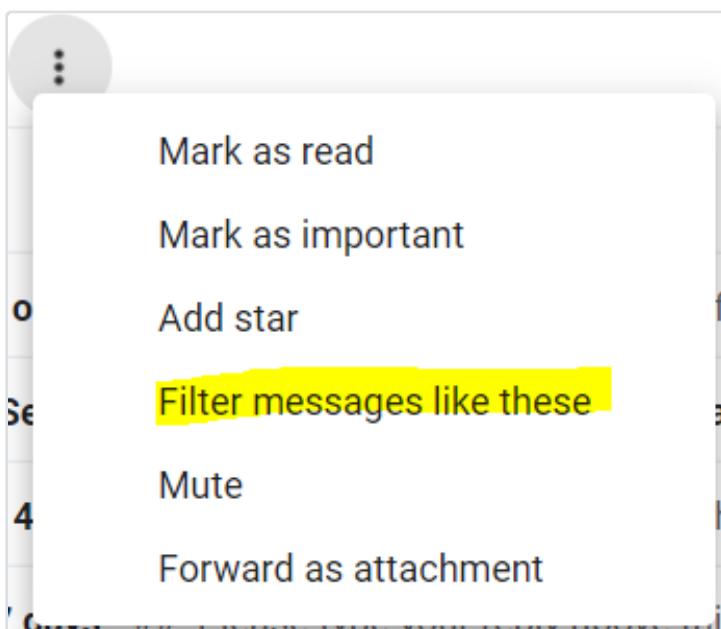
Create a filter to skip your inbox

1. Click on the email message that you would like to filter so it's highlighted

2. Click on the three dots



3. Select "Filter messages like these"



4. Then "Create filter"

- Feel free to edit the filter, but it's recommended to keep the filter selections as it is.

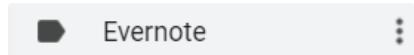
A screenshot of the "Create filter" dialog box in Gmail. It contains fields for "From", "To", "Subject", and "Has the words" (set to "list:(spc.264987.0.sparkpostmail.com)"). There are also sections for "Doesn't have", "Size" (set to "greater than 150 MB"), and "Has attachment". At the bottom are two buttons: "Create filter" (highlighted with a yellow box) and "Search".

5. Check mark

- Skip the Inbox (Archive it)
- Also apply filter to...matching conversations
- Apply the label... (make sure to select a label or create a new one for this filter)

The screenshot shows a search results page with a search bar at the top containing the query "list:(spc.2649870.sparkpostmail.com)". Below the search bar, there's a section titled "When a message is an exact match for your search criteria:". A yellow box highlights the first option, "Skip the Inbox (Archive it)", which has a checked checkbox. Another yellow box highlights the third option, "Apply the label: Evernote", which also has a checked checkbox. A third yellow box highlights the last option, "Also apply filter to 14 matching conversations.", which also has a checked checkbox. At the bottom left is a "Learn more" link, and at the bottom right is a blue "Create filter" button.

6. After you select "Create filter" the emails should move out of your inbox and into a label you can find on the left hand menu of your inbox



Note: this is just an example label. The names of your labels are whatever you name it.

Creating a new Google Group

i Only full-time employees are allowed to manage Google Groups. To access your groups, you can visit <https://groups.google.com/>.

- [Getting Started](#)
- [Best Practices and Suggested Settings for Increased Security](#)
 - For increased security, please set and keep your Group settings under the General section to these below.
 - You can read more about Google Groups settings from Google's site.

Getting Started

1. Open <https://groups.google.com/>
2. Press the **Create group** button
3. Fill out the necessary information
 - a. Group name
 - b. Description
4. The next prompt will be the privacy settings. Ideally, most groups are created with the following privacy settings

2 of 3 X

Choose privacy settings

Who can search for group

Entire organization

Who can join group

Only invited users

Who can view conversations

Group managers

Who can post

Entire organization

Who can view members

Group members

Back Next

The screenshot shows the 'Choose privacy settings' step in the Google Groups creation process. It displays five dropdown menus with the following settings:

- 'Who can search for group': Set to 'Entire organization'.
- 'Who can join group': Set to 'Only invited users'.
- 'Who can view conversations': Set to 'Group managers' (indicated by a blue dot on the first icon).
- 'Who can post': Set to 'Entire organization' (indicated by a blue dot on the fourth icon).
- 'Who can view members': Set to 'Group members' (indicated by a blue dot on the third icon).

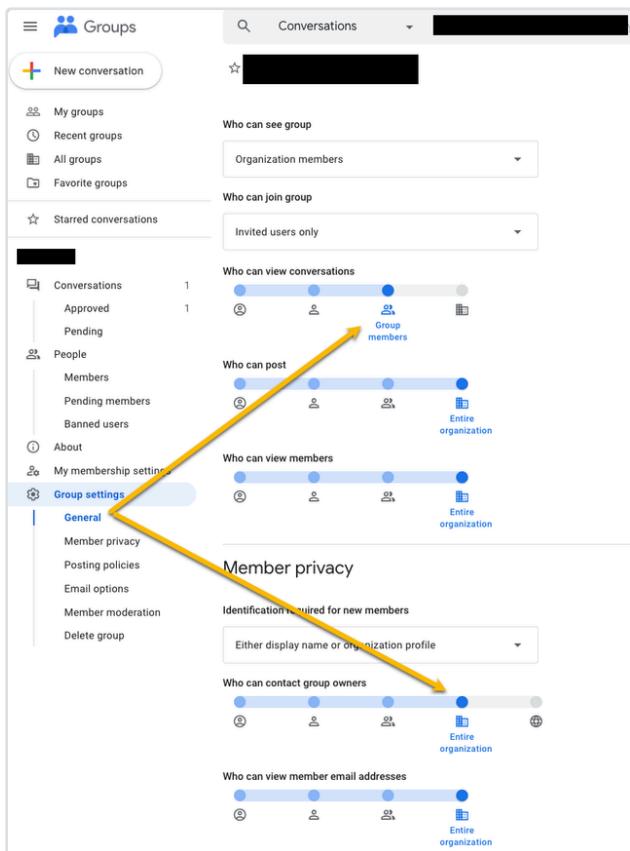
At the bottom, there are 'Back' and 'Next' buttons.

5. Now enter the members, managers, and owners of the group.
 - a. Click here to learn more about group roles - [Understand dynamic group roles](#)

Best Practices and Suggested Settings for Increased Security

For increased security, please set and keep your Group settings under the General section to these below.

- The most important is "Who can view conversations" which makes it so only Group members can see the conversations inside the group.
- Make sure the "Who can contact owners" is set to Entire Org and not the default "Anyone on the web".



Ideally, you would have the group look like this unless you need access otherwise:

Access settings	Group Owners	Group Managers	Group Members	Entire Organization
Who can contact group owners	✓	✓	✓	✓
Who can view conversations	✓	✓	✓	
Who can post	✓	✓		
Who can view members	✓	✓	✓	
Who can manage members Add, invite, approve	✓	✓		
Who can join the group Only invited users				
Allow members outside your organization No				

You can read more about [Google Groups settings](#) from Google's site.

How to enable "Speedy Meetings" in Google Calendar

Follow these steps to turn on speedy meetings in your Google Calendar.

1. Go to your Roblox calendar
2. Open your settings menu by clicking on the **Gear** icon located in the upper right of your window and select **Settings**
3. Scroll down to **Event settings**
4. Select **Default duration to 30 minutes** and place a check mark in the **Speedy meetings** box
5. That's it, you're done!

We are asking everyone to start meetings on the hour, :015, :30, or :45 and then end 5 minutes early to enable people to be on time for their next meeting. We realize this will be an adjustment for some and we appreciate everyone's flexibility.

Google G Suite Group Creation Options

The first step is to choose the unique name and email address for the group. We usually make the first person that created the group the "owner" and then we add users after the group is created, sometimes there is more than 1 "owner".

Group details

Name *

Test Group

Description

Test Group

Group email *

testgroup @ roblox.com

Group owner(s)

jordonez@roblox.com

Search for a user's name or email

Next we are presented with the "Access Types" for this group, here is the default setting:

Access type

Control what kind of access group members have. [Learn more](#)

Note: External members can't view group members or search group content

Public Team Announcement Only Restricted Custom

Access settings	Group Owners	Group Managers	Group Members	Entire Organization	External
Contact owners	✓	✓	✓	✓	✓
View members	✓	✓	✓	✓	
View topics	✓	✓	✓	✓	
Publish posts	✓	✓	✓	✓	

Membership settings

Manage members
Add, invite, approve

Who can join the group

Anyone in the organization can join

Allow members outside your organization

We change the "Anyone in the organization can join" to "Only invited users" can join:

Access type

Control what kind of access group members have. [Learn more](#)
Note: External members can't view group members or search group content.

Public Team Announcement Only Restricted Custom

Access settings	Group Owners	Group Managers	Group Members	Entire Organization	External
Contact owners	✓	✓	✓	✓	✓
View members	✓	✓	✓	✓	
View topics	✓	✓	✓	✓	
Publish posts	✓	✓	✓	✓	

Membership settings

Manage members
Add, invite, approve

Who can join the group

Only invited users

Allow members outside your organization

We default to internal email only, but ask if the Group should be able to get email from [outside @roblox.com](#) and if so Click "Public Posts" to External as well and create the group and add other members after.

Access type

Control what kind of access group members have. [Learn more](#)
Note: External members can't view group members or search group content.

Public Team Announcement Only Restricted Custom

Access settings	Group Owners	Group Managers	Group Members	Entire Organization	External
Contact owners	✓	✓	✓	✓	✓
View members	✓	✓	✓	✓	
View topics	✓	✓	✓	✓	
Publish posts	✓	✓	✓	✓	✓

Membership settings

Manage members
Add, invite, approve

Who can join the group

Only invited users

Allow members outside your organization

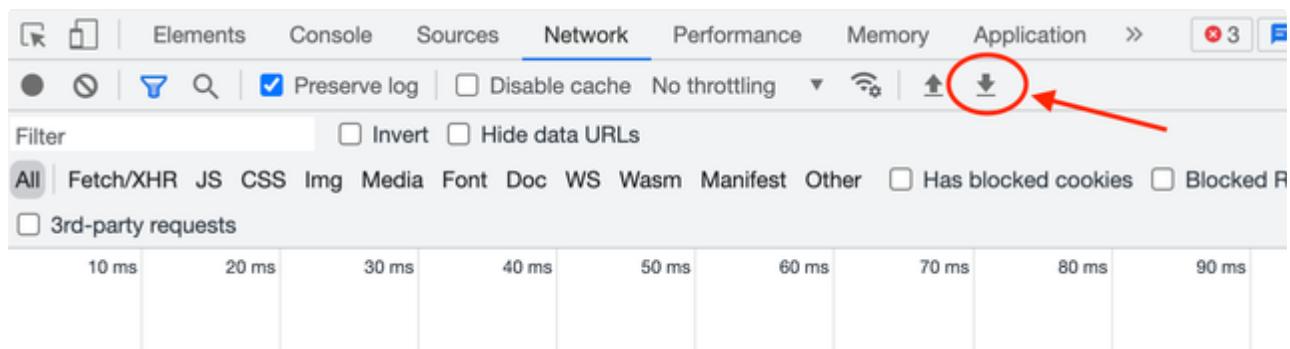
CREATE GROUP

These are the only options we tend to change when creating a Group and will serve 95% of the requests we get.

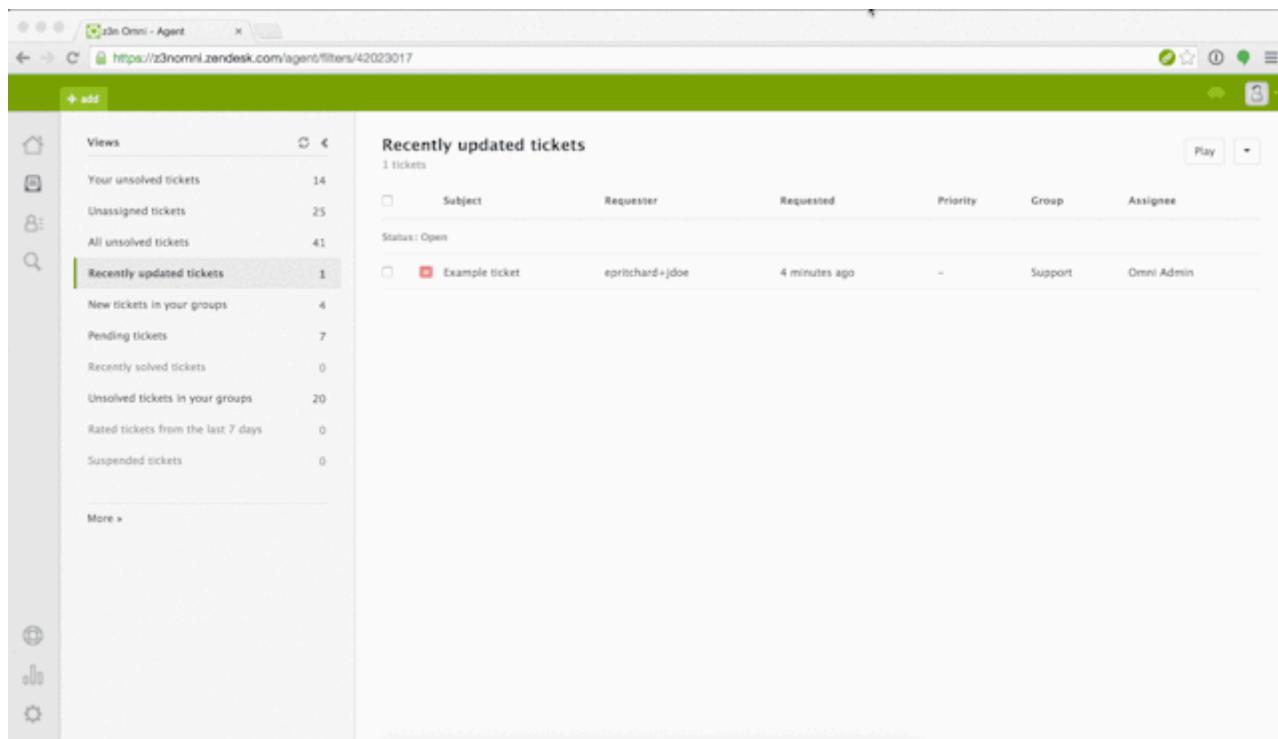
Chrome Web Browser

Downloading a HAR file (from: [Generating a HAR file for troubleshooting](#)) :

1. Open Google Chrome and go to the page where the issue is occurring.
2. Look for the Vertical ellipsis button and select More Tools > Developer Tools.
3. From the panel opened, select the **Network** tab.
4. Look for a round Record button in the upper left corner of the tab, and make sure it is red. If it is grey, click it once to start recording.
5. Check the box **Preserve log**.
6. Click the Clear button to clear out any existing logs from the Network tab.
7. Reproduce the issue that you were experiencing before, while the network requests are being recorded.
8. Once you have reproduced the issue, in Chrome, click **Export HAR** to download. Then save the file to your computer: **Save as HAR with Content**.
9. Upload your HAR file to your ticket or attach it to your email so that our Support team can analyze it.



The instructions are the same for a MAC computer or a Windows computer. Here is a brief animation showing this process:



Instructions for sending as an alias

If you've been added to a Google Group that has been configured to allow its members to reply as the group and would like to Send As the Group, please follow these instructions:

Note: These instructions also apply if you would like to "Send mail as" another email address, simply replace the words "Google Group" with "alternate email address".

1. Sign into your Roblox email
2. Click on the cogwheel in the upper right corner of the window
3. Click on "Settings"
4. Click on the "Accounts" tab
5. Under "Send mail as:", click on "Add another email address"
6. By default your name will appear in the "Name" field, but you should change this to the name of the Google Group
 - a. The name you put there is what the end user will see when you reply
 - b. Make sure the name you enter is consistent with the rest of the group members to avoid confusion on the other end
7. In the "Email address" field, enter in the email address of the Google Group
8. Check the box next to "Treat as an alias"
9. Click on "Specify a different "reply-to" address" and enter the Google Group address
10. Click Next Step
11. Click Send Verification
12. You will receive an email with the subject "Roblox Corporation Confirmation"
 - a. Please note that all members of the group will receive the email
 - b. Give the group a heads up that you are configuring this so they ignore that email and know it is intended for you
13. Take the confirmation code and enter it back into the field where you began configuring the Send As Email
 - a. The email will specify who the confirmation code is intended for and only that individual can use it to verify
14. Click Verify
15. Go back to "Settings" and "Accounts" and select the option to "Reply from the same address the message was sent to"
 - a. If you want the message to come from your personal Roblox email address you can change it at the time you send the message by clicking on the drop down bar in the "From:" field

Google Chrome Desktop Notifications on Macs

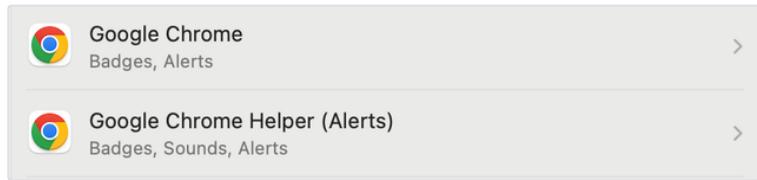
This article will help end users troubleshoot their Chrome desktop notifications on their Macbooks.

- [All Chrome Notifications](#)
 - [Check your Macbook notifications](#)
- [Gmail Notifications](#)
 - [Turn on Desktop Notifications for Gmail](#)
- [Google Calendar Notifications](#)
 - [Turn on Notifications for all Calendar Events](#)
 - [Turn on Event Notifications for Specific Calendars](#)

All Chrome Notifications

Check your Macbook notifications

1. Navigate Click the Apple Button > System Settings > open Notifications look for Google Chrome
2. Enable notifications for both "Google Chrome" and "Google Chrome Helper (Alerts)"

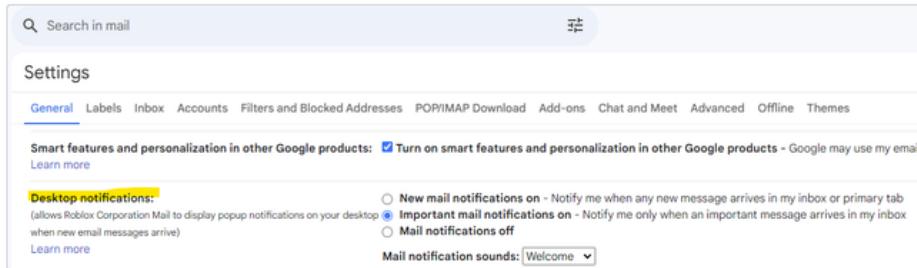


You can customize the settings how you want. This is an example of how I have my notifications set up for Chrome

Gmail Notifications

Turn on Desktop Notifications for Gmail

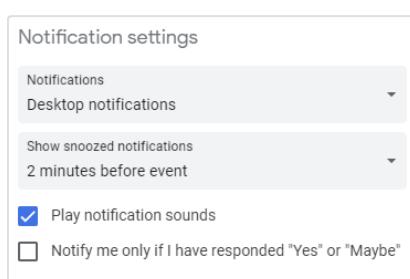
1. Open Gmail on your computer
2. Click on the settings button > then **See all settings**
3. Scroll down to **Desktop notifications** and configure the settings to your liking



Google Calendar Notifications

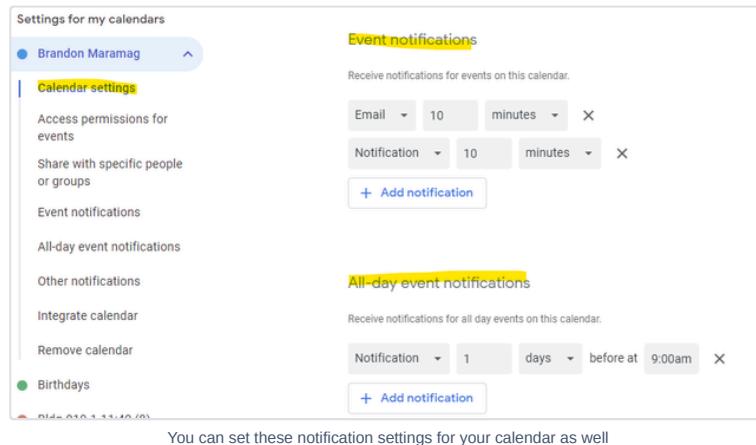
Turn on Notifications for all Calendar Events

1. Open Google Calendar on your computer
2. Click on the settings button > then Settings
3. From the General Tab, scroll down to **Notification settings**
4. Configure the below settings to turn on **Desktop notifications** for Calendar events



Turn on Event Notifications for Specific Calendars

1. Open Google Calendar on your computer
2. Click on the settings button > then Settings
3. Click on the calendar you want to set this notification for
4. Configure the settings below



Mail Merge on Gmail

i These are instructions to create personalized emails to a large list of recipients.

! Prerequisites

1. You must have a Google Sheet with your data laid out in columns
2. Columns for First Name, Last Name, and Email are required for the TO field in your email

Get Started

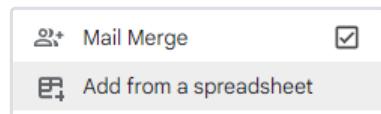
1. Create a Google Sheet with the required data. You can add as many columns as you like. Must have a header to make it easy for you to sync with your mail merge
 - a. First Name
 - b. Last Name
 - c. Email
2. Once you create your sheet, compose a new email
3. Draft your email and leave spaces or indications of what data you want to merge in those fields
4. Click the To field
5. Select the **Use Mail Merge** button



6. Click the checkbox next to **Mail Merge**



7. Select **Add from a spreadsheet**



8. Select the **spreadsheet** you created from Step 1 and then press **Insert**

9. The Finish linking spreadsheet prompt is for the TO field. Select the headers that correspond to this. Then press **Finish**

Finish linking spreadsheet

Select the columns from [Test Mail Merge](#) that have recipient info

EMAIL*

@email

FIRST NAME*

@firstname

LAST NAME

@lastname

Use first name by itself if you only have one name column

PREVIEW (2 RECIPIENTS)

To: Brandon Maramag <bmaramag@roblox.com>

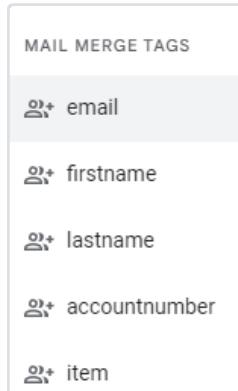
To: Dan Chevez <dchevez@roblox.com>

See all

[Back to draft](#)

[Finish](#)

10. Afterward, you can start syncing the data within your email. To do this, add an "@" where data needs to be imported and a list of your Mail Merge Tags (your headers) will appear for you to select.



11. Once you complete this, press Continue to submit the email to the recipients on your spreadsheet

Test Email

To [+ Test Mail Merge X](#)

Test Email

Hello @firstname

This is a test. Your account number is: @accountnumber

Your @item is here

--
[Unsubscribe](#)

You're using mail merge
Personalize your message with merge tags like @firstname. Each recipient will get a separate copy of this email with a unique unsubscribe link. [Learn more](#)

1

Continue

This is an example of what your mail merge will look like before you send the email to the recipients.

Chrome - Providing output of the Developer Tools Network tab

1. Please close all other tabs or start a new chrome session
2. Select the three vertical dots in the top right of the browser.
3. Select "More Tools" --> "Developer Tools"
4. Select the "Network" tab
5. Clear the console by pressing the no/restricted sign
6. Now please browse / refresh the page you are trying to access.
7. Please take a screen show of the traffic output and share in this email.

Greenhouse Gmail Add-on

This add-on benefits the members of our Talent Acquisition team to integrate Greenhouse accounts with your Gmail. Please be aware that this tool isn't a requirement but will assist recruiters to find candidate information more easily.

"The Greenhouse Gmail add-on scans the headers of an email message for email addresses matching candidates in your Greenhouse Recruiting account. If a match is identified, details about the candidate populate in the add-on panel on the right side of the page, and the content of the email message can be synced into Greenhouse Recruiting."

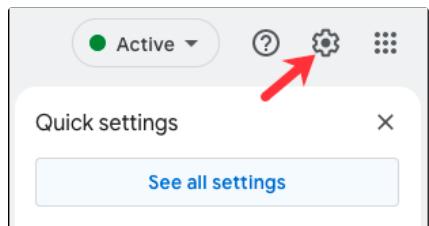
1. Download the add-on - https://workspace.google.com/marketplace/app/greenhouse_gmail_addon/250187532019
2. Click on Install
3. Then continue with the installation steps
4. Click on your Gmail account
5. Then click "Allow" to accept the permissions
6. Open the Greenhouse add-on from your Gmail account
 - a. Refresh your Gmail and you should see the add-on on the right side of your inbox.

7. Click on any email in your inbox to activate the Greenhouse add-on
8. Next, click on "Sign in" to sync emails from Gmail to Greenhouse
9. A pop up should display for you to enter your email
10. Click on Next Step
11. Then Authorize
12. It will now have you click on your Gmail account and allow access.

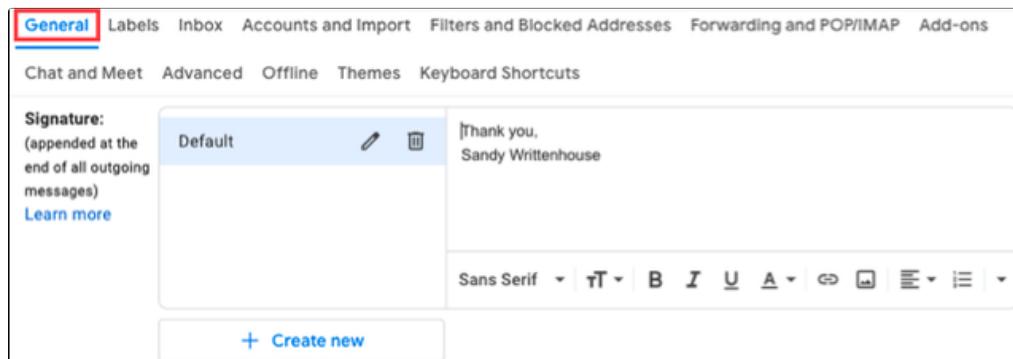
Success!

How to Add an Image to Your Roblox Email Signature

Visit your Roblox Google email and sign in. Select the gear icon on the top right and pick “See All Settings” in the sidebar. Then, head to the General tab.



Scroll toward the bottom until you see the Signature section. If you already have a signature to which you want to add the image, select it to display it in the text editor to the right. Otherwise, choose “Create New” to set up a new signature.



For a new signature, enter the text you want to use for the signature, format it with the text editor tools, and place your cursor where you want the image. For an existing signature, just select the spot where you want the image. Click the Insert Image icon in the text editor.



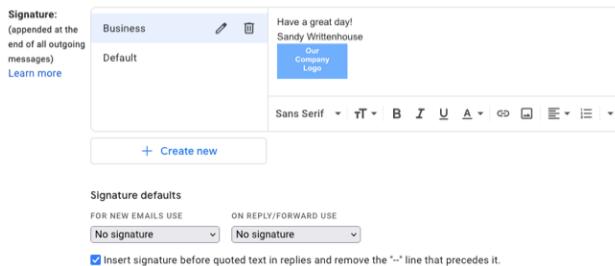
When you see the pop-up window, use the Web Address (URL) . Click “Select.” or you can copy this image and paste it into the signature field.



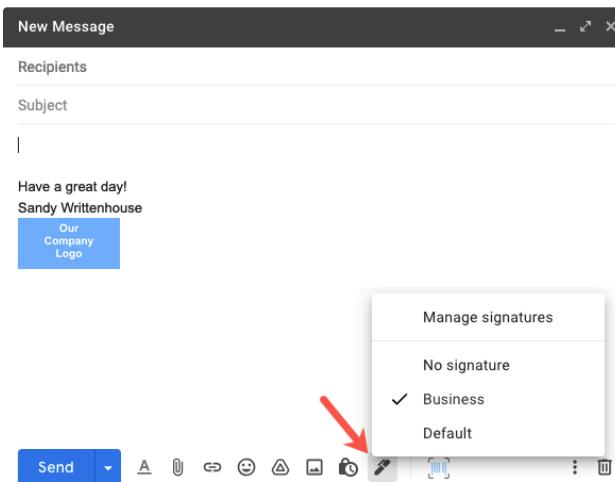
The image then appears in the text editor for your signature at its original size. Select the image in the signature to pick a size like Small, Medium, or Large.



Make any other adjustments to the signature needed and optionally choose the Signature Defaults for new messages and replies and forwards. Click "Save Changes" at the bottom of the page when you finish.



You can view your signature by composing a new message. If you selected a default, you should see your signature with the image at the bottom of the email. Otherwise, click the Insert Signature button and select the one you want to use.



Add an Image to the Current Email Signature

Maybe you don't want an image in a saved signature. You can insert a photo in the signature of your current email. This is like adding an image to the email body, except you put it at the end and resize it.

Once you compose your email and add your closing or signature, place your cursor after it where you want the image. Select the Insert Photo button at the bottom of the message.

Conference Question

Recipients

Conference Question

Can you please tell me which events I need to attend for the conference?

Thank you for your time!

Sandy



Send ▾ A U ↵ 😊 📸

⋮

Here, you have slightly different options for locating a photo. Web Address tab (URL). Locate the image and select “Inline” on the bottom right. Then, pick “Insert” on the left. As mentioned above, you can copy this logo as well.



When the image appears in the message window, it displays at its original size. Select it and pick “Small.”

Conference Question

Recipients

Conference Question

Can you please tell me which events I need to attend for the conference?

Thank you for your time!

Sandy



Small | Best fit | Original size | Edit alt text | Remove

Send ▾ A U ↵ 😊 📸

⋮

You can also make the image smaller or larger by dragging a corner or edge.

Conference Question

Recipients

Conference Question

Can you please tell me which events I need to attend for the conference?

Thank you for your time!

Sandy



Small | Best fit | Original size | Edit alt text | Remove

Send ▾ A U ↵ 😊 📸

⋮

Glean Chrome Extension (for go links)

Summary

This document is to help configure the Glean Chrome Extension in order to properly use go links as well as tap into a tool to better leverage Glean.

- [Summary](#)
- [Steps](#)
 - [Install the Glean extension by browsing to the Chrome Extension Web Store.](#)
 - [Confirm the proper permissions are set with the Glean extension](#)

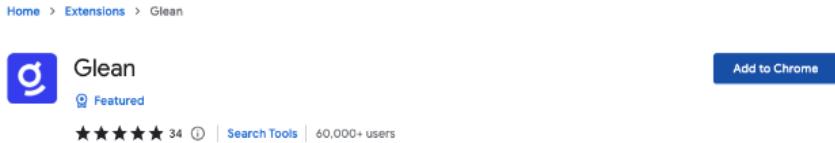
Steps

Install the Glean extension by browsing to the [Chrome Extension Web Store](#).

1. Example of the extension installed successfully



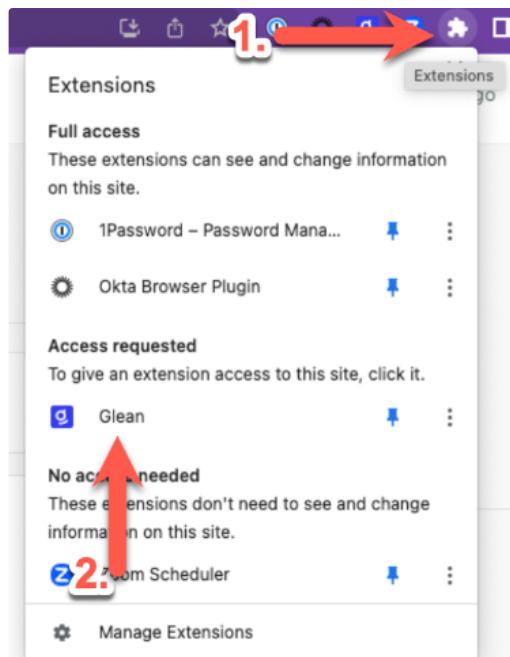
2. Example of the extension not installed:



Confirm the proper permissions are set with the Glean extension

To fix permissions please follow the instructions below along with the screenshot below:

1. Select the puzzle piece in the upper right of your Chrome browser
2. Under the "Access requested" section, please click the Glean extension
3. Test if the issue has been resolved accessing any functional go link (<https://go/yubikey>)



An example of the Glean extension with proper permissions can be seen as below:

This screenshot shows the 'Extensions' page for the Glean extension. The title bar includes the extensions icon, a refresh button, and other browser controls. The main content area is titled 'Extensions'. It shows the 'Full access' section with 1Password and Okta Browser Plugin, and the 'No access needed' section with Zoom Scheduler. A red arrow labeled '2.' points to the Glean entry in the 'No access needed' section. At the bottom, there's a 'Manage Extensions' link.

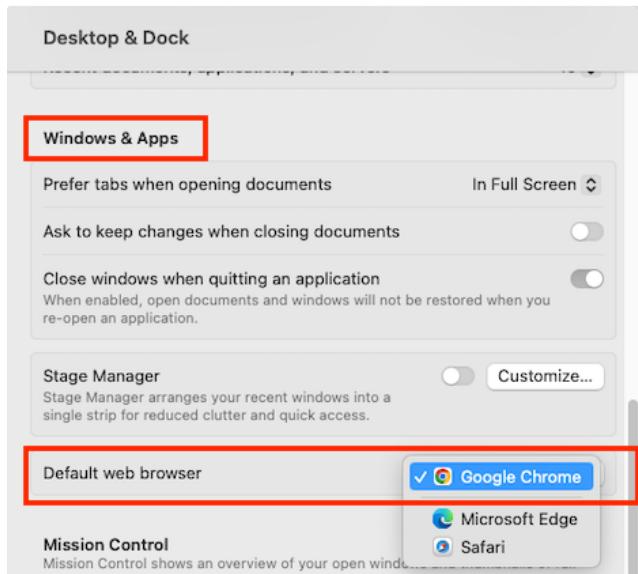
Glean may require permission after Chrome is closed and reopened, and CorpEng is investigating ways to make this more seamless.

If you need further assistance please submit a ticket in the [ZenDesk portal](#) or via an email to corpeng-help@roblox.com.

Selecting Chrome as your Default Browser

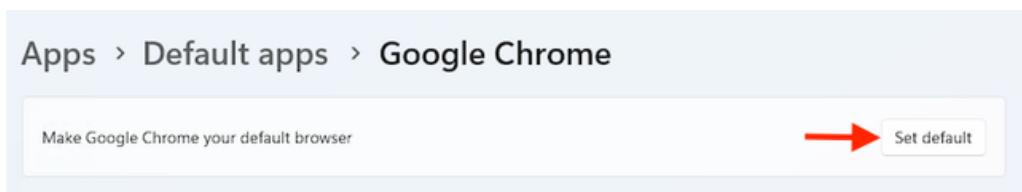
MacOS Ventura instructions

1. Do a Spotlight Search (CMD + Space Bar) and **search for “Default web browser”**
 - a. select the option that takes you to your system preferences
2. Under Windows & Apps scroll to “Default web browser” and **select Google Chrome**



Windows 11 instructions

1. Press your Windows Key and **search for “Default apps”**
2. Under “Set defaults for applications” **Search for Google Chrome** in the search bar
3. At the top of the next window, **select Set Default** for “Make Google Chrome your default browser”

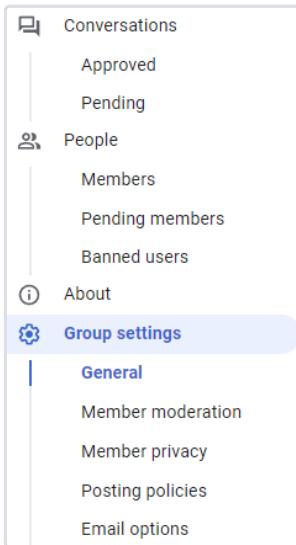


Standard Settings for Distro Lists to Recieve Meeting Invites

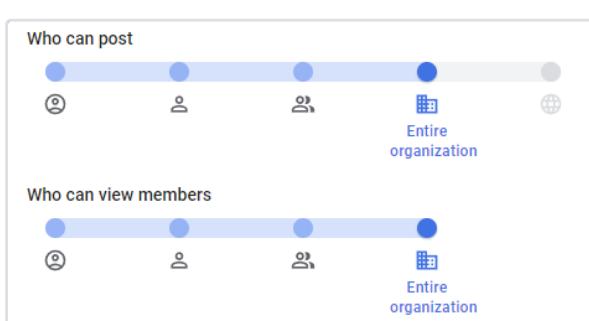
When creating an EOQ distribution list for an EOQ meeting, please ensure the following settings are set to "Entire Organization".

⚠️ If the settings aren't set up properly, meeting invites may not be automatically added to attendees' calendars.

1. Navigate to groups.google.com
2. Find your distro list
3. Click on **Group settings** from the left-hand menu



4. Then **General**
5. Scroll down to adjust the following settings to **Entire organization**
 - a. Who can post
 - b. Who can view members



CloudBakers script to export calendar events

- Subscription of the calendar added in Google Calendar

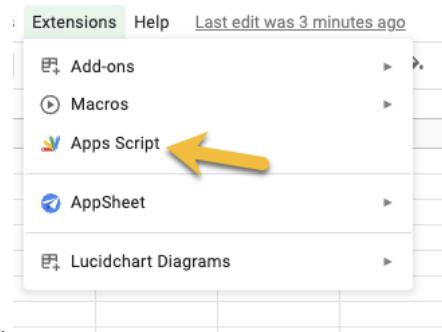
Steps

Requirements

- Querying Calendar exists
- Executor of script's G-Suite account must either have access and / or is subscribed to the calendar

Pre-req:

- Create a new Google Sheet
- Open this new sheet.
- Go to Extensions → Apps Script (this will open a new tab)



- Delete all contents in editor
- Paste the contents in the script below.

Script to copy and paste into script editor (EXPAND THIS)

> Expand source

Description
■ Pale Blue ("1").
■ Pale Green ("2").
■ Mauve ("3").
■ Pale Red ("4").
■ Yellow ("5").
■ Orange ("6").
■ Cyan ("7").
■ Gray ("8").
■ Blue ("9").
■ Green ("10").
■ Red ("11").

Colors mapping : <https://developers.google.com/apps-script/reference/calendar/event-color>

- Update values on the top of the script such that:

- mycal contains a valid email address between the quotes / replace *username* with a username that you have access to
- dateStart* and *dateEnd* are valid and syntactically correct.

mycal, dateStart and dateEnd

> Expand source

```

23  var mycal = "mgaribaldi@roblox.com";
24  var cal = CalendarApp.getCalendarById(mycal);
25  var dateStart = "January 1, 2021 00:00:00 PST";
26  var dateEnd = "June 1, 2021 23:59:59 PST";
27

```

7. Click the save button 
8. Once updated click the "Run" button.
 - Note: upon first run it will fail. Run it again and it should succeed.

Export_GCal_to_GSheet



+

Run Debug export_gcal_to_gsht Execution log

```

1  function export_gcal_to_gsht(){
2

```

9. Return to the Google Sheet tab and the events will be exported.

If there are any issues please submit a ticket to corpeng-help@roblox.com cc'ing [@ Michael Garibaldi](#).

Request to add:

Per [@ Former user \(Deleted\)](#)

- add a "recurring type" col
- collapse re-occurring events into a single row
- extracts colors in the sheet
- https://docs.google.com/spreadsheets/d/1yUVce_2AXLnxb4joY-2MP7OtK1Fk62JgegVRhX8VNYg/edit#gid=0
- https://docs.google.com/spreadsheets/d/1mXoyL-yv1oJ5lcM0CewH9N_QjPOLLq1cyiUwlAzWepl/edit#gid=0

Requirements

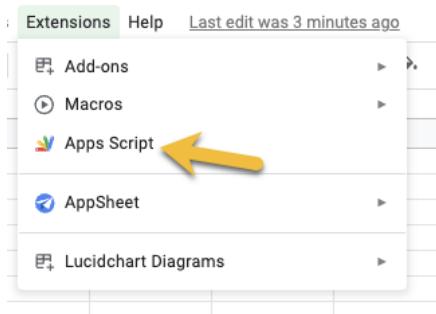
- Querying Calendar exists
- Executor of script's G-Suite account must either have access and / or is subscribed to the calendar

Pre-req:

- Subscription of the calendar added in Google Calendar

Steps

1. Create a new Google Sheet
2. Open this new sheet.
3. Go to Extensions → Apps Script (this will open a new tab)



- a.
4. Delete all contents in editor
5. Paste the contents in the script below.

[Script to copy and paste into script editor](#)

[Expand source](#)

Description
Pale Blue ("1").
Pale Green ("2").
Mauve ("3").
Pale Red ("4").
Yellow ("5").
Orange ("6").
Cyan ("7").
Gray ("8").
Blue ("9").
Green ("10").
Red ("11").

Colors mapping : <https://developers.google.com/apps-script/reference/calendar/event-color>

6. Update values on the top of the script such that:

- a. mycal contains a valid email address between the quotes / replace *username* with a username that you have access to
- b. *dateStart* and *dateEnd* are valid and syntactically correct.

mycal, dateStart and dateEnd

[Expand source](#)

```

22
23  var mycal = "mgaribaldi@roblox.com";
24  var cal = CalendarApp.getCalendarById(mycal);
25  var dateStart = "January 1, 2021 00:00:00 PST";
26  var dateEnd = "June 1, 2021 23:59:59 PST";
27

```

7. Click the save button

8. Once updated click the "Run" button.

- Note: upon first run it may fail. Run it again and it should succeed.

Export_GCal_to_GSheet



export_gcal_to_gsht

Execution log

```
1  function export_gcal_to_gsht(){
```

9. Next you will be prompted to "Review Permission". Click on the button and then proceed to verify your account and allow the app to make changes

Authorization required

This project requires your permission to access your data.

[Cancel](#) [Review permissions](#)

a.

10. Return to the Google Sheet tab and the events will be exported.

If there are any issues please submit a ticket to corpeng-help@roblox.com cc'ing [@ Michael Garibaldi](#).

Request to add:

Per [@ Former user \(Deleted\)](#)

- add a "recurring type" col
- collapse re-occurring events into a single row
- extracts colors in the sheet
- https://docs.google.com/spreadsheets/d/1yUVce_2AXLnx4joY-2MP7OtK1Fk62JgegVRhX8VNYg/edit#gid=0
- https://docs.google.com/spreadsheets/d/1mXoyL-yv1oJ5lcM0CewH9N_QjPOLLq1cyiUwlAzWepl/edit#gid=0

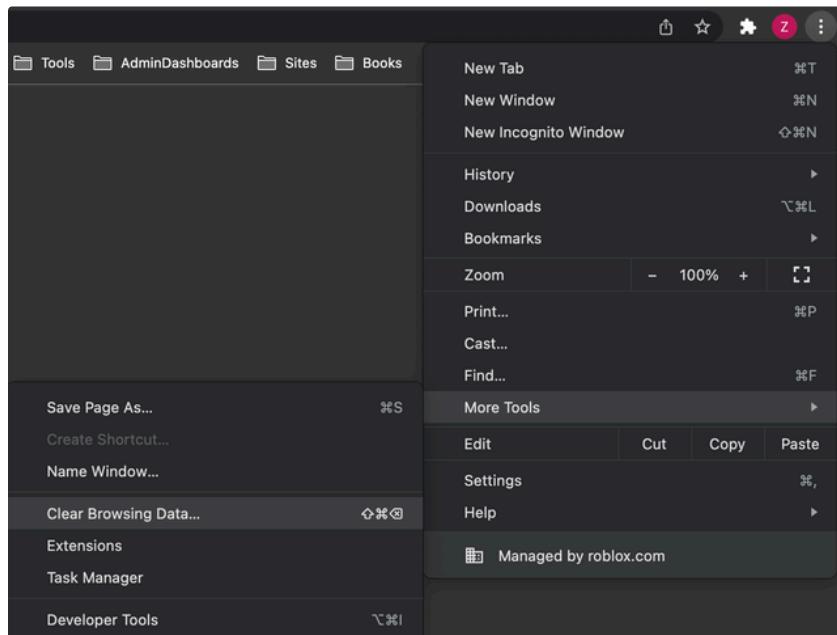
Hardware Help

Clearing Web Browser Cache and Cookies

- [Google Chrome](#)
 - [Mozilla Firefox](#)
 - [Safari](#)
 - [Edge](#)
 - [Opera](#)
-

Google Chrome

1.) Open Google Chrome and select the settings icon (3 dots) to bring the drop-down menu and hover over *More Tools* and select *Clear Browsing Data* from the additional drop-down.



2.) By default the *Time range* should have *All time* selected. If not click on the time to bring up a menu and select *All time*

Clear browsing data

Basic **Advanced**

Time range **All time** ▾

Browsing history
Clears history from all synced devices

Cookies and other site data
Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.

Cached images and files
Frees up 296 MB. Some sites may load more slowly on your next visit.

G Search history and other forms of activity may be saved in your Google Account when you're signed in. You can delete them anytime.

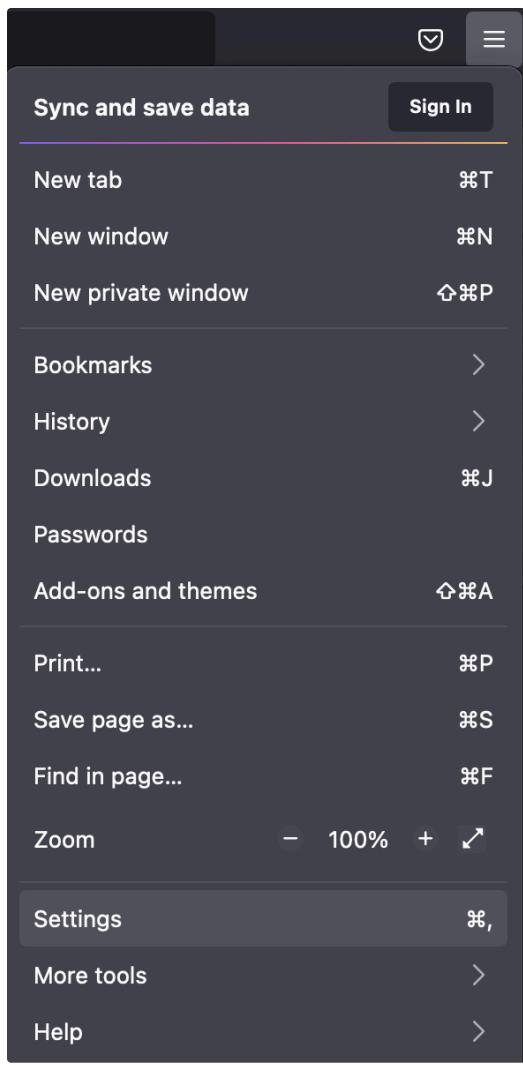
Cancel **Clear data**

 **Zachary Raposo**
Syncing to zraposo@roblox.com

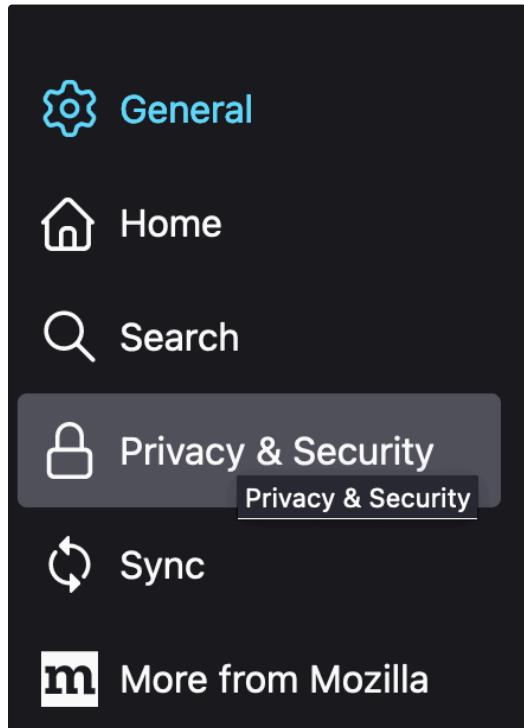
To clear browsing data from this device only, while keeping it in your Google Account, [sign out](#).

Mozilla Firefox

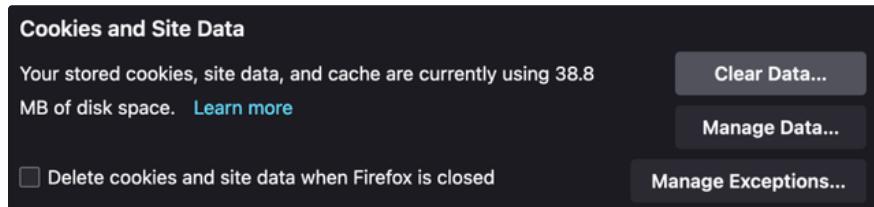
1.) Open Mozilla Firefox and select the settings drop-down menu from the top right and select *Settings*



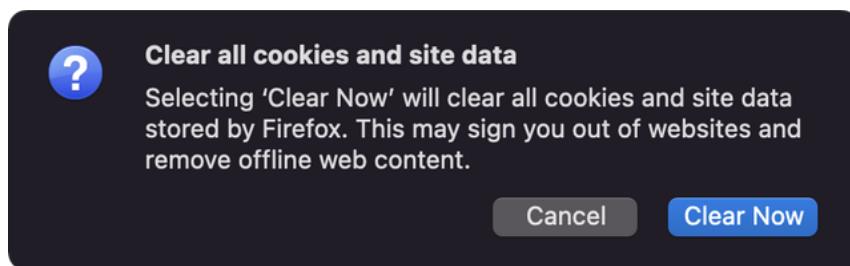
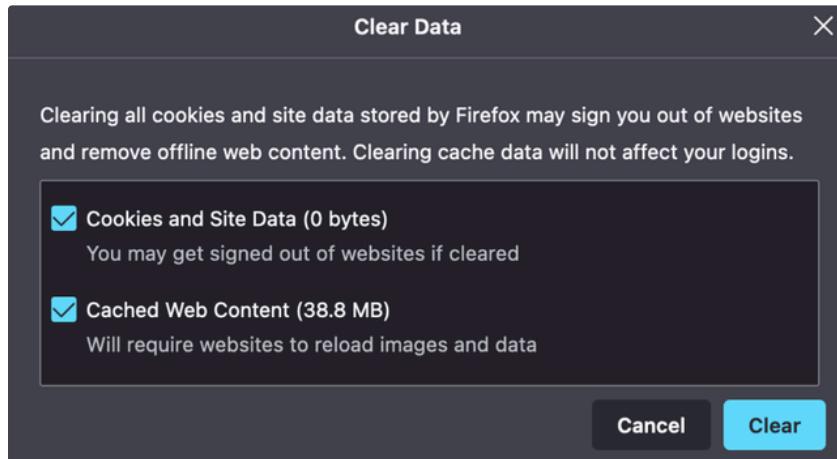
2.) From the settings on the left pane select *Privacy & Security*



3.) Look for Cookies and Site Data and select Clear Data

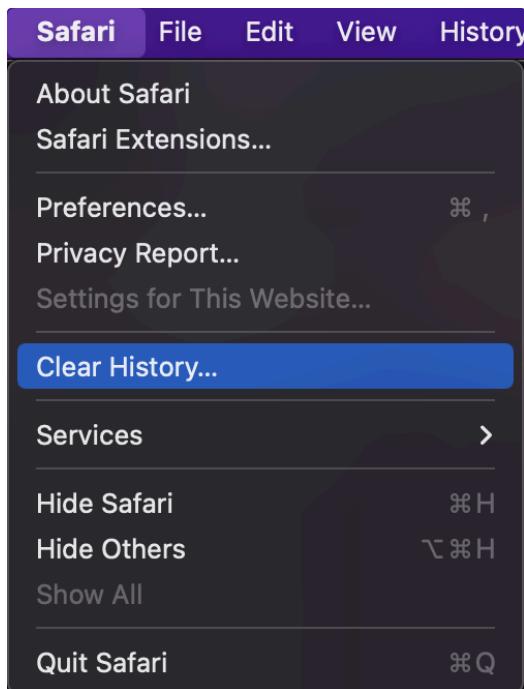


4.) Select Clear > Clear Now

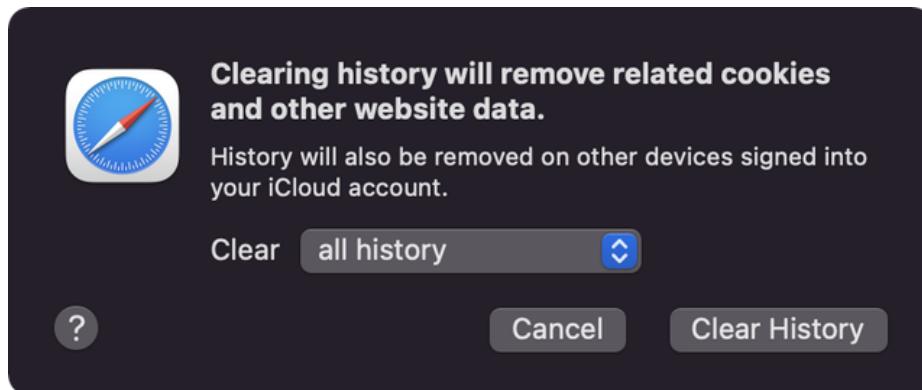
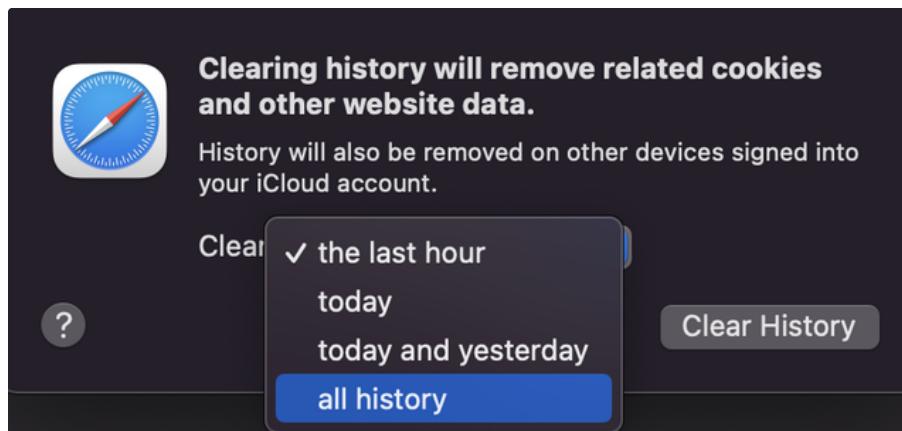


Safari

1.) Open Safari and select Clear History from Safari drop-down settings

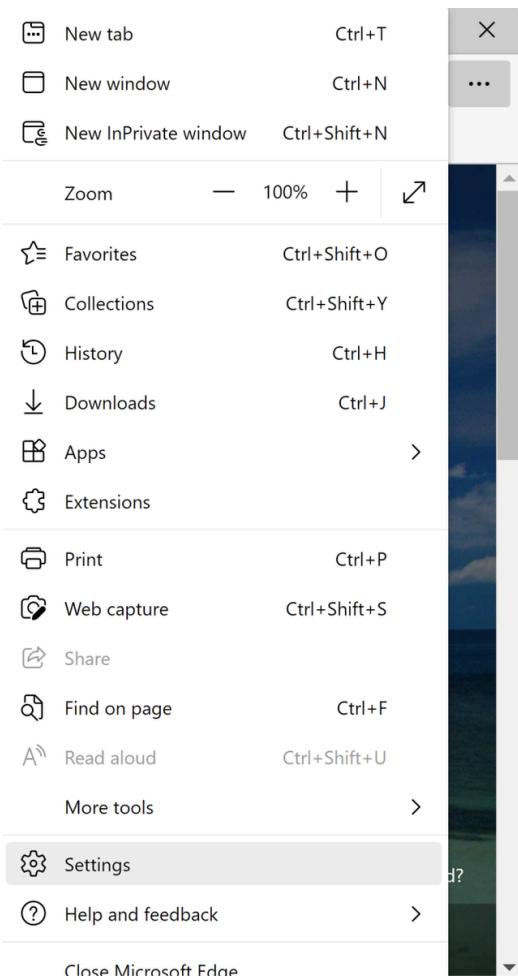


2.) By default *the last hour* might be selected you can choose *all history* from the drop-down then select *Clear History*



Edge

1.) Open Microsoft Edge and on the top right select the drop down menu (3 dots)



2.) From the *Settings* pane select *Privacy, search, and services*

Settings

 Search settings

 Profiles

 Privacy, search, and services

 Appearance

 Start, home, and new tabs

 Share, copy and paste

 Cookies and site permissions

 Default browser

 Downloads

 Family

 Languages

 Printers

 System

 Reset settings

3.) Select *Choose what to clear*

Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. [Manage your data](#)

 Clear browsing data now

 Choose what to clear

 Choose what to clear every time you close the browser

>

4.) For the *Time range* it'll have *Last hour* selected by default. Go ahead and click the drop-down menu and select *All time*

Clear browsing data

Time range

Last hour

Last hour

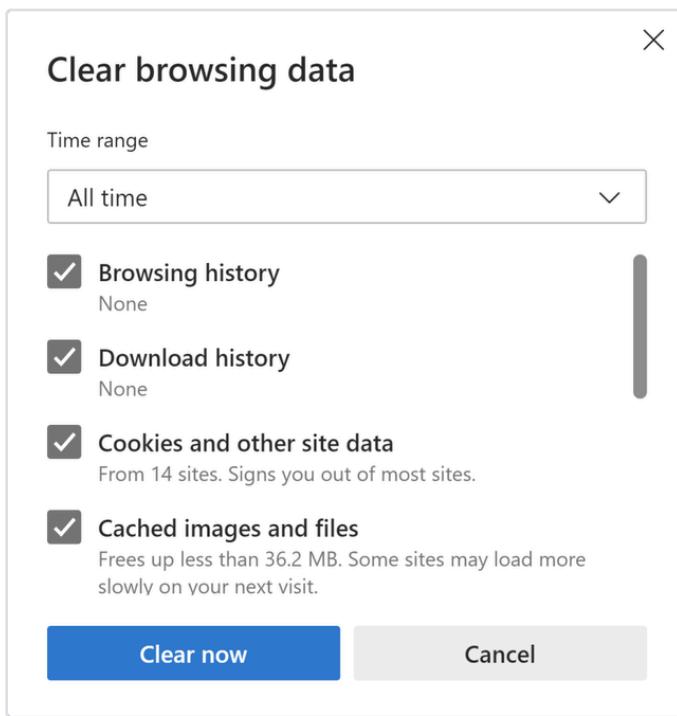
Last 24 hours

Last 7 days

Last 4 weeks

All time

5.) Select *Clear now* with the default checkboxes checked



Opera

1.) Open Opera and on the top right select the drop down menu (3 lines) and scroll to the bottom of the drop-down menu to the very bottom and select *Go to full browser settings*

The screenshot shows the Opera browser's settings interface. At the top, there are several global settings: 'Use bigger icons' (on), 'Show Speed Dial suggestions' (on), 'Show News' (off), and 'Show Weather' (on). Below this is a horizontal separator line. The next section is titled 'Privacy & Security'. It contains four items: 'Block ads' (off), 'Block trackers' (off), 'VPN' (with a button labeled 'Enable in Settings'), and 'Browsing data' (with a button labeled 'Clear'). Another horizontal separator line follows. The final section is titled 'Default browser'. It displays the message 'Opera is not currently your default browser.' and a button labeled 'Make Opera default browser'. A vertical grey bar is positioned on the right side of the main content area.

Show Speed Dial suggestions

Show News

Show Weather

Privacy & Security

Block ads

Block trackers

VPN Enable in Settings

Browsing data Clear

Default browser

Opera is not currently your default browser.

Make Opera default browser

[Go to full browser settings](#)

2.) From the settings pane on the left side select *Advanced* to drop down the menu and select *Privacy & Security*

Basic

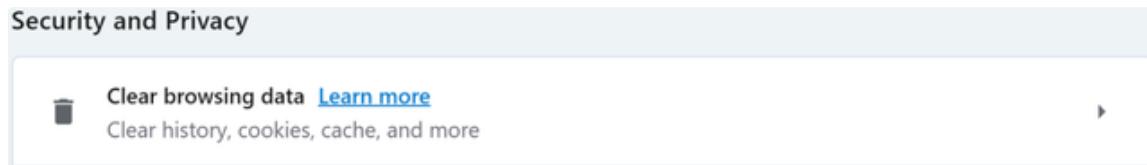
▲ Advanced

Privacy & security

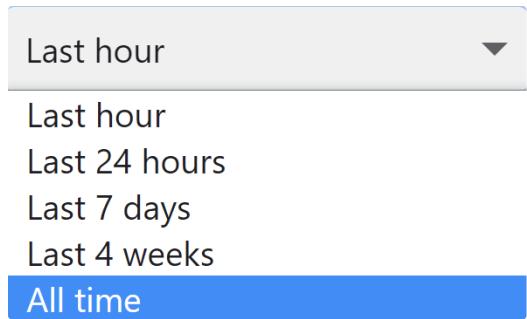
Features

Browser

3.) Click on the *Clear browsing data* tile



4.) By default, *Last hour* is set. Click the drop-down menu and select *All time*



5.) Leave the default check boxes checked and select *Clear data*

Clear browsing data

Basic

Advanced

Time range

All time



- Browsing history
Clears history, including in the search box
- Cookies and other site data
Signs you out of most sites.
- Cached images and files

Cancel

Clear data

How to add a Printer in the office

Prerequisites

- You must be connected to our **Roblox_Secure** network in order to print or add a printer to your computer.
- It helps to know which printer you want to print to by visiting the printer and noting down the name or IP address associated with the printer

 Please help reduce paper consumption by:

- Retrieve your documents after you print them
- Please utilize the Iron Mountain shred bins spread out through the floors for the protection of confidential items
- When printing, when possible, please select only the pages you need before printing out an entire document.

If you send a job and the printer prints out:

ERROR: undefined

OFFENDING COMMAND: New

You may be sending too large of a file to the printer, resulting in the printer failing to print your job. Either send fewer pages at once or reduce the size of your job.

Instructions

- Windows - [Windows - Adding a printer in the office](#)
- Mac - [MacOS - Adding a printer in the office](#)

Need help? Submit a CorpEng ticket >

Printer IP/Name/Location - Used for Mac(OSX) only

Building 950 Printers	Building 960 Printers	Building 970 Printers	Station 2
1st Floor <ul style="list-style-type: none">• 172.16.82.21 Printer-5140• 172.16.82.20 Printer-5122	2nd Floor <ul style="list-style-type: none">• 172.16.54.21 Printer-6212• 172.16.54.20 Printer-6248	1st Floor <ul style="list-style-type: none">• 172.16.95.20 Printer-7152• 172.16.95.18 Printer-7142• 172.16.95.16 Printer-7100 (Front Desk) <ul style="list-style-type: none">• 172.16.45.17 Printer-7122	Lobby 172.18.78.21 ST2- LOBBY
2nd Floor <ul style="list-style-type: none">• 172.16.114.20 Printer-5205• 172.16.114.21 Printer-5236• 172.16.114.22 Printer-5235• 172.16.114.23 Printer-5225	2nd Floor Expansion Space <ul style="list-style-type: none">• 172.16.78.20 Printer-6234• 172.16.78.21 Printer-6226 <ul style="list-style-type: none">• 172.16.78.22 Printer-6235 (Stephanie's)		2nd Floor <ul style="list-style-type: none">• 172.18.74.20 ST2- 2420• 172.18.74.21 ST2- 2230• 172.18.78.20 ST2- 2124

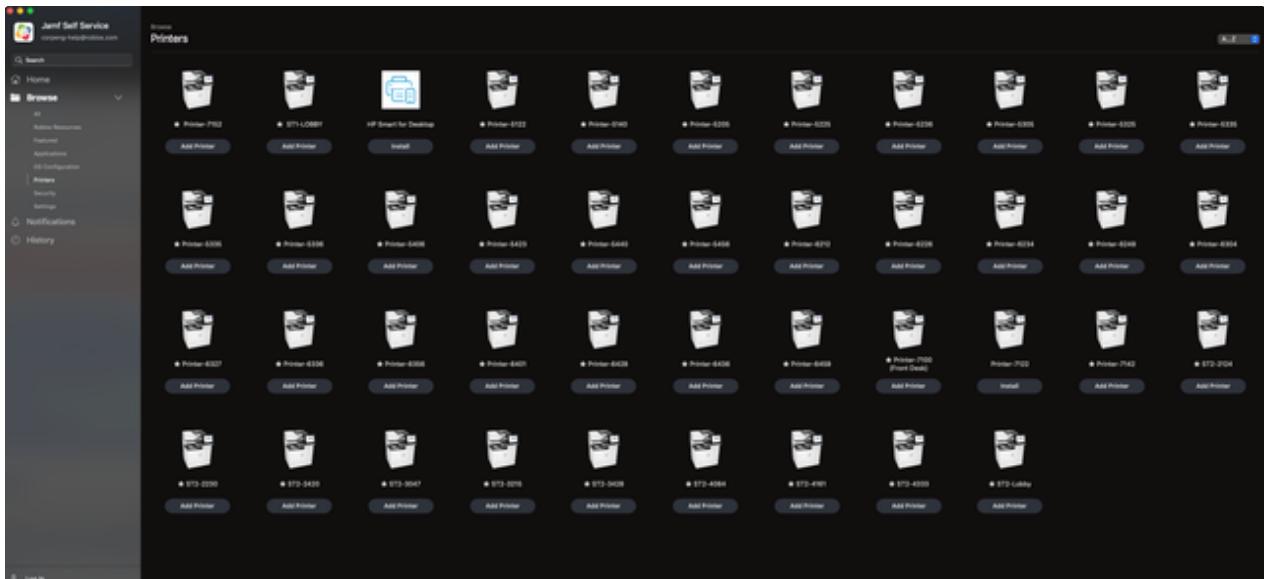
3rd Floor	3rd Floor	• 172.18.74.22 ST2-FACILITY
<ul style="list-style-type: none"> • 172.16.118.20 Printer-5325 • 172.16.118.21 Printer-5305 • 172.16.118.22 Printer-5336 • 172.16.118.23 Printer-5335 	<ul style="list-style-type: none"> • 172.16.86.20 Printer-6327 • 172.16.86.21 Printer-6336 • 172.16.86.22 Printer-6304 • 172.16.86.23 Printer-6356 	3rd Floor
4th Floor	4th Floor	• 172.18.86.20 ST2-3047
<ul style="list-style-type: none"> • 172.16.74.11 Printer-5456 • 172.16.74.12 Printer-5440 • 172.16.74.13 Printer-5423 • 172.16.74.14 Printer-5406 	<ul style="list-style-type: none"> • 172.16.92.20 Printer-6401 • 172.16.92.21 Printer-6459 • 172.16.92.22 Printer-6436 • 172.16.92.23 Printer-6428 	4th Floor
<ul style="list-style-type: none"> • 172.16.74.15 Printer-5457 (Mark's) • 172.16.74.16 Printer-5404 (Mike's) 	<ul style="list-style-type: none"> • 172.16.92.24 Printer-6450 (Kyle's) 	<ul style="list-style-type: none"> • 172.18.82.20 ST2-3428 • 172.18.86.21 ST2-3215
		4th Floor
		<ul style="list-style-type: none"> • 172.18.90.20 ST2-4084 • 172.18.94.20 ST2-4161 • 172.18.90.21 ST2-4333
		<ul style="list-style-type: none"> • 172.18.94.21 ST2-4500 (Dan & Manuel's)

macOS Method 1 - Jamf Self Service (with pictures)

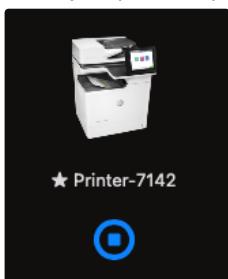
1. Launch the “**Jamf Self Service**” application



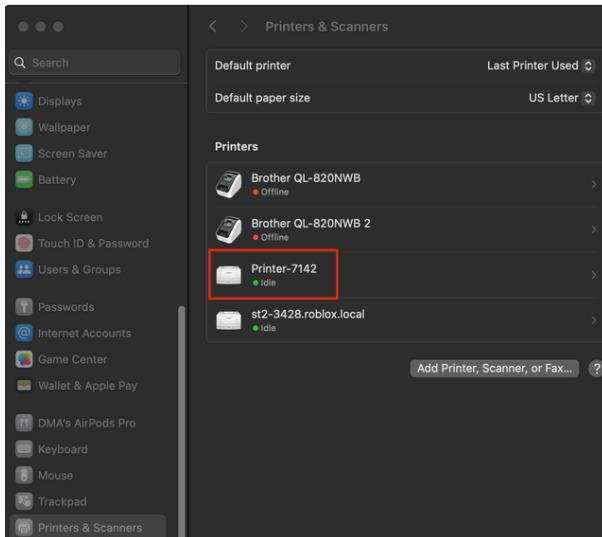
2. Click on **Browse > Printers**



3. Select your preferred printer to connect and click "Add Printer"



4. Confirm the selected printer is added to the "System Settings" > "Printers & Scanners"



MacOS - Adding a printer in the office

Method 1: Jamf Self Service (recommended)

1. Launch the **Jamf Self Service** application



2. Click on **Browse > Printers**
3. Select your preferred printer to connect and click "**Add Printer**"
4. Confirm the selected printer is added to the "**System Settings** > "**Printers & Scanners**"

i You can view these same instructions with pictures - [How to add a Printer in the office | macOS Method 1: Jamf Self Service \(with pictures\)](#)

Method 2: Printer & Scanner Settings

1. Click on the **Apple menu** > **System Settings** > then click **Printers & Scanners**
2. Now press **Enter**
3. Click the **Add Printer, Scanner, or Fax** button
4. Click the IP button (the globe tab)
5. Type the name or the IP address of the printer you want to add in the "Address" field
6. When ready, press the **Add** button
7. When prompted, select **Duplex Ok** to be able to print double sided

Windows - Adding a printer in the office

Method 1: Connect to our network folder (recommended)

1. Press the Windows Key + R on your keyboard and type **\lsm-util90**
2. Now press **Enter**
3. Select the printer you want to add (the printer name is found on the front of the printer)
4. When prompted, select **duplex** to be able to print double-sided

Method 2: Printer & Scanner Settings

1. Press the Windows Key on your keyboard and type **Printers & Scanners**
2. Click on **Add device**
3. Wait for a second and a **Add manually** button will appear, click on this
4. Select **Add a printer using an IP address or hostname**
5. Then click **Next**
6. Type the printer's Hostname or IP address in the field then click Next

Connecting to the Roblox WiFi

 The Roblox_Secure network may only be accessed using Roblox-assigned assets. If you need to connect a personal device to a wireless network in the office, please use Roblox_Public.

Need to connect to WiFi in the office? You have two options...

1. Roblox_Secure

- Only for Roblox assigned assets
- Sign in using your Active Directory credentials:
 - **Username** - the first part of your email without the domain
 - (i.e. email = jdoe@roblox.com, username = jdoe)
 - **Password** - the same password you use for your laptop

2. Roblox_Public

- You may use your personal devices to connect to this network
- Sign in using the password: **HelloGuest!**

Troubleshooting wifi issues

1. Toggle Wifi On and Off
2. Restart your computer
3. Forget the network
4. Check for updates on your computer

 If prompted, please accept the new certification when you connect to the Roblox network.

Need help?

If you are experiencing issues connecting to any of the Roblox WiFi networks, please reach out to CorpEng (IT)

- Email - corpeng-help@roblox.com
- Zendesk

ClearPass Certificate Update - 2/16/24

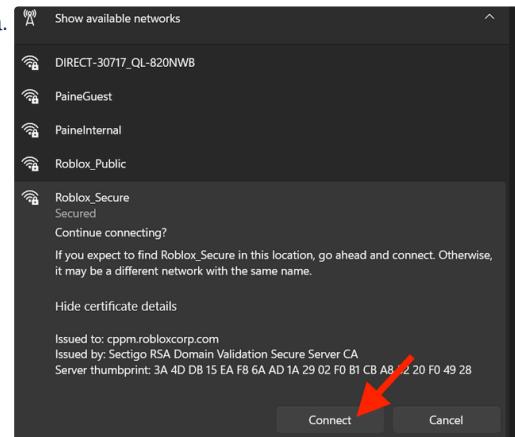
Hello all - the Roblox certificate used as part of authenticating users to Roblox's internal Wi-Fi, Roblox_Secure, was recently renewed.

To reconnect to Roblox_Secure, please follow these instructions. If you are still having any issues connecting to Roblox_Secure, please submit a ticket to corpeng-help@roblox.com.

For Windows

1. Connect to Roblox_Secure.

2. Click "Connect"



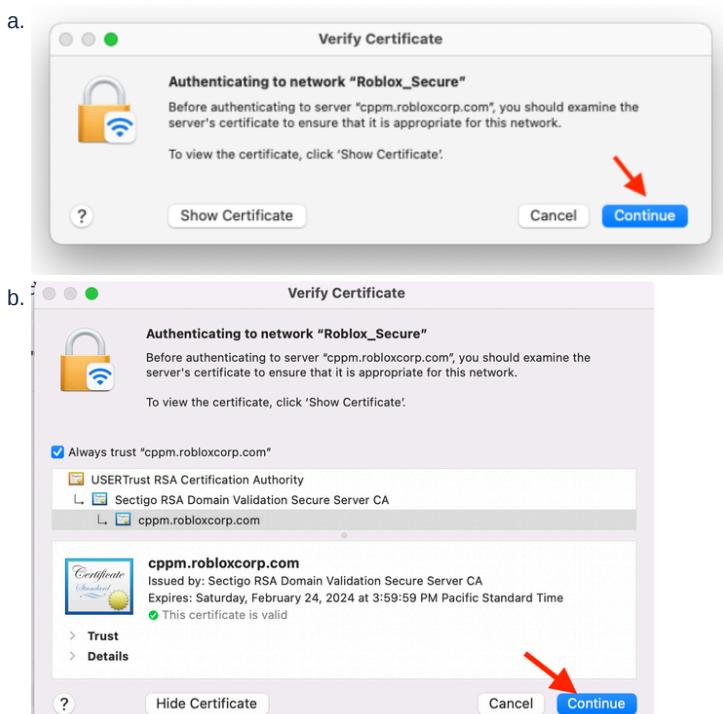
3. You will be connected!

4. If you're unable to connect, try forgetting the network and repeating the steps.

For macOS

1. Connect to Roblox_Secure

2. Click "Continue"



c.



d. You will be asked to provide macOS credentials (password or thumbprint) to complete this process.

3. You will be connected!

New computer setup

i The following articles are to help Builder's set up their new computers at their desk. At any point you get stuck, feel free to reach out to the helpdesk or visit us in Building 970 or Station 2 for further assistance.

Step 1: Set up your new computer

macOS	Windows
Setting up your New MacBook	Setting up your new Windows computer

Step 2: Sign into your IT accounts

macOS	Windows
Getting Started with your New Macbook	Getting Started with your New Windows Compute

"No Signal" from the Samsung Monitors

To fix the "No Signal" error from your Samsung monitor, follow the steps below to select the correct Source.

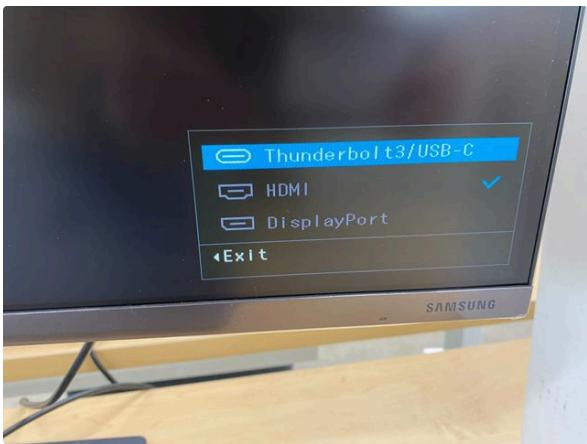
- 1) Use the button at the back of the monitor to pull up the monitor display menu



- 2) Using the button at the back, navigate to Source



- 3) Select whichever display cord you are using for your setup. In most cases it will be the Thunderbolt3/USB-C option.



How to find your computer's name

Summary: This article is to help you find your computer's name for both Mac OS and Windows OS.

Windows OS

Option 1

1. Hit the Windows Start button and search for "System Information"
2. You can locate your computer's name under "System Name"

Item	Value
OS Name	Microsoft Windows 10 Pro
Version	10.0.18363 Build 18363
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	HQ-002815BM

Option 2

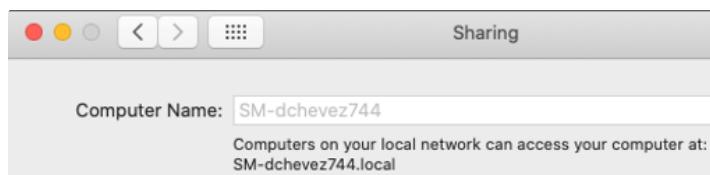
1. Click on the Windows Start button and search for "Command Prompt"
2. Type in "hostname" then click Enter to generate your computer's name

```
C:\Users\bmararamag>hostname  
HQ-002815BM
```

Mac OS

Option 1

1. Click on the Apple Button
2. Then System Preferences
3. Click on "Sharing"
4. Your computer name will display at the top



Option 2

1. Press the Command + Space Bar together to bring up the Spotlight Search

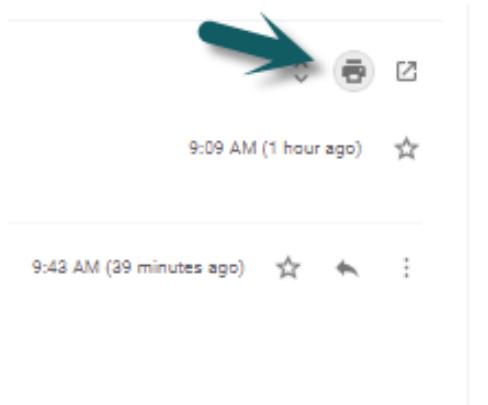
2. Type in "Terminal"



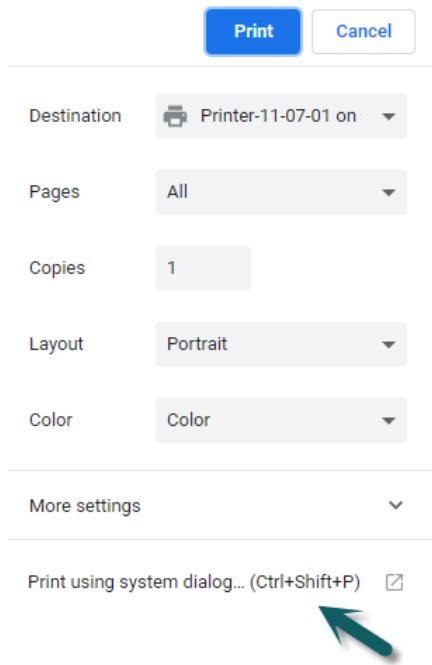
3. Once the app is open, type "Hostname" to generate your computer's name

How to Print Double Sided

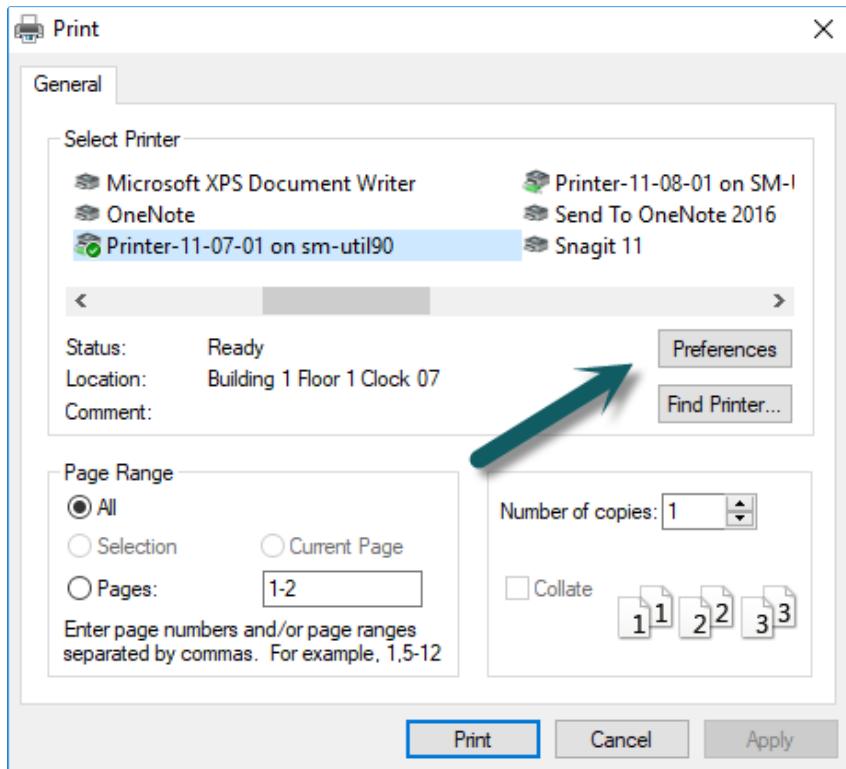
To print press **Ctrl+P (Windows) Cmd+P (Mac)**



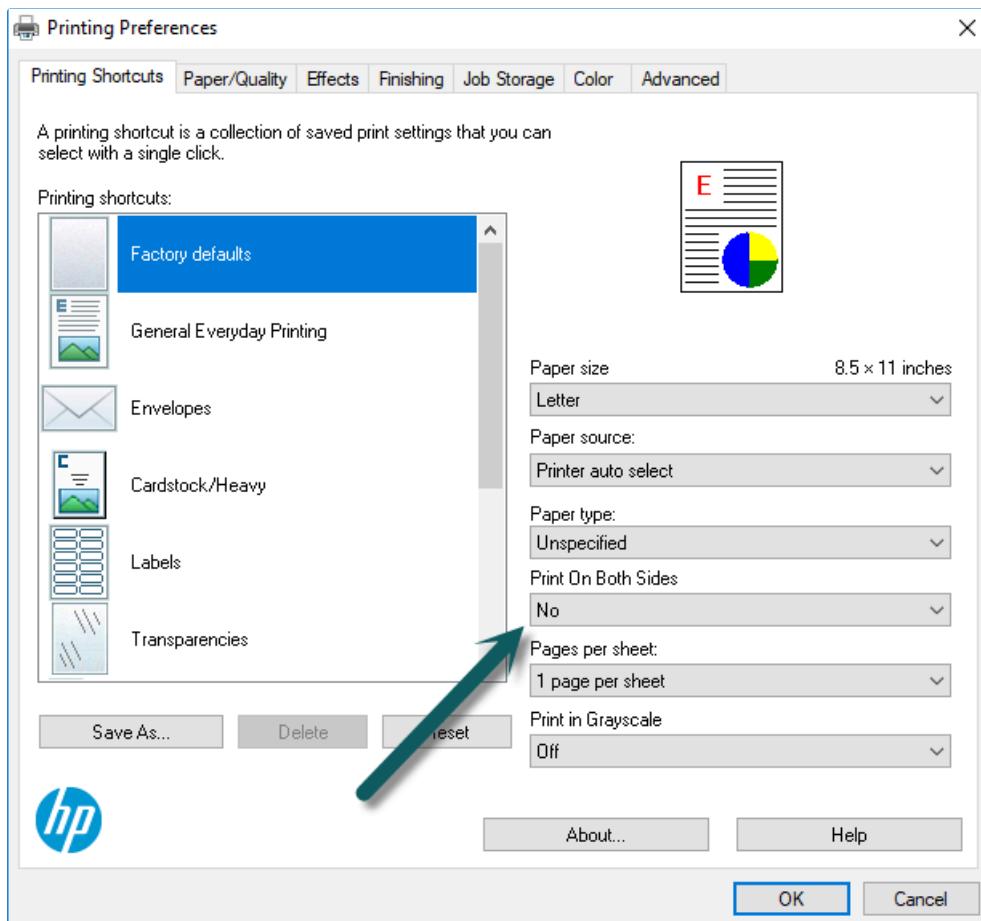
From there a dialog box similar to the picture below will pop up. Select "Print using system dialog..."



Printer Dialog box will appear. From there open up the printer preferences.



Printer Preference will appear and now select print on both side and select yes.



Print, Complete.

Kolide Help

- [Kolide Remediation Steps](#)

Kolide Remediation Steps

Summary

Remediation Steps

macOS Kolide Remediation

- Ensure OS Version Is Up-to-date
- Require Device to Be Enrolled in macOS MDM
- Require Primary Disk to Be Encrypted
- Require Firewall to Be Enabled
- Require Secure Screen Lock Configuration
- Require Roblox Chrome Managed Browser Enabled
- Require CrowdStrike Agent to Be Installed and Running
- Require Remote Login to Be Disabled
- Require System Integrity Protection to Be Enabled

Windows Kolide Remediation

- Ensure Important OS Updates Are Installed
- Require Device to Be Enrolled in Windows MDM
- Require Primary Disk to Be Encrypted
- Require Firewall to Be Enabled
- Require Secure Screen Lock Configuration
- Require Roblox Chrome Managed Browser Enabled
- Require CrowdStrike Agent to Be Installed and Running

Ubuntu Kolide Remediation

- Ensure OS Version Is Supported
- Require Device to Be Enrolled
- Require Root Volume to Be Encrypted
- Require Uncomplicated Firewall (UFW) To Be Enabled
- Require Gnome Secure Screen Lock Configuration
- Require Roblox Chrome Managed Browser Enabled
- Require CrowdStrike Agent to Be Installed and Running

Summary

This article aims to guide you through the typical steps you might encounter in resolving a Kolide check. Whether it's updating software, adjusting settings, or confirming device configurations each remediation action helps protect your device. Following the provided guidelines will help you quickly and effectively bring your device back into compliance minimizing risks.

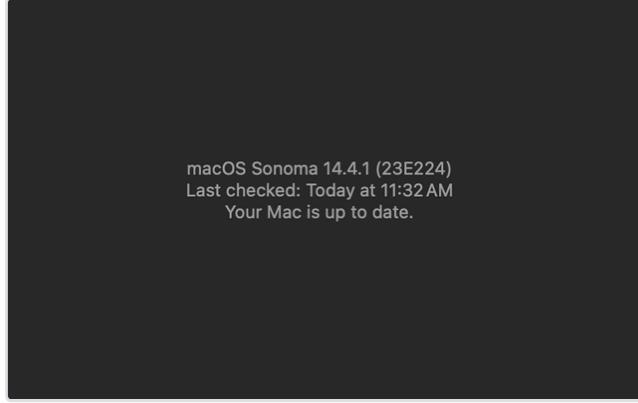
Remediation Steps

macOS Kolide Remediation

Ensure OS Version Is Up-to-date

Objective: Verify that the macOS operating system is up-to-date with the latest software updates.

Estimated time to fix: 30 minutes



How Do I Fix This?

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "General".
3. Once in the "General" menu, select the submenu labeled "Software Update".
4. To install *only* the missing security update(s), click the "More info" button. This will give you details about each update and you can select specific updates to install.
5. Clicking the "Update Now" button will install *all* missing updates, potentially including major version updates.
6. With the desired update(s) selected, click the "Install" button. If you do not see any updates available, you can use the keyboard shortcut: 'Command + R' to refresh the "Software Update" settings panel. This will force your device to search for additional updates.

Why is this a Problem?

Apple releases important updates for macOS on a regular basis. These updates often contain critical security fixes that will protect your device from compromise.

Kolide has identified your OS is outdated and missing important updates. You should update your device right away.

Require Device to Be Enrolled in macOS MDM

Objective: Ensure the device is enrolled in the organization's MDM solution, JAMF.

Estimated time to fix: 30 minutes

 MDM Profile	Roblox Corporation Verified
Description	MDM Profile for mobile device management
Signed	JSS Built-In Signing Certificate
Installed	Feb 26, 2024 at 3:31 PM

How Do I Fix This?

1. If no relevant MDM profile is found please run the command `sudo profiles renew -type enrollment` in Terminal
2. Enter your local password for sudo
3. Complete all the enrollment steps from the prompts and allow the device to get profiled.
4. If the command fails or the device fails at any point reach out to corpeng-help@roblox.com

Why is this a Problem?

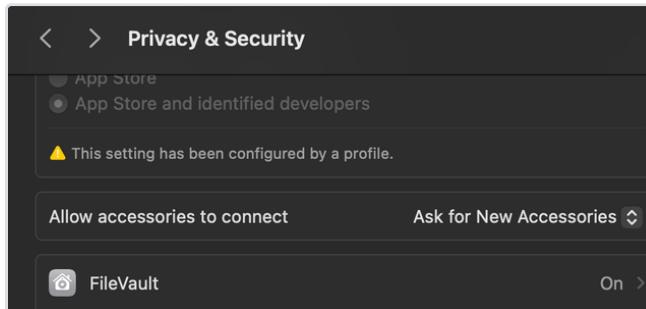
Enrollment in Mobile Device Management (MDM) like JAMF allows for centralized management of corporate policies, security settings, and software updates. This helps ensure that all devices comply with corporate security standards and policies, simplifying device management

and enhancing security across the organization.

Require Primary Disk to Be Encrypted

Objective: Ensure that full disk encryption is enabled on macOS devices using FileVault.

Estimated time to fix: 5 minutes



How Do I Fix This?

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "Privacy & Security".
3. On the "Privacy and Security" screen, locate the "FileVault" section.
4. Click the "Turn On" button to enable FileVault.
5. Once finished, you may close the System Settings window.

For more info please refer to [Apple Support Documentation: Use FileVault to encrypt the startup disk on your Mac](#)

Why is this a Problem?

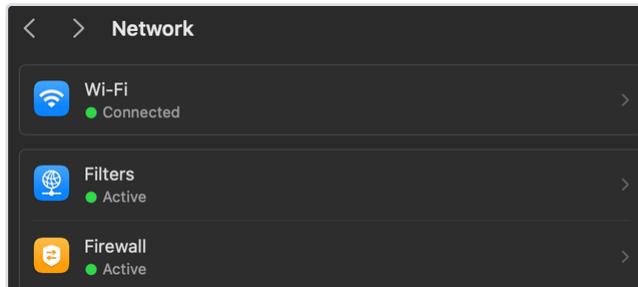
FileVault full-disk encryption (FileVault 2) helps prevent unauthorized access your startup disk.

Disk encryption is a basic requirement for devices that may contain proprietary information like intellectual property or customer data. Even if your device does not have this data today, you are still required to encrypt your device.

Require Firewall to Be Enabled

Objective: Make sure the macOS firewall is enabled for added security.

Estimated time to fix: 5 minutes



How Do I Fix This?

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "Network".
3. If the Firewall Options button is disabled, select "Firewall" to enable the firewall.

4. Once finished, you may close the window.

Why is this a Problem?

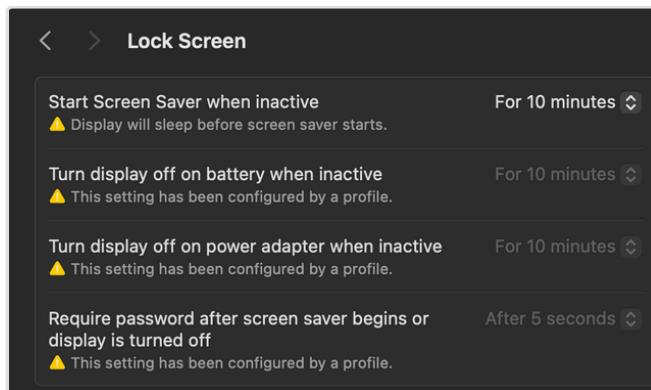
The Application Layer Firewall is the default firewall built into the macOS operating system. It controls and restricts network connections from a Mac based on the rules configured. A properly configured firewall is a critical component of a Mac's security and can protect your Mac from unwanted contact initiated by other computers when you're connected to the internet or a network. Additionally, enabling stealth mode provided even more protections by not responding to ICMP, or Ping requests.

For more information, please consult the Official Apple Support Documentation: [Block connections to your Mac with a firewall](#) [Use stealth mode to keep your Mac more secure](#)

Require Secure Screen Lock Configuration

Objective: Configure the device to automatically lock the screen after a period of inactivity.

Estimated time to fix: 5 minutes



How Do I Fix This?

To fix your screen lock configurations, first ensure you are logged into the user account `user` and then follow the instructions below.

To fix display power saver settings:

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "Lock Screen".
3. For the drop-down labeled "Turn display off on power adapter when inactive" select a duration of no more than 10 minutes.

To fix screensaver settings:

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "Lock Screen".
3. For the drop-down labeled "Start Screen Saver when inactive" select a duration of no more than 10 minutes.
4. Once finished, you may close the window.

Why is this a Problem?

Your device should be configured to lock itself when it enters sleep or screensaver mode. This reduces the likelihood of unauthorized access to your device when it is left unattended. For more information on this feature of macOS please refer to the [Apple Support Documentation](#)

Require Roblox Chrome Managed Browser Enabled

Objective: Ensure Google Chrome is managed and configured according to corporate policies.

Estimated time to fix: 2 minutes

The screenshot shows the 'Policies' section of the Chrome://policy page. It displays two main sections: 'Machine policies' and 'User policies'.
Machine policies:

- Machine Name: HQ-[REDACTED]
- Enrollment domain: roblox.com
- Enrollment Token: [REDACTED] 3266e65e73d3
- Device ID: [REDACTED]
- Last policy timestamp: 6 hours ago
- Fetch interval: 1 day
- Policies push: On
- Status: Policy cache OK
- Report sent: 4/23/24, 10:38:16 AM PDT (24 mins ago)

User policies:

- User: [REDACTED]@roblox.com
- Gaia ID: 104867602640782708056
- Client ID: 3988a42e-c689-49d5-902e-eb9bd40c149a
- Profile ID: jqxf3eG8OQUtZqJBQR-RBVwX3ys
- Last fetch attempted: 6 hours ago
- Last policy timestamp: 6 hours ago
- Policies push: On
- Status: Policy cache OK
- Is affiliated: Yes

How Do I Fix This?

1. Verify Chrome management. Open Chrome and type `chrome://policy` in the address bar. Look for active policies that reflect management.
2. If Chrome is not managed, contact corpeng-help@roblox.com for the configuration.

Why is this a Problem?

Managing browsers via corporate policies ensures that security settings, extensions, and updates are uniformly applied, reducing the risk of security breaches through outdated software or malicious add-ons. This control is essential for maintaining compliance and security while using web applications and services.

Require CrowdStrike Agent to Be Installed and Running

Objective: Ensure the CrowdStrike Falcon agent is installed and actively running on the device.

Estimated time to fix: 5 minutes

The screenshot shows the 'Filters' section of the CrowdStrike Falcon interface. It displays a table of filters and proxies.
Filters & Proxies: Following filters and proxies apply to your network traffic.

Name	Type	Status
Falcon	Content Filter	Enabled

How Do I Fix This?

The CrowdStrike Falcon Agent Is Not Running Properly

The check has detected that the agent is not in an functional state. This may be because the process is not running, or the agent has an undetectable issue preventing it from functioning properly.

You can attempt to mitigate this issue by rebooting your device. If the issue persists after a reboot, then you'll need to contact corpeng-help@roblox.com for assistance.

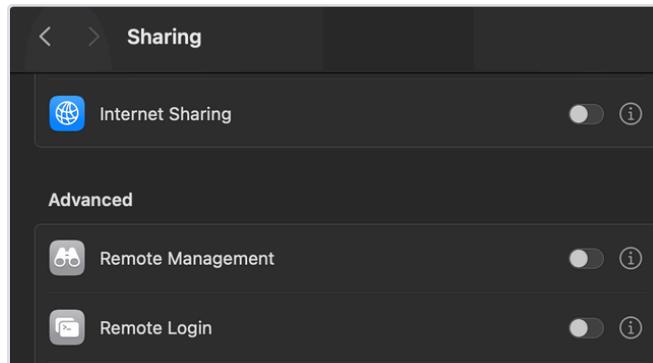
Why is this a Problem?

All devices are required to install and run the CrowdStrike Falcon software. CrowdStrike protects against malware and allows our security teams to respond to active compromises.

Require Remote Login to Be Disabled

Objective: Disable remote login to prevent unauthorized access.

Estimated time to fix: 5 minutes



How Do I Fix This?

1. Click the Apple icon in the top left corner of your screen and then select "System Settings" from the drop-down menu.
2. In the left menu pane of the System Settings window, select the menu item labeled "General".
3. Once in the "General" menu, select the submenu labeled "Sharing".
4. In the list of services, locate and turn off the "Remote Login" option.
5. Confirm Remote Login is off by ensuring the toggle is grey and in the left position.
6. Once finished, you may close the "System Settings" window.

For more info please refer to [Apple Support Documentation: Remote Login](#)

Why is this a Problem?

Remote Login lets users of other computers access your computer using SSH and other remote access protocols. Allowing remote login to your Mac can lead to unauthorized access due to a security misconfiguration or vulnerability.

Require System Integrity Protection to Be Enabled

Objective: Ensure that System Integrity Protection (SIP) is enabled to protect the system from modifications.

Estimated time to fix: 15 minutes

How Do I Fix This?

SIP can only be enabled and disabled via the command-line when the device is booted into Recovery mode. It is advisable to reach out to your administrator for help configuring System Integrity Protection. The following steps should be performed by an administrator.

You will first need to start your computer in Recovery mode.

For Macs with Apple silicon:

1. Click the Apple icon in the top left corner of your screen and then select "Shut Down..." from the drop-down menu.
2. Once your device is off, press and hold the power button until you see the startup options window.

For Intel-based Macs:

1. Click the Apple icon in the top left corner of your screen and then select "Restart..." from the drop-down menu.
2. When your device turns back on, immediately press and hold 'Command + R' until you see an Apple logo or other image.

Once in Recovery mode:

1. Select "Utilities" from the menu bar at the top of your screen and then select "Terminal" from the drop-down menu.
2. In the terminal window, enter the following command: `csrutil enable`.
3. If asked for a password please enter the device login credential
4. Once finished, restart your Mac to leave Recovery mode.

For more info please refer to [Apple's Support Article](#)

Why is this a Problem?

System Integrity Protection is a security feature of macOS which enforces protection of system-owned files and directories against modification by processes. Fully or partially disabling SIP can expose your device to risk of system instability and malicious changes to critical files.

Windows Kolide Remediation

Ensure Important OS Updates Are Installed

Objective:

Estimated time to fix: 15 minutes



How Do I Fix This?

To update Windows follow the steps below:

1. Open the Windows search bar by using the Windows keyboard shortcut or by clicking the Windows icon on your taskbar.
2. Type `Check for Updates` into the search bar and press enter on the matching suggestion.
3. In the Windows Update control panel, click the button labeled `check for updates` to verify you have the latest updates available.
4. Once the available updates have been populated, click the `Download and Install` link or the `Install Now` button.
5. Follow the on-screen prompts to complete the update, including restarting if required.

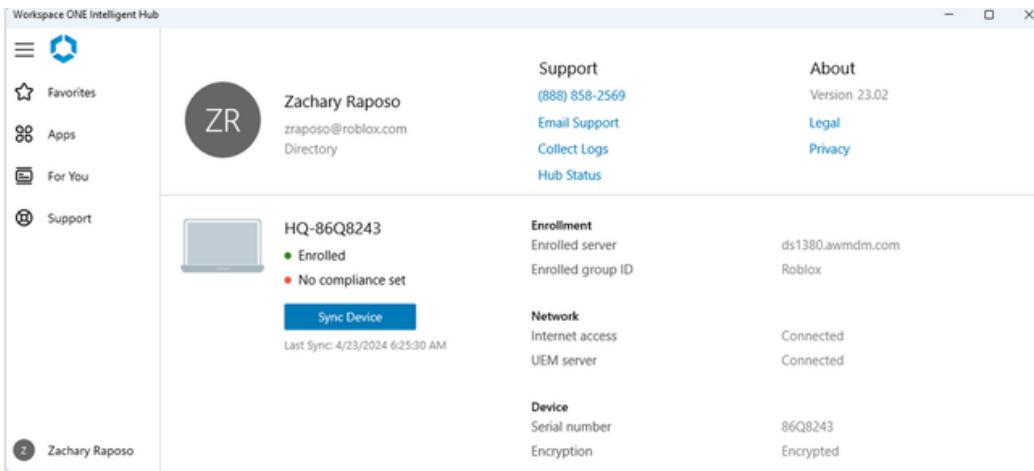
Why is this a Problem?

Microsoft releases important updates for Windows on a regular basis. These updates often contain critical security fixes that will protect your device from compromise.

Require Device to Be Enrolled in Windows MDM

Objective: Ensure the device is enrolled in the organization's MDM solution, Workspace ONE.

Estimated time to fix: 5 minutes



How Do I Fix This?

Logging into Workspace ONE agent:

1. Look for application Workspace ONE in present on your device from Windows Search and open
2. Input your Roblox email then Okta credentials

Download & Install agent:

3. Go to <https://getwsone.com>
4. Select 'Download Hub for Windows x86/x64'
5. After installation open the application
6. Input your Roblox email address
7. Continue login with your Okta credentials
8. Agree to prompts if given until shown 'Congratulations' prompt. You should now be enrolled.

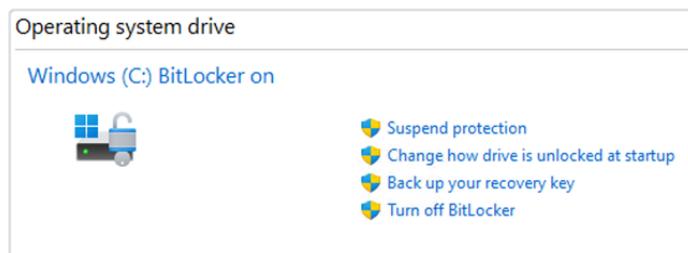
Why is this a Problem?

Devices not enrolled in the organization's MDM solution, like Workspace ONE, lack critical security policies and updates, making them susceptible to data breaches and compliance issues. Unenrolled devices can't be managed or monitored effectively, increasing the risk of security vulnerabilities and operational inefficiencies. Ensuring enrollment is fundamental for maintaining enterprise security and device management standards.

Require Primary Disk to Be Encrypted

Objective: Ensure that full disk encryption is enabled using BitLocker.

Estimated time to fix: 15 minutes



How Do I Fix This?

1. Reached out to corpeng-help@roblox.com to get BitLocker enabled on your device.

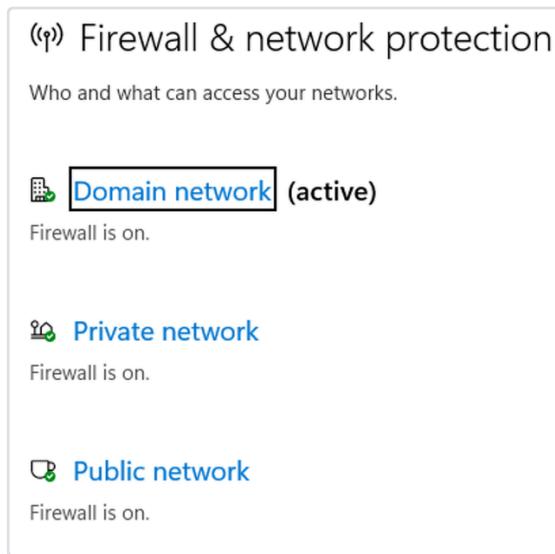
Why is this a Problem?

BitLocker is a disk encryption feature available on a wide range of Windows devices which helps protect your data by encrypting it. Disk encryption is a basic requirement for devices that may contain proprietary information like intellectual property or customer data and helps protect against unauthorized access. Even if your device does not have this data today, you are still required to encrypt your device.
(BitLocker is not supported on Windows Home editions)

Require Firewall to Be Enabled

Objective: Ensure the Windows Firewall is active.

Estimated time to fix: 5 minutes



How Do I Fix This?

To enable the firewall:

1. Open the Windows search bar by using the Windows keyboard shortcut or by clicking the Windows icon on your taskbar.
2. Type `Firewall & network protection` into the search bar and press enter on the matching suggestion.
3. From the "Firewall & network protection" screen, select the header for each misconfigured network profile.
 - a. Set the "Microsoft Defender Firewall" toggle to On.
 - b. Return to the "Firewall & network protection" screen and repeat for all network profiles that have the Firewall set to Off.

For more information, please refer to [Microsoft Support Document](#)

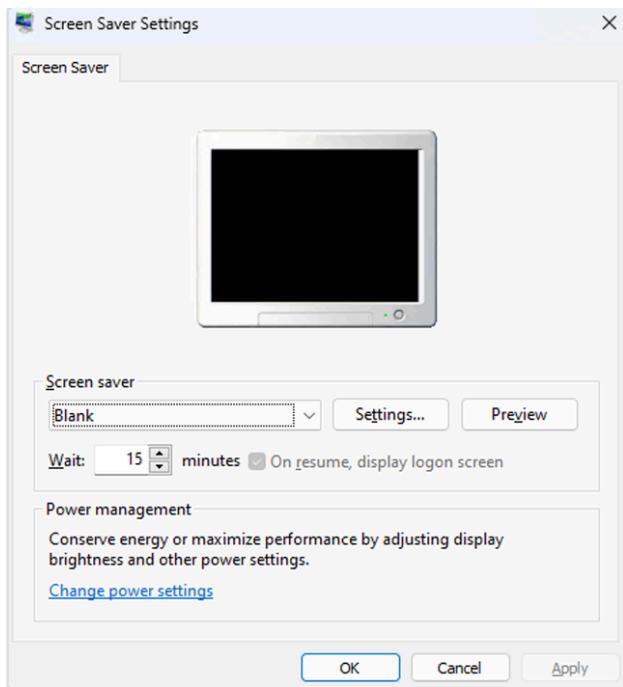
Why is this a Problem?

An approved firewall should be enabled for each network profile. It is important to have them enabled to block outsiders from making incoming connections to your device which could lead to unauthorized access due to a security misconfiguration or vulnerability.

Require Secure Screen Lock Configuration

Objective: Set up automatic screen locking after inactivity.

Estimated time to fix: 10 minutes



How Do I Fix This?

To adjust your screensaver settings, follow these steps:

1. Ensure you are logged into the user account `user`.
2. Open the Windows search bar by using the Windows keyboard shortcut or by clicking the Windows icon on your taskbar.
3. Type `Change Screen Saver` into the search bar and press enter on the matching suggestion.
4. In the Screen Saver Settings window, ensure the option labeled "On resume, display logon screen" is checked.
5. In the Dropdown labeled "Wait: ... minutes", select a value of **no more than 15 minutes**.
6. Click the "Apply" and then the "OK" buttons to save your changes.

To adjust your power and sleep settings, follow these steps:

1. Open the Windows search bar by using the Windows keyboard shortcut or by clicking the Windows icon on your taskbar.
2. Locate the gear icon labeled "Settings" under apps, or search for `Settings` in the search bar and click to open Settings.
3. In the Settings window, locate "System" in the left menu pane and click to open the System settings page.
4. Once in the System menu, select the submenu labeled "Power & battery".
5. Under the section labeled "Power", click "Screen and sleep" to expand the power options.
6. Locate the dropdown labeled "On battery power, put my device to sleep after" and select a value of **no more than 15 minutes**.
7. Locate the dropdown labeled "When plugged in, put my device to sleep after" and select a value of **no more than 15 minutes**.
8. Once finished, you may close the Settings window.

Why is this a Problem?

Your device should be configured to lock itself when it enters sleep or screensaver mode. This reduces the likelihood of unauthorized access to your device when it is left unattended.

Require Roblox Chrome Managed Browser Enabled

Objective: Confirm that Google Chrome is managed per corporate standards.

Estimated time to fix: 2 minutes

The screenshot shows the 'Policies' page in Google Chrome at the URL `chrome://policy`. The page has a dark theme. At the top, there are buttons for 'Reload policies', 'More actions', and a checkbox for 'Show policies with no value set'. A search bar with the placeholder 'Filter policies by name' is also present.

Status

Machine policies		User policies	
Machine Name:	HQ-JDXCV46RDP	User:	zraposo@roblox.com
Enrollment domain:	roblox.com	Gaia ID:	104867602640782708056
Enrollment Token:	a5719484-9719-40ae-8794-3266e65e73d3	Client ID:	3988a42e-c689-49d5-902e-eb9bd40c149a
Device ID:	JDXCV46RDP	Profile ID:	jxf3eG8OQUtZqJBQR-RBVwX3ys
Last policy timestamp:	6 hours ago	Last fetch attempted:	6 hours ago
Fetch interval:	1 day	Last policy timestamp:	6 hours ago
Policies push:	On	Policies push:	On
Status:	Policy cache OK	Status:	Policy cache OK
Report sent:	4/23/24, 10:38:16 AM PDT (24 mins ago)	Is affiliated:	Yes

How Do I Fix This?

1. Verify Chrome management. Open Chrome and type `chrome://policy` in the address bar. Look for active policies that reflect management.
2. If Chrome is not managed, contact corpeng-help@roblox.com for the configuration.

Why is this a Problem?

Managing browsers via corporate policies ensures that security settings, extensions, and updates are uniformly applied, reducing the risk of security breaches through outdated software or malicious add-ons. This control is essential for maintaining compliance and security while using web applications and services.

Require CrowdStrike Agent to Be Installed and Running

Objective: Ensure the CrowdStrike Falcon agent is installed and actively running on the device.

The screenshot shows the 'Virus & threat protection' section of the CrowdStrike Falcon Sensor interface. It displays a shield icon and the text 'Protection for your device against threats.'

CrowdStrike Falcon Sensor

CrowdStrike Falcon Sensor is turned on.

Current threats

- ✓ No actions needed.

Protection settings

- ✓ No actions needed.

Protection updates

- ✓ No actions needed.

Estimated time to fix: 5 minutes

How Do I Fix This?

The CrowdStrike Falcon Agent Is Not Running Properly.

The check has detected that the agent is not in an functional state. This may be because the process is not running, or the agent has an undetectable issue preventing it from functioning properly.

You can attempt to mitigate this issue by rebooting your device. If the issue persists after a reboot, then you'll need to contact corpeng-help@roblox.com for assistance.

Why is this a Problem?

All devices are required to install and run the CrowdStrike Falcon software. CrowdStrike protects against malware and allows our security teams to respond to active compromises.

Ubuntu Kolide Remediation

Ensure OS Version Is Supported

Estimated time to fix: 30 minutes

How Do I Fix This?

When upgrading your OS to a supported version, there are multiple points to consider depending on the version you are upgrading from, and which version you are upgrading to.

Why is this a Problem?

Kolide has identified you are running a version of Ubuntu that is no longer supported. End of Life (EOL) versions of Ubuntu no longer receive important security updates and patches, and could leave you vulnerable to exploits.

Require Device to Be Enrolled

Estimated time to fix: 15 minutes

How Do I Fix This?

Contact corpeng-help@roblox.com to assist in enrolling your device.

Enrolling a Linux endpoint requires the Workspace ONE UEM Device Services URL, organization Group ID, and the enrollment user's username and password.

Once the above prerequisites are in-hand:

1. Open a terminal window on your device.
2. Type in the following command while replacing the parameters with the respective prerequisite, then hit enter: `sudo ws1HubUtil enroll --user <user's username> --password <user's password> --group <organization group ID> --server <Workspace ONE UEM Device Services URL>`
3. Once the command has finished running, you may close the terminal window.

Why is this a Problem?

If devices aren't enrolled into Workspace ONE Intelligent Hub, the UEM features won't work, and the devices are at higher risk for attacks or having sensitive data leaks. To better ensure the security of endpoint devices, they should be enrolled in your organization's Workspace ONE Intelligent Hub.

Require Root Volume to Be Encrypted

Estimated time to fix: 2 hours

How Do I Fix This?

Enabling Full Disk Encryption on Linux after installing the operating system can be challenging. If possible, we suggest backing up your data and re-installing from scratch with your Linux distribution's Full Disk Encryption.

Your device's user home directories may also need to be encrypted or exist within an encrypted disk volume. It won't cover data that lives outside of the directory, but this can be important to ensure user data is encrypted.

Please contact corpeng-help@roblox.com to implement encryption on your device.

Why is this a Problem?

Disk encryption is a basic requirement for devices that may contain proprietary information like intellectual property or customer data and helps protect against unauthorized access. Even if your device does not have this data today, you are still required to encrypt your device.

Require Uncomplicated Firewall (UFW) To Be Enabled

Estimated time to fix: 10 minutes

How Do I Fix This?

UFW returned an erroneous state, but the cause of the error could not be determined. You may be able to resolve the issue by reinstalling UFW. This can be done from a terminal using the command: `sudo dpkg --remove ufw; sudo apt-get install ufw`

Why is this a Problem?

UFW provides enhanced security, simplified configuration, predefined profiles, logging, and command-line interface, which helps block inbound traffic and reduces the likelihood of unauthorized access through a misconfiguration or vulnerability on the network.

Require Gnome Secure Screen Lock Configuration

Estimated time to fix: 3 minutes

How Do I Fix This?

Setting an inactivity lockout policy for Gnome can be accomplished easily by following the instructions below:

1. While logged in as the local user `user`, Open your terminal and Copy/Paste/Enter the following commands one at a time:

- `gsettings set org.gnome.desktop.session idle-delay 600`
- `gsettings set org.gnome.desktop.screensaver lock-delay 300`
- `gsettings set org.gnome.desktop.screensaver lock-enabled true`
- `gsettings set org.gnome.desktop.screensaver ubuntu-lock-on-suspend true`

Why is this a Problem?

Having an inactivity lockout policy enabled reduces the likelihood of unauthorized access to your device when it is left unattended.

Require Roblox Chrome Managed Browser Enabled

Objective: Confirm that Google Chrome is managed per corporate standards.

Estimated time to fix: 2 minutes

How Do I Fix This?

1. Verify Chrome management. Open Chrome and type `chrome://policy` in the address bar. Look for active policies that reflect management.
2. If Chrome is not managed, contact corpeng-help@roblox.com for the configuration.

Why is this a Problem?

Managing browsers via corporate policies ensures that security settings, extensions, and updates are uniformly applied, reducing the risk of security breaches through outdated software or malicious add-ons. This control is essential for maintaining compliance and security while using web applications and services.

Require CrowdStrike Agent to Be Installed and Running

Estimated time to fix: 15 minutes

How Do I Fix This?

The CrowdStrike Falcon Agent Is Running In Reduced Functionality Mode.

CrowdStrike sensors in RFM (Reduced Functionality Mode) do very little, due to their strong dependency on the device's kernel.

To remediate the sensor running in RFM, it will require matching your device's kernel to a supported version of the sensor.

This means either installing another version of the sensor, or changing your device's kernel to support the installed sensor.

We recommend contacting corpeng-help@roblox.com for assistance with returning a sensor from RFM to full functionality.

Why is this a Problem?

All devices are required to install and run the CrowdStrike Falcon software. CrowdStrike protects against malware and allows our security teams to respond to active compromises.

macOS Help

- [Getting Started with your New Macbook](#)
- [JAMF Recon/Policy](#)
- [Setting up your New MacBook](#)
- [Reset Bluetooth in Mac](#)
- [Set up Bluetooth Mouse + Keyboard \(Mac\)](#)
- [Access Library folder \(Mac\)](#)
- [Apple Hardware Troubleshooting](#)
- [Parallels Setup and Virtual Machine Install](#)
- [Macbook Maintenance](#)
- [How to RDP to machine to change your AD Password using a Mac.](#)
- [View your computer Hostname \(Mac\)](#)
- [How to install CrowdStrike \(Falcon\) on a Macbook](#)
- [Turn off Graphics Switching \(Mac\)](#)
- [Change Resolution Settings Mac](#)
- [Apple ID for Work Use](#)
- [Replace Sophos Antivirus with Crowdstrike \(MacOS\)](#)
- [Common Mac Keyboard Commands](#)
- [How to change your AD password on a Mac](#)
- [Macbook Pro M1/M2 WiFi issues](#)
- [How to update your Apple device running macOS](#)
- [Managing Roblox macOS Devices](#)
- [macOS Software Update window stuck in "Checking for updates..."](#)
- [Turn off Find my Mac on Company Owned Machine](#)

Getting Started with your New Macbook

Congratulations on receiving a new Macbook! To get started, please click on the links below to set up your new computer with the recommended apps Robloxians use for their day-to-day work.

 If you haven't signed in to your own account on your new Macbook, please follow the steps on this article - [Setting up your New MacBook](#)

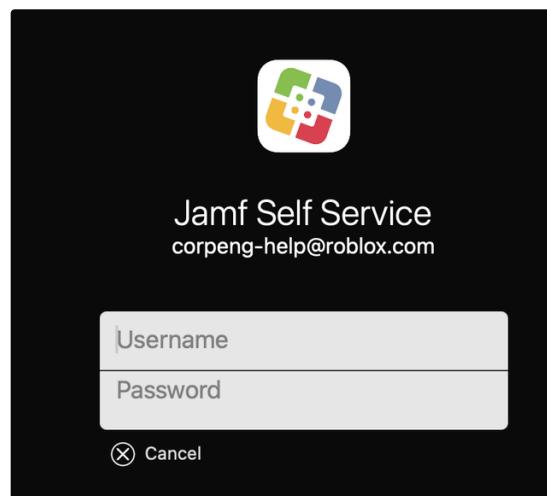
1. Okta Verify - [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)
2. Google Chrome Profile - [How to sign in to your Chrome Browser \(computer\)](#)
3. Sign in to Slack - [How to log into Slack \(PC/Mac\)](#)
4. Sign in to Microsoft Office - [Installing Microsoft Office 365 on your computer](#)
5. Sign in to Zoom - [How to log into Zoom \(SSO\)](#)
6. Connect to printers at the office (optional) - [How to add a Printer in the office](#)
7. Set up Touch ID (optional) - [Use Touch ID on Mac](#)

JAMF Recon/Policy

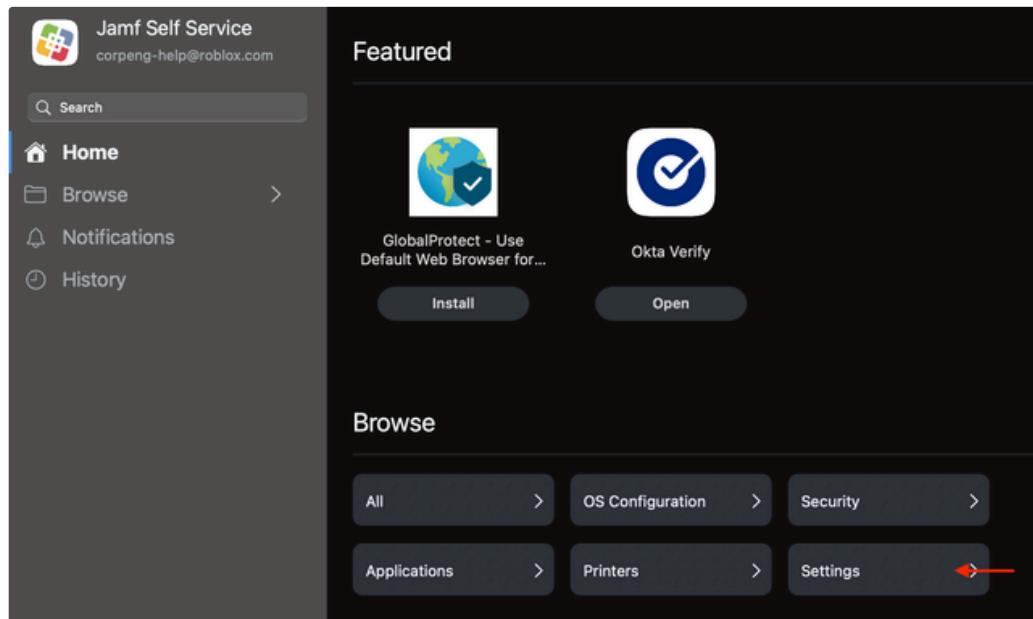
The reason for this policy is to run “sudo jamf recon/policy” without using the terminal. It makes it easier for the system to check in to JAMF to ensure that certs and policies are current.

Step 1: Open Jamf Self Service

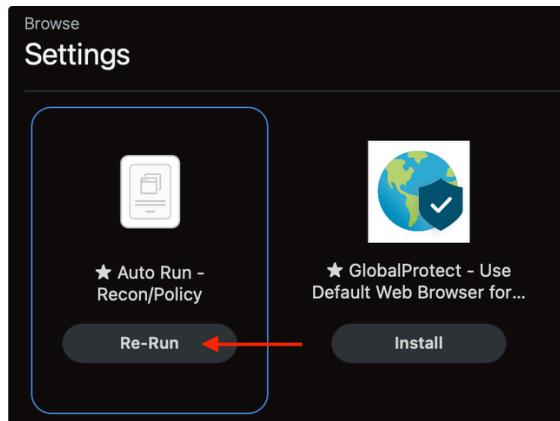
Step 2: Login as you (AD Credentials)



Step 3: Go to settings



Step 4: Install “Auto Run - Recon/Policy



Step 5: Complete

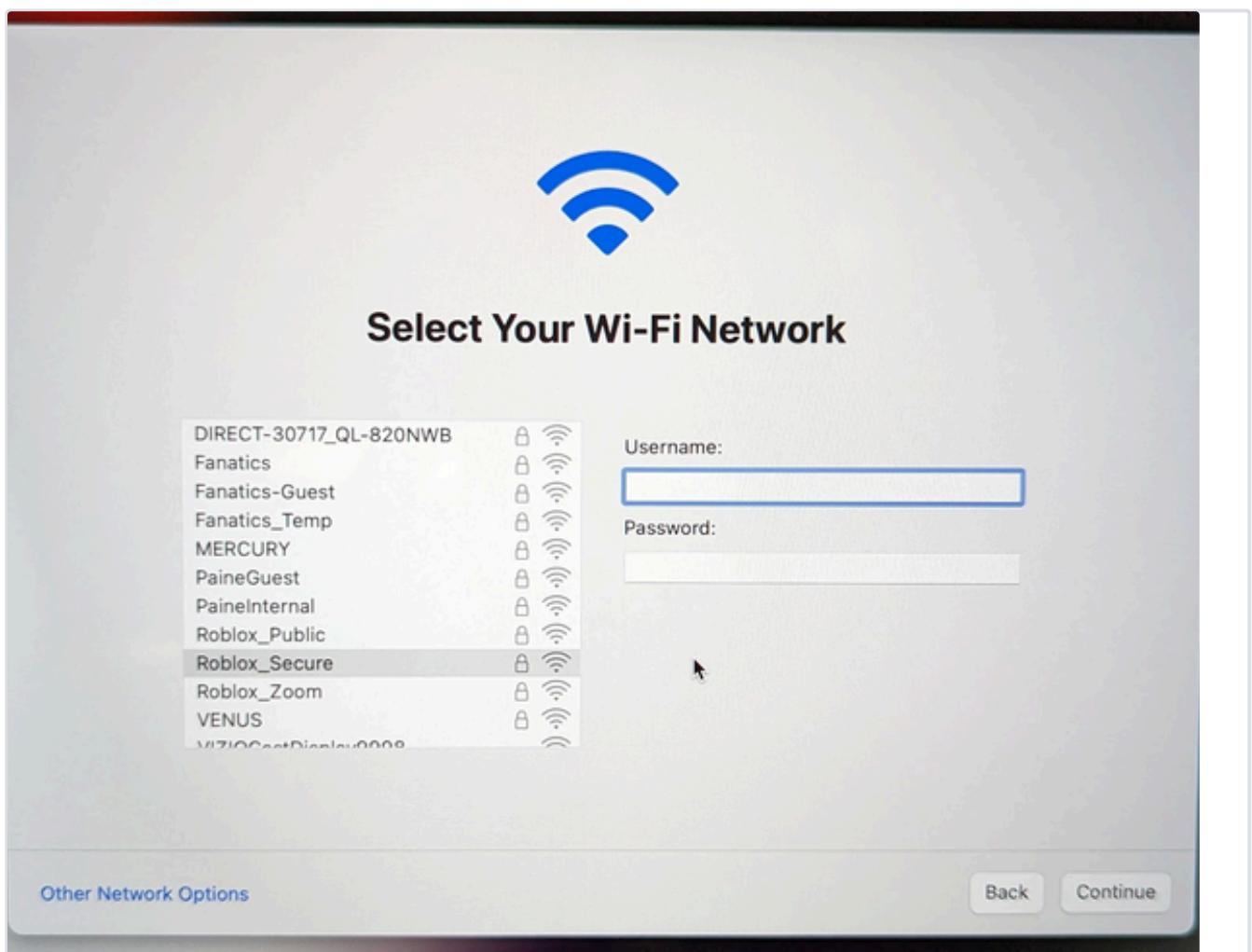
Setting up your New MacBook

 Please allocate 10-15 minutes for your new Macbook setup.

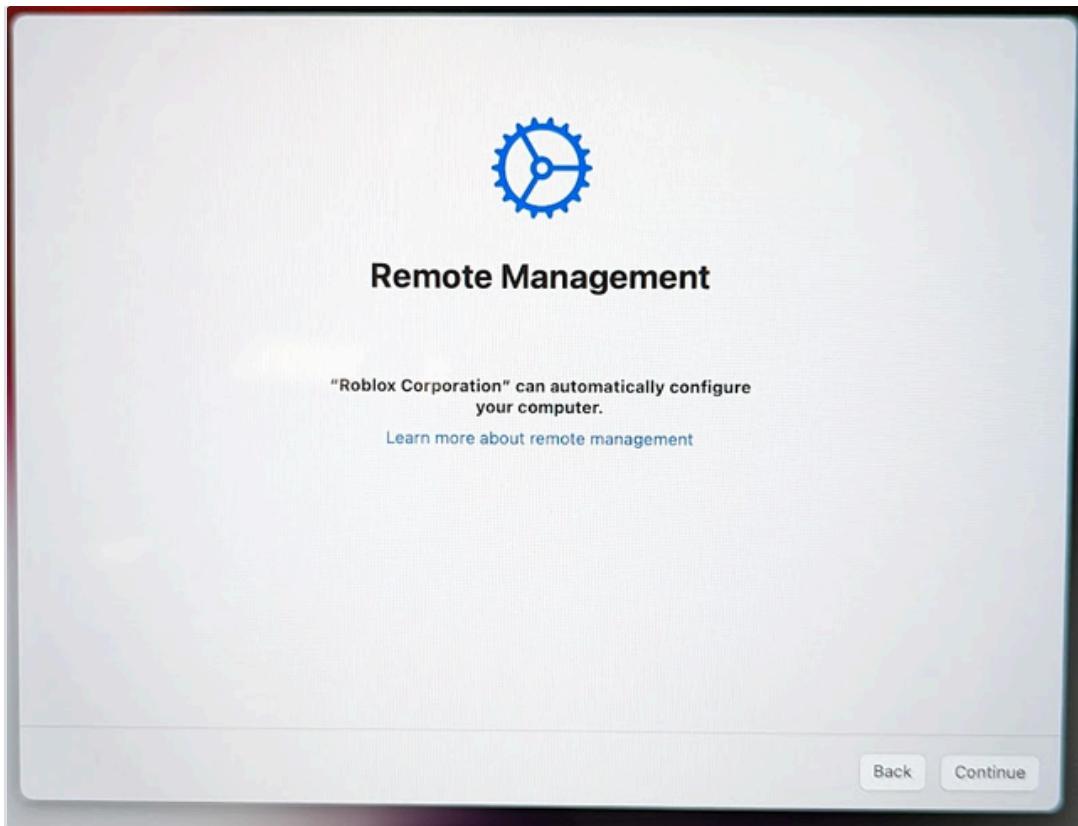
Welcome to your new Mac! To set it up quickly and easily, please follow these simple steps:

1. Press "Continue" on the welcome screen.
2. Select your preferred language and click the forward button
3. Select your Country or Region then click "Continue"
4. Setup Accessibility if needed or select "Not Now"
5. Please connect to a Wi-Fi network or use an Ethernet cable for internet access to continue with the setup.

 When at the Roblox HQ, we suggest you connect your corporate devices to Roblox_Secure, connect to it using your Active Directory username and password.



6. On the **Remote Management** screen, select "**Continue**"

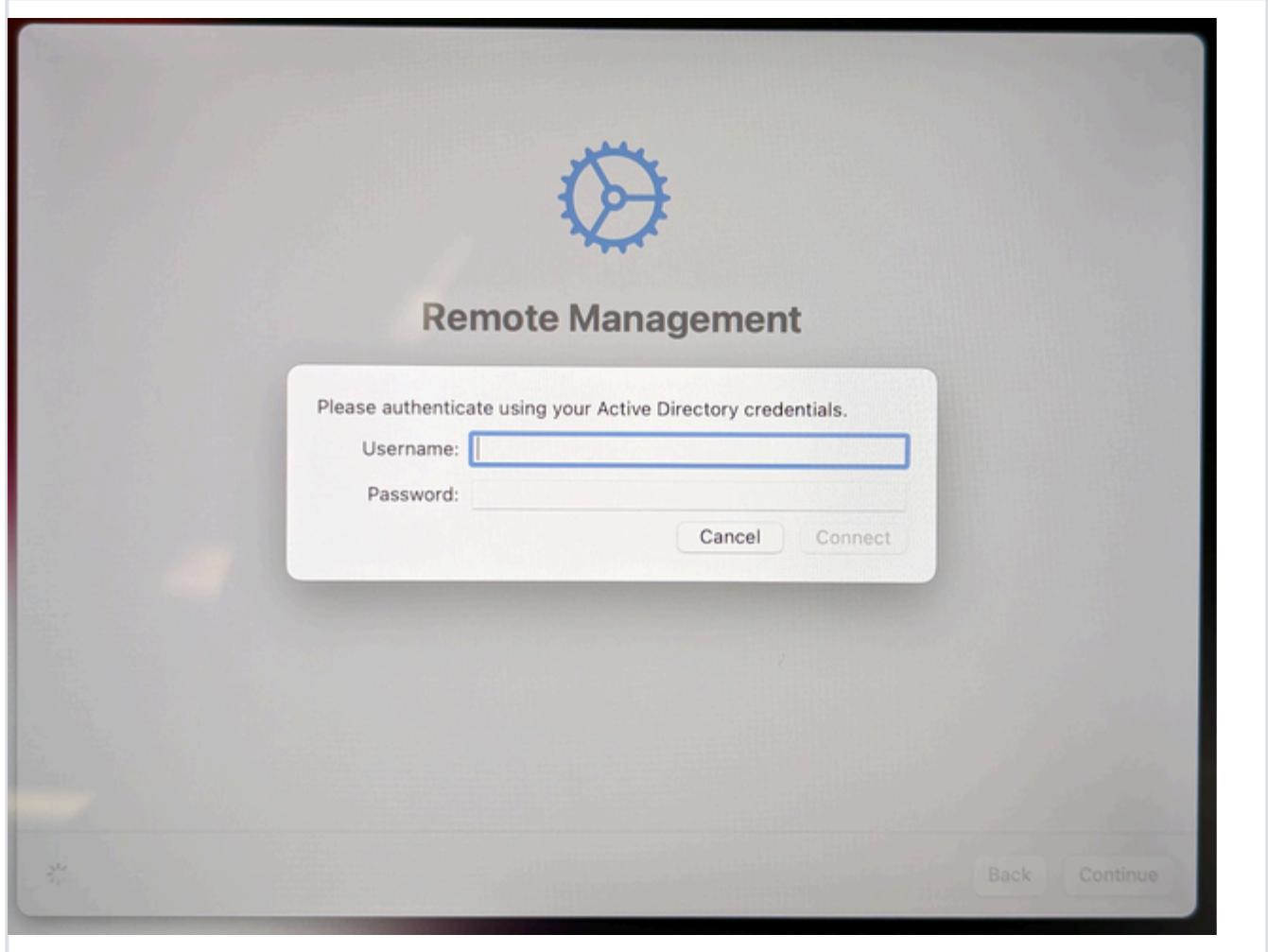


7. Enter your Active Directory credentials to enroll your device in our mobile device management system, Jamf Pro.

i If you do not know your Active Directory credentials, please try the following

-Username: [first part of your email without the @roblox.com]

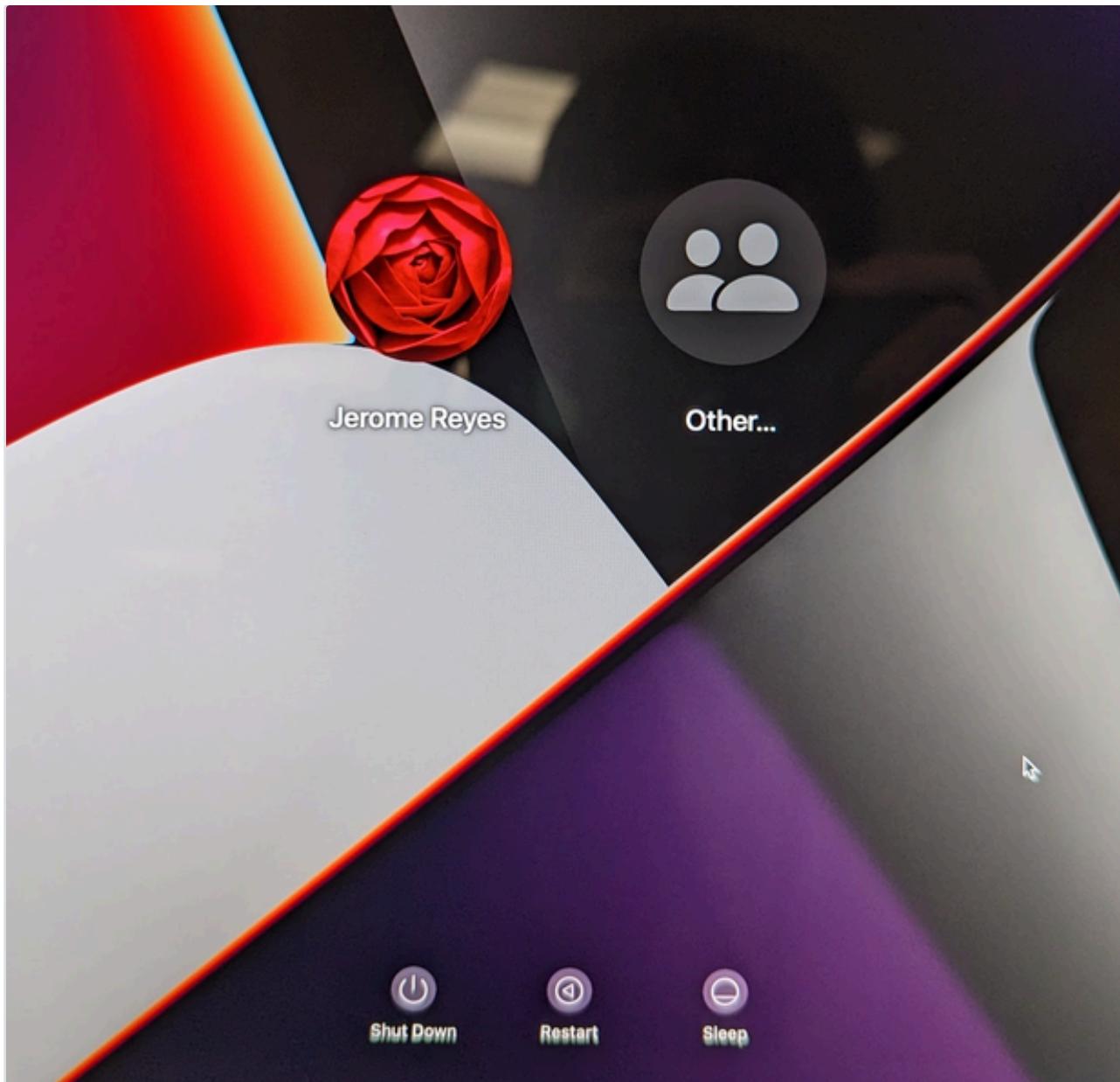
-Password : try your laptop password



8. Select your time zone and press Continue.

i Optionally, you can check “Set time zone automatically using current location and Turn On Location Services”

9. Select your account from the list of users and enter your Active Directory password to log in.



10. Encrypt your computer by clicking the "Enable Now" button on the FileVault screen.
11. Then press OK on the confirmation dialogs. This will protect your data in case of theft or loss.





lling FileVault
our system

crypts your v
r login passw

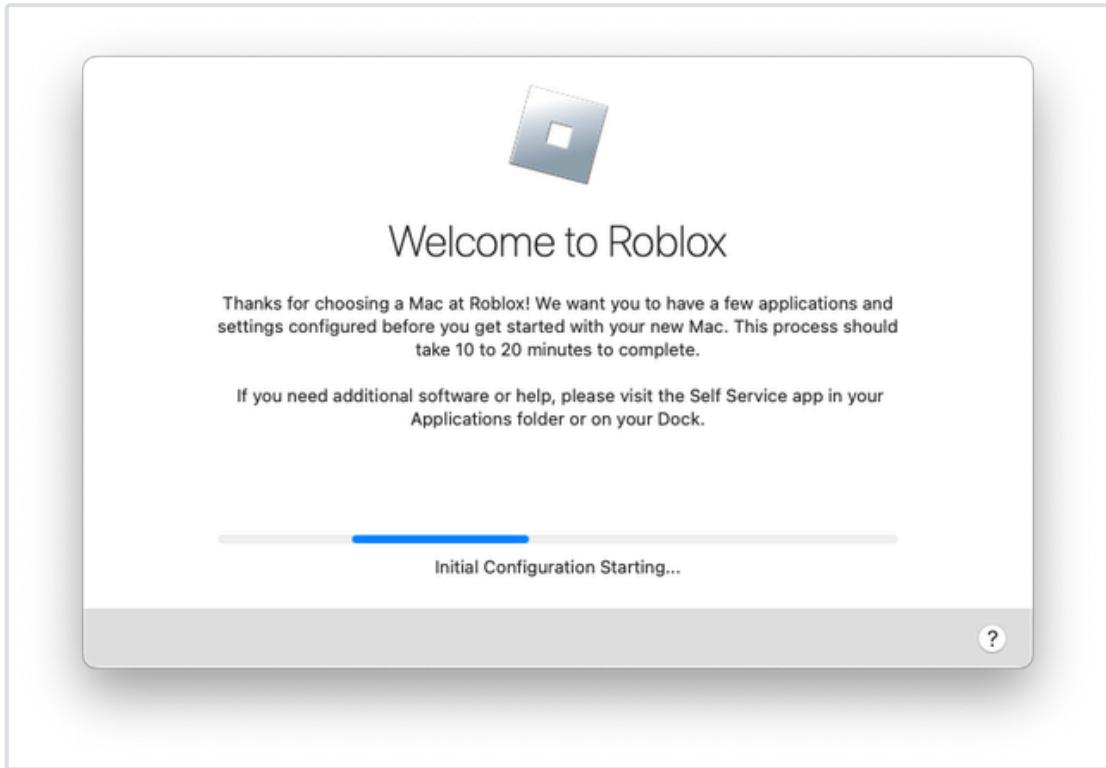
setup may take



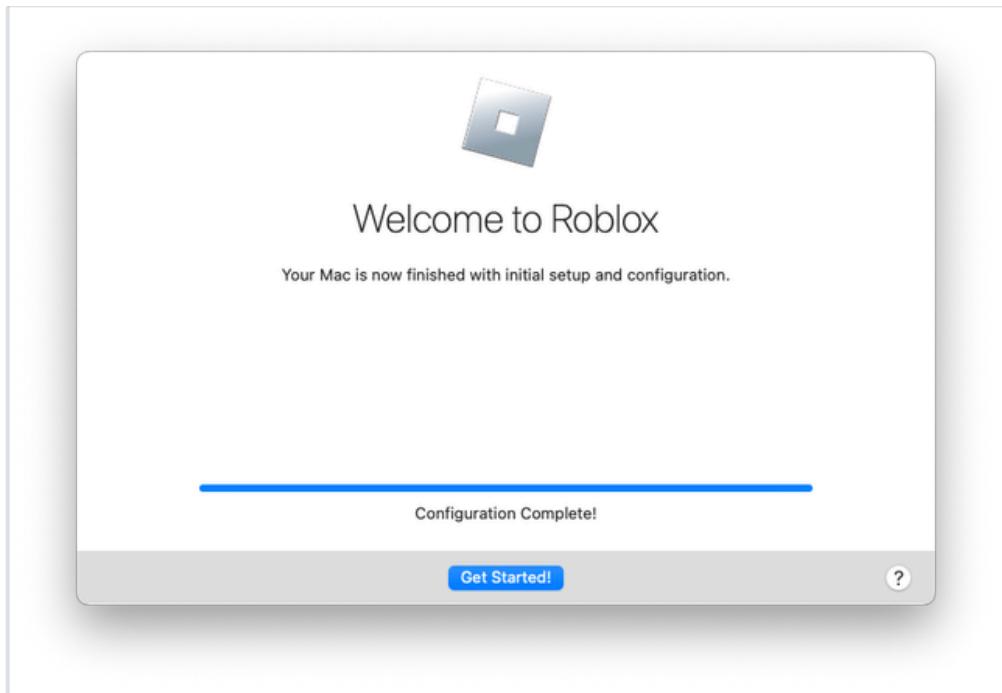
12. Setup your Touch ID

13. When you see the “Welcome to Roblox” screen, please wait while your Mac installs some essential apps.

i The installation will take approximately 10 minutes to complete. The duration may vary depending on your internet speed.



14. Success! Click “Get Started” to finish the setup and start using your Mac.



- Follow this article to set up your accounts on your new laptop - [Getting Started with your New Macbook](#)

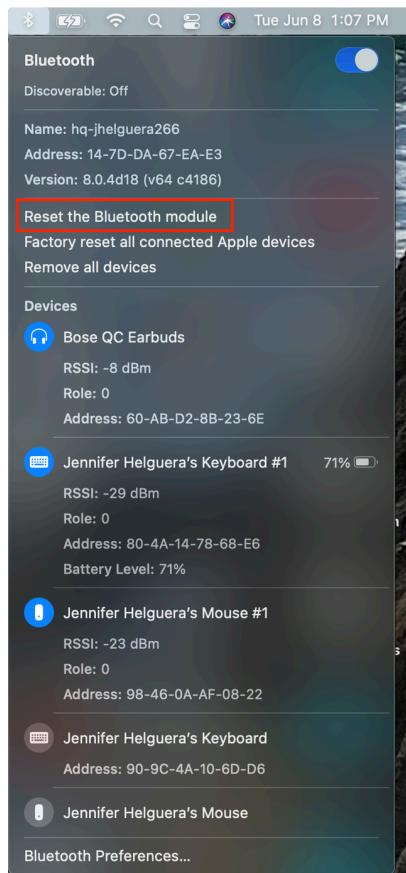
If you encounter any issues or have questions, please contact us at corpeng-help@roblox.com or submit a Zendesk ticket. We hope you enjoy your new Mac!

Reset Bluetooth in Mac

When Bluetooth is not working properly in your Mac or you are having issues connecting via Bluetooth

Step-by-step guide

1. Connect a wired keyboard and preferably also trackpad or mouse.
2. Hold down the Shift and Option keys, then click on the **Bluetooth** icon in the menubar.
3. Choose **Reset the Bluetooth module** from the long menu that appears.
4. Click OK to confirm.
5. **Restart your Mac.**



i This will reset your Bluetooth connections that are saved so you will have to re-connect everything! 😊

Related articles

- [How to find BitLocker Recovery Key Powershell](#)
- [AD Cleanup: How to](#)

Set up Bluetooth Mouse + Keyboard (Mac)

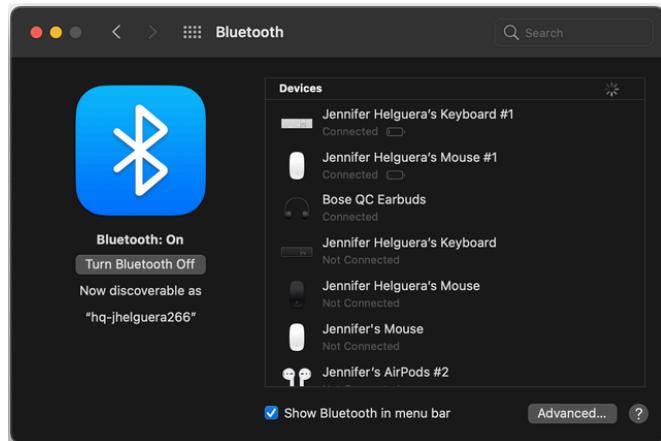
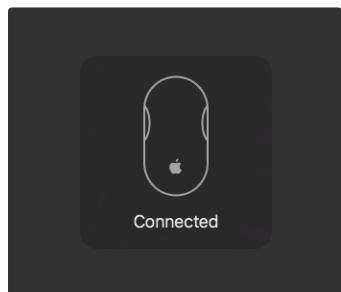
After unboxing your shiny new Magic Mouse and keyboard here is how to connect it to your machine!

Step-by-step guide

1. Using USB → Lightning (or USB-C to lightning) cable plug in the lightning plug into your mouse / keyboard, and the other end into your computer or compatible dock / monitor.
2. Momentarily, you should see a "connected" picture in the lower middle portion of your computer.

2nd Method:

1. Turn the mouse on, and make sure it's within range of your Mac. ...
2. Click the Apple icon in the top-left corner of the screen.
3. Select "System Preferences..."
4. Click the "Bluetooth" icon.
5. If it's not already on, select "Turn Bluetooth On."
6. Wait for your mouse to appear on the list.



Related articles

- [How to find BitLocker Recovery Key Powershell](#)
- [AD Cleanup: How to](#)

Access Library folder (Mac)

When you need to access the Library folder which is normally hidden. You would do this to clear cache or access system files.

Step-by-step guide

1. In the toolbar, click "Go"
2. Hold the "Option" button on your keyboard and the Library folder will present itself.

 Only access system files and caches if you know what you are doing 😊

Related articles

 [How to find BitLocker Recovery Key Powershell](#)

 [AD Cleanup: How to](#)

Apple Hardware Troubleshooting

SMC Reset

1. Shut down the computer and disconnect all peripherals.
2. On the left side of the keyboard, press and hold the Shift, Control, and Option keys while simultaneously holding the power button.
3. After 10 seconds, release all of the keys.
4. Turn on your MacBook.

PRAM Reset (After SMC)

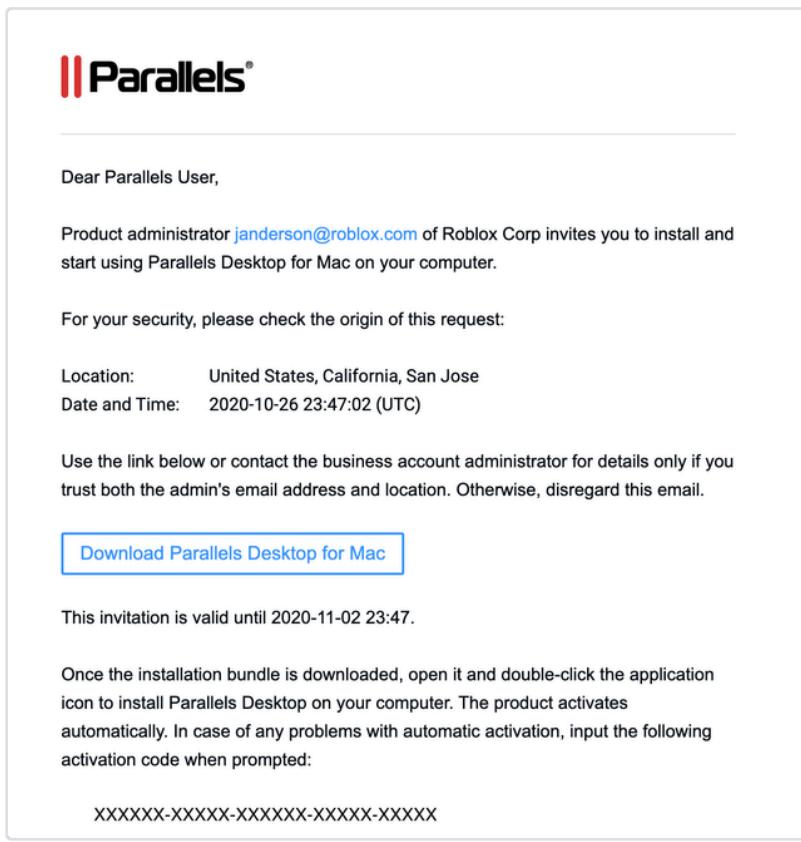
1. Shut down your Mac and disconnect all peripherals.
2. Press the power button, and as soon as you power up the laptop, hold down Command-Option-P-R.
3. Keep holding down those keys for about 20 seconds. Then let go and allow your Mac to continue starting normally. If you have an older Mac that chimes at boot, hold down the keys until you hear a second startup chime.
4. Then check the Startup Disk, Display, and Date & Time panes of System Preferences to make sure they're set the way you want them.

Parallels Setup and Virtual Machine Install

 **DISCLAIMER:** Per security guidelines, a Bitlocker password is required for new Bootcamp partitions. Due to this, running Bootcamp from a Virtual Machine (VM) will not work.

This is a guide to set up Parallels on your Mac computer

When the request is granted by IT you will receive an email from Parallels in your inbox. If you have not requested it, please email Corpeng-Help@roblox.com and CC your manager for approval.



Getting Started

1. Download the ISO file - [Link](#)
2. Afterward, click on the link provided in the email "**Download Parallels Desktop for Mac**"
3. Parallels will start downloading the software to your computer
4. Open the software on your computer after it has finished downloading
5. Double-click on the icon to "Install"

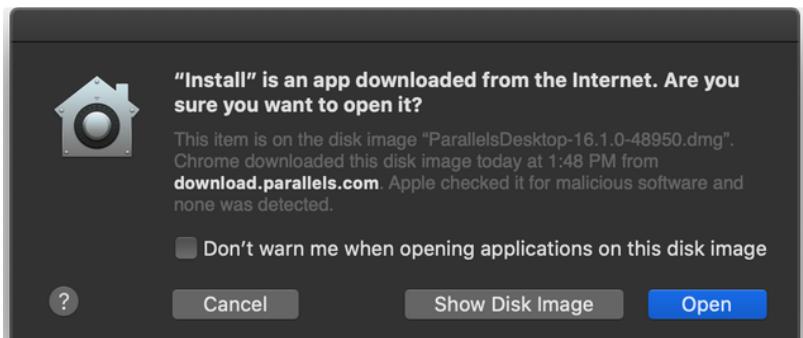
Parallels Desktop 16

for Mac

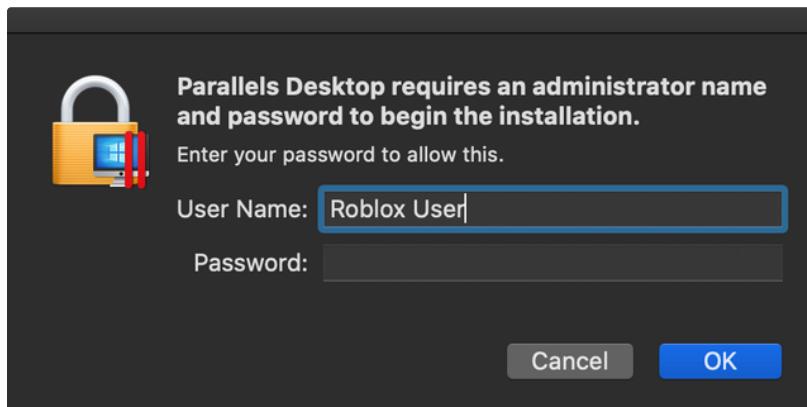


Install

6. You may be prompted with a security window to open software from the internet, please click "Open"



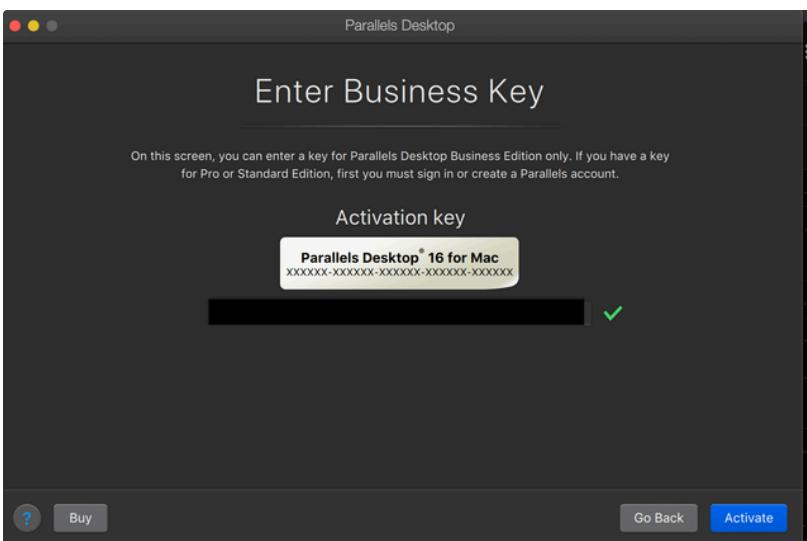
7. It will then pop up with a window to put your computer password



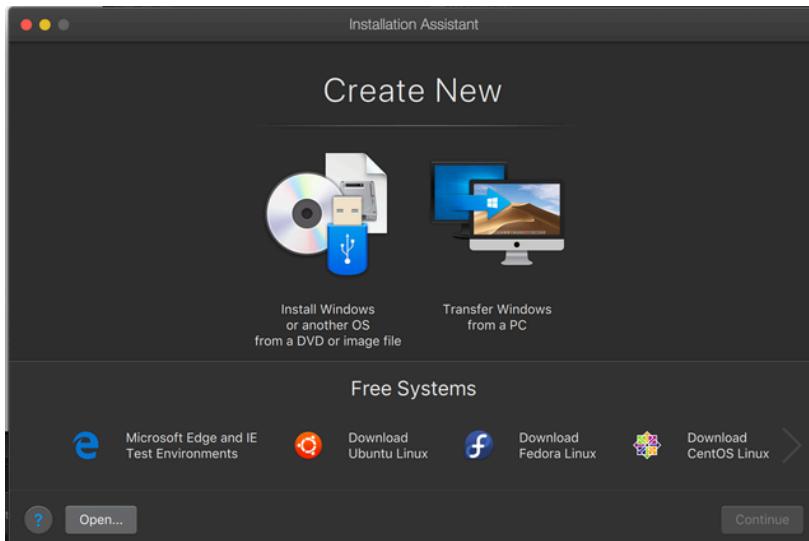
 If the machine is an M1 you might see this prompt.



8. It will then say Initializing and open a window to enter "Business Key" This should automatically be entered, if not, please use the code sent in the Parallels email.



9. Once the software is activated, the installation Assistant window will pop up, click on "**Install Windows or another OS from a DVD or image file**"

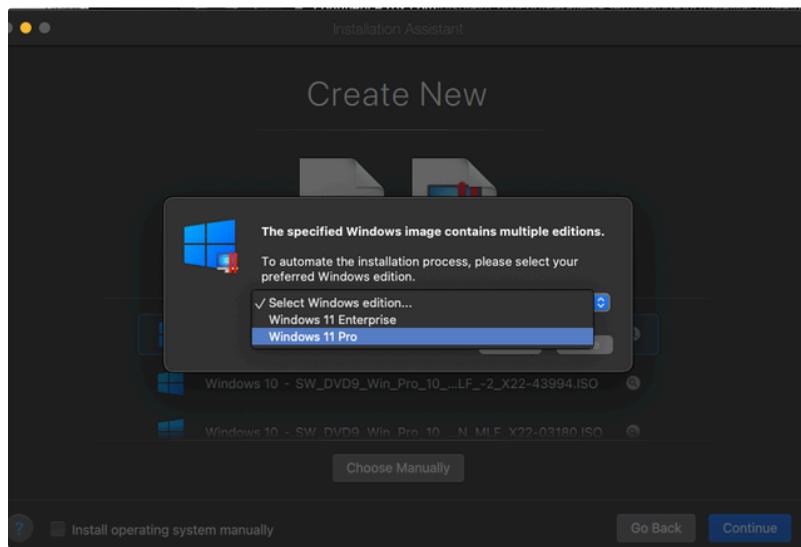


10. The ISO file should populate automatically, if not drag and drop the ISO file into the window

"SW_DVD9_Win_Pro_Edu_N_10_1809_64-bit_English_MLF_X21-96501.ISO" (Windows 10 Intel)

or SW_DVD9_Win_Pro_11_21H2_64ARM_English_Pro_Ent_EDU_N_MLF_-2_X22-82737.ISO (Windows 11 ARM)

i For Windows 11 installs Please choose Windows 11 Pro

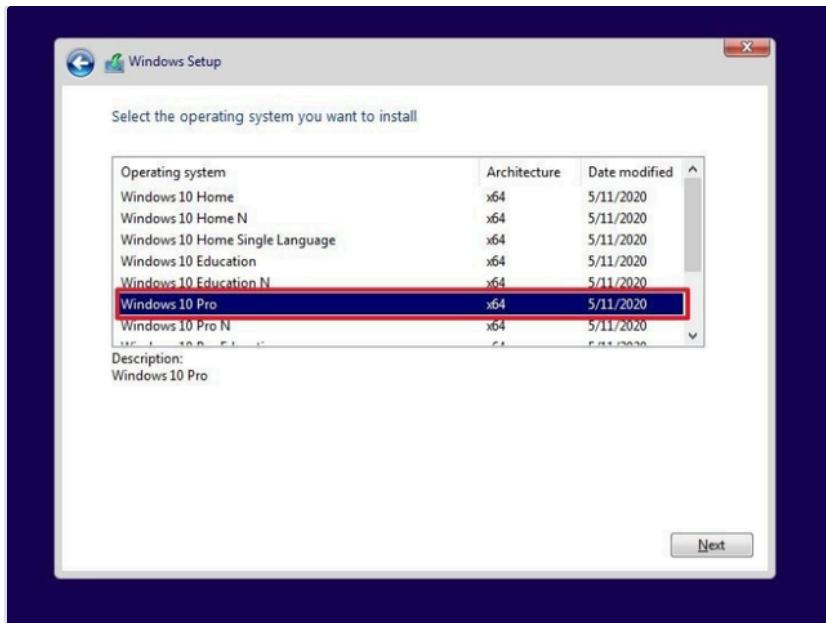


11. Answer the following setup questions and Parallels will begin installing windows 11.

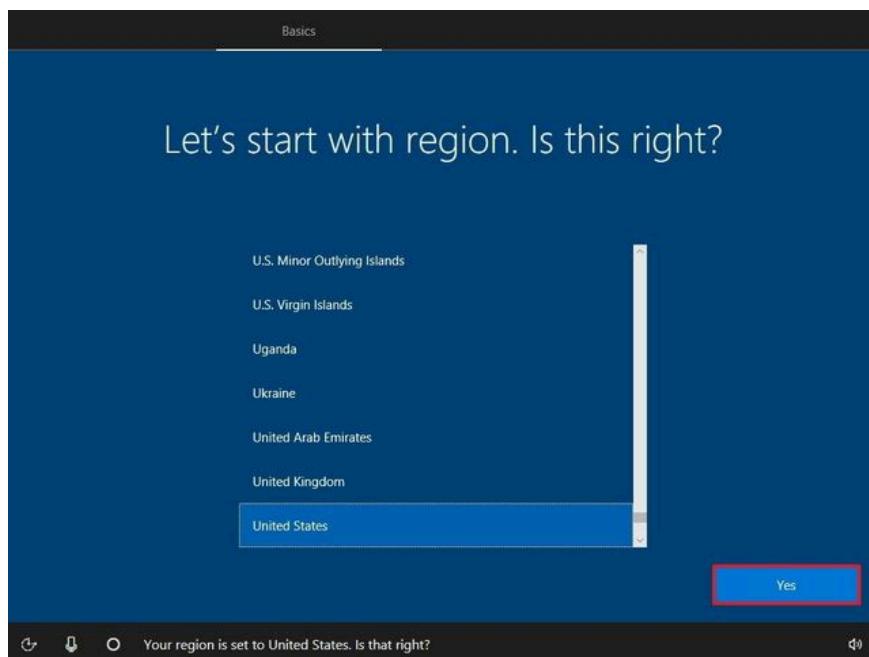
For Windows 10 (Intel) follow the steps below

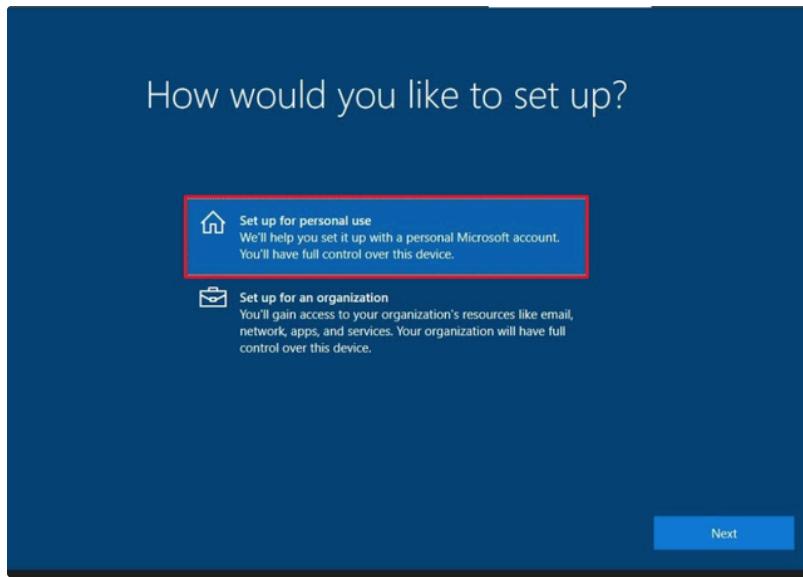
12. Leave language settings by default such as below and hit **Next**:

13. When prompted, select **Windows 10 Pro**

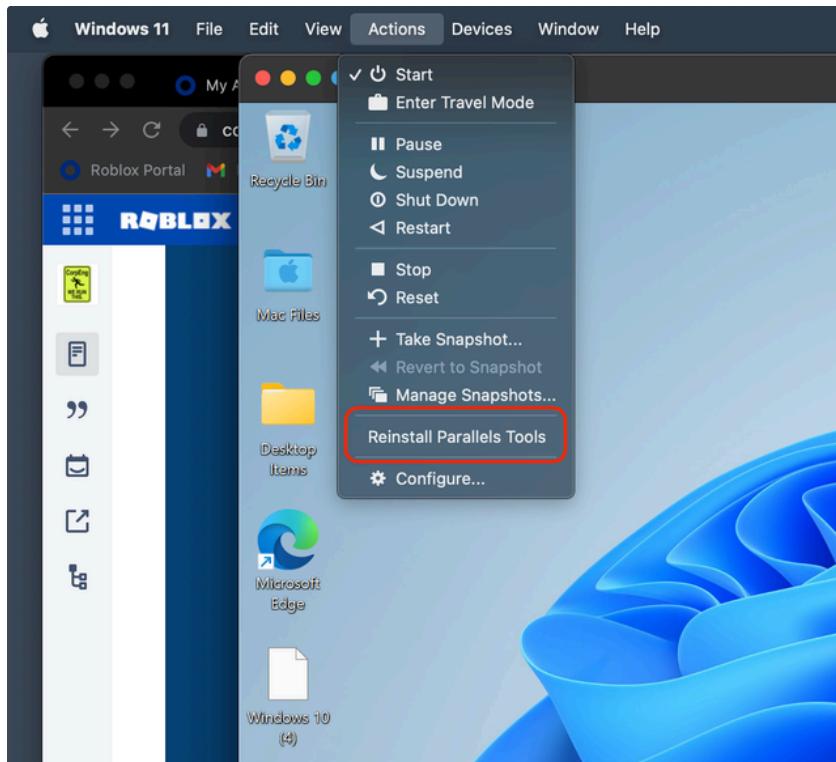


14. After Installation: The screen set up below appears. Continue with the account setup and make sure you select "**Set up for personal use**"





15. Once Windows is finished installing please check to see Parallels Tools has installed. You can check by click on "Actions" in the menu bar and you'll either see "Reinstall Parallels Tools" or "Install Parallels Tools". If you see "Reinstall," the installation process is finished. If it says "Install Parallels Tools" please install.



16. Once Parallels Tools has installed, please contact corpeng-help@roblox.com again or message the Slack channel #corpeng-help so we may connect your virtual machine to the Roblox domain and set up local admin rights.

Macbook Maintenance

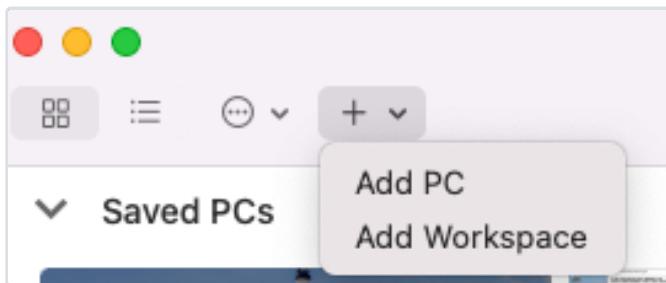
It is important to run maintenance on your laptops whenever you have a chance. This will increase the life span of your laptop and reduce possible issues. This article will walk you through some of the recommended maintenance IT suggests.

1. Update your Macbook to the latest OS version
2. Remove unwanted files by using the Reduce Clutter option
3. Shut down your computer every night
4. Unplug the power cord when you're not using your Macbook

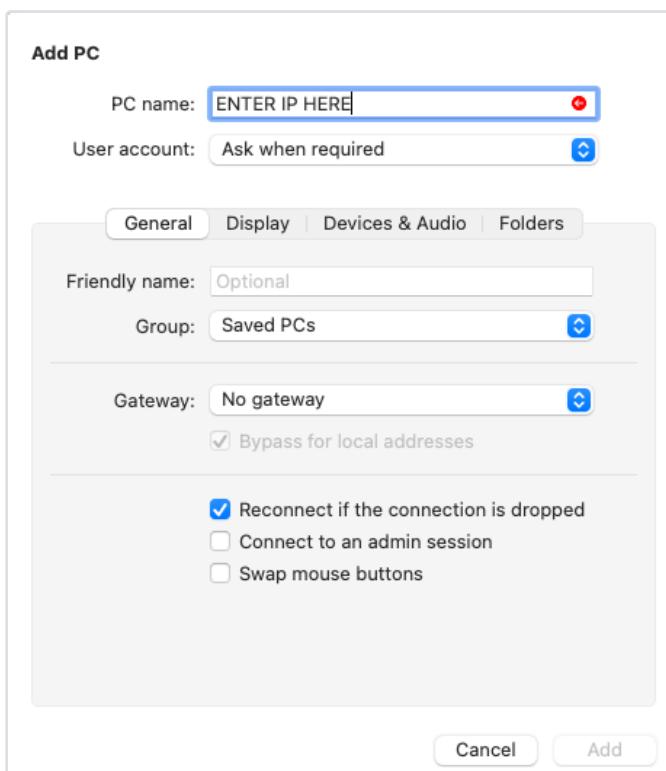
How to RDP to machine to change your AD Password using a Mac.

i If you're on a Mac, you're going to need to download the Microsoft Remote Desktop app here:
<https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12>

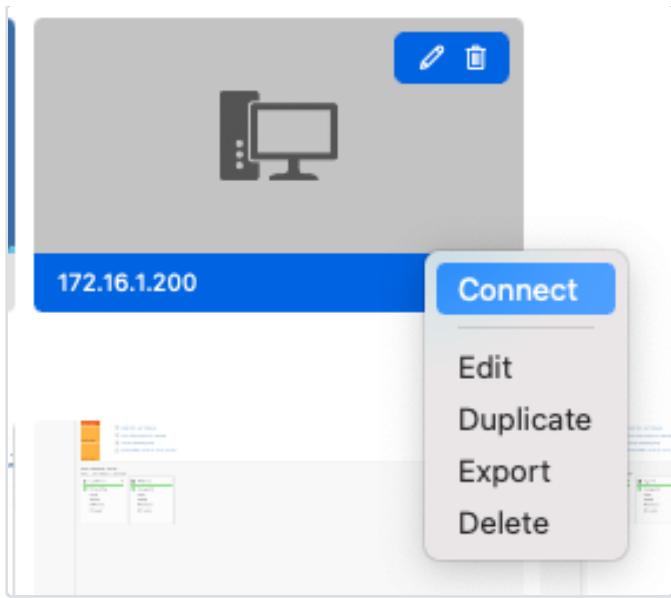
- Once you install the app, make a new connection to the machine, click "Add PC"



- Then enter the IP 172.16.1.200:



- Once you see the PC you just added, right click or double click on it to connect to it:



4. Now login to the remote computer using your ROBLOX\username:

Enter Your User Account

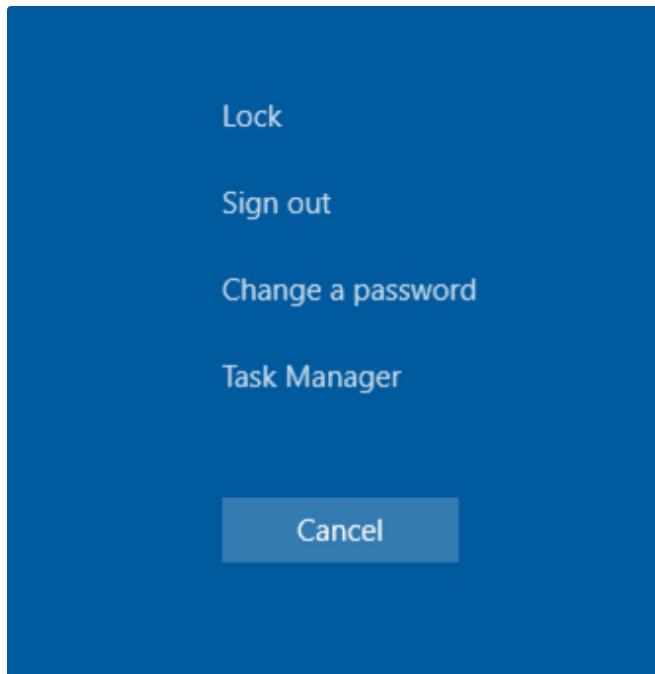
This user account will be used to connect to 172.16.1.200 (remote PC).

Username:

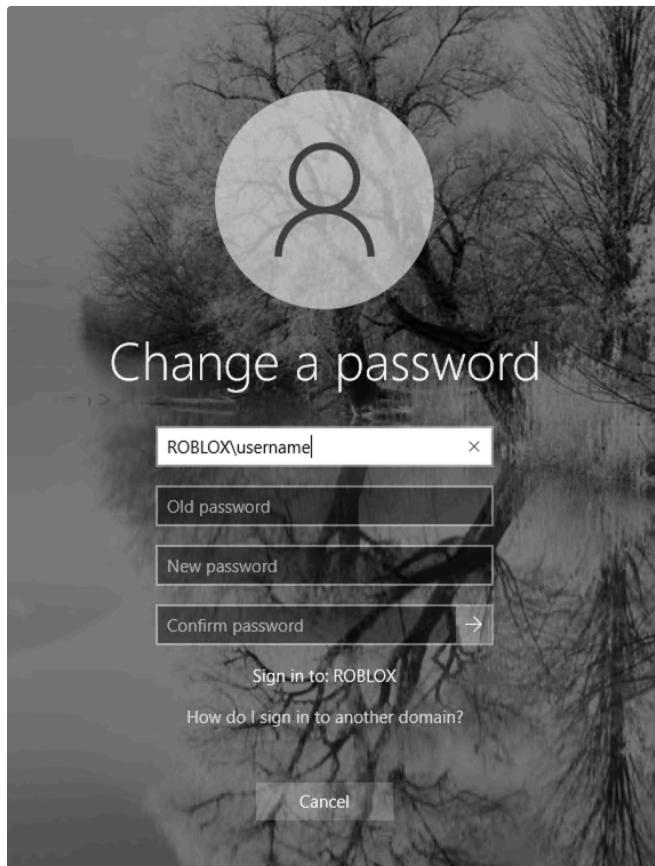
Password:

Show password

5. Once you are logged in, hit CTRL + ALT + DEL and pick "change Password"



6. Then make sure your ROBLOX\username is correct, put in your old password and your new password (must be 16 characters and multiple types of characters, capitalization, symbols)



Now that your password is changed, please logoff so that another user can change their password.

View your computer Hostname (Mac)

Access your hostname

Step-by-step guide

1. Click Apple logo in toolbar → About this Mac
2. Select "System Report..."
3. Hostname is at the bottom

Through Terminal:

1. Open Terminal
2. Type hostname and then enter

Related articles

-  [How to find BitLocker Recovery Key Powershell](#)
-  [AD Cleanup: How to](#)

How to install CrowdStrike (Falcon) on a Macbook

- Pre-requisites:
- How to check if CrowdStrike is already installed and running:
 - CrowdStrike verification example
- How to check if Sophos is installed;
- Installing CrowdStrike Falcon:
- Checking if CrowdStrike is installed and running correctly:
 - CrowdStrike verification example

⚠ Please email corpeng-help@roblox.com if you are unsure if you have Sophos or CrowdStrike already installed, if you need assistance with the installation or if you are running into any issues. For general questions please post in #crowdstrike-help.

Pre-requisites:

- Pre-existing AV/EDR (Sophos, Symantec, etc) need to be removed. Please open a ticket with corpeng-help@roblox.com to help.

How to check if CrowdStrike is already installed and running:

1. Open up Terminal
2. Run the following command: `sudo /Applications/Falcon.app/Contents/Resources/falconctl load`

CrowdStrike verification example

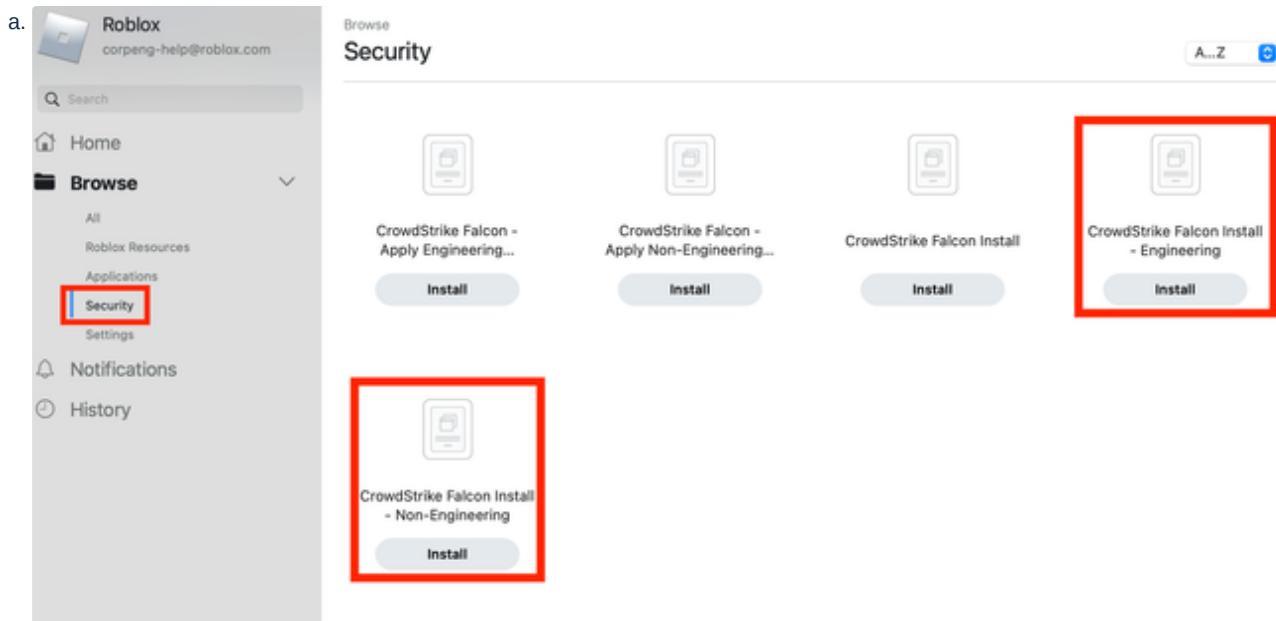
```
1 % sudo /Applications/Falcon.app/Contents/Resources/falconctl load
2 Password:
3 Falcon sensor is loaded
4 %
```

How to check if Sophos is installed;



Installing CrowdStrike Falcon:

1. Search for *Roblox Self Service* on your Macbook
2. Click on the Security button on the left-hand side



3. Click Install on the application that best suits your job
 - CrowdStrike Falcon Install - **Engineering**
 - CrowdStrike Falcon Install - **Non-Engineering**
4. Success! CrowdStrike (Falcon) should be installed on your MacBook.

Checking if CrowdStrike is installed and running correctly:

CrowdStrike verification example

```
1 % sudo /Applications/Falcon.app/Contents/Resources/falconctl load
2 Password:
3 Falcon sensor is loaded
4 %
```

Turn off Graphics Switching (Mac)

Graphical issues such as distortion in certain applications (ie. Chrome) can be caused due to graphics card switching on dual GPU models. Selecting automatic graphics switching will go between the higher discrete graphics card and the more energy efficient graphics card in dual GPU models. Turn this off to eliminate graphics distortion.

Step-by-step guide

1. Open System Preferences
2. Big Sur: Open Battery → Power Adapter and turn off Automatic Graphics Switching
3. Catalina and below: Open Energy → turn off Automatic Graphics Switching

Related articles

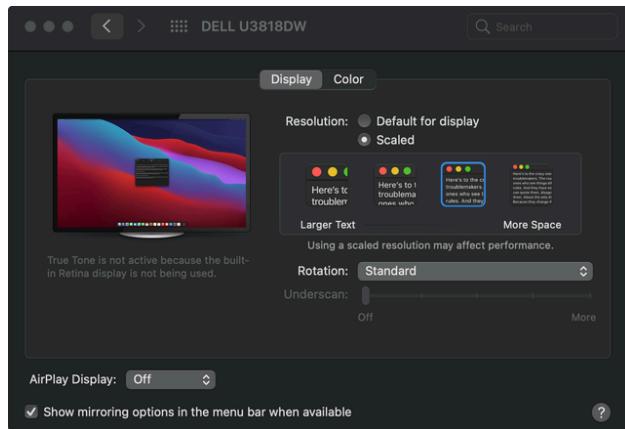
-  [How to find BitLocker Recovery Key Powershell](#)
-  [AD Cleanup: How to](#)

Change Resolution Settings Mac

When connecting to an external monitor, the resolution may be too big for your preferences. How to change those settings on a Mac

Step-by-step guide

1. Open the Spotlight search (command button + space bar)
2. Search for **Display** and open the app
3. Once inside the menu you can select the resolution which is set to Default for display as default, or you can scale the text and windows to be smaller (or larger) per preference. You can also set the rotation.



Related articles

Filter by label

There are no items with the selected labels at this time.

Apple ID for Work Use

Apple IDs are not created by CorpEng. Builders may create an Apple ID by following the steps below:

1. Navigate to Apple to create an Apple ID - <https://appleid.apple.com/account>
2. Use your email and create a password for this account
3. After the creation of your Apple ID, you can then use this to sign onto the Mac store on your Macbook.
 - a. System Preferences > Click on Sign in at the top > Enter your Apple ID (email)

Replace Sophos Antivirus with Crowdstrike (MacOS)

- [Uninstall Sophos Antivirus](#)
- [Remove Sophos extensions manually \(if needed\)](#)
- [Check if CrowdStrike is already installed:](#)
- [Install CrowdStrike via Terminal](#)
- [Install CrowdStrike via Self-Service](#)

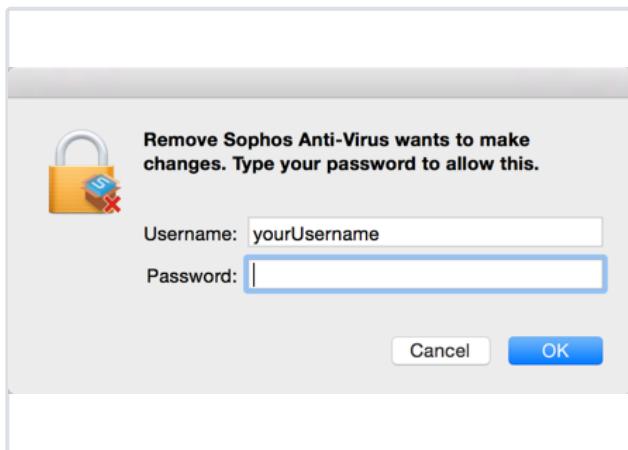
Uninstall Sophos Antivirus

1. If you haven't yet, please reach out to corpeng-help@roblox.com to request for a **Tamper Protection** password to be able to uninstall Sophos from your machine.
2. For multiple machines, please specify the hostname so CorpEng can provide the correct password.
3. Click the keys **command + spacebar** to open **Spotlight**.
 - a. Type **Remove Sophos Endpoint**
Note: If the tool exists or has not been moved to Trash, Spotlight will find it.
 - b. Click **enter** to run the tool.
 - c. **Note:** Sophos Anti-Virus cannot be uninstalled by dragging it from the **Applications** folder to the **Trash**
4. If you are prompted for a password:

Type your macOS administrator password:



5. Enter the **Tamper Protection password** provided by CorpEng and hit **Continue**:



Remove Sophos extensions manually (if needed)

- ▼ [Click here for instructions...](#)

Boot into recovery mode

```
1 csrutil disable
```

Log back in to mac and run commands in the terminal

```
1 sudo systemextensionsctl list
```

If you see the extensions: "com.sophos.endpoint.networkextension" and "com.sophos.endpoint.scanextension", uninstall them by running the commands below

```
1 sudo systemextensionsctl uninstall 2H5GFH3774 com.sophos.endpoint.networkextension  
2 sudo systemextensionsctl uninstall 2H5GFH3774 com.sophos.endpoint.scanextension
```

Verify list again and confirm the extensions aren't there

```
1 sudo systemextensionsctl list
```

Boot into recovery mode again and run the command below

```
1 csrutil enable
```

Check if CrowdStrike is already installed:

1. Open up Terminal:
2. Run this command:

```
1 sudo /Applications/Falcon.app/Contents/Resources/falconctl load -v
```

Install CrowdStrike via Terminal

1. Download the Falcon installer for MacOS [here](#).
2. Run the installer and make sure you hit **Allow** in System Preferences when prompted
3. Open Terminal and run command below to apply license on the sensor:
 - a.

```
1 sudo /Applications/Falcon.app/Contents/Resources/falconctl license 500C5073B4D7443688F4B32C5EEB295B-B4
```

4. Apply grouping tag by running the command below:

a. For engineers:

```
1 sudo /Applications/Falcon.app/Contents/Resources/falconctl grouping-tags set "Engineering"
```

b. For non-engineers:

```
1 sudo /Applications/Falcon.app/Contents/Resources/falconctl grouping-tags set "Non-Engineering"
```

5. Verify

a.

```
1 sudo /Applications/Falcon.app/Contents/Resources/falconctl load -v
```

Install CrowdStrike via Self-Service

1. For CorpEng - Verify the computer is scoped out correctly on JAMF and run

```
1 sudo jamf recon; sudo jamf policy
```

2. Open **Roblox Self-Service** app

3. On the left panel, click on **Security**

4. Click on appropriate **Crowdstrike** Install options:

a. Engineering

b. Non-Engineering

5. After installation, a notification should prompt to hit **Allow** on System Preferences

6. Restart laptop

7. Open **Roblox Self-Service** app and navigate back to the Security page from the left panel

8. Click on the appropriate **grouping tag** options

a. Apply Engineering

b. Apply Non-Engineering

9. For CorpEng - Verify whether the host has been successfully enrolled with the correct grouping tag

a. Engineering

Name	Last Seen	First Seen	OS Version	IP	Prevention Policy	Vendor Update Policy	Compliance Status	Server Version	Grouping Tag
Mac-1234567890	Nov 26, 2023 10:00AM	Nov 26, 2023 10:00AM	Big Sur (11.0)		Engineering	Default (Mac)	Normal	8.1 (14493.0)	NonEngineering

b. Non-Engineering

Name	Last Seen	First Seen	OS Version	IP	Prevention Policy	Vendor Update Policy	Compliance Status	Server Version	Grouping Tag
Mac-1234567890	Nov 26, 2023 10:00AM	Nov 26, 2023 10:00AM	Big Sur (11.0)		Non-Engineering	Default (Mac)	Normal	8.1 (14493.0)	NonEngineering

Common Mac Keyboard Commands

Credit: [Mac keyboard shortcuts](#)

- **Command-X:** Cut the selected item and copy it to the Clipboard.
- **Command-C:** Copy the selected item to the Clipboard. This also works for files in the Finder.
- **Command-V:** Paste the contents of the Clipboard into the current document or app. This also works for files in the Finder.
- **Command-Z:** Undo the previous command. You can then press Shift-Command-Z to Redo, reversing the undo command. In some apps, you can undo and redo multiple commands.
- **Command-A:** Select All items.
- **Command-F:** Find items in a document or open a Find window.
- **Command-G:** Find Again: Find the next occurrence of the item previously found. To find the previous occurrence, press Shift-Command-G.
- **Command-H:** Hide the windows of the front app. To view the front app but hide all other apps, press Option-Command-H.
- **Command-M:** Minimize the front window to the Dock. To minimize all windows of the front app, press Option-Command-M.
- **Command-O:** Open the selected item, or open a dialog to select a file to open.
- **Command-P:** Print the current document.
- **Command-S:** Save the current document.
- **Command-T:** Open a new tab.
- **Command-W:** Close the front window. To close all windows of the app, press Option-Command-W.
- **Option-Command-Esc:** Force quit an app.
- **Command-Space bar:** Show or hide the Spotlight search field. To perform a Spotlight search from a Finder window, press Command–Option–Space bar.
- **Control-Command-Space bar:** Show the Character Viewer, from which you can choose emoji and other symbols.
- **Control-Command-F:** Use the app in full screen, if supported by the app.
- **Space bar:** Use Quick Look to preview the selected item.
- **Command-Tab:** Switch to the next most recently used app among your open apps.
- **Shift-Command-5:** In macOS Mojave or later, take a screenshot or make a screen recording. Or use Shift-Command-3 or Shift-Command-4 for screenshots.
- **Shift-Command-N:** Create a new folder in the Finder.
- **Command-Comma (,):** Open preferences for the front app.

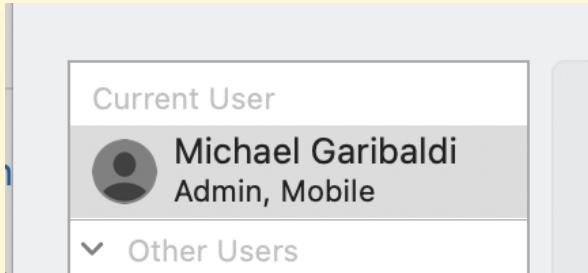
How to change your AD password on a Mac

Warning for those on Mobile accounts

Before changing your password please check if your account is mobile. You can verify this by either one of the methods below:

GUI method

1. Open up System Preferences
2. Select Users and Groups → you will see "Mobile" under the logged on user. See picture below for example.



If "Mobile" is present, please STOP and submit a ticket to CorpEng-Help@roblox.com. If the user does not have "Mobile" mentioned under their username, please proceed with changing your password.

CLI method

1. Open up Terminal
2. Type `id -u`

If your account is not within the 500-599 range, please STOP and submit a ticket to CorpEng-Help@roblox.com. If the user ID is within the 500's range for example 501, 502, 503, 504, etc, please proceed with changing your password.

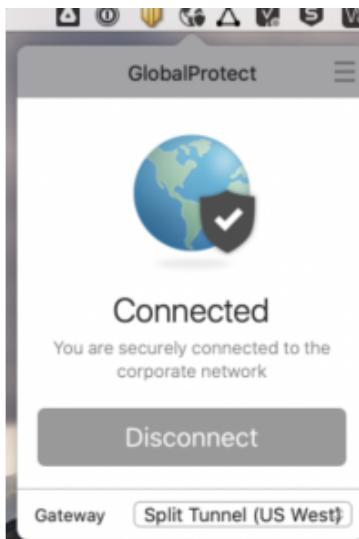
Thank you for your cooperation.

Important Note

The instructions below will overwrite your Mac's laptop login so please use a password that you can easily remember.

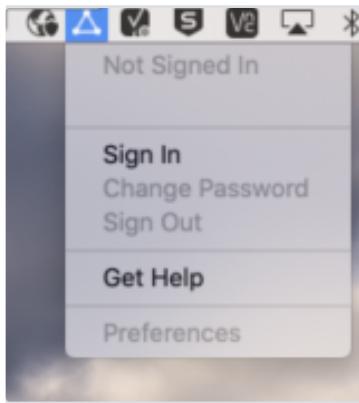
Get Started

1. Connect to VPN by using the **Global Protect** app on your mac, found at the top-right bar of your screen. You should be prompted to sign-in using your Okta credentials.

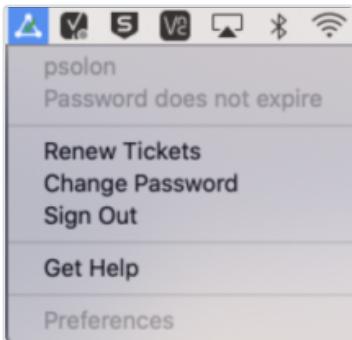


2. Sign into Nomad by clicking on the triangle icon, also found at the top-right bar of your screen

- Use your current AD credentials to sign in
- Don't include "@roblox.com" in the username



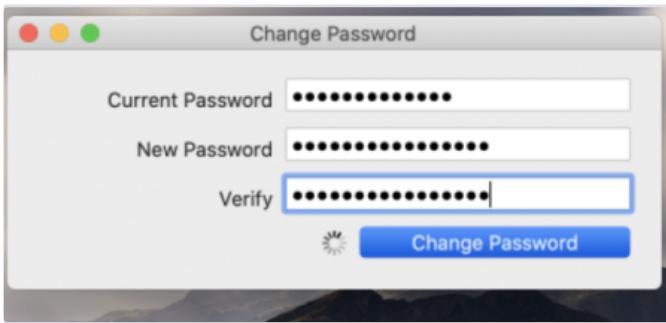
3. After signing in, verify that a **green check mark** appears above the triangle icon, and click on **Change Password**



4. Enter your current and new password. Make sure your new password meets the requirements below:

- Minimum of 12 characters
- Must not include part of your display name, username, or "Roblox"
- The new password must not have been previously used
- Your password must contain at least one:
 - Uppercase Letter (A-Z)
 - Lowercase Letter (a-z)
 - Symbol (%,#,!,&etc.)

- Number (0-9)



6. Once changed successfully, feel free to lock your screen a few minutes after receiving the prompt shown on the right, and sign in using the new password.



NoMad Password Errors

If you are unable to change your password and the following error messages appear, please try the following:

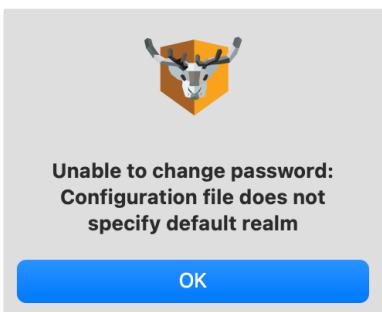
A. Force Quit the app from the Activity Monitor

1. Do a Spotlight Search (cmd + spacebar)
2. Search and open **Activity Monitor**
3. Type "NoMAD" in the search bar
4. Force Quit the application by clicking the X at the top
5. Relaunch NoMAD and sign in with current AD credentials (while on VPN)

B. Restart your laptop

If the last three steps don't work, please restart your laptop. Afterward, connect to Global_Protect and then try signing into NoMAD again.

If the issue persists, please contact corpeng-help@roblox.com for further assistance.





**Not Connected. Unable to reach
any KDCs in your realm. You are
most likely not connected to the
AD domain.**

OK

If you have any questions or issues, please open an IT ticket via Zendesk, or by sending an email to corpeng-help@roblox.com.

Macbook Pro M1/M2 WiFi issues

Summary

CorpEng has received reports from Macbook M1/M2 users with WiFi related issues and clearing Wi-Fi preferences seemed to have helped. Please follow the instructions below.

Note: this process requires a reboot of your machine (in step 7). Please save all work before proceeding.

Steps

1. Turn off Wi-Fi by clicking the Turn Wi-Fi Off in the menu bar.
2. Go to Finder and click Go and Go To Folder... (or press Command+Shift+G)
3. Enter the following and click Go /Library/Preferences/SystemConfiguration
4. This will open a window and select the following files: (there can be some files missing)
 - a. com.apple.airport.preferences.plist
 - b. com.apple.network.identification.plist
 - c. com.apple.wifi.message-tracer.plist
 - d. NetworkInterfaces.plist
 - e. preferences.plist
5. Copy these files to the desktop for a backup (you can restore them later by placing these folder back here again) and then delete (move them to the Trash) them from this folder. Make sure that they are no longer in the SystemConfiguration folder.
6. Now please empty the trash. Your Mac will recreate all new preference files for wireless networking.
7. Reboot your Mac by going to Apple menu > Restart
8. Turn on Wi-Fi

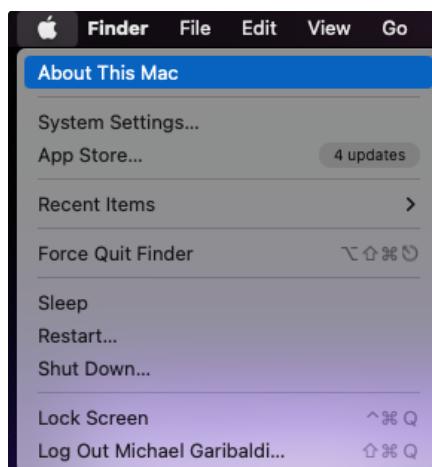
If you are still having issues after following these steps please submit a ticket to corpeng-help@roblox.com or stop by the Ro-Bar in 910 1st floor. Thank you!

How to update your Apple device running macOS

- Upgrade to the latest version of macOS Ventura
- Upgrade to macOS Ventura
- Using the App Store
- Upgrade to macOS Monterey
 - Supporting Articles

Upgrade to the latest version of macOS Ventura

1. Click the Apple icon in the upper left corner
2. Select "About This Mac"



3. Select "More Info..."



4. General → Software Update

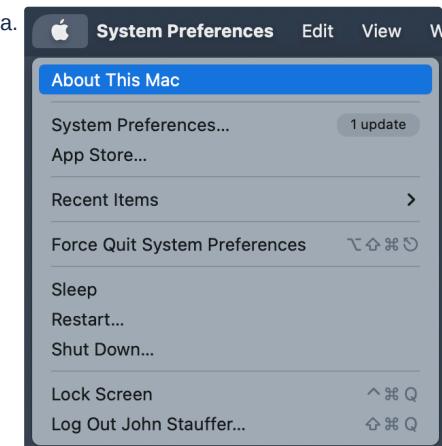
Upgrade to macOS Ventura

This article provides step-by-step instructions to update your Macbook to the latest macOS.

⚠️ Before performing this macOS update, please save any open files and backup any important files to your Google Drive and plan for 45-90 minutes for the update to complete.

1. Click the Apple icon in the upper left corner

2. Select “About This Mac”



3. Select “Software Update...”

4. Then click on the “Upgrade Now” button



Using the App Store

To download macOS from the App Store, you must download from a Mac that is compatible with that macOS. If your Mac isn't compatible, the App Store dims the Get button, says that the macOS is not compatible with this device, or says that the requested version of macOS is not available.

1. Use these links to find macOS in the App Store. If these links don't work as expected, try again using Safari, which is in your Applications folder.
 - [Sonoma 14](#)
 - [Ventura 13](#)
2. Click the Get button in the App Store to begin downloading. Software Update might open and ask you to download from there.
3. After downloading to your Applications folder, the installer opens automatically. Follow the onscreen installation instructions. Or quit without installing to leave the installer in your Applications folder for later use.

Upgrade to macOS Monterey

Below are the set of instructions to update your Apple device running macOS to the latest version.

⚠️ Before performing this macOS update, please save any open files and backup any important files to your Google Drive and plan for 45-90 minutes for the update to complete.

1. Connect your machine to power.
2. Backup any important data and push any code to remote origin.
3. Open up Applications
4. Run the "Install macOS Monterey" and proceed through the prompts.
5. After the installation and machine is rebooted, you will be able to log in as usual.

If there are any issues before, please create a CorpEng via ticket using the [CorpEng ZenDesk portal](#) and we will be able to assist.

Supporting Articles

 [Supporting macOS Ventura](#)

Managing Roblox macOS Devices

CorpEng uses [Jamf Pro](#) as our Mobile Device Management system for company owned Apple Devices. Enrolling your Roblox owned Apple device will ensure it receives security policies and keep the device in a strong security posture.

How do I know if my device is enrolled in Jamf?

Using Jamf Pro, Apple Business Manager, and Active Directory, CorpEng has streamlined the enrollment of Macs. CorpEng sends out devices to new hires that are already enrolled in Jamf and replacement Macs are forced to enroll in Jamf using AD credentials during its set up.

If you want to double check the status of your Mac's enrollment in Jamf, you can run this command on your terminal:

```
1 sudo jamf recon
```

This command force your Mac to check in to Roblox's Jamf Pro Server and report your device status. Having no error message when running the recon command means that your Mac is enrolled in Jamf.

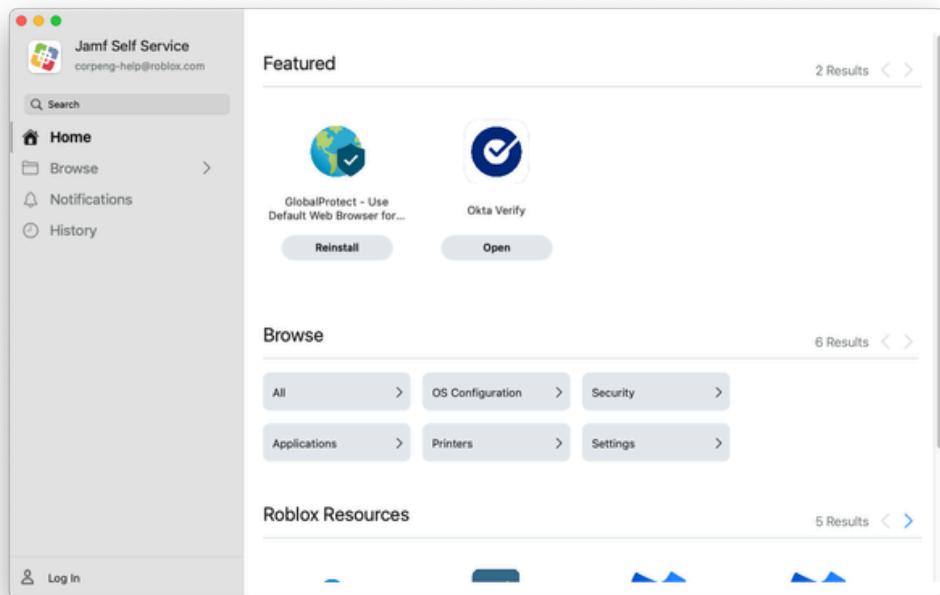
```
jreyes-test@HQ-WF1Y24326F ~ % sudo jamf recon
Retrieving inventory preferences from https://roblox.jamfcloud.com/...
Finding extension attributes...
Locating package receipts...
Locating hard drive information...
Locating applications...
Locating accounts...
Searching path: /System/Applications
Locating software updates...
Locating plugins...
Searching path: /Library/Internet Plug-Ins
Locating printers...
Gathering application usage information from the JamfDaemon...
Searching path: /Applications
Locating hardware information (macOS 13.6.2)...
Submitting data to https://roblox.jamfcloud.com/...
<computer_id>■ </computer_id>
jreyes-test@HQ-WF1Y24326F ~ % ■
```

You can also run this command to check if your Mac can reach the Jamf Pro Server

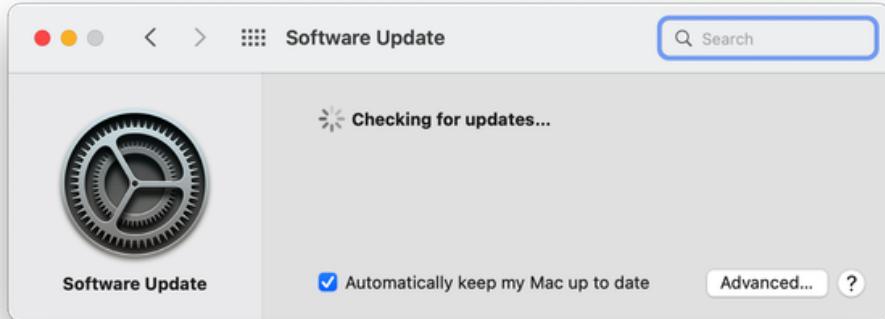
```
1 sudo jamf checkJSSConnection
```

```
jreyes-test@HQ-WF1Y24326F ~ % sudo jamf checkJSSConnection
Password:
Checking availability of https://roblox.jamfcloud.com/...
The JSS is available.
```

A Mac that's enrolled in Jamf would also have a working Jamf Self Service app. You can find this app in your Applications folder. You can install applications, printers, and other device configuration from the Jamf Self Service app.

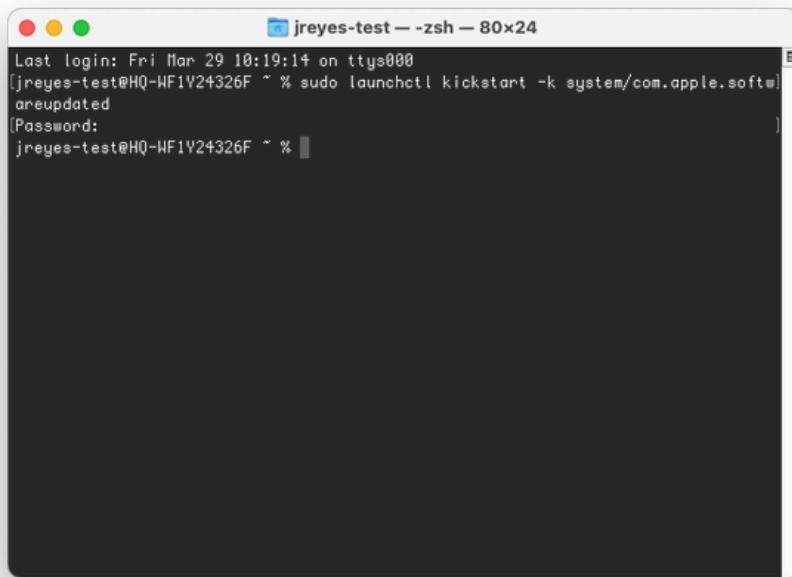


macOS Software Update window stuck in “Checking for updates...”



Normally, checking for updates should take less than a minute but if it's been stuck for more than 5 minutes run this in your terminal to restart the software update service.

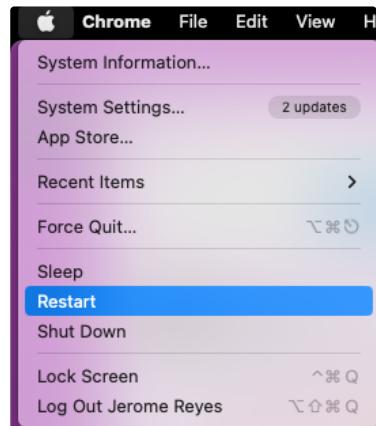
```
1 sudo launchctl kickstart -k system/com.apple.softwareupdated
```



- i Please note that you will be prompted for your Mac login password and the characters will not show up on the terminal window while you type. After typing your password, press Enter. There would be no output on the terminal.

Close the Software Update window and reopen it.

If the steps above doesn't help, please restart your Mac by clicking on the Apple icon on your Menu Bar → Restart



Turn off Find my Mac on Company Owned Machine

Turn off Find My on an iPhone, iPad, iPod touch, or Mac

To remove your iPhone, iPad, iPod touch, or Mac from Find My, turn off Find My in iCloud or Apple ID settings.

When you turn off Find My on your iPhone, iPad, iPod touch, or Mac, [Activation Lock](#) is turned off.

- *iPhone, iPad, or iPod touch:* Go to Settings > [your name] > Find My. Tap Find My [device], then turn off Find My [device].

Also see the following Apple Support articles: [Activation Lock for iPhone, iPad, and iPod touch](#) and [What to do before you sell, give away, or trade in your iPhone, iPad, or iPod touch](#).

- *Mac:* Choose Apple menu  > System Preferences, then click Apple ID. Click iCloud in the sidebar, then deselect Find My Mac.

Also see the following Apple Support articles: [Activation Lock for Mac](#) and [What to do before you sell, give away, or trade in your Mac](#).

If you do not have the device,

Turn off Activation Lock on a device (iCloud.com method)

If you forgot to turn off Find My before you sold or gave away your iPhone, iPad, iPod touch, Mac, or Apple Watch, you can turn off Activation Lock using Find My iPhone on [iCloud.com](#).

If you still have the device, see the Apple Support article [Activation Lock for iPhone, iPad, and iPod touch](#), [Activation Lock for Mac](#), or [About Activation Lock on your Apple Watch](#).

1. In Find My iPhone on [iCloud.com](#), click All Devices, then select the device you want to erase.

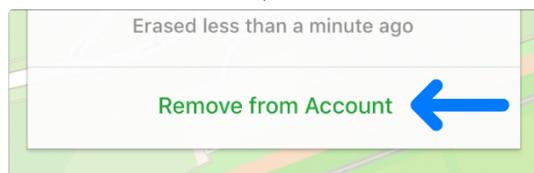
If you don't see All Devices, it's because you've already selected a device. Click the name of the current device in the center of the toolbar to access the Devices list, then select a new device.

2. [Erase the device](#).

Because the device isn't lost, don't enter a phone number or message.

If the device is offline, the remote erase begins the next time it's online. You receive an email when the device is erased.

3. When the device is erased, click Remove from Account.



All your content is erased, and someone else can now activate the device.

Turn off Activation Lock on a device (Another device method)

If you forgot to turn off Find My before you sold or gave away your iPhone, iPad, iPod touch, Mac, or Apple Watch, you can turn off Activation Lock using Find My iPhone on a device you are signed into the same Apple ID with.

If you still have the device, see the Apple Support article [Activation Lock for iPhone, iPad, and iPod touch](#), [Activation Lock for Mac](#), or [About Activation Lock on your Apple Watch](#).

1. On iPhone and iPad, go to the Settings
2. Select your name
3. Navigate to the bottom where your linked devices are
4. Select the company owned device
5. "Remove from account"

Networking Help

Campus network access to Production and Test environments

Problem Statement

Campus networks (wired and wireless) do not have direct access to Production or test environment networks. Corp VPN must be used to access tools in Production or test environment networks. Unfortunately, some devices such as game consoles and VR headsets cannot install and run our Corp VPN client.

Solution 1

For devices that cannot install and run our Corp VPN client, but have a wired ethernet port, we have allocated space in a secured IDF room that can house these devices with access to Production and test environment networks.

Solution 2

For devices that cannot install and run our Corp VPN client and **do not** have a wired ethernet port, we have a hidden wireless network named Roblox_MAC with access to a subset of approved tools in Production and test environment networks. The network uses a preshared key and MAC authentication.

Procedure

If you have a device that cannot connect to the Corp VPN and needs access to Production or test environment networks, please submit a CorpEng ticket. The request will be subject to review and approval from NetSec.

Wired Network Information Gathering

For troubleshooting wired network issues such as VLAN changes or checking connectivity, gathering these 2 pieces of info are helpful:

1. **Building and Floor** : allows us to narrow down which switch to look at
2. **MAC address (preferred) or IP address of the wired interface on the device**: allows us to find which port on the switch is associated with that IP or mac address. MAC addresses are preferred but we can make magic happen with IP also.

Currently we do not have a mapping between the label on the network jacks (ie. 2.1-226) and our network switches.

EXAMPLE

1. **Building and Floor**: ST2, Floor 2

2. **MAC or IP**: c4:63:fb:09:00:85 (or 172.18.73.130)

- With ST2 and Floor 2, we know to look at network switch `sw1-st2-f12-smc2`
- Then with the MAC or IP, we search `sw1-st2-f12-smc2` to find the port number (`ge-8/0/19.0`) and current VLAN (`irb.200`) for that MAC/IP.

```
1 sw1-st2-f12-smc2> show arp | match c4:63:fb:09:00:85
2 c4:63:fb:09:00:85 172.18.73.130    172.18.73.130          irb.200 [ge-8/0/19.0]
3
4 sw1-st2-f12-smc2> show arp | match 172.18.73.130
5 c4:63:fb:09:00:85 172.18.73.130    172.18.73.130          irb.200 [ge-8/0/19.0]
```

Connect Android Devices to Roblox_Secure

Settings for connecting Android devices to Roblox_Secure:

EAP Method: PEAP

Phase 2: MSCHAPv2

CA Certificate: Use System Certificates

Online Status: Do Not Verify

Domain: robloxcorp.com

Identity: <USERNAME>

Password: <AD/laptop password>

EXAMPLE

```
1 EAP Method: PEAP
2 Phase 2: MSCHAPv2
3 CA Certificate: Use System Certificates
4 Online Status: Do Not Verify
5 Domain: robloxcorp.com
6 Identity: tha
7 Password: *****
```

Upgrading to GlobalProtect 6.2.3

Currently Corpeng is still evaluating feedback from test users of Globalprotect 6.2.3. Some users may benefit now by upgrading to Globalprotect 6.2.3 as it addresses some connectivity issues such as T-Mobile hot spot users.

MAC

1. Download this Mac pkg: [GlobalProtect-6.2.3.pkg](#)
2. Double click the Globalprotect-6.2.3.pkg
3. Select the 1st and 3rd checkboxes: `GlobalProtect` and `GlobalProtect System Extensions`
4. Test out VPN connection

WINDOWS

1. Download this Windows msi: [GlobalProtect64-6.2.3.msi](#)

2. Install with the following command and flags:

```
msiexec.exe /i GlobalProtect64-6.2.3.msi DEFAULTBROWSER=YES
```

3. Test out VPN connection

How to acquire new domains.

Intro

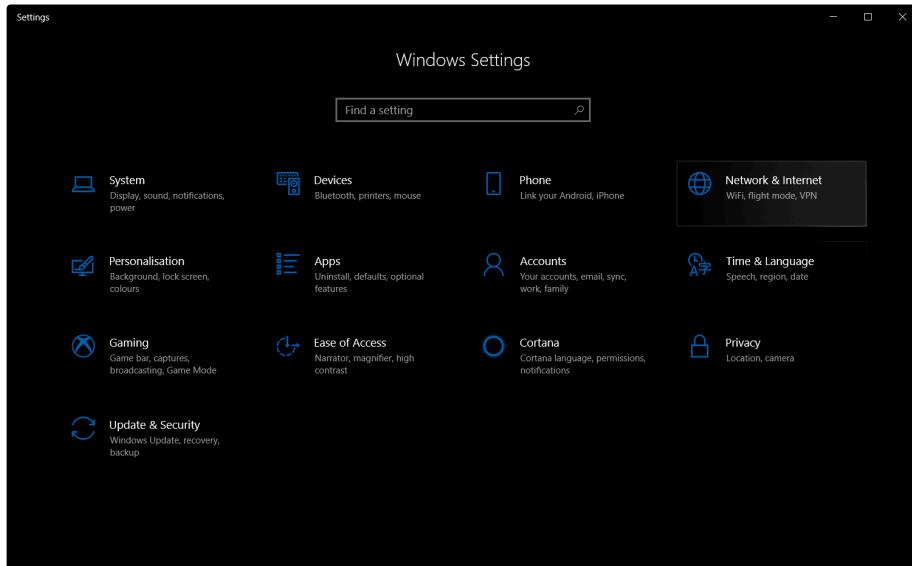
This page is meant to walk an employee through the necessary steps to acquire a new domain.

Step-by-Step

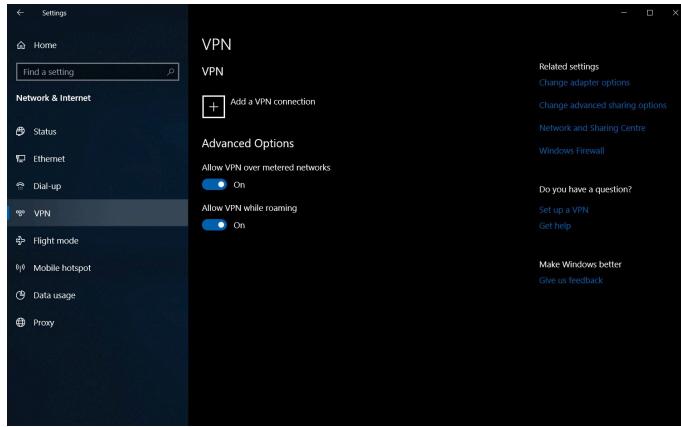
1. DO NOT Register internet domains with personal accounts.
2. Email list of domains to getdomains@roblox.com
3. A team member should respond back within 24 hours.
4. A completed status will be sent back to you when the domain is in Roblox control. In most cases this occurs within 72 hours.
5. Note: international domains may require some legal support. Please be aware Roblox legal will be engaged when necessary this will delay acquisition.

How to share VPN on Windows 11 for Playstation and Xbox for STx access

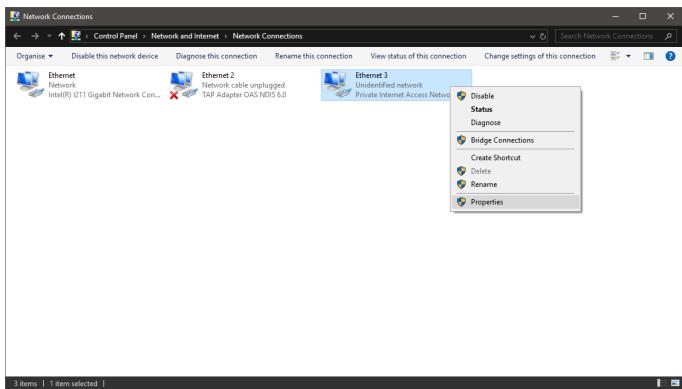
1. Connect to the **Corp VPN** or **BPO VPN** from your Windows PC
2. Connect an ethernet cable between your Xbox and VPN-connected Windows PC
3. Right click on the **Start button** and click **Settings**
4. Click **Network & Internet**



5. Click **VPN**

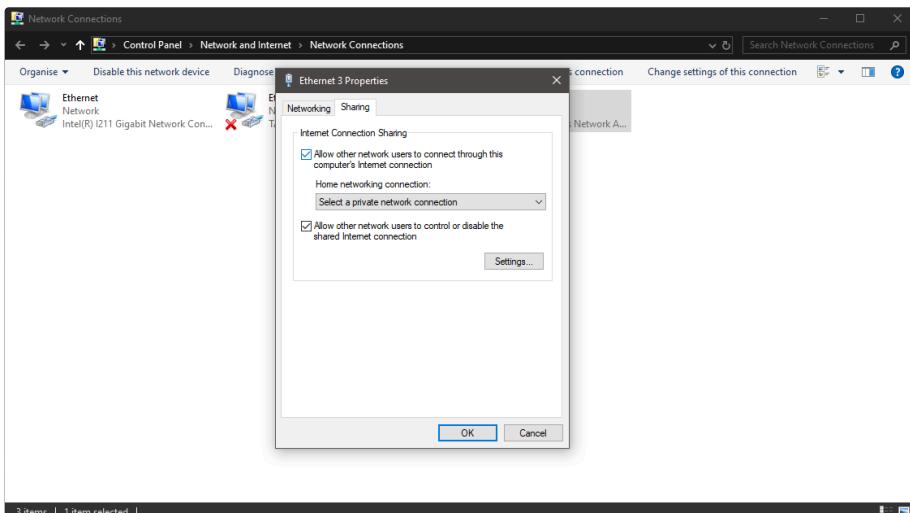


6. Click **Change adapter options**
7. Right click on the interface with the **Private Internet Access Network** or **PanGP** description and click **Properties** (Note that the interface name may be different on your machine)



8. Click the **Sharing** tab

9. Check the **Allow other network users to connect through this computer's Internet connection** box



10. Click the **Select a private network connection** box

11. Choose the ethernet connection that's used to connect your Xbox and click **OK**

12. Press the **Xbox** button on your Xbox controller

13. Move right to the **System** tab

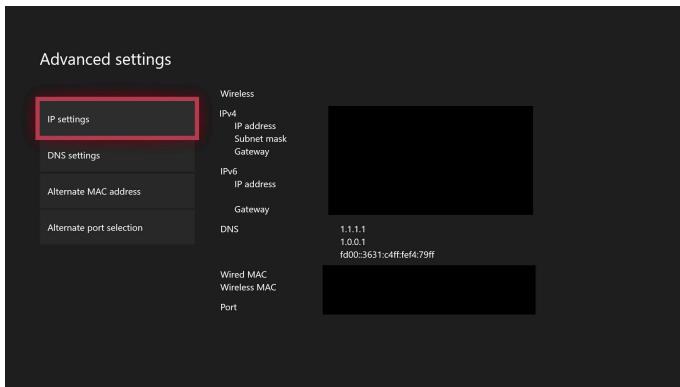
14. Select **Settings**



15. 800pxSelect the **Network** tab

16. Select **Network settings**

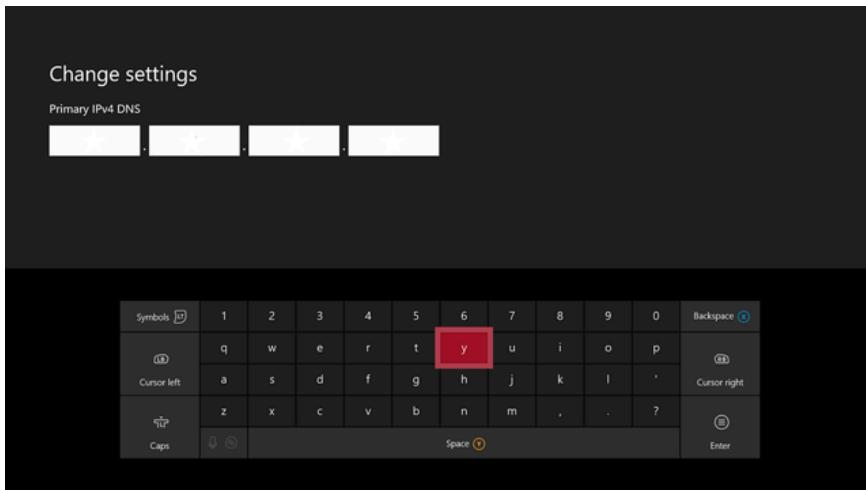
17. Select **Advanced settings**



18. Select **DNS settings**

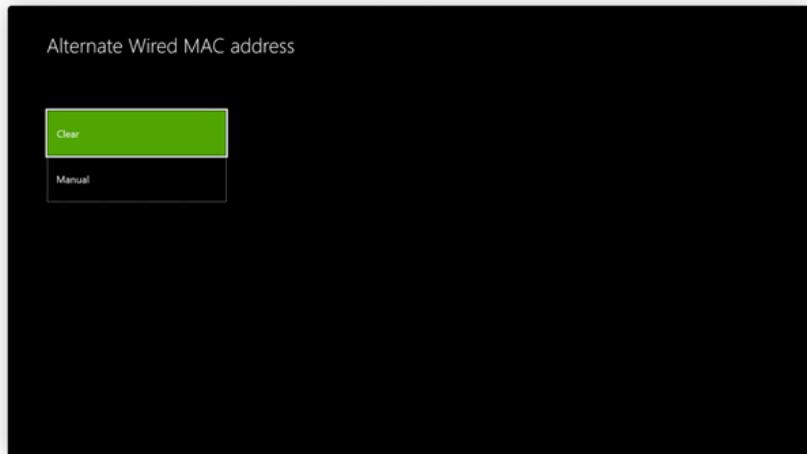
19. Select **Manual**

20. Enter **10.121.200.3** for Primary DNS then select **Enter**



21. Leave the **Secondary DNS** blank then select **Enter**

22. Select **Alternative MAC address** then select **Clear**

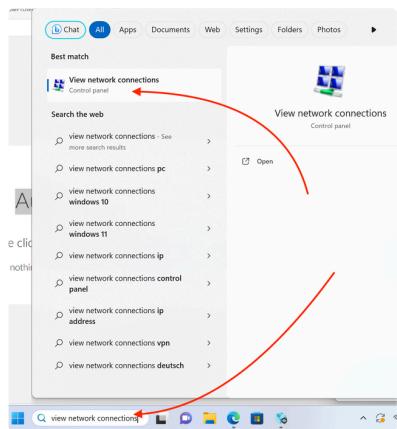


23. Your Xbox will restart

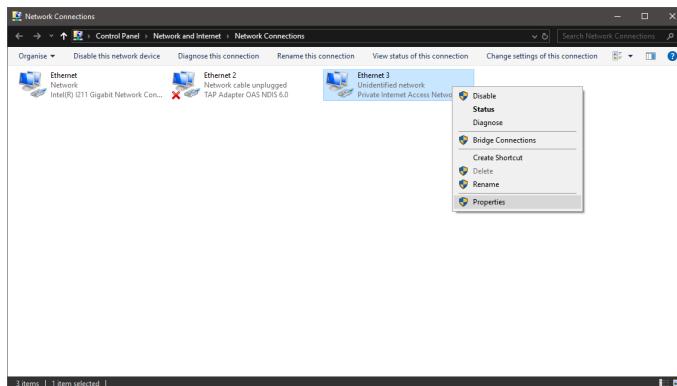
How to share Windows 11 VPN with Playstation

Note: Sharing of VPN connection on Macs does not work. This article is for Windows 11.

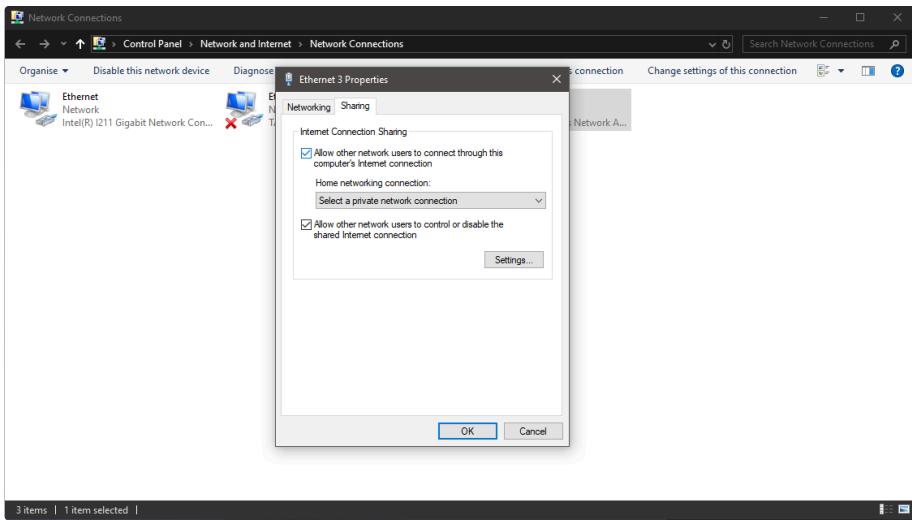
1. Connect to the **Corp VPN** or **BPO VPN** from your Windows 11 PC
2. Connect an ethernet cable between your Playstation and VPN-connected Windows 11 PC
3. In the **Windows Search Bar**, search for **View Network Connections**



4. Right click on the interface with the **Private Internet Access Network** or **PanGP** description and click **Properties** (Note that the interface name may be different on your machine)



5. Click the **Sharing tab**
6. Check the **Allow other network users to connect through this computer's Internet connection** box



7. Click the **Select a private network connection** box
8. Choose the ethernet connection that's used to connect your Playstation and click **OK**
9. Confirm access on your Playstation: **START/DEBUG SETTINGS** → **PLAYSTATION NETWORK** → **VIEW STATUS OF PSN [DEV SERVER]**

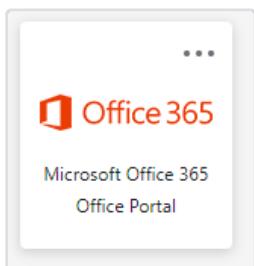
Microsoft Office365 Help

- [Installing Microsoft Office 365 on your computer](#)
- [How to sign into Microsoft Office365](#)
 - [How to log into Microsoft Office365 \(Mac\)](#)
 - [How to log into Microsoft Office365 \(PC\)](#)

Installing Microsoft Office 365 on your computer

Instructions

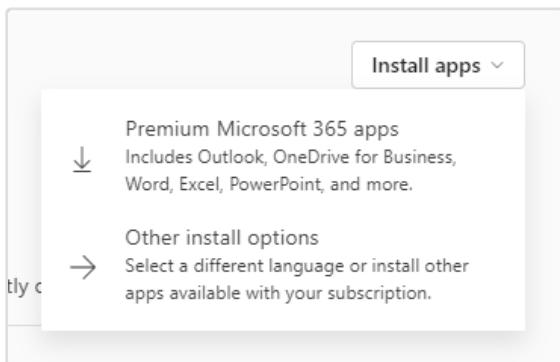
1. Open your web browser and sign into rbx.okta.com
2. Now search and open the **Microsoft Office 365 Office Portal** tile



⚠ If you do not see the Microsoft Office 365 tile in Okta, please reach out to CorpEng by filing a ticket request.

✖ If unable to sign into **Office365** applications due to Okta Verify (Fastpass), please file a ticket with CorpEng.

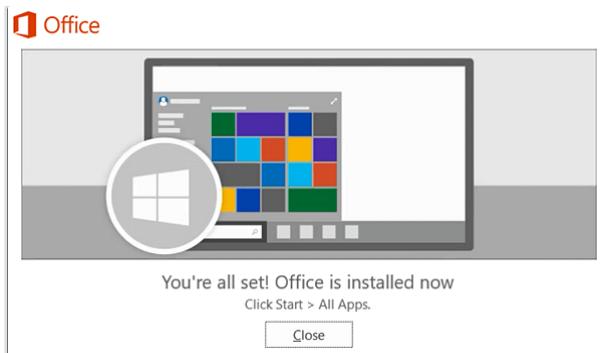
3. After signing in, click the **Install apps** button at the upper right-hand corner
4. Next, a drop-down menu will appear. Select **Premium Microsoft 365 apps**



5. Check your downloads folder for the install package. Double-click on it to **run and Install** the program.



6. Success! You'll get a notification to close the window.



7. Follow the steps in one of the two articles for instructions to sign into the app.

- [How to log into Microsoft Office365 \(Mac\)](#)
- [How to log into Microsoft Office365 \(PC\)](#)

[How to sign into Microsoft Office365](#)

[How to log into Microsoft Office365 \(Mac\)](#)

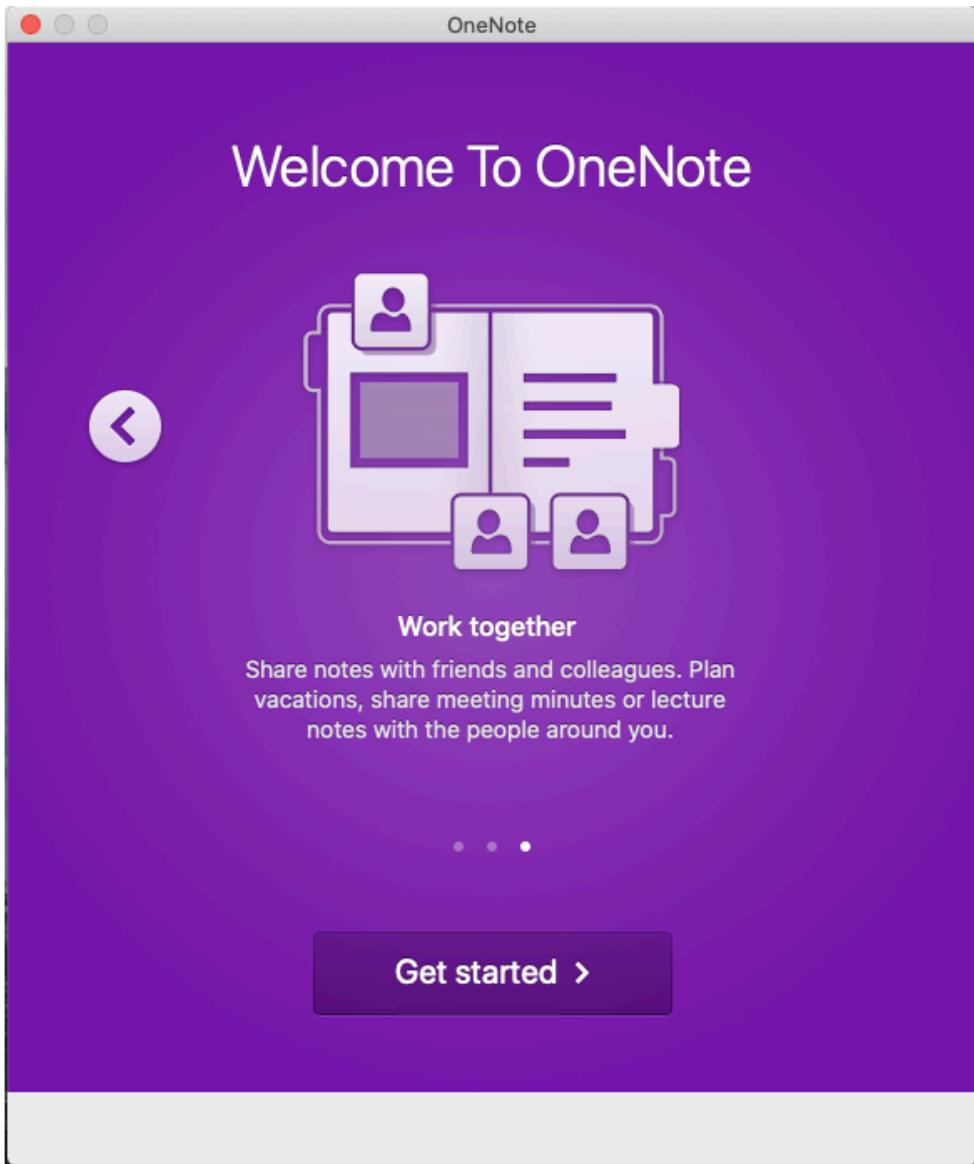
[How to log into Microsoft Office365 \(PC\)](#)

How to log into Microsoft Office365 (Mac)

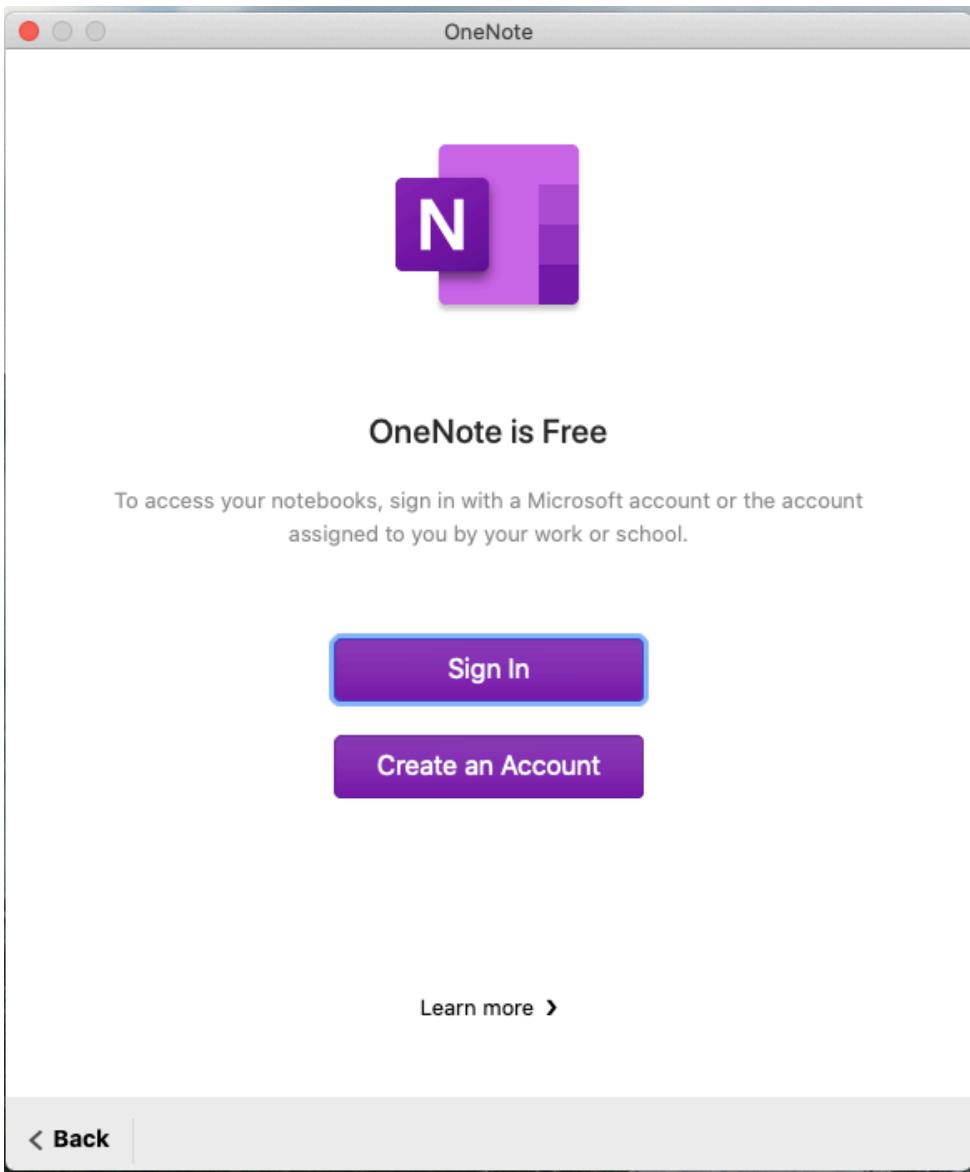
i Follow this article if you need to install MS O365 on your computer - [Installing Microsoft Office 365 on your computer](#)

⚠ Please note, logging into one single Office application on the same computer will automatically log you into the other apps with the same credentials.

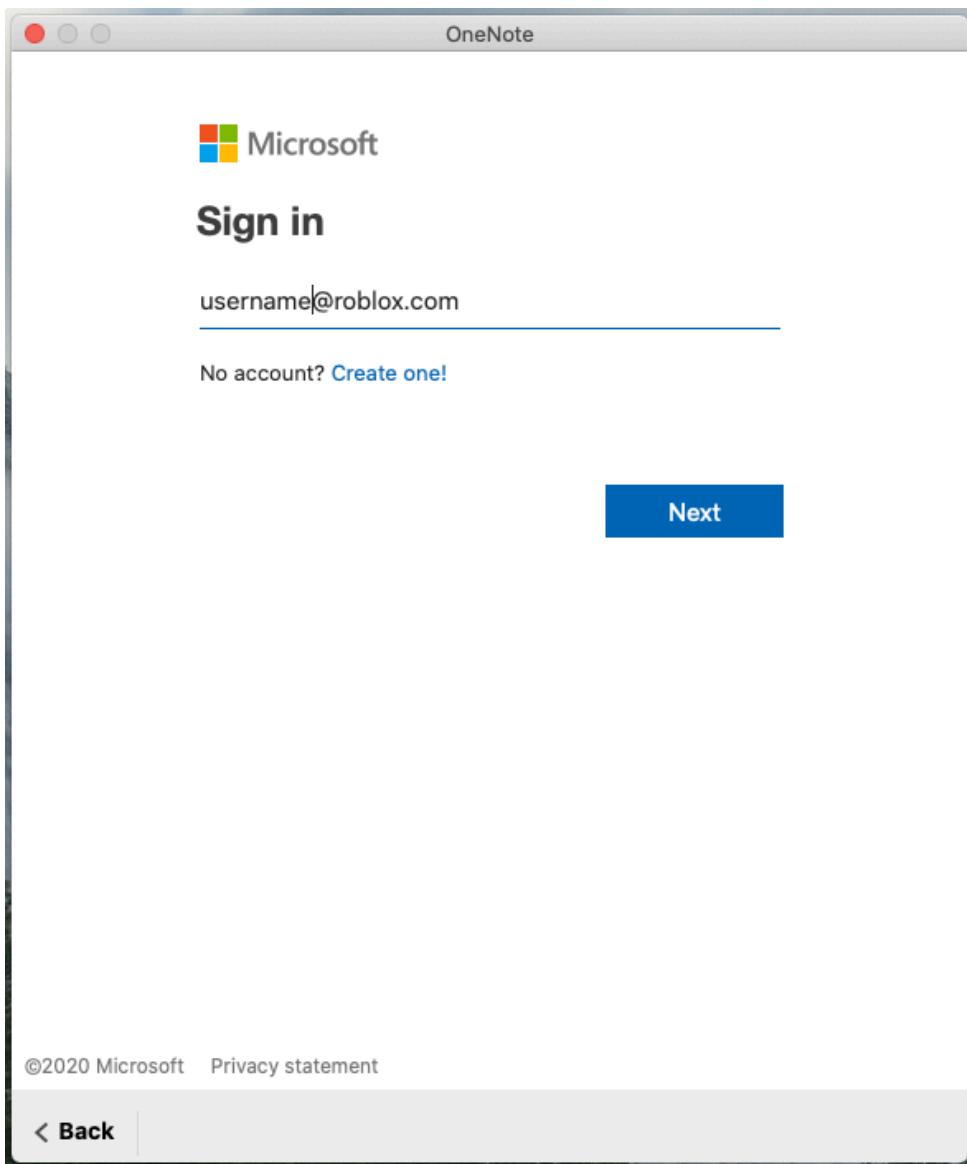
1. Open the app and go through the prompts to click on **Get started**



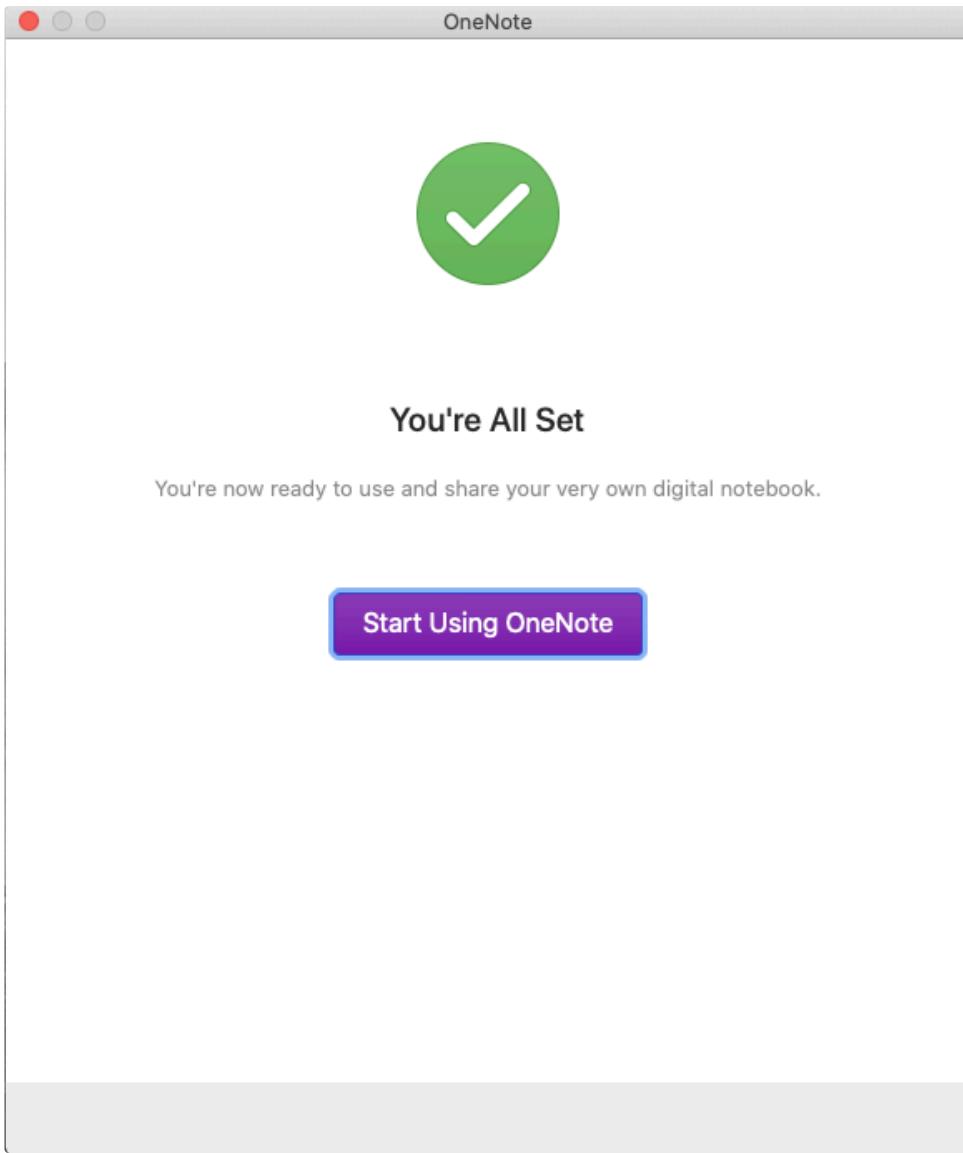
2. Click on **Sign In**



3. Enter your Roblox email address and hit **Next**



4. The next prompt will take you to Okta to sign in using your Okta credentials
5. When logged in successfully, click on **Start Using...**



6. Success!

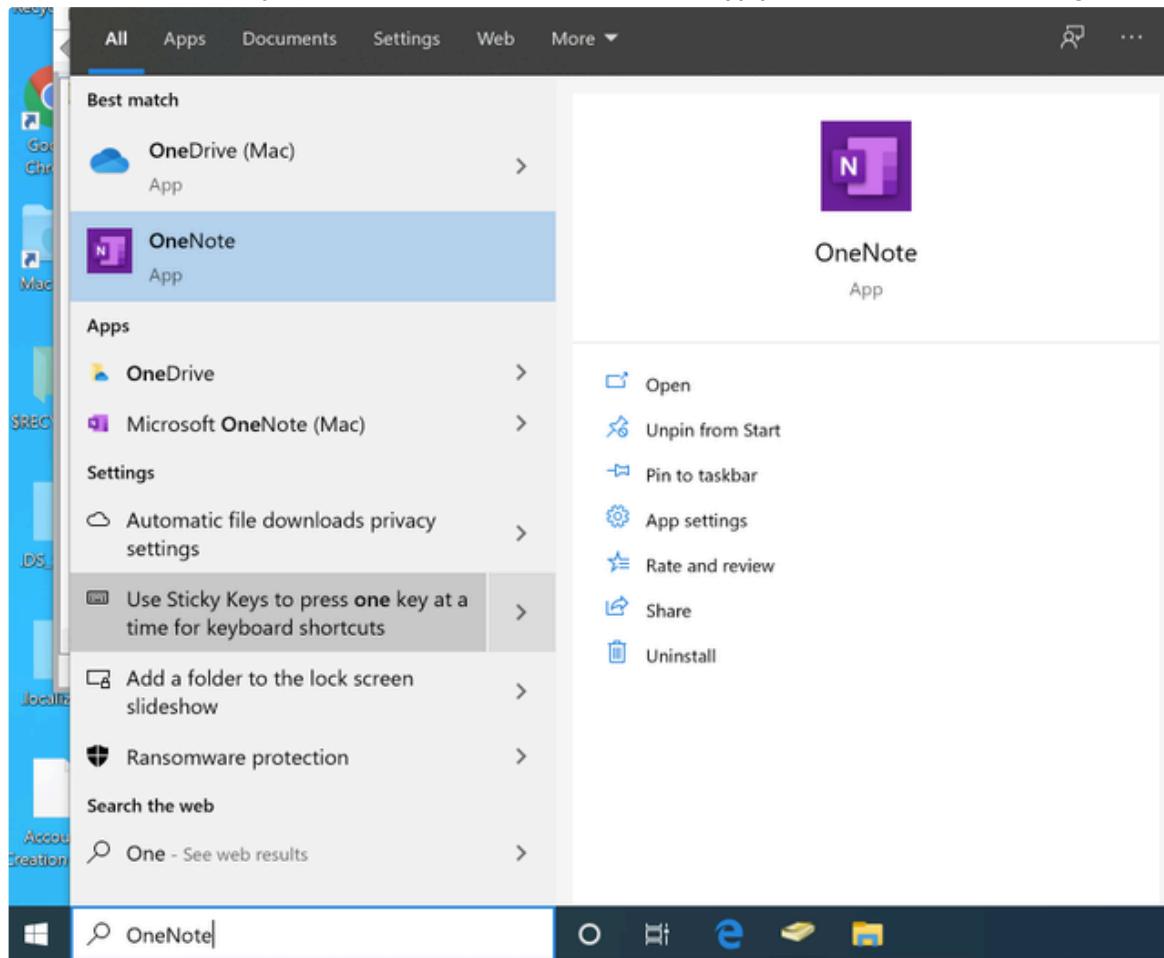
How to log into Microsoft Office365 (PC)

i Follow this article if you need to install MS O365 on your computer - [Installing Microsoft Office 365 on your computer](#)

⚠ NOTE: Logging into one single Office application, on the same computer, will automatically log you into the other apps with the same credentials.

✖ If unable to sign into **Office365** applications due to Okta Verify (Fastpass), please file a ticket with CorpEng.

3. Click on the Windows Key and on the search bar, enter the Office365 app (for this tutorial we will be using OneNote)



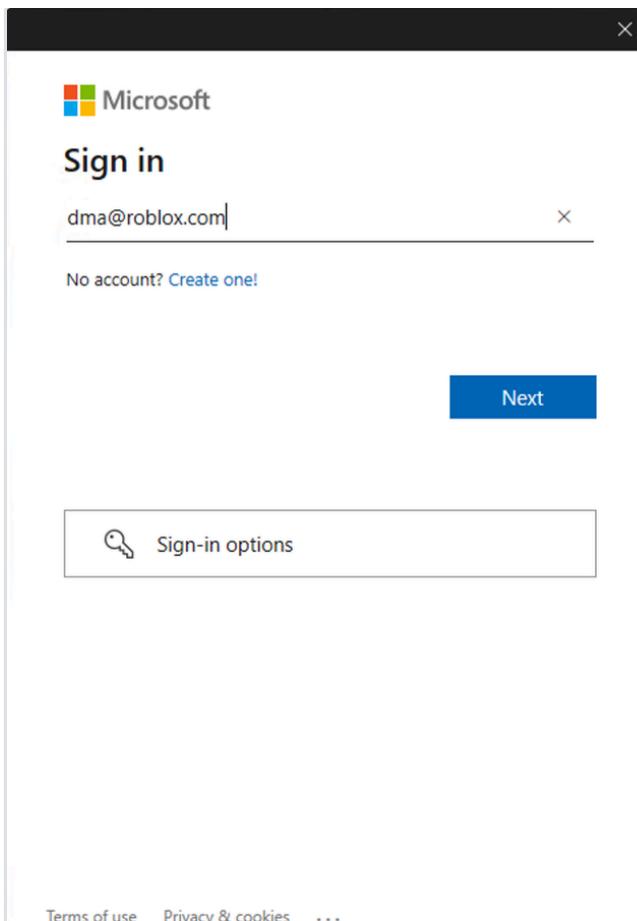
4. Open the app and select "Work or School account"

Pick an account to sign in with

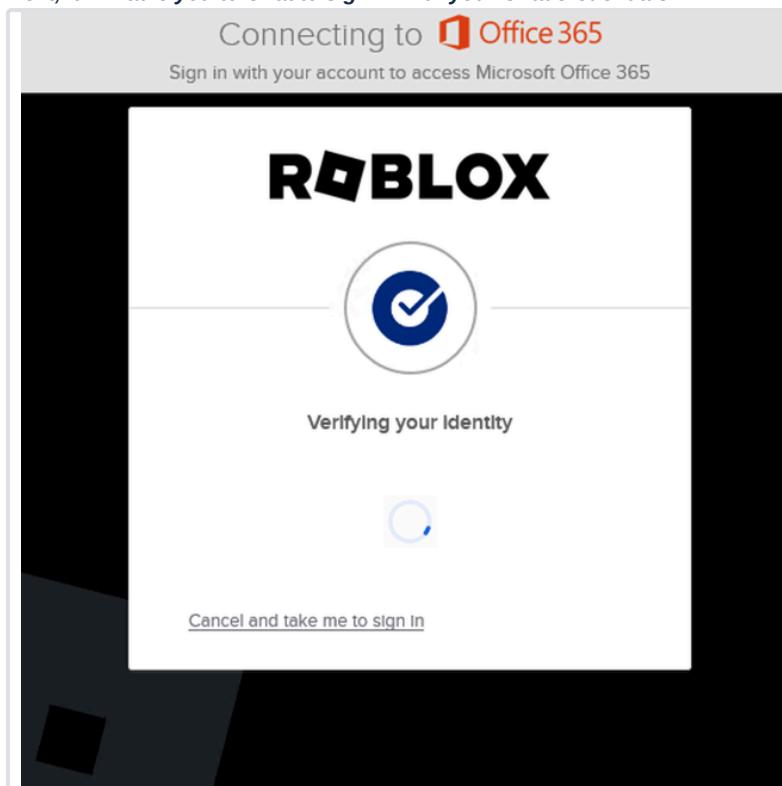
Personal Microsoft account

Work or school account

5. *Enter your Roblox email address*



6. *Next, it will take you to Okta to sign in with your Okta credentials*



7. *Verify the box is checked and click Yes*

X

Use this account everywhere on your device

Windows will remember your account and make it easier to sign in to apps and websites. You won't have to enter your password each time you access your organization's resources. You may need to allow them to manage certain settings on your device.

Allow my organization to manage my device

This app only

Yes

8. **Click on Done**

X

You're all set!

We've added your account successfully. You now have access to your organization's apps and services.

Done

Okta Help

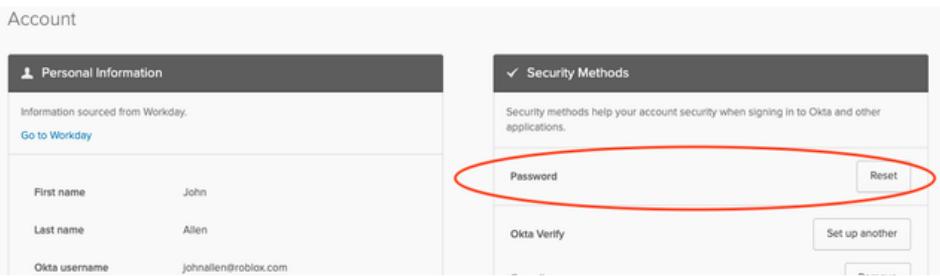
- [Okta - Unlock & Password Reset Options](#)
- [Apps Available In Okta Self-Service](#)
- [How to reset your Okta Verify account \(New Mobile Devices\)](#)
- [Okta FastPass](#)
- [Install the Okta Browser Plugin for Chrome](#)
- [Okta 403 Error on Mobile Devices](#)

Okta - Unlock & Password Reset Options

- [Password Reset](#)
- [How to Unlock](#)
 - [Option 1](#)
 - [Option 2](#)
 - [Option 3](#)

Password Reset

1. Browse to <https://rbx.okta.com/enduser/settings>
2. Select *Edit Profile*
3. Click "Reset" next to Password under Security Methods to follow the prompts and reset your password



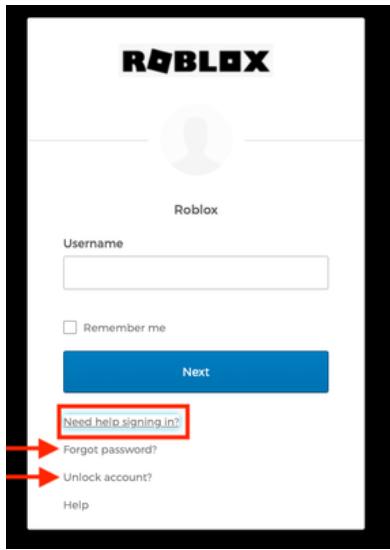
How to Unlock

Option 1

1. If you are locked out of your Okta account due to incorrect password, you will get another attempt to input your correct password after a 15 minute wait period. (For security reasons the login window will not indicate your account lockout status)

Option 2

1. In a web browser, navigate to <https://rbx.okta.com>
2. Select the applicable option from "Need help signing in"
3. Follow the prompts to complete



Option 3

1. Completely locked out? Send an email from your *personal* email account, to corpeng-help@roblox.com, CC your manager we will contact you for verification.

Apps Available In Okta Self-Service

The purpose of this page is to show what apps are available in Okta Self-Service.

Click [HERE](#) to access the full catalog of available apps in Okta Self-Service

- [List of Apps](#)
- [How To Request the App](#)

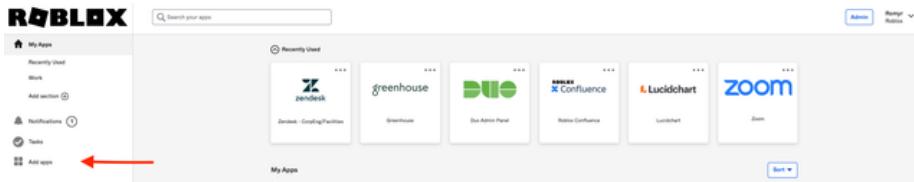
List of Apps

App name	Additional Approvals
Admin Website	Requires Approval From App Owners
Anaplan	Requires Approval From App Owners
Argo CD	Requires Approval From App Owners
Argus	Requires Approval From App Owners
Astronomer	Requires Approval From App Owners
Astronomer Core	Requires Approval From App Owners
Astronomer Data Platform	Requires Approval From App Owners
AuditBoard	Requires Approval From App Owners
Backtrace	No Approval Required
BrightHire	Requires Approval From App Owners
ButterCMS	No Approval Required
CockroachDB	Requires Approval From App Owners
CoderPad	No Approval Required
CodeSignal	Requires Approval From App Owners
DataPeople	Requires Approval From App Owners
DevOps	Requires Approval From App Owners
Feedly	Requires Approval From App Owners
Figma	Requires Approval From App Owners
FireHydrant	Requires Approval From App Owners
FloQast	Requires Approval From App Owners
Gem	Requires Approval From App Owners
GitHub Cloud	Requires Approval From App Owners
GitHub Cloud: RobloxResearch	Requires Approval From App Owners
HackerOne	Requires Approval From App Owners
Kentik	Requires Approval From App Owners
LeaseQuery	Requires Approval From App Owners
Lens	No Approval Required
LightStep	Requires Approval From App Owners
MarkMonitor	No Approval Required
MarkMonitor (Access)	Requires Approval From App Owners
Metrics (Configuration)	Requires Approval From App Owners
Navan (FKA TripActions)	Requires Approval From App Owners
Neeyamo SAML	Requires Approval From App Owners
NetSuite	Requires Approval From App Owners

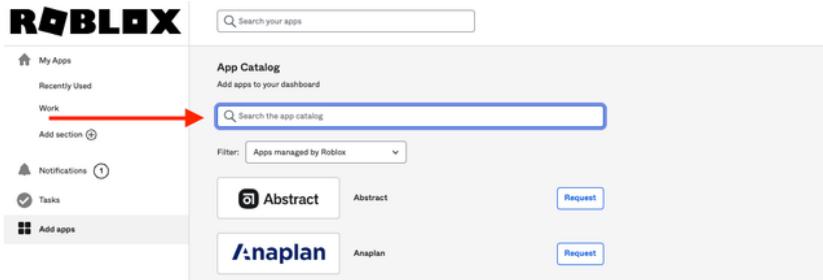
Notion	Requires Approval From App Owners
NS1	Requires Approval From App Owners (Traffic Engineering)
PagerDuty	Requires Approval From App Owners
Persona Dashboard	Requires Approval From App Owners
Anchor / PractiTest	Requires Approval From App Owners 1. Request through Okta Self-Service 2. Upon approval, you'll receive an invite email from Practitest admins with a login link 3. There is no Okta app tile for this app, it is direct sign-in at the website/resource only.
PrivaceraCloud (SCIM)	Requires Approval From App Owners
Roblox Creator Notifications	Requires Approval From App Owners
Roblox Creator Notifications STX	Requires Approval From App Owners
Roblox Customer Service Website	Requires Approval From App Owners
Roblox Moderation Website	Requires Approval From App Owners
Sauce Labs	No Approval Required
SecureSheet	Requires Approval From App Owners
Security Portal	No Approval Required
Seekout	Requires Approval From App Owners
Sentry	No Approval Required
Settings - Test Environments	Requires Approval From App Owners
Snyk	Requires Approval From App Owners
Stack Overflow Enterprise	No Approval Required
Tableau Server	Requires Approval From App Owners
TalentWall	Requires Approval From App Owners
TeamRetro	No Approval Required
TeleSign	Requires Approval From App Owners
Terraform Cloud	No Approval Required
Textio	Requires Approval From App Owners

How To Request the App

Log in to your Okta - From the Dashboard, Click "+Add Apps"



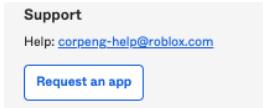
Search for the Appropriate App you need and select request (Note: Apps already assigned to you won't appear here)



If the requested app doesn't require approval it will be assigned immediately, otherwise an admin or designated approver of the app will need to accept your request.

Complete.

Do not use this if the app is owned by other approvers. This will create a ticket



How to reset your Okta Verify account (New Mobile Devices)

This article helps you reset your Okta Verify account if you received a new mobile device.

- ⓘ Upgrading your phone? Before you delete the data off your old phone, make sure to have it on-hand to set up Okta Verify on your new phone. The instructions on this article will only work if you have another device on hand that has Okta Verify set up. Otherwise, please create a ticket with CorpEng to reset your Okta MFA.

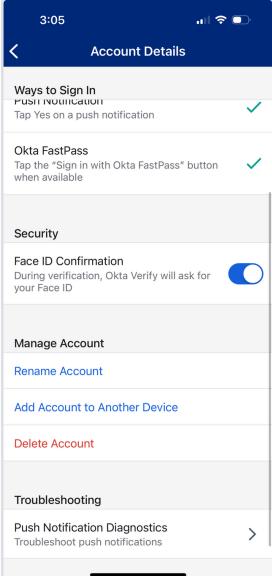
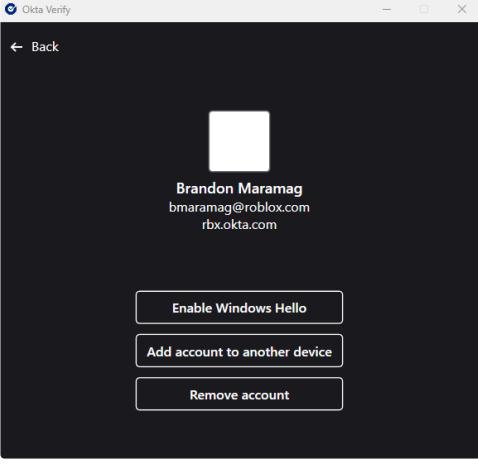
⚠ Warning for Okta FastPass Users

If you are currently using Okta FastPass, you must go through the Okta Verify app on one of your devices (i.e. phone, tablet, computer). Follow the steps on [Method 3: Setting up Okta Verify on a new mobile device \(Only for Okta FastPass Users\)](#)

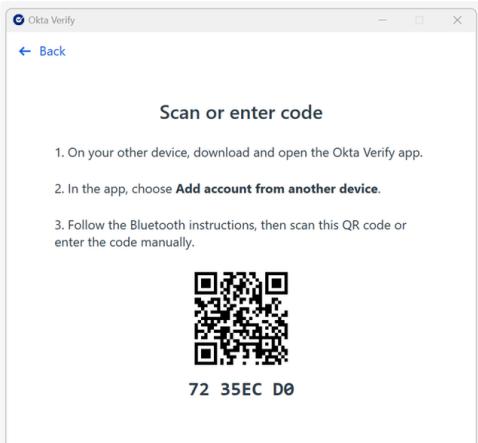
These instructions are only for Okta FastPass users who need to set up Okta Verify on a new device.

⚠ Note: once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

1. Open the Okta Verify app from a device that already has the app set up and registered with your account
2. Click on **Add Account to Another Device** from the device that already has Okta Verify registered

Add from another FastPass enabled Mobile Device (phone or tablet)	Add from a FastPass enabled Computer
<p>1. Click on the account that starts with rbx.okta.com</p> <p>2. Now click on Add Account to Another Device</p> 	<p>1. Click on your profile</p> <p>2. Now select Add account to another device</p> 

3. You should now be taken to the **Scan or Enter Code** screen

Mobile Device (phone or tablet)	Computer
	

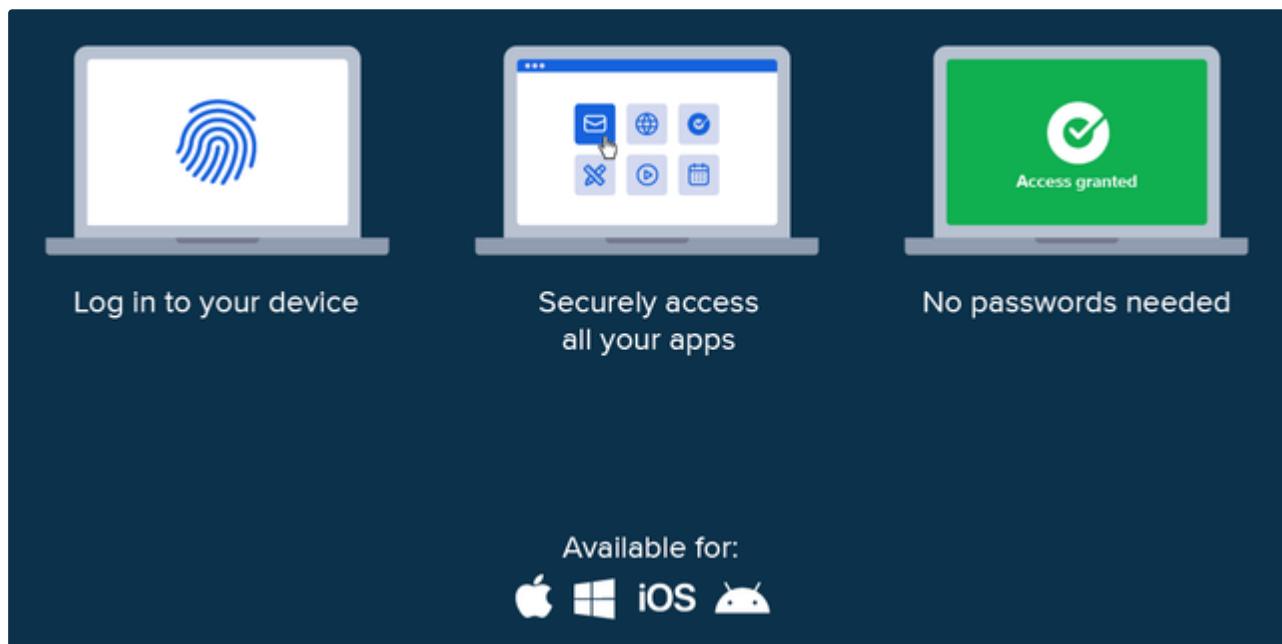


4. On the new mobile device, open Okta Verify
5. Click on the + button to add an account
6. Select **Organization**
7. Now select, **Add Account from Another Device**
8. From here, you can either **Scan QR Code** or **Enter Code Manually**
 - a. The QR code and manual code can be found on the other device in Step 3
9. Success!

Okta FastPass

✓ Welcome to Okta FastPass!

Securely access your Okta apps without entering your Okta password.



Credit: Okta

Why should I use this?

Okta FastPass allows users to log in to Okta without entering a password. After registering a device with Okta Verify, users will be able to utilize their device's biometrics to authenticate into Okta.

The result is a completely passwordless login experience that works on any device across browsers, desktop applications, and native mobile applications...users will have an end-to-end passwordless experience that is both secure and intuitive.

- Okta

What to expect?

When using Okta FastPass to authenticate into Okta, users will be prompted to verify their identity by using either TouchID (MacOS) or Windows Hello (Windows OS).

✖ Okta FastPass does not...

- ✖ Sign you into your laptop - This is strictly used for Okta apps
- ✖ Let you use Okta FastPass without Okta Verify
- ✖ Support Linux

[Learn more](#)

Getting Started

- ⓘ A complete enrollment in Okta FastPass will take approximately 10 minutes to complete

1. Enable Okta FastPass within your Okta Verify app on your phone - [Enabling Okta FastPass on your mobile device](#)
2. Set up Okta Verify on your computer - [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)
3. Lastly, test Okta FastPass - [How to authenticate using Okta FastPass](#)

⚠ Note: once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

Guides

- [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)
- [How to authenticate using Okta FastPass](#)
- [How to reset your Okta Verify account \(New Mobile Devices\)](#)
- [Okta FastPass FAQ](#)
- [Setting up Okta Verify \(FastPass\)on a new mobile device](#)
- [Enabling Okta FastPass on your mobile device](#)

Get Help!

- In-person: IT Help Desk in building 910 or Station 2, 3rd floor.
- File a support ticket through Zendesk.

Setting up Okta Verify on a Computer (Okta FastPass)

⚠ Before you begin you must have...

1. The computer enrolled in Jamf (MacOS) or Workspace One (Windows).
2. Touch ID (MacOS) or Windows Hello (Windows) set up on the computer(s) you want to enable Okta FastPass for.

⚠ Warnings

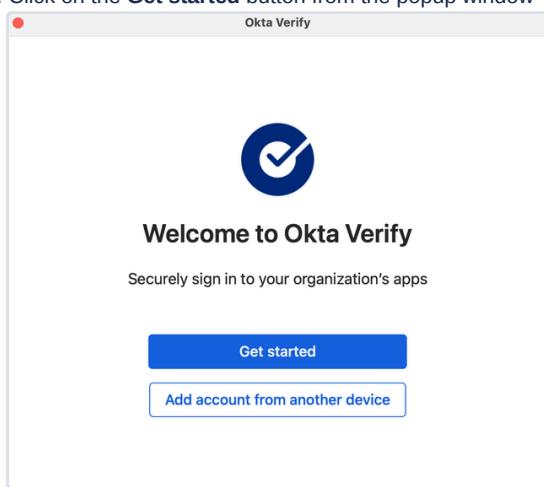
- You must enable Okta FastPass on any mobile device that you use to access company resources - [Enabling Okta FastPass on your mobile device](#)
- If you reset all your Okta MFAs and FastPass enforcement is turned on for your account, you must set up Okta Verify first prior to setting up your YubiKey(s).
- Once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.
- 403 error on your iPhone? Try turning off Private Relay - [Okta 403 Error on Mobile Devices](#)

Table of Contents

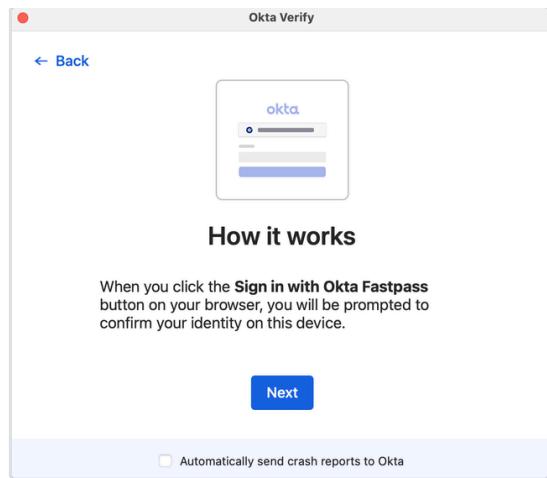
Get Started

MacOS (Touch ID) Instructions

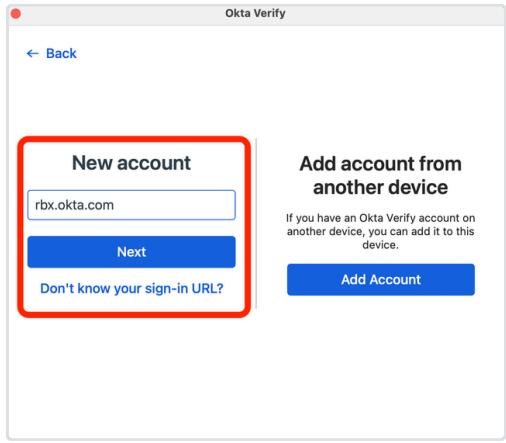
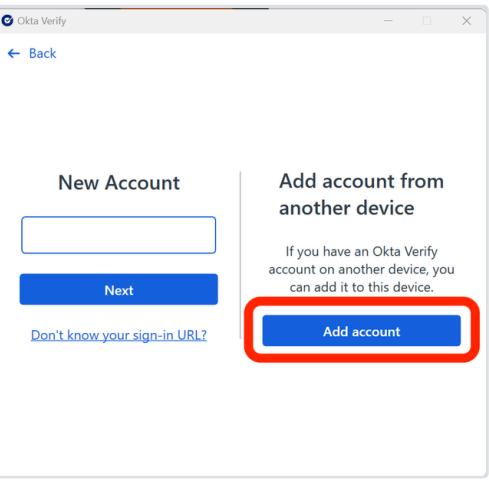
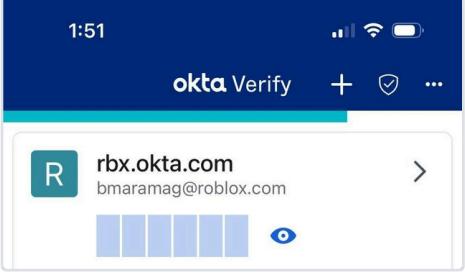
1. Open the Okta Verify app on your computer.
 - By default, all devices will have the app installed automatically. If you do not see the app installed on your computer, please follow the steps in this article - [Manually Install Okta Verify on your Computer](#)
2. Click on the **Get started** button from the popup window



3. Click **Next**



5. The next prompt will ask you to enter the sign-in URL for a “New account” or “Add account from another device”. See below for instructions for both methods (method 1 is recommended):

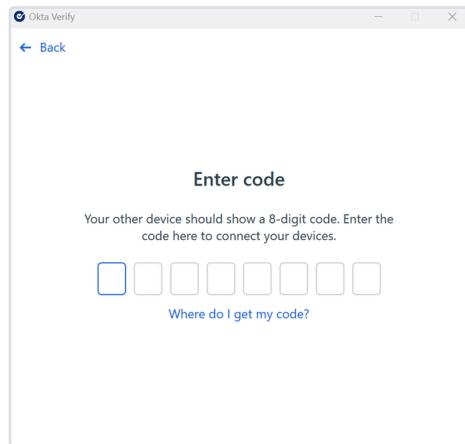
Method 1 “New account” (New Hires, Zero/No Factors Enrolled Enrollment process)	Method 2 “Add account from another device”
<p>1. Enter in rbx.okta.com in the New Account field 2. Click Next</p> 	<p>1. Click on Add account</p> 
<p>3. Okta will prompt for you to verify yourself through Okta Verify on your phone. a. Alternatively, you can select Verify with something else to select a different verification method.</p>	<p>2. Open the Okta Verify app from your other device (most people will have the app set up on their phones) 3. Now click on your account that starts with “rbx.okta.com”</p> 
	<p>4. Make sure to have your biometrics on your mobile device enabled (i.e. Face ID, Touch ID, etc.)</p>

5. Press the **Add Account to Another Device**

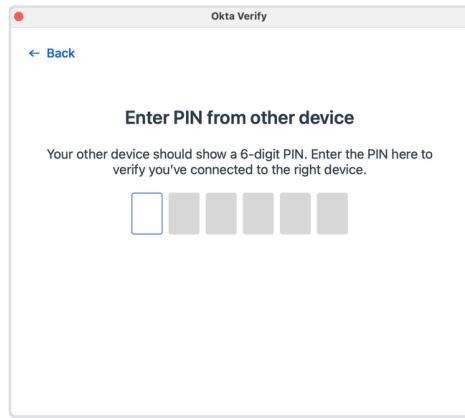
▼ Click here to see screenshot



5. Enter the **8-digit code** displayed on your phone
into the Okta Verify app on your computer



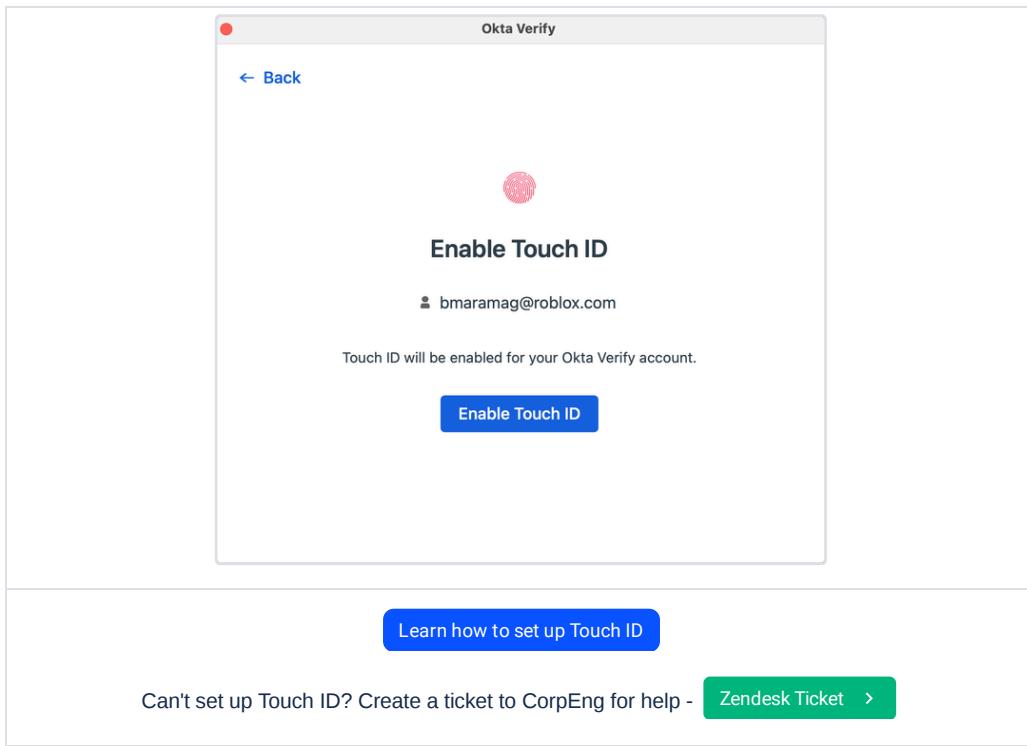
6. Now, enter the **6 digit code** from your computer
to your phone



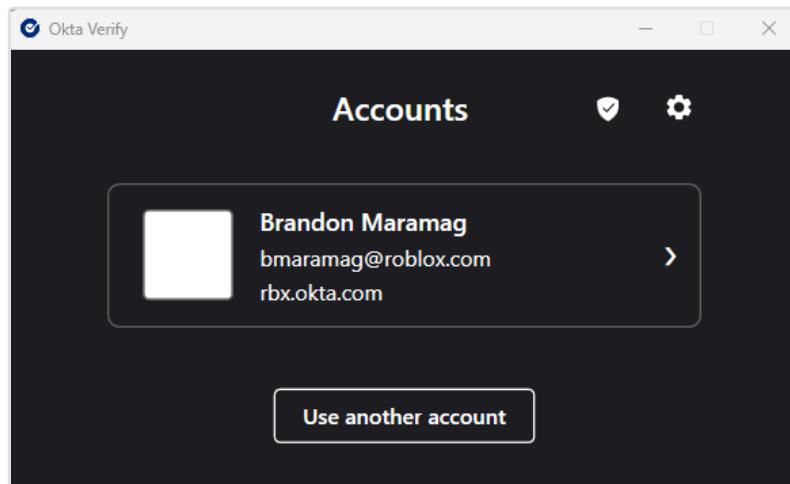
7. Press **Enable Touch ID**

- Alternatively, if you are setting up Touch ID or Windows Hello for the first time on the device, you will be given a **Set up** button instead. If this is the case, please click on that button to set up that security method.

Enable Touch ID (MacOS)



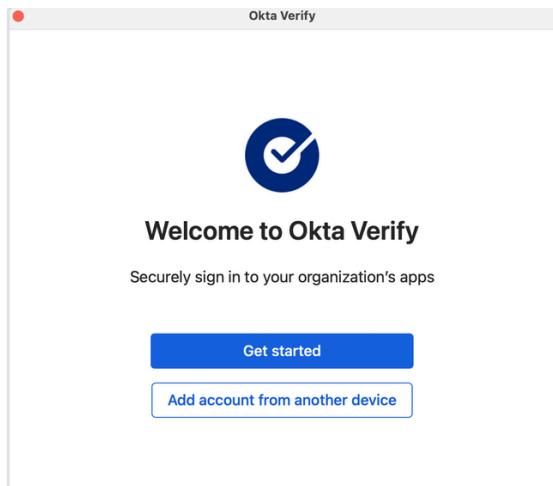
8. Success! Okta Verify will complete the setup and you should then see your account show up on the app.



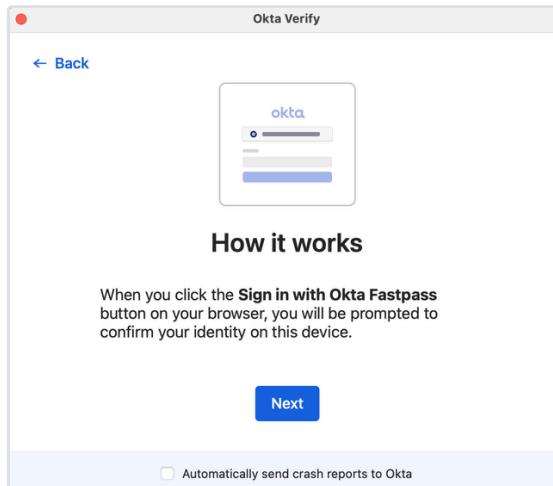
If set up successfully, your account should display on the Okta Verify app.

Windows (Windows Hello) Instructions

1. Open the Okta Verify app on your computer.
 - By default, all devices will have the app installed automatically. If you do not see the app installed on your computer, please follow the steps in this article - [Manually Install Okta Verify on your Computer](#)
2. Click on the **Get started** button from the popup window



3. Click Next

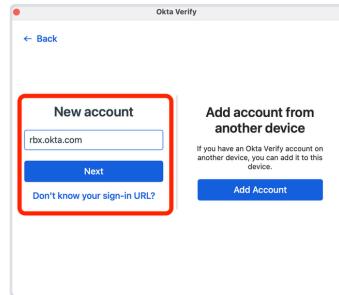


5. The next prompt will ask you to enter the sign-in URL for a “New account” or “Add account from another device”. See below for instructions for both methods (method 1 is recommended):

Method 1 “New account” (Recommended)	Method 2 “Add account from another device”
---	---

1. Enter in rbx.okta.com in the New Account field

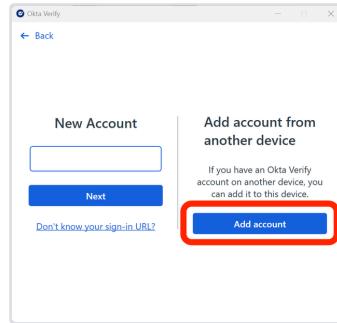
2. Click **Next**



3. Okta will prompt for you to verify yourself through Okta Verify on your phone.

a. Alternatively, you can select **Verify with something else** to select a different verification method.

1. Click on **Add account**



2. Open the Okta Verify app from your other device (most people will have the app set up on their phones)

3. Now click on your account that starts with "rbx.okta.com"



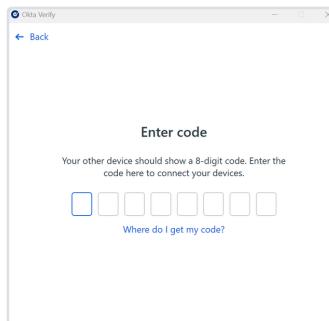
4. Make sure to have your biometrics on your mobile device enabled (i.e. Face ID, Touch ID, etc.)

5. Press the **Add Account to Another Device**

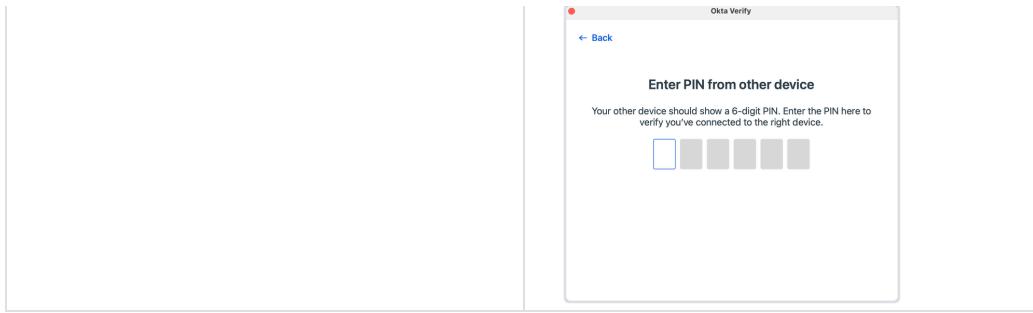
▼ Click here to see screenshot



5. Enter the **8-digit code** displayed on your phone into the Okta Verify app on your computer



6. Now, enter the **6 digit code** from your computer to your phone



7. Press **Enable**

- Alternatively, if you are setting up Touch ID or Windows Hello for the first time on the device, you will be given a **Set up** button instead. If this is the case, please click on that button to set up that security method.

Enable Windows Hello (Windows)

Enable Windows Hello?

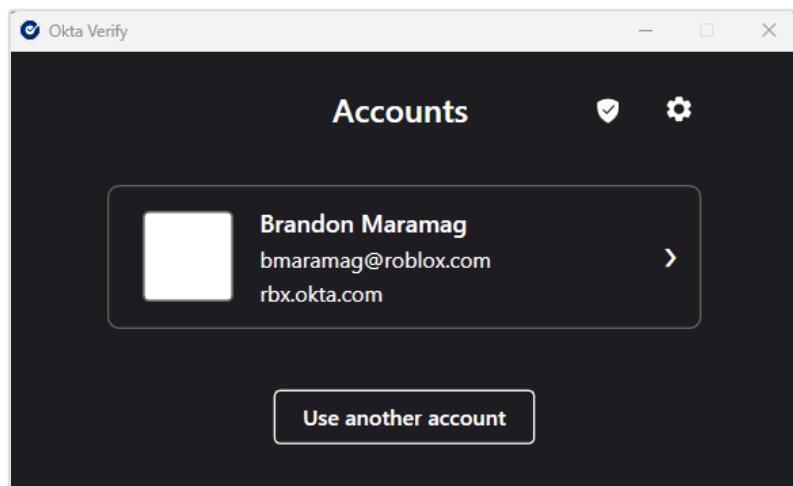
This allows you to use Okta Verify with Windows Hello to access apps.

Enable Not now

Learn how to set up Windows Hello

Can't set up Windows Hello? Create a ticket to CorpEng for help - Zendesk Ticket >

8. Success! Okta Verify will complete the setup and you should then see your account show up on the app.



If set up successfully, your account should display on the Okta Verify app.

 Follow the directions on this article to learn how to use Okta FastPass - [How to authenticate using Okta FastPass](#)

How to authenticate using Okta FastPass

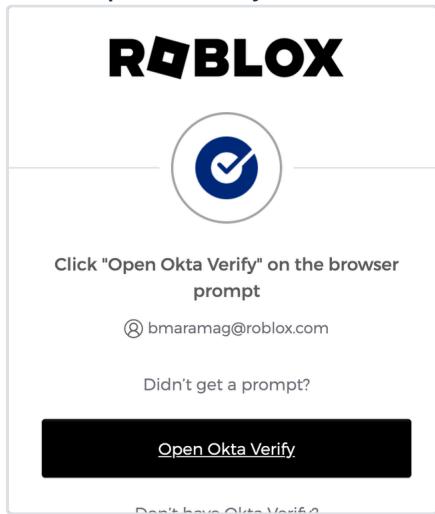
- i** Before you begin you must have Okta Fastpass set up on the computer or phone as you will need it on the device you are trying to connect to OTKA with - [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)

! Note: Once you enroll any device in Okta FastPass, it can take up to an hour for you to be added to the policy. Please give it some time for the workflow to take effect. From there, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

1. Navigate to rbx.okta.com

2. Enter your email/username

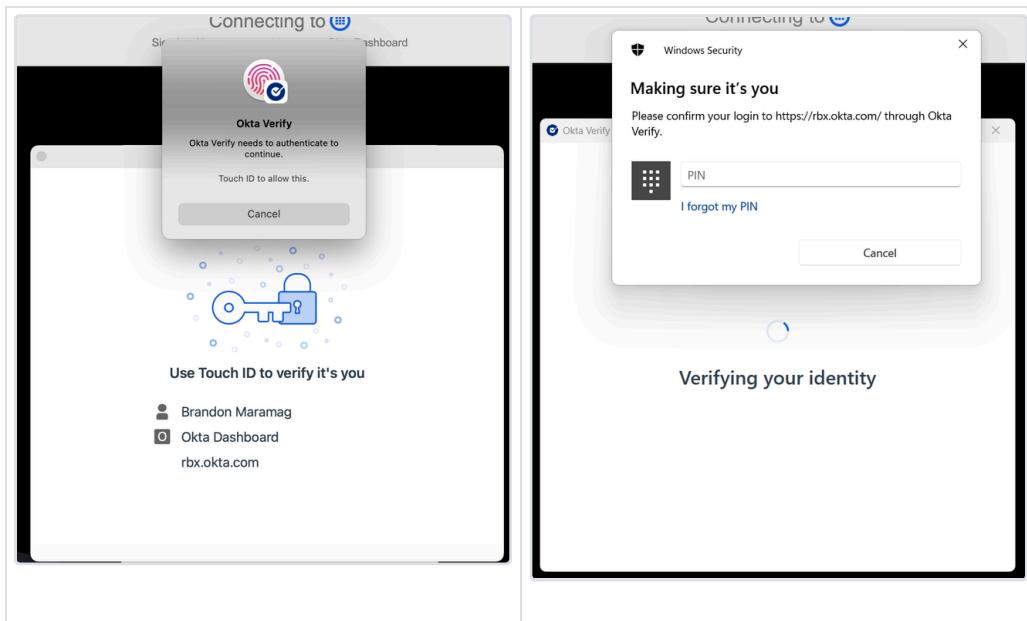
3. Click on **Open Okta Verify**



4. You should now be prompted to authenticate with one of the following...

MacOS - Touch ID

Windows OS - Windows Hello (PIN or Facial
Recognition)



4. Success! Okta should take you to your Okta Dashboard.

Okta FastPass FAQ

- ▼ Q: Can I use Okta FastPass to login in to my computer?

A: No, Okta FastPass is strictly used to sign into Okta apps.

- ▼ Q: How can I confirm if I have enrolled in Okta FastPass?

A: To confirm your device has successfully enrolled in Okta FastPass:

1. Open an incognito browser on the device(s) you enrolled
2. Browse to <https://rbx.okta.com>
3. Enter your username
4. The Okta Verify app will open and ask for biometric or pin.
 - a. You should not be asked for your password

- ▼ Q: I'm getting a 403 error from Okta on my mobile device

A: Check out this article to try out some recommended troubleshooting steps - [Okta 403 Error on Mobile Devices](#)

- ▼ Q: Is Okta FastPass required to sign in to Global Protect?

A: Yes, Global Protect now requires users to authenticate with FastPass + YubiKey to log in.

- ▼ Q: Can I continue to use Windows Hello or Apple Touch ID to log into my computer?

A: Yes, we are encouraging people to use their computer's biometrics for their computers to easily sign into their computers.

- ▼ Q: Do I still need Okta Verify on my phone if i'm setting it up on my computer?

A: No, but you will need Okta Verify (Fastpass) set up on your mobile device if you need to log into any company resources that require Okta for authentication.

- ▼ Q: If I have multiple computers, do I have to setup Okta FastPass on each computer?

A: Yes, Okta FastPass will need to be installed on each device you work on.

- ▼ Q: Can I still set up Okta Verify through my Okta Settings with a QR code?

A. No. If you try to set up Okta Verify through rbx.okta.com > **Settings** you will be hit with the following error



okta



Set up Okta Verify

✉ dwhitten@roblox.com

To set up Okta Verify on additional devices, you can copy an existing Okta Verify account onto a new device.

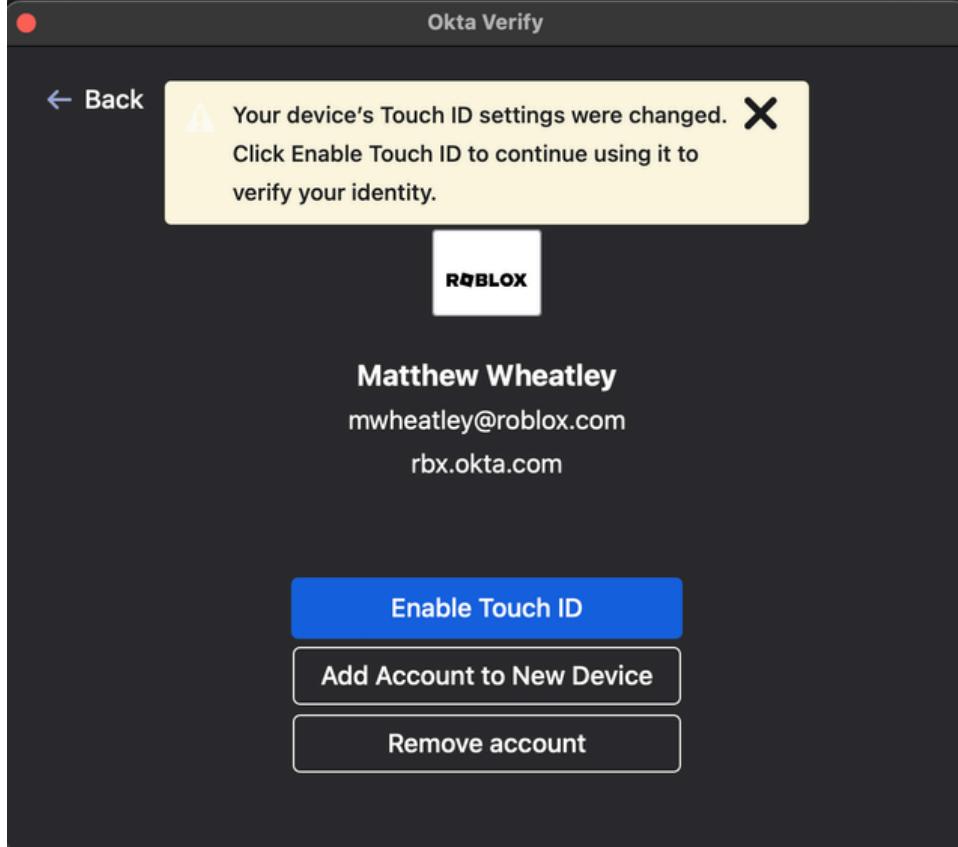
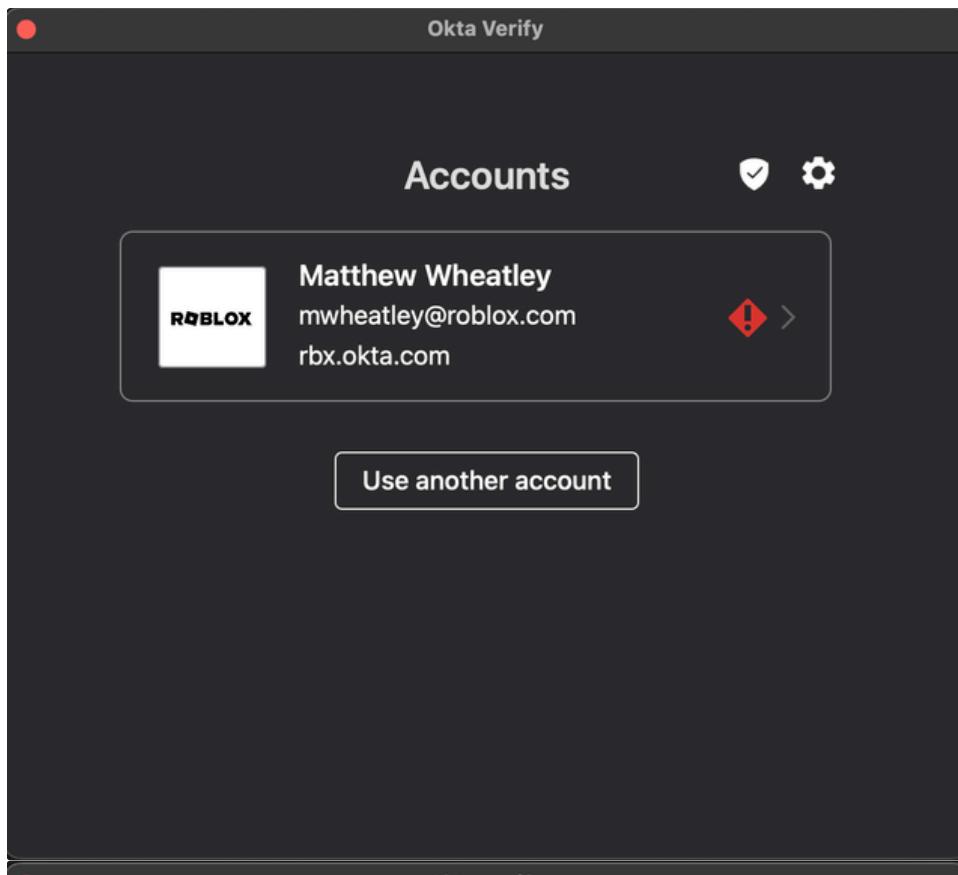
1. Open Okta Verify on any of your other Okta Verify devices (Such as your WHITTENXPS).
2. In the app, select your account.
3. Choose Add Account to Another Device.
4. Follow the rest of the instructions shown in Okta Verify.

This screen can be closed at any time.

[Return to authenticator list](#)

▼ Q: Why is the Okta Verify application failing after I modified Touch ID or Face ID settings?

- A: Okta Verify recognizes when a change occurs and requires re-registration of biometrics to ensure that the change was actually made by the authorized user. (Also, see this page in addition to the screenshots below - [Resolve Okta Verify account issues on iOS devices | Okta](#))



Q: What can I expect to see as the login experience after enabling Okta FastPass?

- A: We have documented the login experience in [this article](#)

▼ Q: How are my biometrics stored and processed?

- A: For all major vendors, information from the biometric sensor is translated into a mathematical representation which is stored in a secured chip (typically called the Secure Enclave). This information is both stored and processed on the device and is not sent to the cloud, Okta, or Roblox.

▼ Q: How does Okta Verify use my biometric data?

- A: The Okta Verify agent utilizes the operating system (Windows / Mac / iOS / Android) to ask for you to interact with the sensor and responds back with a 'Success' or 'Failure' message. As a result, the application would be provided no information which relates to biometric information and it can simply be stored and processed locally as mentioned above.

▼ Q: Am I required to use biometrics?

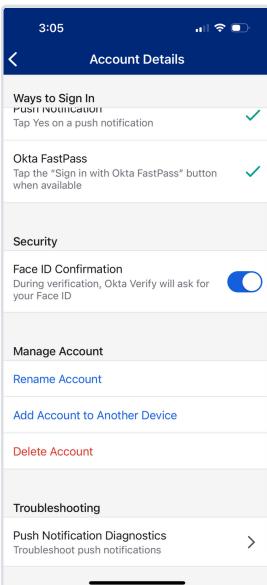
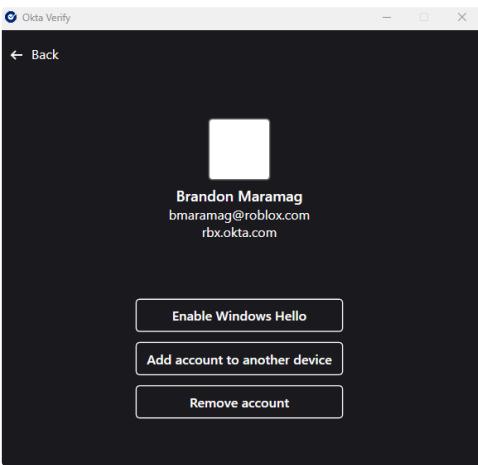
- A: The current implementation from Okta does require biometrics in order to prove that you are the person making the request. It also is a faster and more pleasant user experience. We are, however, asking Okta if there is an ability to fall back to the local machine password / pin. More to come after we receive a formal response from Okta. If you have specific concerns, please create a ticket by emailing corpeng-help@roblox.com.

Setting up Okta Verify (FastPass)on a new mobile device

These instructions are only for Okta FastPass users who need to set up Okta Verify on a new device.

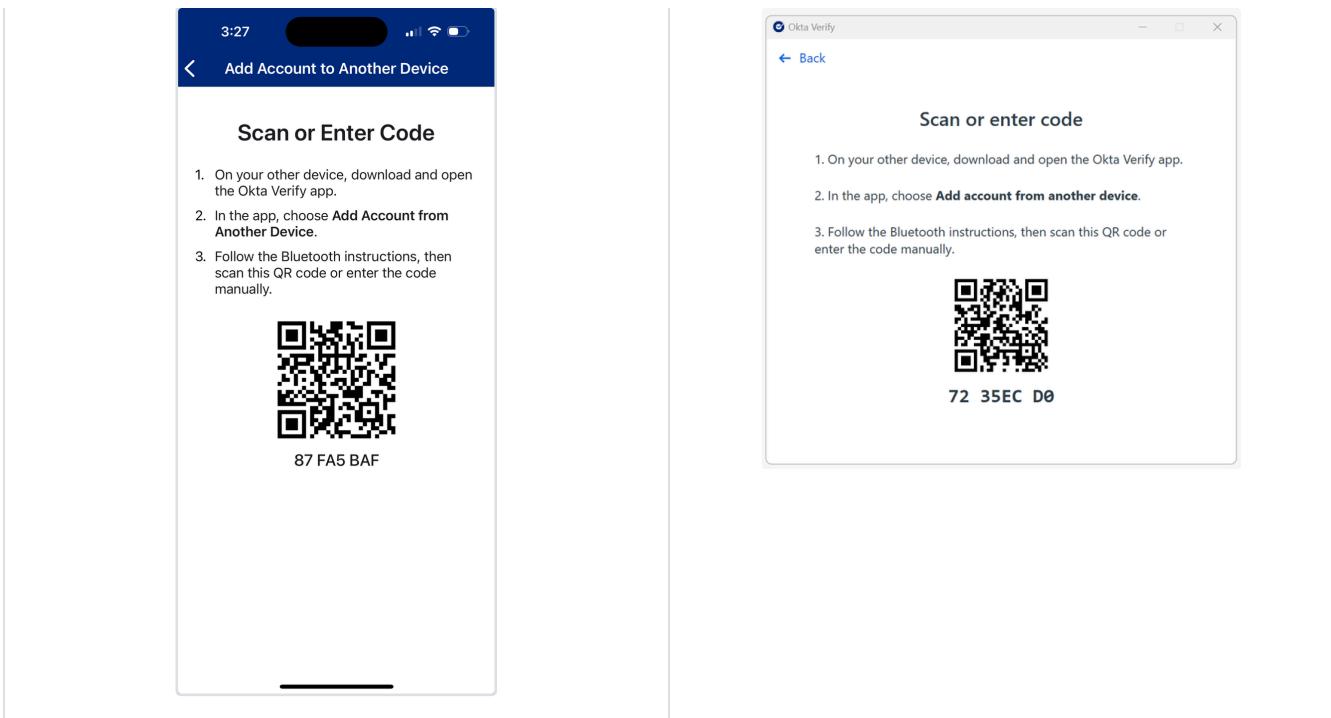
⚠ Note: once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

1. Open the Okta Verify app from a device that already has the app set up and registered with your account
2. Click on **Add Account to Another Device** from the device that already has Okta Verify registered

Add from another FastPass enabled Mobile Device (phone or tablet)	Add from a FastPass enabled Computer
<p>1. Click on the account that starts with rbx.okta.com</p> <p>2. Now click on Add Account to Another Device</p> 	<p>1. Click on your profile</p> <p>2. Now select Add account to another device</p> 

3. You should now be taken to the **Scan or Enter Code** screen

Mobile Device (phone or tablet)	Computer



4. On the new mobile device, open Okta Verify
5. Click on the + button to add an account
6. Select **Organization**
7. Now select, **Add Account from Another Device**
8. From here, you can either **Scan QR Code** or **Enter Code Manually**
 - a. The QR code and manual code can be found on the other device in Step 3
9. Success!

Enabling Okta FastPass on your mobile device

These instructions only apply to folks who would like to enable Okta FastPass on their phones. We highly recommend that user set this up if they are using Okta Verify on their computers.

⚠ Requirements

- Okta Verify must be installed and set up already on your mobile device
- Biometrics identification set up on your mobile device (i.e. Face Recognition, Finger Print, etc.)

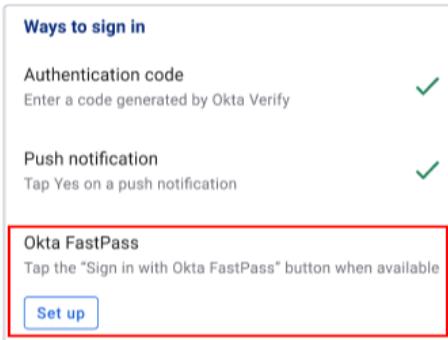
⚠ Note: once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

1. Open Okta Verify on your mobile device

2. Tap on your rbx.okta.com account



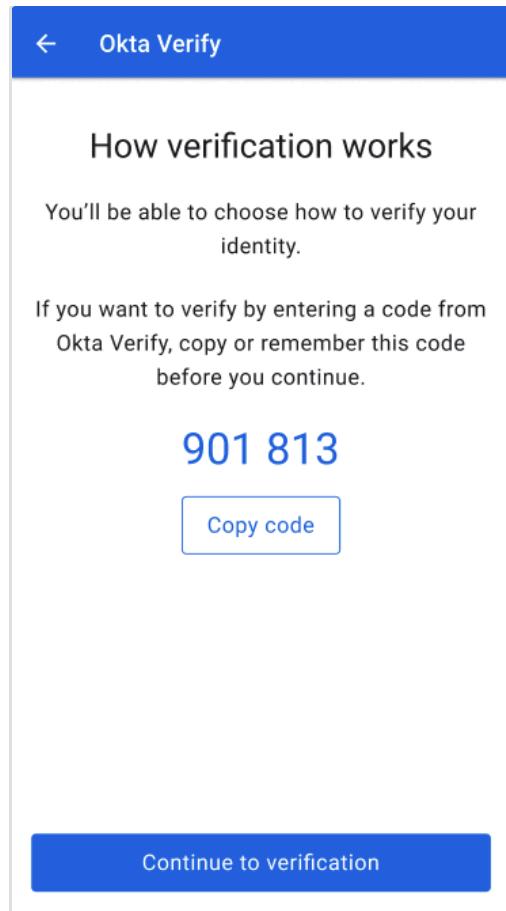
3. From the **Account Details Page**, scroll down to **Okta FastPass** > Click on **Set up**



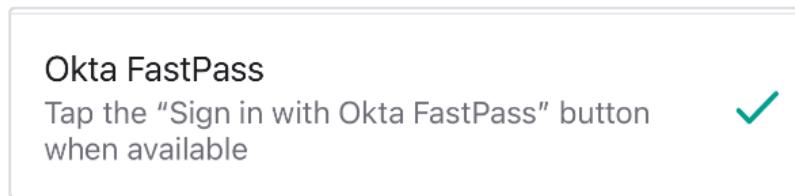
4. Click **Next**

5. Click **Sign in**

6. **Copy Code** > click **Continue to Verification**



7. Okta will now prompt you to sign in. Please follow the prompts to enter your email and Okta password.
8. Confirm your identity by selecting a security method
 - a. **Use my Password**
 - b. **Enter a Code** - the code you copied from step 6
9. If prompted to Enable Biometrics, tap **Enable**
10. Tap **Done**
11. Success!

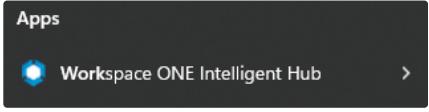
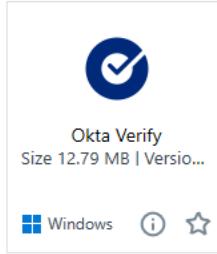


A green checkmark should display next to Okta FastPass

Manually Install Okta Verify on your Computer

By default, Okta Verify will be installed on all Roblox-managed computers. If not, please follow the instructions below to manually install the app on your computer.

⚠ Note: once you enroll any device in Okta FastPass, all devices that are used for authentication will need to have **Okta Verify installed + FastPass enabled + Biometrics set up** in order to access services such as Google Mail, Slack, and any other app leveraging Okta SSO.

Manually install the app (MacOS)	Manually install the app (Windows)
<p>1. Open the Jamf Self Service app on your Macbook</p>  <p>2. Search and install the Okta Verify app from Jamf Self Service</p>	<p>1. Open the Workspace ONE Intelligent Hub on your computer</p>  <p>If you are not signed into the app, please follow the prompts from the app - Logging into Workspace ONE</p> <p>2. Click on the Okta Verify app to install it on your computer</p> 
<p>⚠ Please reach out to corpeng-help@roblox.com if you do not have Jamf Self Service or Workspace ONE installed on your computer.</p>	

Troubleshooting Okta FastPass (Internal Facing Article)

Table of contents:

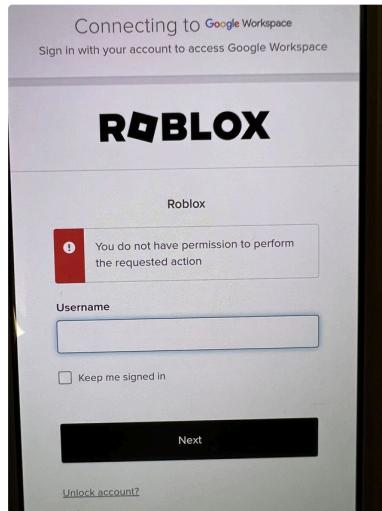
Unable to install Okta Verify on Mac or Windows

Install manually from Google Drive folder - [Okta Verify Installers](#)

Google Pixel Okta Error Troubleshoot

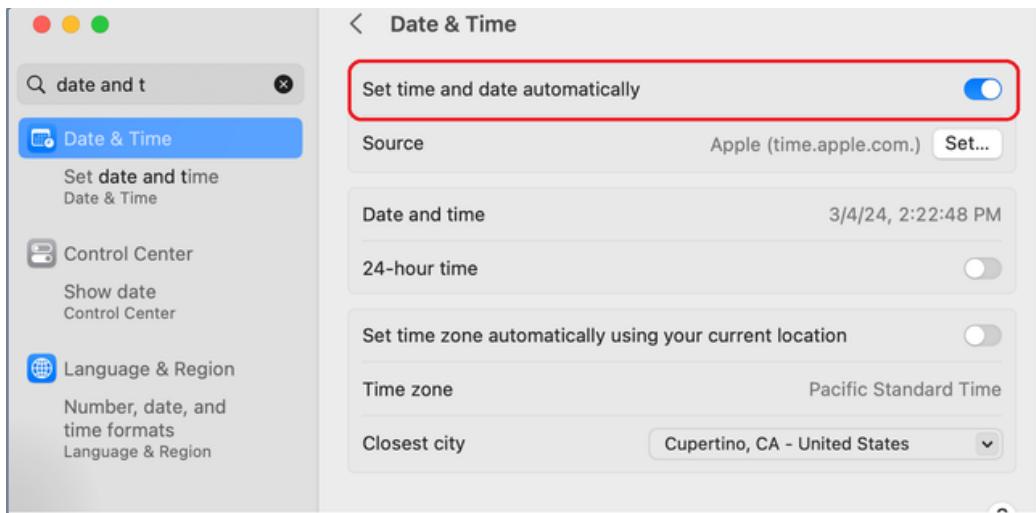
If you're experiencing issues adding or signing into Okta Verify on your Google Pixel Device try these steps:

1. Removed mobile device for **Okta Verify MFA** through **Okta profile settings**
2. Uninstall and reinstall Okta Verify
3. Enroll Okta Verify and add a new account on the Gmail app



Loop when signing into Okta Verify on MacBook - Time is incorrect

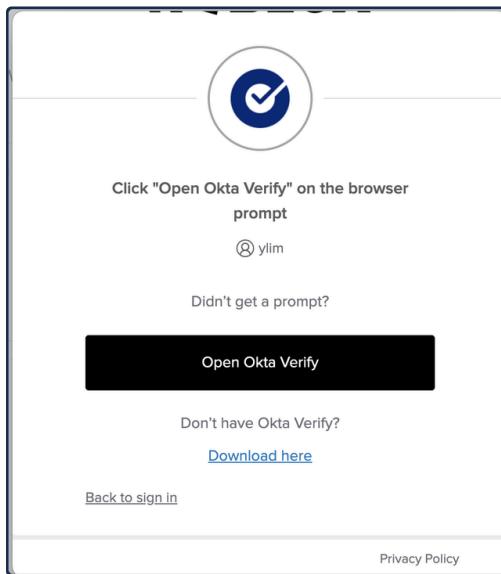
1. Okta Verify is looping on the browser and isn't authenticating
2. Confirm the **Time and Date** is up to date
3. If the Time and Date aren't up to date, open **Terminal** and run the CLI `sudo ntp -sS time.apple.com` "password required after CLI is inputted"
4. Refresh the browser to sign back into Okta
5. If the issue persists, ensure "Set time and date automatically" is toggled on.



6. Refresh the browser to sign back into Okta.

“Open Okta Verify” button doesn’t work when Verifying Google Workspace Account:

1. Opening a new browser session, for example **Incognito** or your **personal email**
2. Connect to **VPN**
3. A prompt for okta verify should **pop up** asking for **allowing chrome to use okta verify**.
4. Then sign in with your **work profile**



Okta Verify and Security Authentication loops when signing into Slack (mobile devices)

✖️ Problem: Okta Verify authenticates, but is asked to verify with Security Key (Yubikey)

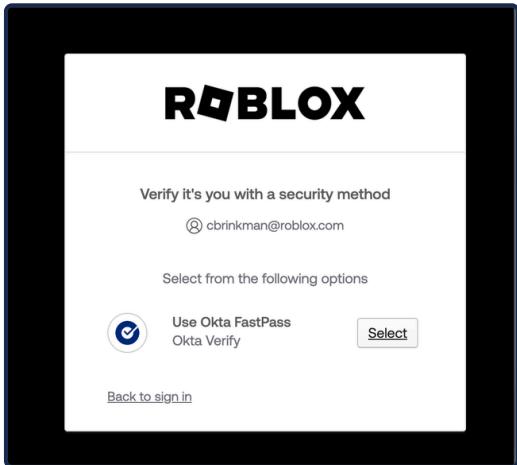
1. **iOS devices** - Open the App Store > click on your profile > locate Slack and Okta Verify
2. Click “Update” if available
3. **Android devices** - Open Google Play Store > search for Slack and Okta Verify
4. Update the applications if available

5. Last resort if updates fail, uninstall and reinstall both Slack and Okta Verify to its latest client

"Use Okta Fastpass" Option Not Working

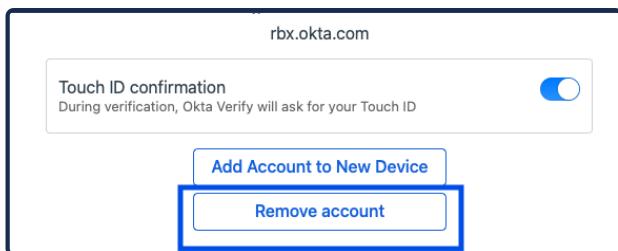
Summary:

After the Okta Settings getting reverted, you may come across an issue when trying to access applications where the "Use Okta Fastpass" option doesn't work. This page will provide steps on how to resolve this issue.

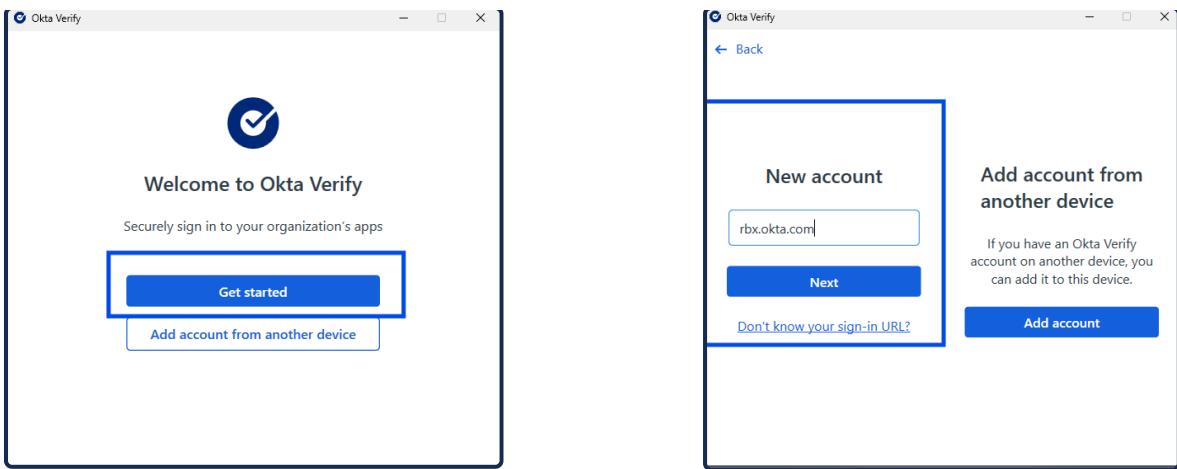


Instructions:

1. **Ensure Touch ID/Biometrics is enrolled in the Okta Verify App within your profile**
2. If Touch ID/Biometrics are enabled but **still facing issues, please close the browser**
3. **Un-enroll your Okta account from the Okta Verify app by clicking "Remove account"**



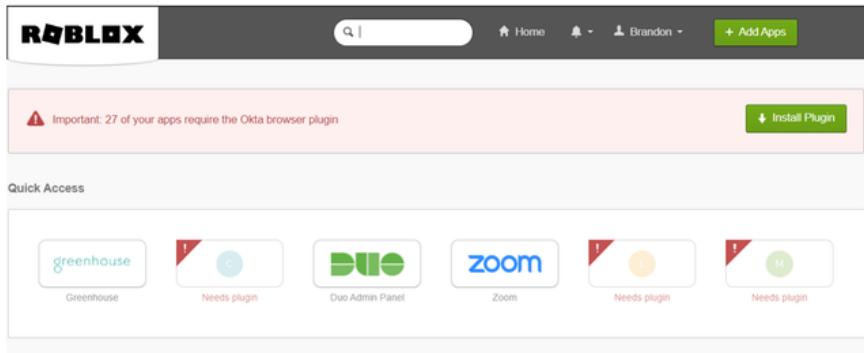
4. **Re-enroll Okta FP with typing the URL rbx.okta.com and assure to enable Touch ID/Biometrics.**



5. **Relaunch browser** and test again by launching an app from your Okta Dashboard.

Install the Okta Browser Plugin for Chrome

1. You may be prompted to "Install Plugin" for Chrome. Please do so, this will allow the credentials for specific websites to save automatically in Okta.



2. Click on **Add to Chrome**

A screenshot of the Okta Browser Plugin page on the Chrome Web Store. The URL is chrome://webstore/detail/okta-browser-plugin/nfjgklnlalnmlmlejgkldmehmlejgkld. The page shows a blue circular icon with a white 'O', the title 'Okta Browser Plugin', and the text 'Offered by: okta.com'. It has a rating of 219 reviews and 2,000,000+ users. A large blue 'Add to Chrome' button is prominently displayed. Below the main heading, there are tabs for 'Overview', 'Reviews', 'Support', and 'Related'. The 'Overview' tab is selected, showing a screenshot of the Okta dashboard with various app tiles like 'Calendar', 'ADP', 'Digitální', 'HipChat', etc., and a 'Search for an app' bar at the top right.

3. Then **Add extension**

A screenshot of a confirmation dialog box. It asks 'Add "Okta Browser Plugin"?'. It lists permissions: 'It can:' followed by 'Read and change all your data on the websites you visit' and 'Manage your apps, extensions, and themes'. At the bottom are two buttons: 'Add extension' (in light blue) and 'Cancel' (in white).

4. Success! The extension can be found at the top right corner of your Chrome Browser



Okta 403 Error on Mobile Devices

Try the fixes below if you are getting 403 errors when you try to sign into Okta from your mobile device.

- [Fix 1: Turn Off Private Relay \(iOS\)](#)
- [Fix 2: Turn Off VPNs](#)
- [Fix 3: Make sure your phone is up to date](#)

Fix 1: Turn Off Private Relay (iOS)

1. Open your **Settings**
2. Click on your name at the top (also known as the Apple ID)
3. Select **iCloud**
4. Scroll down to the "ICLOUD+" section
5. Click on **Private Relay**
6. Toggle the button to turn it Off

 You are free to turn Private Relay back On, but please remember to turn it Off if you are required to sign into Okta on your device.

Fix 2: Turn Off VPNs

VPNs may cause interference with Okta trying to verify you. Please ensure you turn off any VPNs you use on your mobile device to be able to sign into Okta.

Fix 3: Make sure your phone is up to date

Before you begin:

- Ensure your phone's operating system is fully updated.
- Update Okta Verify to the latest version.
- Download Google Chrome
- Download or update all required apps.

Steps:

1. Log into Chrome with your @roblox.com account.
2. Open the Roblox Okta portal in your phone's web browser: <https://rbx.okta.com/app/UserHome>
3. Find the program you want to open and tap it.
4. One of two things will happen:
 - If you have the program's app downloaded: You'll be automatically redirected to the app or an optional link that re-directs you to the app.
 - If you don't have the app:
 - You'll be prompted to download the app from your OS store

If you are still encountering issues with Okta on your mobile device, please reach out to CorpEng by submitting a [Zendesk ticket](#).

Postman Help

Postman - Access Requests

CorpEng currently supports access requests and helps with general administrative settings with our company Postman account.

Process

1. Please reach out to CorpEng if you need access to the Roblox Postman account, by emailing corpeng-help@roblox.com .
2. Please include:
 - a. Your business use-case / justification
 - b. CC your manager indicating approval
 - c. Any other pertinent details about the request.
3. Access is provided through Okta SSO.

Postman - General Security Guidance

General information related to security guidance in usage of Postman features

What about security concerns with storing secrets in the cloud?

Through the use of [current values](#), secrets can remain local and not be synched to the Postman cloud. Using a current value option will keep stored values, such as API keys, within your local session. However, if you log out of Postman those values will disappear. This is the preferred method for storing secrets within Roblox.

Additional information regarding variables and secrets in Postman can be found using the links below.

- [Variable types](#)
- [The Secret Variable Type](#)

General Security

- [🔗 Security | Postman Trust Center](#)

Variables

- [💡 Store and reuse values using variables | Postman Learning Center](#)

Secret Variable Type

- [💡 Introducing the Secret Variable Type in Postman | Postman Blog](#)

Secure API Keys

- [💡 How to Use API Keys in Postman | Postman Blog](#)

Slack Help

 Please review the official [Slack Guidelines for Roblox](#) for our general approach to using Slack.

- [How to log into Slack on your Mobile Device](#)
- [How to extend private channel retention from 3 months up to 3 years](#)
- [How to log into Slack \(PC/Mac\)](#)
- [External Slack channel share requests with vendors](#)
- [Adding a Slack Profile](#)
- [Convert a group DM to a private channel](#)
- [Disable Hardware Acceleration for Slack](#)
- [Slack Troubleshooting](#)
- [Slack Retention FAQ](#)
- [Slack tips & tricks](#)
- [Workflow \(Slackbot\) Management](#)
- [Convert a Slack channel to private, or public](#)
- [Rename a Slack channel](#)
- [Add Channel Managers \(owners\) to a Slack Channel](#)
- [Edit or delete messages in a Slack channel](#)
- [Manage channel posting permissions](#)
- [Slack app install requests](#)
- [Slack 'Multi-workspace' Channels](#)
- [Slack Workflows](#)
- [Set reminders in Slack](#)
- [Archive or delete a Slack channel](#)

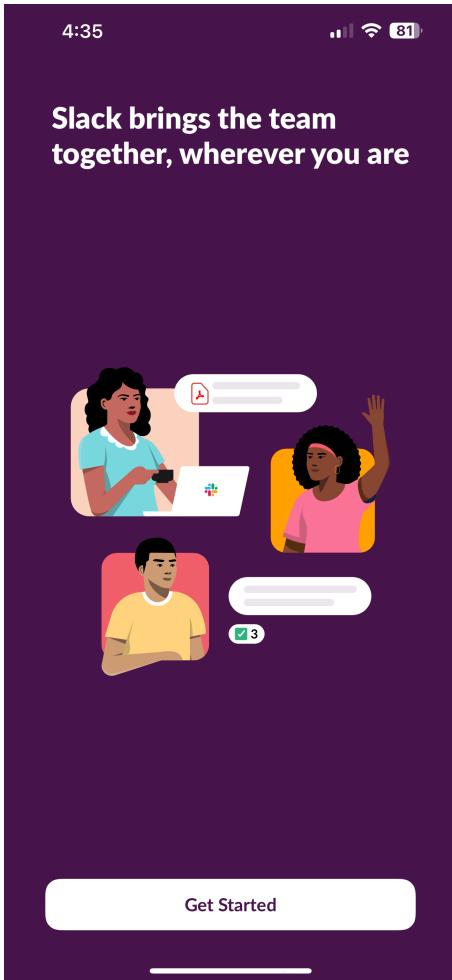
How to log into Slack on your Mobile Device

[Slack setup \(iPhone\)](#)

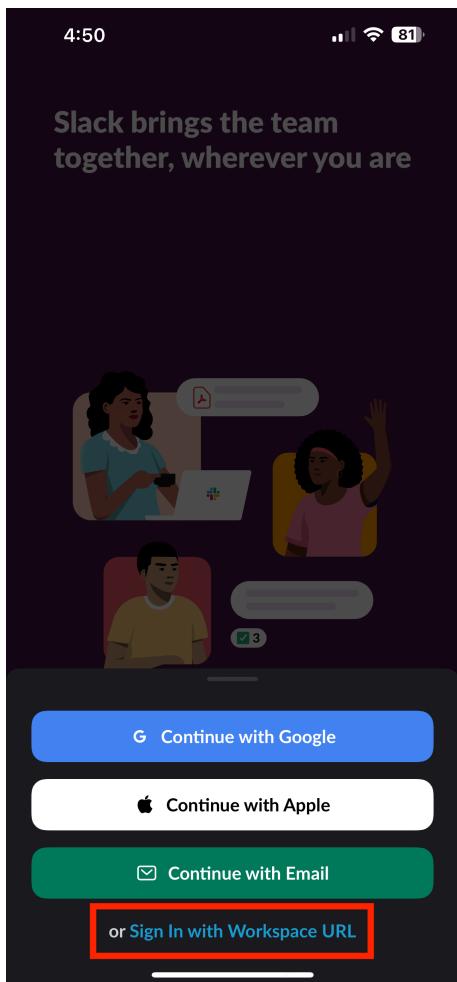
1. Download the Slack app from the Apple App Store



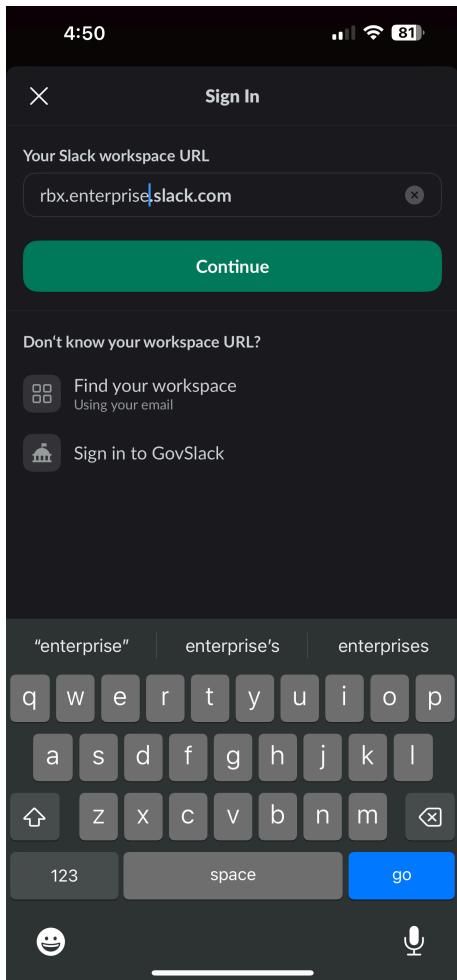
2. Once downloaded, open the Slack app and click on "Get Started"



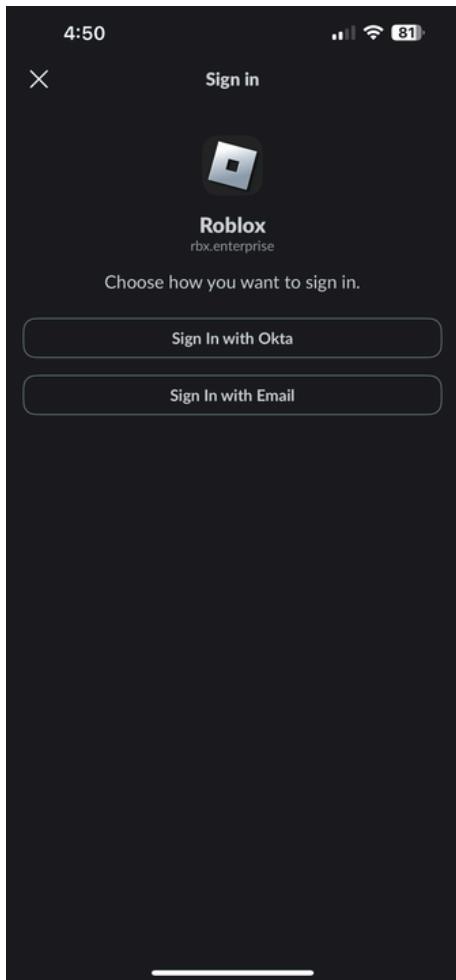
3. Then select "Sign In with URL"



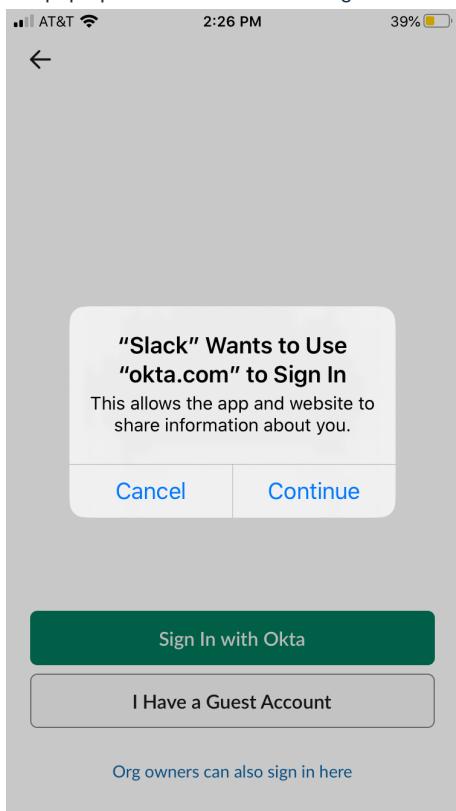
4. Under "Your Slack workspace URL", enter ***rbx.enterprise***



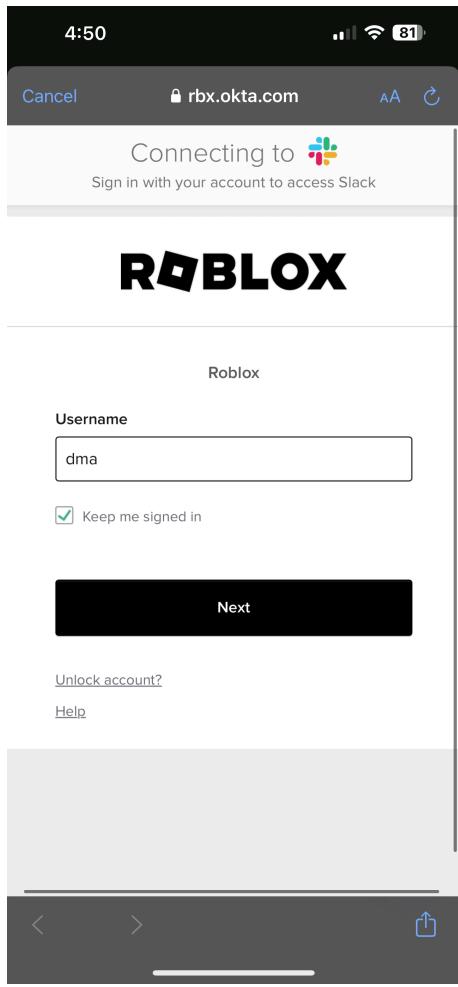
5. Click on "Sign In with Okta"



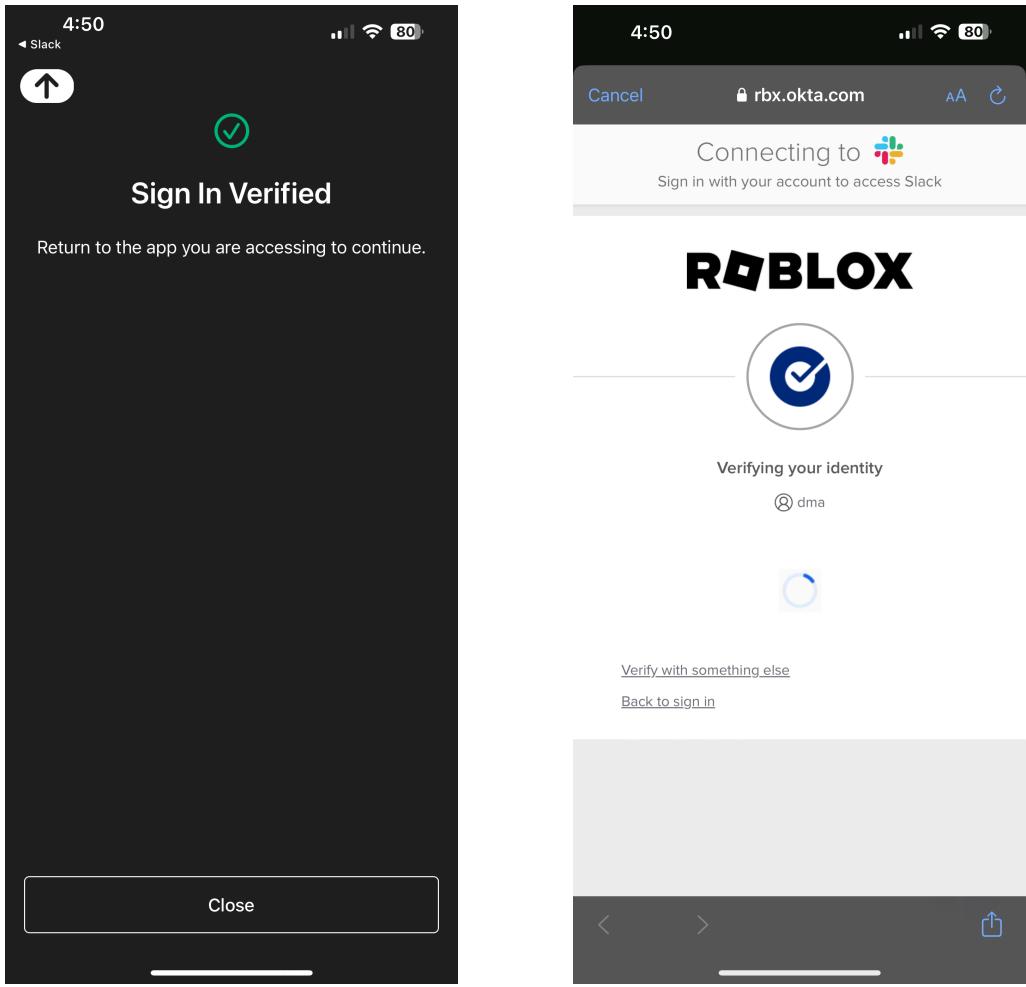
7. A pop-up to allow okta.com to "Sign In" will display, click on **Continue**



8. Enter your Okta username

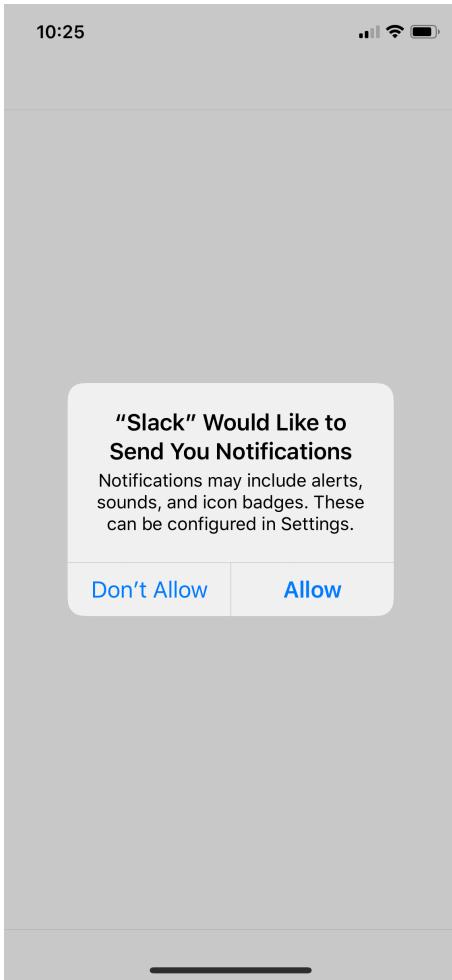


9. Then open **Okta Verify**



10. Afterwards, it should direct you to Slack automatically

11. Follow the prompt to *Allow* or *Don't Allow* notifications to show up on your phone (optional to allow, based on user preference)



12. You are now successfully logged into your account

Are names appearing as "Member" when you open Slack? Try clearing your Slack app's cache - click [here](#) to redirect to the article

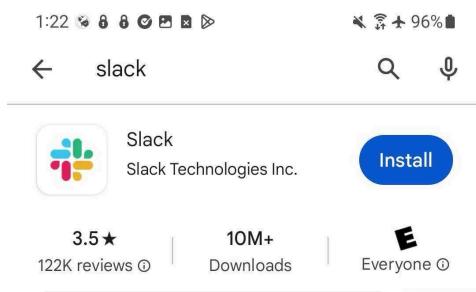
[Slack setup \(Android\)](#)

1. On your Android phone, open Play Store (or Google Play)



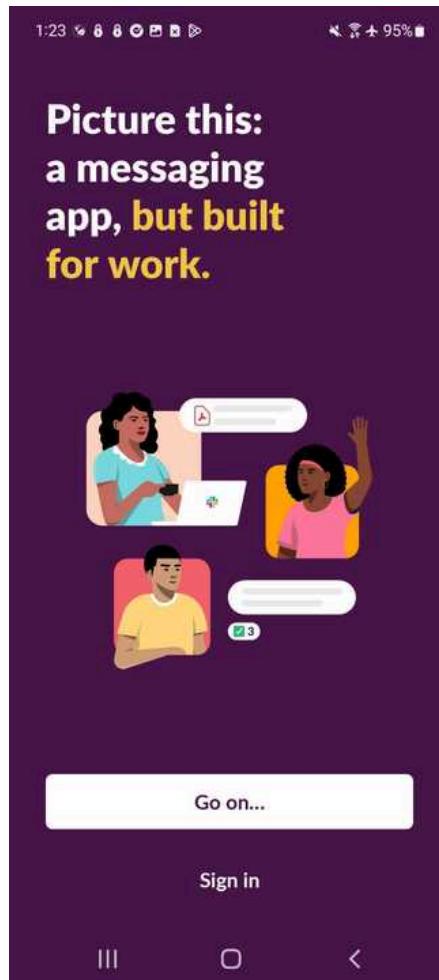
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2. Search for "Slack" and hit "Install"



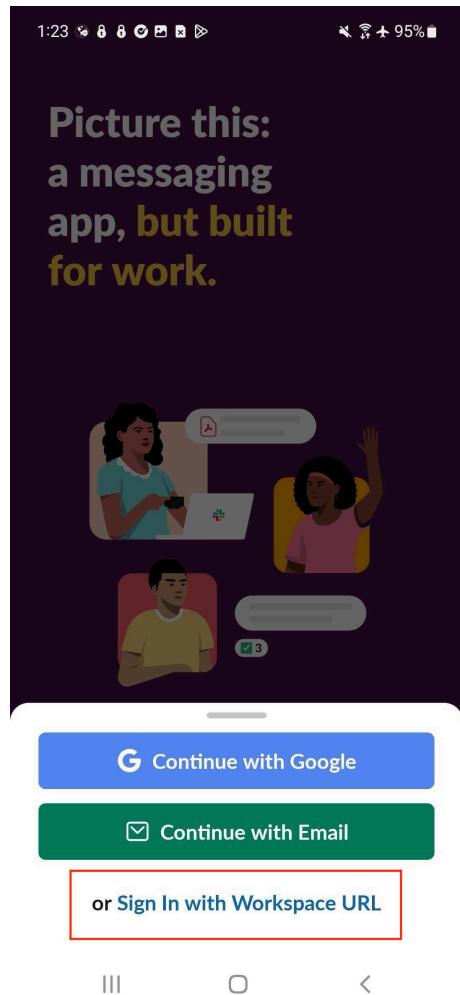
a.

3. Open Slack and click "Sign In"



a.

4. Click on "Sign In with Workspace URL." If you don't see this option uninstall and reinstall Slack again. Sometimes Slack doesn't show this option if there are existing workspaces that are already signed in to.



- a.
5. Enter "rbx.enterprise" for the Workspace URL and hit Next

Your Slack workspace URL

<https://rbx.enterprise.slack.com>

This is the address you use to sign in to Slack

 Sign in to GovSlack? Next

< enterprises enterprise's enterprising ...

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a.

6. When prompted, click on “Sign in with Okta”

<

**Roblox**

rbx.enterprise.slack.com

Choose how you want to sign in.

[Sign in with Okta](#)[Sign in with Email](#)

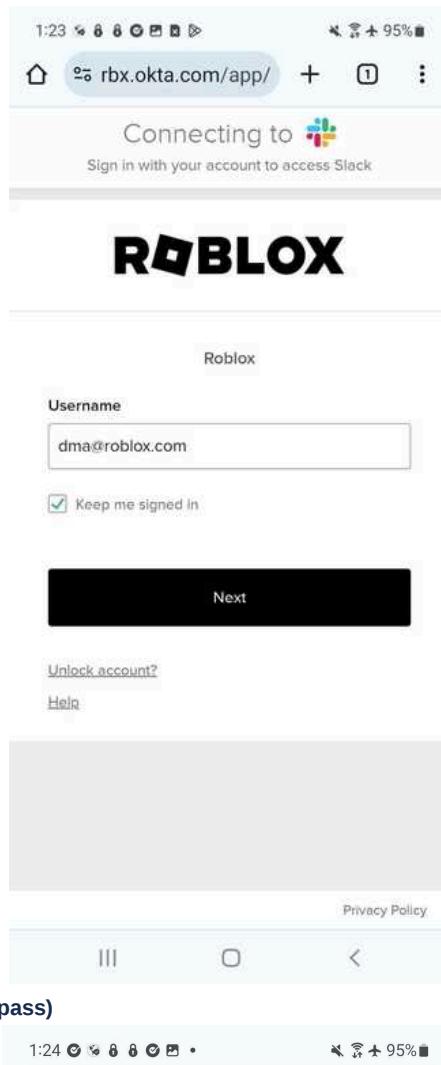
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7. Enter your Okta username then hit Next

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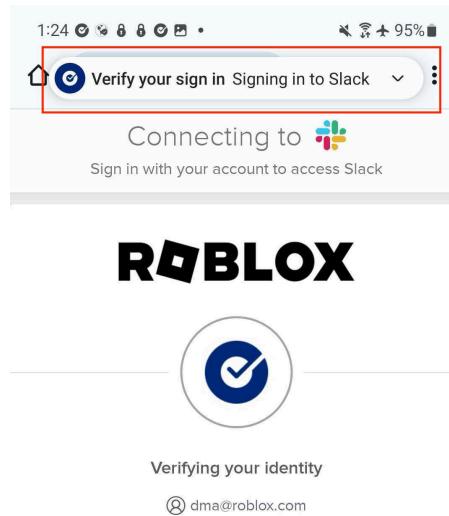
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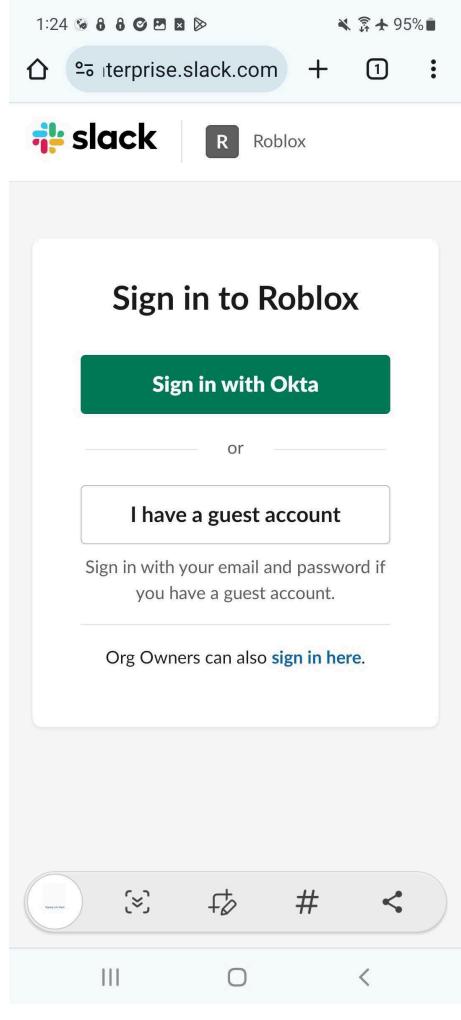
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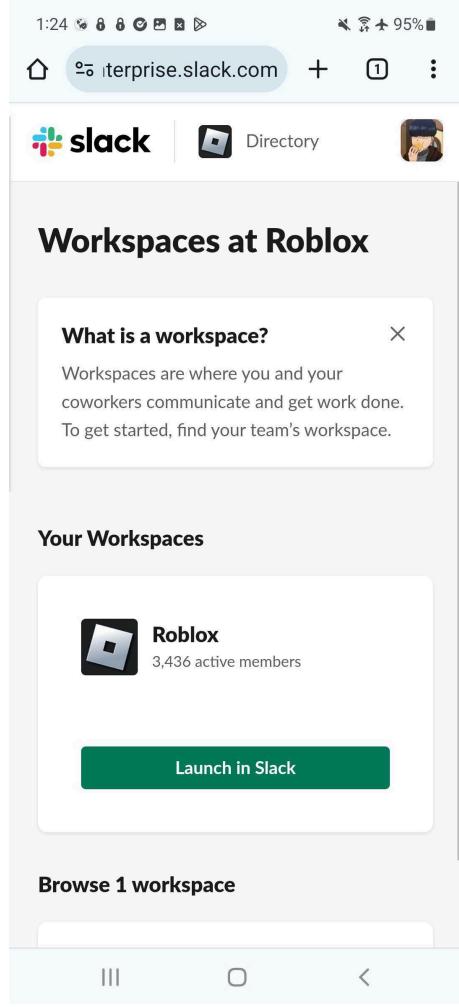
8. Verify your Identity with Okta Verify (Fastpass)



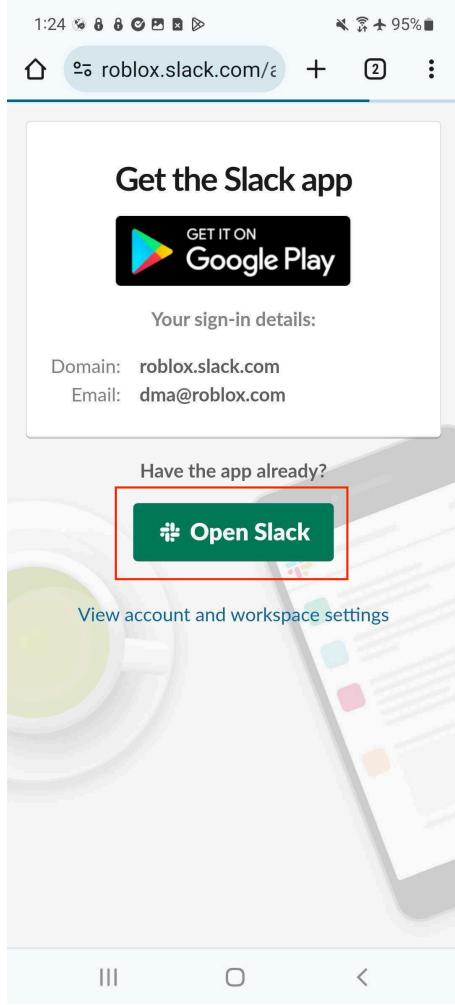
a.

9. Once you're authenticated, select Sign In with Okta and Launch in Slack





10. After authentication, the Slack app should open and automatically log you in.



Are names appearing as "Member" when you open Slack? Try clearing your Slack app's cache - click [here](#) to redirect to the article

If you haven't set up Okta Verify, please open a ticket to corpeng-help@roblox.com for assistance.

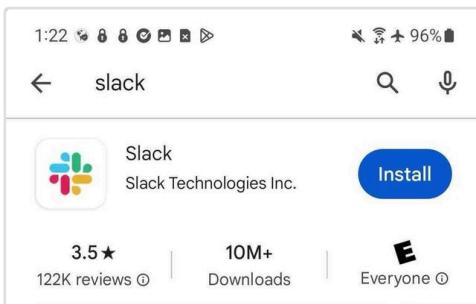
Slack setup (Android)

1. On your Android phone, open Play Store (or Google Play)

a.



2. Search for "Slack" and hit "Install"



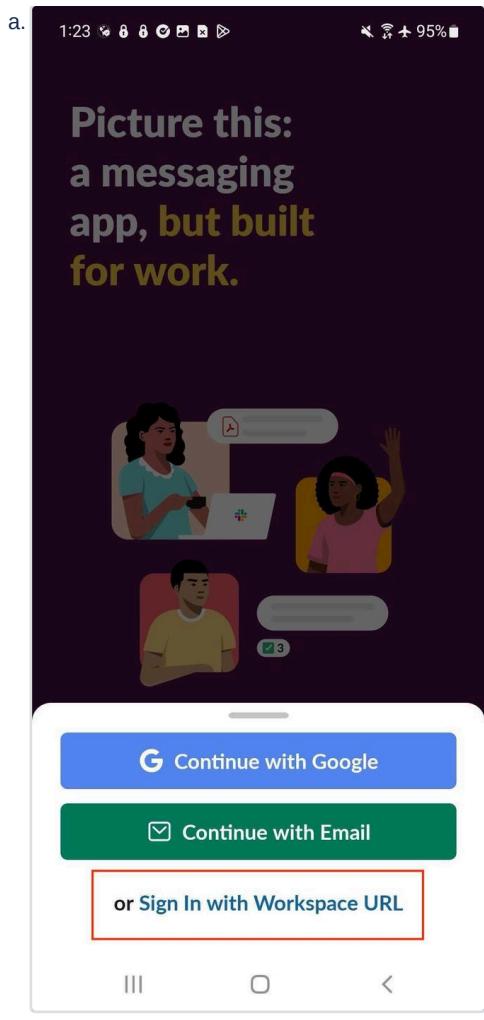
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3. Open Slack and click "Sign In"

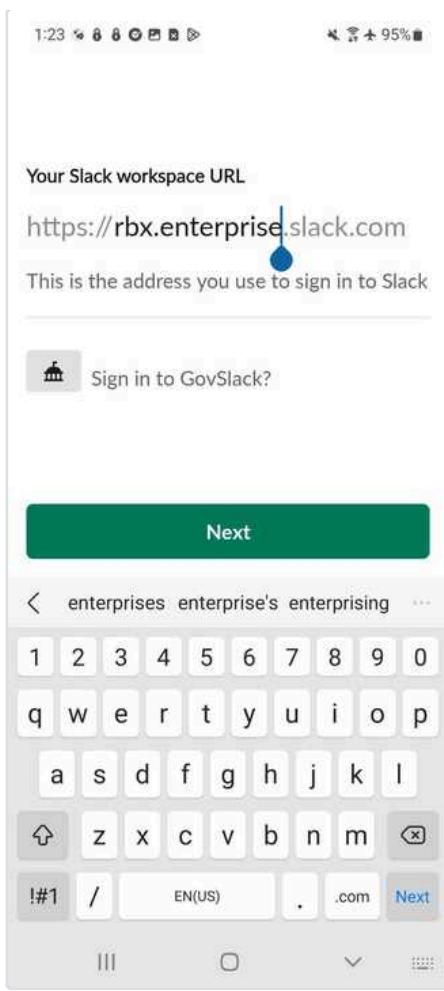


a.

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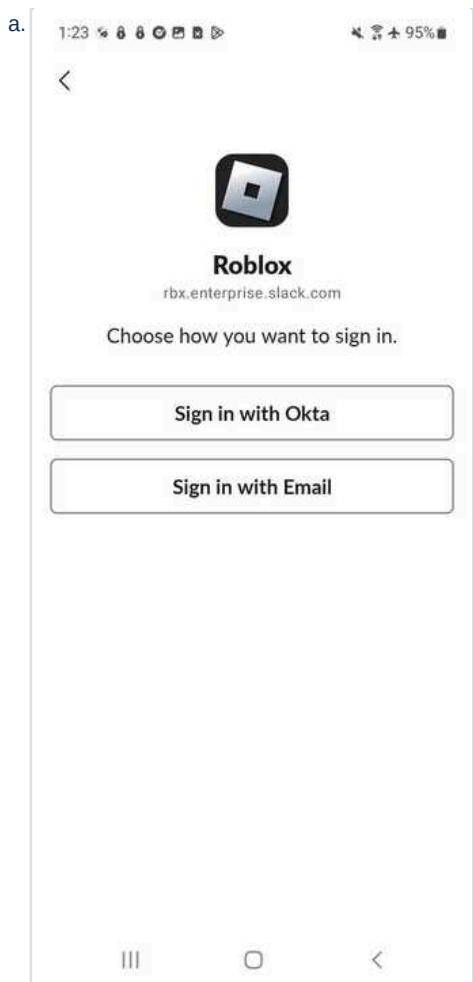


5. Enter "rbx.enterprise" for the Workspace URL and hit Next

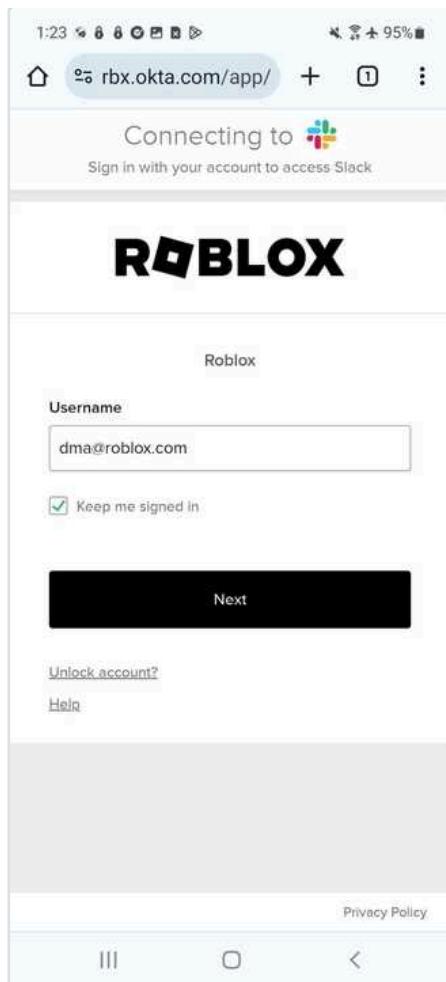


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6. When prompted, click on “Sign in with Okta”

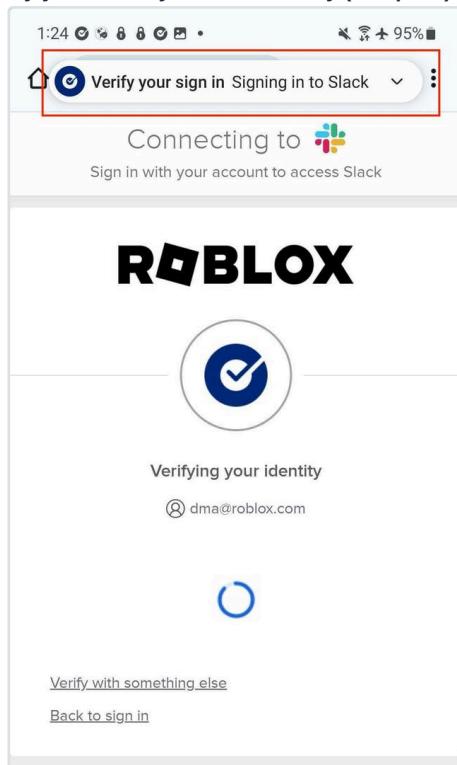


7. Enter your Okta username then hit Next



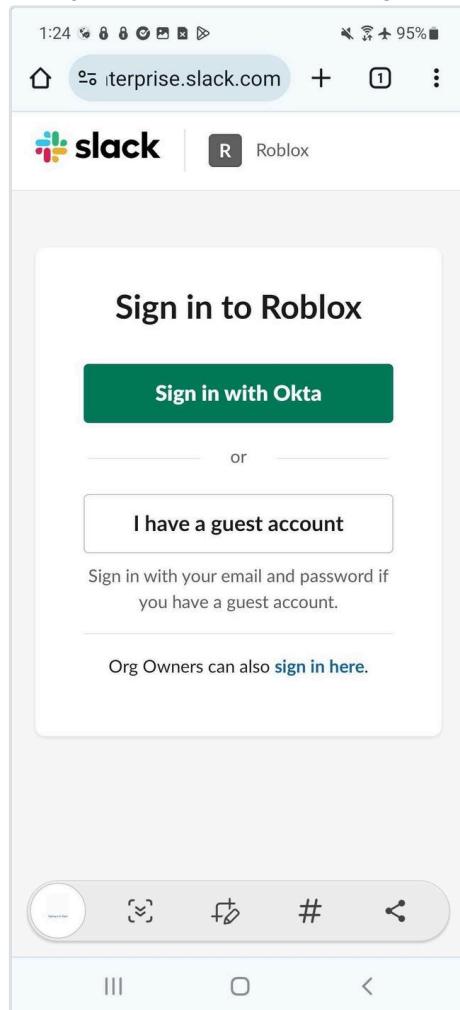
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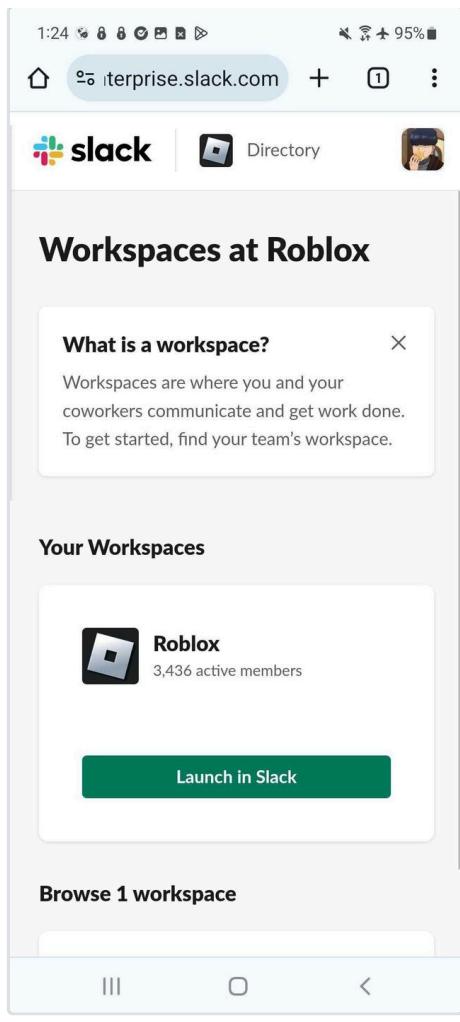
8. Verify your Identity with Okta Verify (Fastpass)



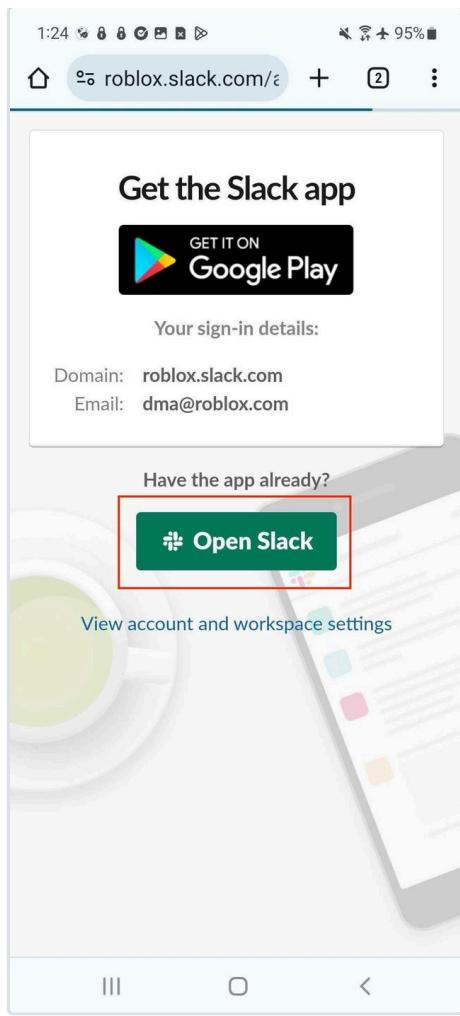
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10. After authentication, the Slack app should open and automatically log you in.

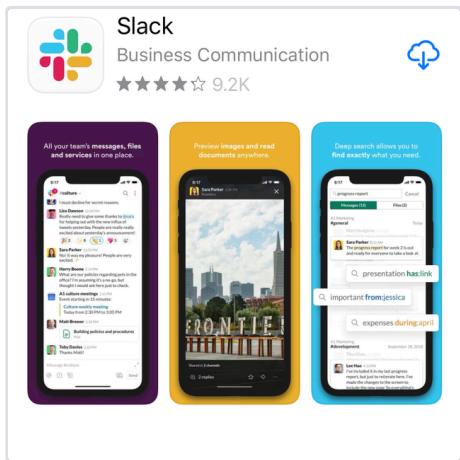


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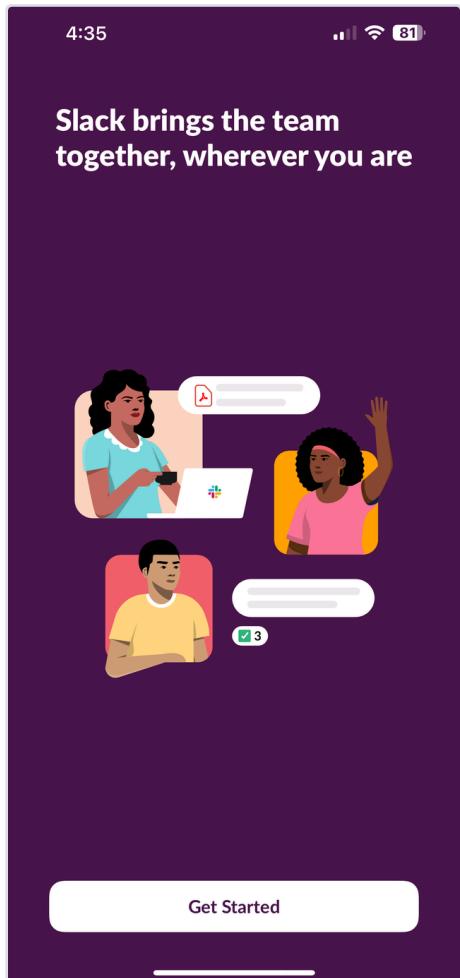
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Slack setup (iPhone)

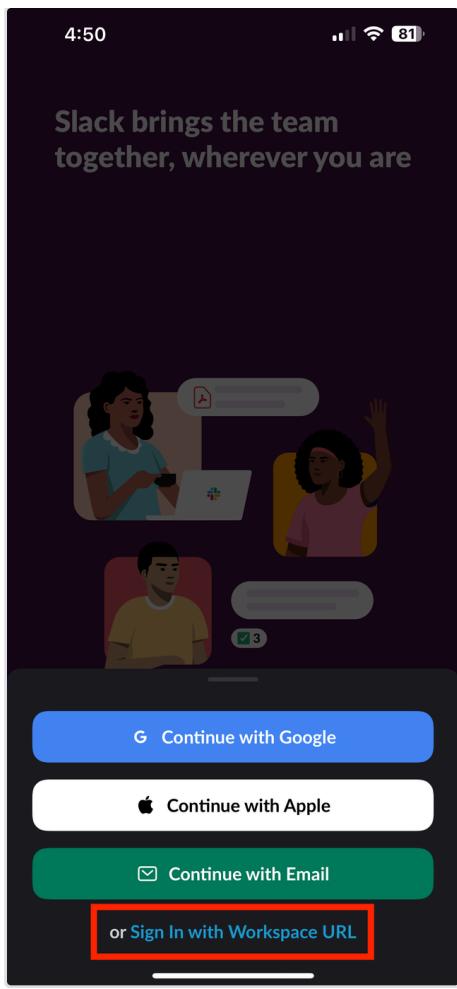
1. Download the Slack app from the Apple App Store



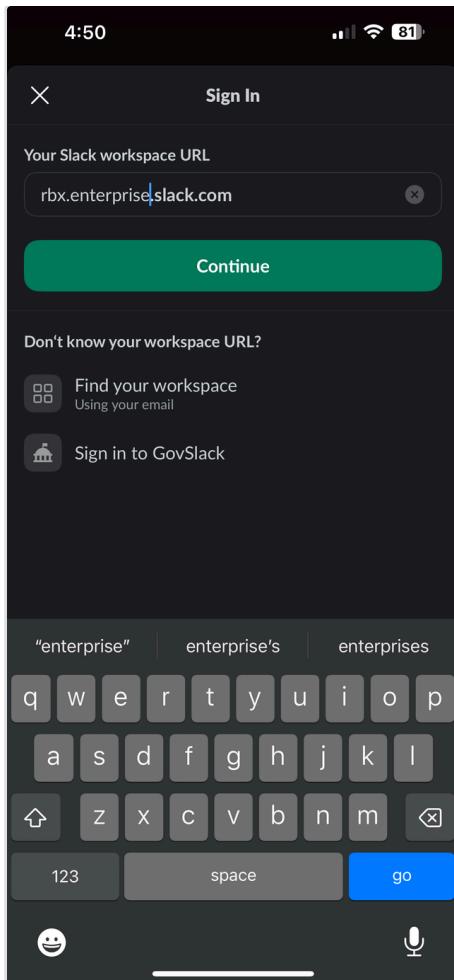
2. Once downloaded, open the Slack app and click on "Get Started"



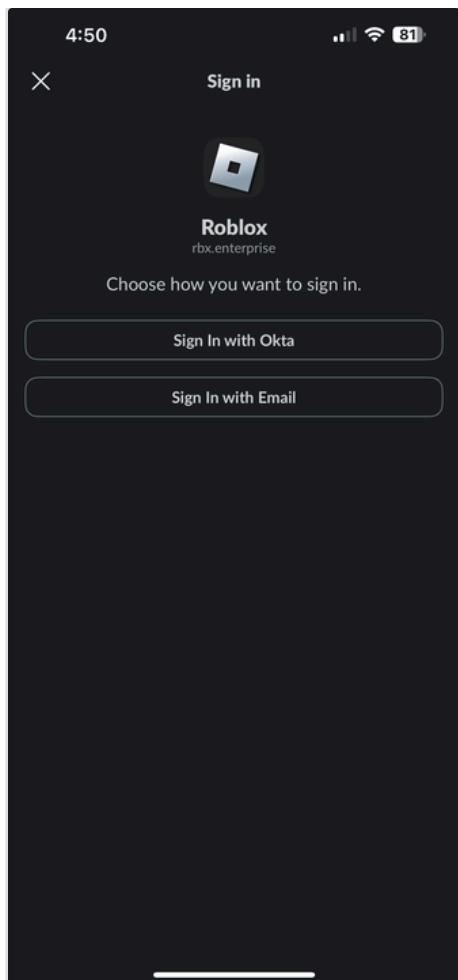
3. Then select "Sign In with URL"



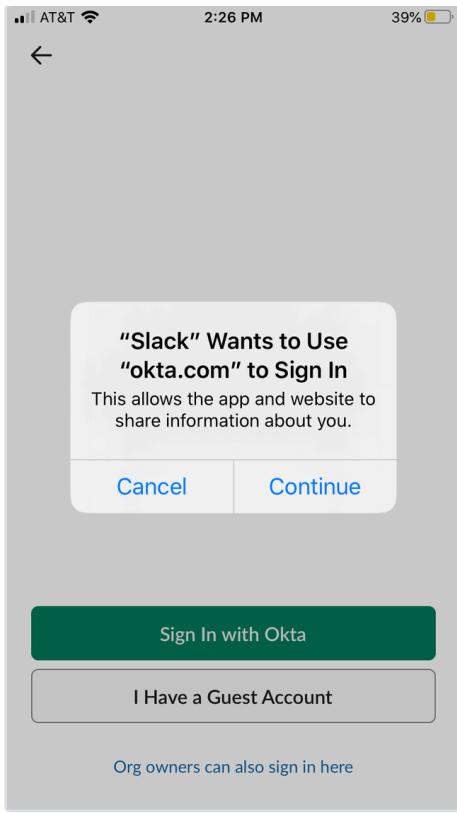
4. Under "Your Slack workspace URL", enter ***rbx.enterprise***



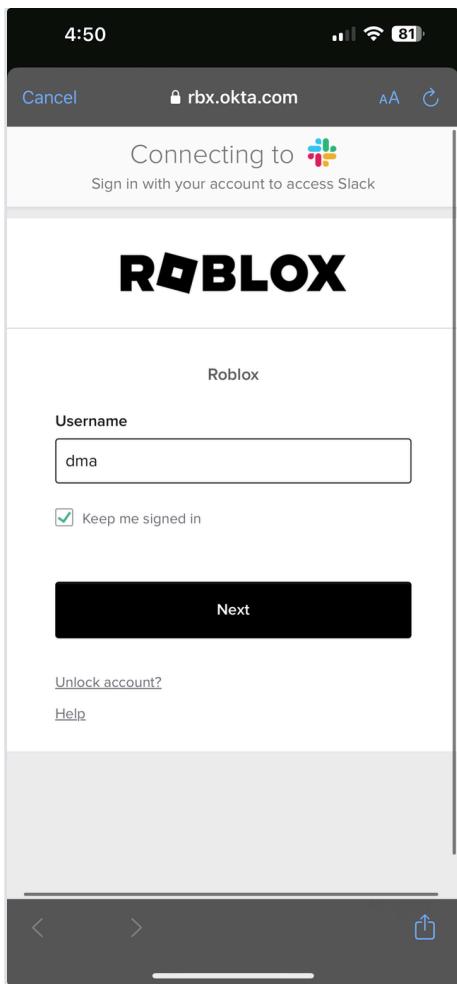
5. Click on "**Sign In with Okta**"



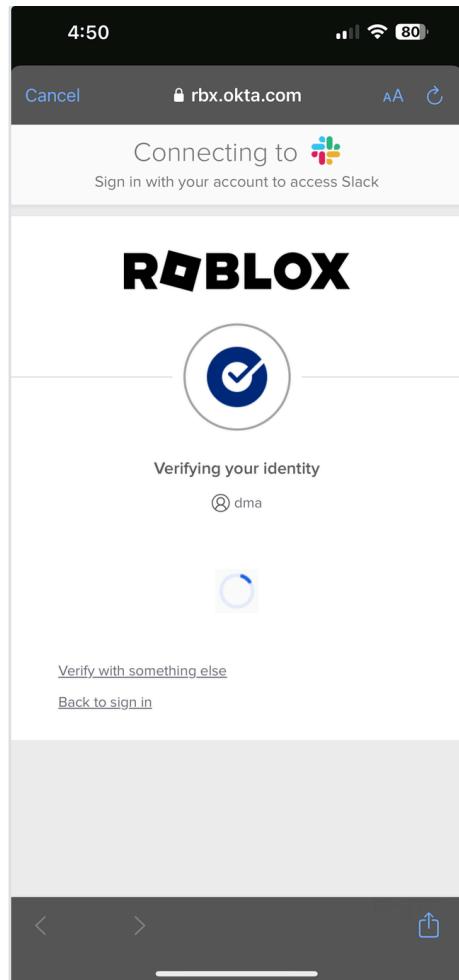
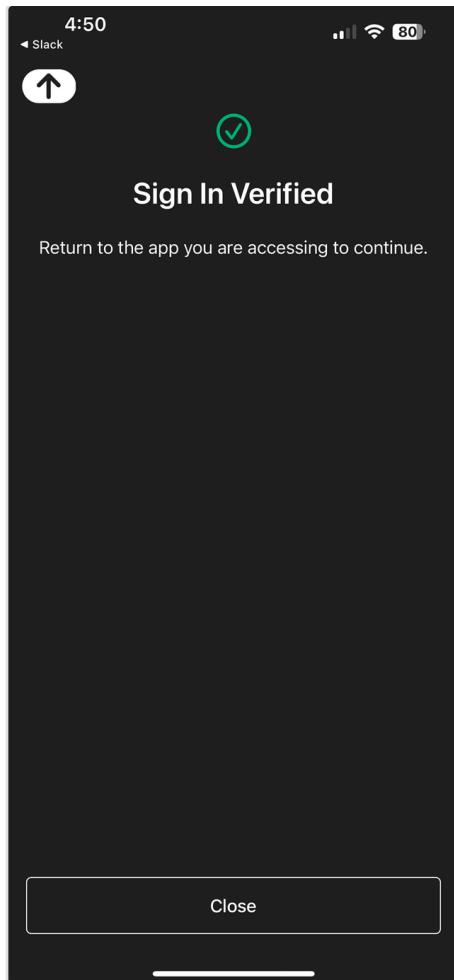
7. A pop-up to allow okta.com to "Sign In" will display, click on **Continue**



8. Enter your Okta username

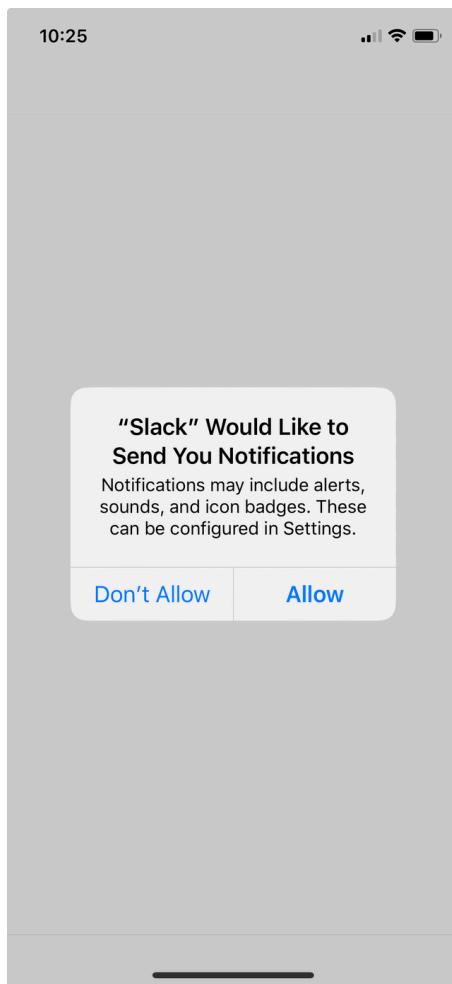


9. Then open **Okta Verify**



10. Afterwards, it should direct you to Slack automatically

11. Follow the prompt to *Allow* or *Don't Allow* notifications to show up on your phone (optional to allow, based on user preference)



12. You are now successfully logged into your account

Are names appearing as "Member" when you open Slack? Try clearing your Slack app's cache - click [here](#) to redirect to the article

How to extend private channel retention from 3 months up to 3 years

Members can create channel-specific retention settings for their **private channels** using the steps below.

1. From the Slack app, open the conversation whose retention settings you'd like to configure.
2. Click the **details icon** in the top right.
3. Click **Settings**.
4. Click **Message retention**.
5. Select **Use custom retention settings for this conversation**.
6. Choose how long you'd like to save messages, then click **Save**.

A Slackbot message will post to the conversation to confirm the updated retention settings.

[REDACTED] *

Get Notifications for @ Mentions Start a Call

About Members 40 Integrations Settings

Channel name
#corpsre-help

Slack Connect
Work with other companies and organizations in this channel. [Learn more](#)

Work With Another Company

Posting permissions
Everyone can post and reply to messages

Huddles
Members can start and join huddles in this channel

Message retention
Keep all messages, including revisions

Workspaces with access to this channel
Roblox

Change to a private channel

Archive channel for everyone

A large yellow arrow points from the top left towards the "Huddles" section.

Please reach out to corpeng-help@roblox.com if you need further assistance.

How to log into Slack (PC/Mac)

1. Download Slack

If you need to reinstall Slack, you can find the latest client [here](#)

1. Open your Slack application on your computer



Slack

App

2. Next, it will open a browser and navigate you to Slack to "sign in manually instead"



Sign in to Slack

Continue with the Google account or email address you use to sign in.

 Continue with Google

OR

name@work-email.com

Sign In with Email

• We'll email you a magic code for a password-free sign in. Or you can [sign in manually instead](#).

3. Type in "rbx.enterprise" in the Slack URL field and then click Continue



Sign in to your workspace

Enter your workspace's Slack URL

Continue

4. Now, click on "Sign in with Okta"

Sign in to Roblox

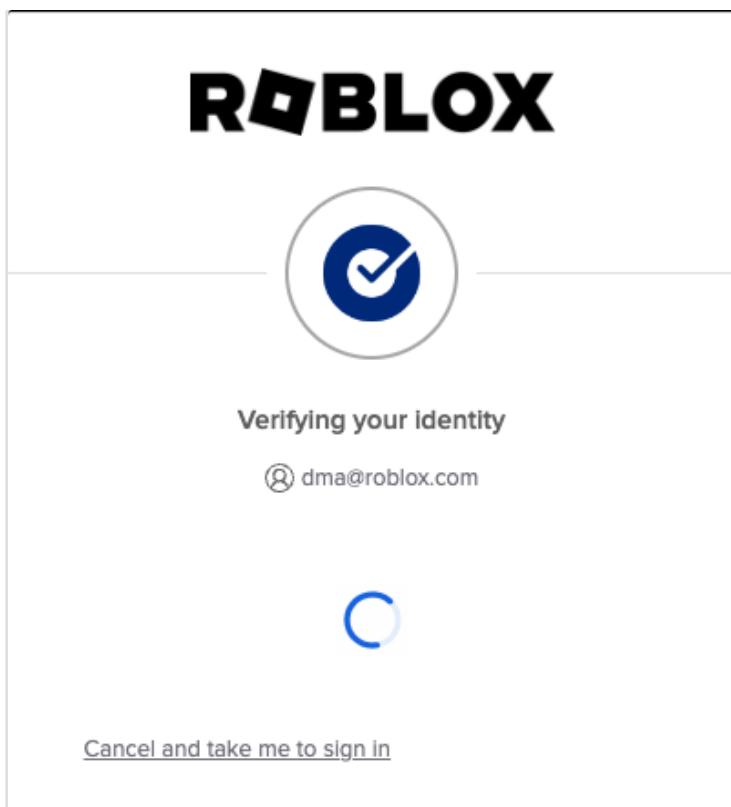
Sign in with Okta

or

I have a guest account

Sign in with your email and password if you have a guest account.

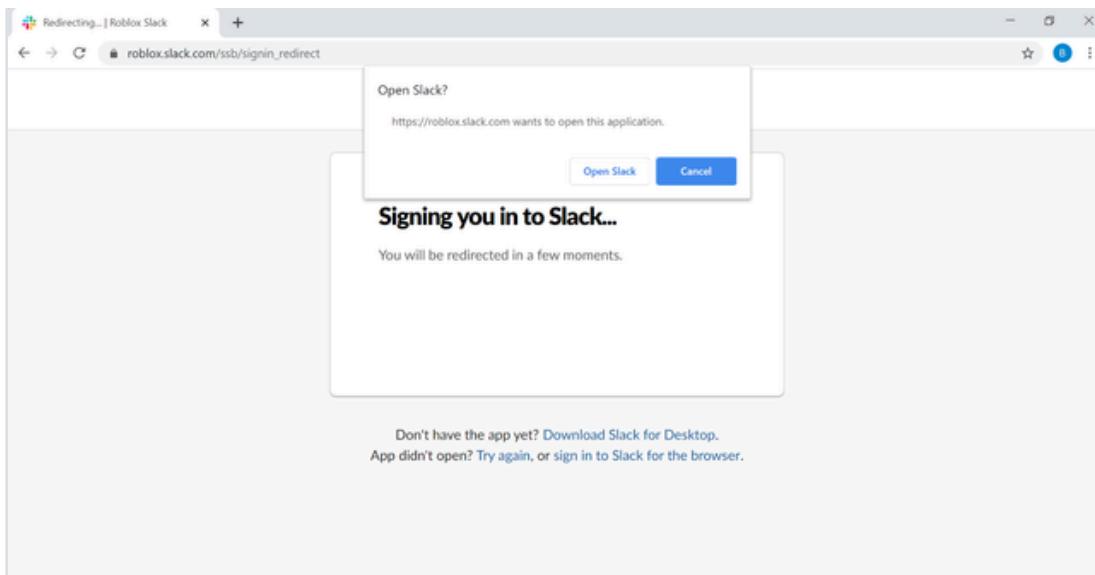
5. After, it will direct you to Okta. From here, Okta Verify (Fastpass) will Verify your Identity



7. Click the next button to "Launch in Slack"

A screenshot of the "Workspaces at Roblox" interface. It features a search bar, a "What is a workspace?" section with a description and an illustration of people working together, and a "Your Workspaces" section showing a workspace for "Roblox" with 4,299 active members and a "Launch in Slack" button.

8. A prompt will pop up. Click on "Open Slack"



9. Success! This will automatically open the Slack app with your account signed in

Are names appearing as "Member" when you open Slack? Try clearing your Slack app's cache - click [here](#) to redirect to the article

External Slack channel share requests with vendors

Context

- There are times when Roblox needs to work with vendors in joint channels to expedite communication and increase collaboration. This need is resolved through different sharing options with our Slack channels.

Approval

- External Slack share requests with vendors first require approval from Legal to ensure certain measures are in place for compliance, in order for Slack administrators to then approve,

Requirements

Open a CorpEng support ticket (corpeng-help@roblox.com) with the following context below.

1. Name of the vendor or company you'll be communicating with.
2. What is the purpose of the channel where information will be shared?
3. What types of information will be discussed in this channel?
4. What is the required retention schedule needed for this channel?
5. The default by channel type are:
 - a. Public channels = 1-year
 - b. Private channels = 3-years
6. How long will the channel/connection be required? Meaning how long are you planning on using the channel?
7. Is there an NDA in place? If not, a [ZIP request](#) will be required to secure one.
8. What's the urgency? (when is this needed)
9. Who is the Roblox POC for the channel?

Sharing options (upon approval)

1. If the vendor you're trying to connect with is on a 'paid' Slack plan, as in they are not using a free plan, then we can connect with the vendor in a **joint Slack channel** via '[Slack Connect](#)'. There is no cost for this.
2. If the vendor is using a [free version](#) of Slack, for security reasons we do not allow Slack Connect or joint channel connections with these plans. Our only option for free plan vendors, is to [invite them as "guests"](#) into our workspace.
 - a. If each guest is a member of only 1 channel, there is no cost for this.
 - b. If each guest needs to be added to more than 1 channel, [there is a cost to the company for awareness](#).

Channel Naming convention

- This *should* be in the format of 'ext-vendor-roblox', or 'ext-roblox-vendor'
 - Example = (#ext-myVendor-roblox)

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

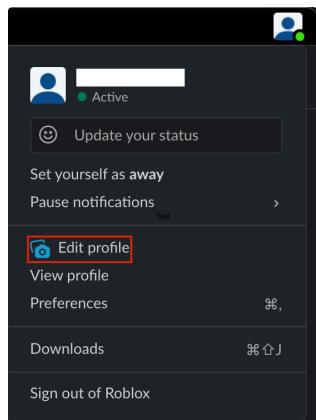
References

 Bring outsiders into your team's workspace with guest access and shared channels

Adding a Slack Profile

How to add a Slack profile

1. Select Edit Profile



2. Edit the "Profile" Section

A screenshot of the "Edit your profile" dialog box. It contains several input fields: "Full name" (Roblox User), "Display name" (empty), "What I do" (What I do), "Phone number" (empty), and "Time zone" (set to "(UTC-08:00) Pacific Time (US and Canada)"). On the right side, there is a "Profile photo" section with a blue placeholder image and a "Upload an Image" button. At the bottom, there is a "Profile" section containing the word "Profile" which is highlighted with a red box.

Convert a group DM to a private channel

Group direct messages are conversations between **three or more people**, outside of channels. When they turn into long-term discussions, or you need to include more than nine people in the conversation, you can convert a group DM to a private channel. Please complete this by the **September 17, 2021 9PM PT** deadline.

What to expect

- When you convert a group DM to a private channel, new people you add to the channel can view the original DM's message history and files.
- Members of the DM group will be notified about the move with a Slackbot message posted to the new channel.
- DMs with people outside your company cannot be converted to private channels.

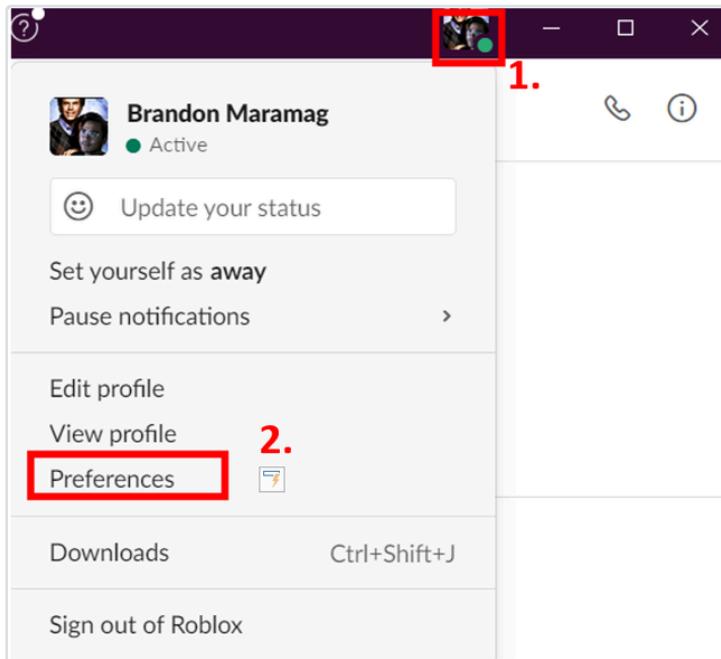
How to Convert a group DM to a private channel

1. From your desktop, open a group direct message.
2. Click the **details icon** in the top right
3. Click **More**, then select **Convert to a private channel** from the menu.
4. Click **Yes, continue**.
5. Enter a name for the new channel.
6. Click **Convert to a private channel**.

Disable Hardware Acceleration for Slack

1. Open your Slack App

2. Once open, select your profile at the top right corner (see 1.) and then Preferences (see 2.)



3. Your Preferences page will open, click on Advanced

4. Scroll to the bottom of the page and check mark "Disable hardware acceleration"

Preferences

X

Notifications

Note: this setting is for this computer only and affects all workspaces you are signed in to.

Sidebar

Themes

Messages & media

Language & region

Accessibility

Mark as read

Audio & video

Advanced

For All unreads, Threads, Mentions & reactions, and Slack Connect, include activity from...

All workspaces you belong to in your organization

Just the workspace you're in at the moment

Other options

`Page Up`, `Page Down`, `Home`, and `End` keys always scroll messages

Ask if I want to toggle my away status when I log in after having set myself away

Send me occasional channel suggestions via Slackbot

Send me occasional surveys via Slackbot

We're always working to make Slack better, and we'd love your thoughts.

Warn me about potentially malicious links

Disable hardware acceleration

Restart Slack for this preference to take effect.

Launch app on login

Hide window when launched on login

Leave app running in notification area when the window is closed

Success!

Slack Troubleshooting

Overview

Having issues connecting to Slack? Need assistance post-Slack Grid migration? This document can help!

TOC

- [Overview](#)
- [TOC](#)
- [How to clear Slack application cache](#)
 - [Laptops/desktops](#)
- [For mobile](#)
 - [iOS](#)
 - [Android](#)
- [Signing in to Slack on a mobile device](#)
- [I am getting "This version of the app won't be supported starting Sept. 1, 2021"](#)

How to clear Slack application cache

Laptops/desktops

<https://slack.com/help/articles/360001559367-Troubleshoot-Slack-notifications#desktop-1>

Step 1: Clear your cache

Desktop

Browser

- 1 Open the Slack desktop app, then click **Help** in your computer's top menu bar. (If you're on Windows 10, click the **three lines icon** in the top left of the Slack app.)
- 2 Select **Troubleshooting**.
- 3 Click **Clear Cache and Restart**.

Step 2: Run the Slack connection test

- 1 Visit slack.com/help/test to check your connection to Slack.
- 2 If there are any errors, contact your network administrator.

For mobile

iOS

<https://slack.com/help/articles/360001559367-Troubleshoot-Slack-notifications#ios-1>

Desktop

iOS

Android

Step 1: Clear your app cache

- 1 Open the **Settings** app on your iOS device.
- 2 Select **Slack**, then choose **Reset Cache on Next Launch**.
- 3 Reopen Slack.

Android

<https://slack.com/help/articles/360001559367-Troubleshoot-Slack-notifications#android-1>

Desktop

iOS

Android

Step 1: Clear your app cache

- 1 Tap  You at the bottom of your screen.
- 2 Tap **Preferences**.
- 3 Tap **Advanced**.
- 4 Tap **Reset Cache** and confirm.

Signing in to Slack on a mobile device

1. First clear the cache using the steps above.
2. Log into Okta from your phone by:
 - a. Opening a browser on your phone and browsing to <https://rbx.okta.com>
 - b. Log into Okta Mobile
3. Select the Slack tile

Upon completing these steps you will be signed into Slack on your mobile device.

If you are still having issues please un-install and then re-install the Slack on on your phone. *Please be aware that any other organizations will be disconnected from your mobile device and will need to sign in to those accounts again.*

Please end an email to corpeng-help@roblox.com if these steps didn't work.

I am getting "This version of the app won't be supported starting Sept. 1, 2021"

If you are seeing the message below in Slack please follow these instructions. If you need any assistance with these steps, please send an email to corpeng-help@roblox.com.

1. Uninstall Slack
2. Download the latest from the Slack site in [this link](#).
3. Run the install and log in to Slack

Slack Retention FAQ

FAQ

1. What will happen to saved items and pinned messages?

a. All messages will be subject to the default retention policy unless overridden. We strongly encourage that if you have important information saved, move it into Confluence or Google Drive and update any relevant documentation.

2. Can I change the retention policy for public channels?

a. Yes, if you are the channel owner. There is **no self-serve capability**, so please [email](#) a request to corpeng-help@roblox.com for consideration. The current list of requests is at [the spreadsheet](#); you will have to **add your requests there** as well.

3. Are DM's to yourself included in the 30 day policy?

a. Yes.

4. Is there a way to get a list of all the Slack channels I've created?

a. Yes. CorpEng will email everyone a list of your public, private and archived channels the week of 8/23.

5. What happens to group DMs turned into a private channel?

a. The content would then be subject to the private channel retention policy of 3 months to 3 years.

6. Is there a tool to export Pinned DMs?

a. No, unfortunately this is a Slack limitation, so copy/paste items elsewhere to save them.

7. Is there a tool or plugin to export messages into a Confluence doc or local txt / PDF?

a. No, unfortunately this is a Slack limitation, so copy and paste is the best way to save items.

8. Can we add something like a regex check on retention policies, such as #save for important info?

a. No, unfortunately this is a Slack limitation.

9. Can we export all DMs that a user is involved in (ex: similar to Facebook's massive "export everything about you" functionality)?

a. No, unfortunately this is a Slack limitation.

10. What happens if a private channels retention is set to greater than 3 years?

a. We trust that all Robloxians will follow this policy and ensure that private channels are set to a maximum of 3 years retention.

11. Am I able to delete my Slack postings myself?

a. Yes, this feature has been enabled.

We will continue to add FAQs to this list as they surface.

Slack tips & tricks

[Creating a Poll](#)

[Need a Laugh](#)

[How to Create a Channel](#)

[How to Change Your Slack Theme](#)

[Using Slack to Start a Zoom Meeting](#)

[Google Calendar for Slack](#)

Creating a Poll

Can't make up your mind on which Boba place you want the team to go to?

Create a simple poll by using the following command:

"/Poll "Question" "Option#1" "Option#2" Press Enter button

For Example:

"/Poll "Where are we Going for Boba?" "Gong Cha" "TeaSpoon" Press Enter button

See the result below:

Simple Poll APP 9:55 PM
Awesome, you've just created your first Simple Poll 🙌
If you have any questions, check out the [Frequently Asked Questions](#) or email us at feedback@simplepoll.rocks
Happy Polling! 🎉
Simple Poll

Where should we get Boba 🍹

Gong Cha

Teaspoon

Created by [@rabariantos](#) with /poll

To delete or make changes. Click the 3 Dotted icon and select the option.

Where should we get Boba 🍹

Gong Cha

Teaspoon

Created by [@rabariantos](#) with /poll

...

View info

Capture Decision from Poll

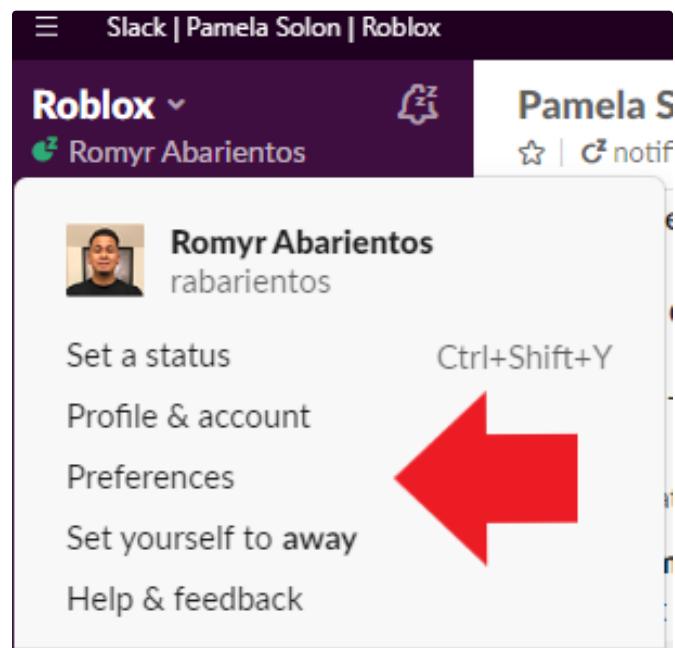
Delete Poll

Go to Settings

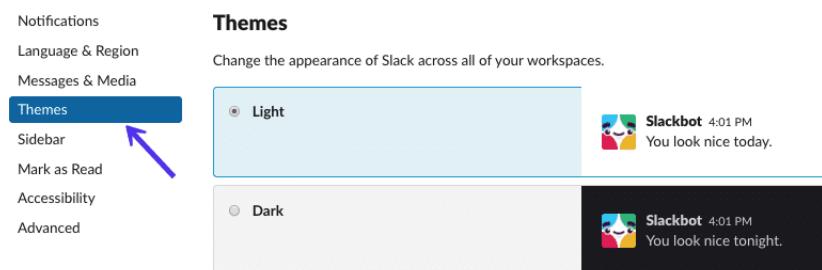
How to Change Your Slack Theme

You might be thinking to yourself, what's efficient about changing the way Slack looks? But when you consider how much time you'll be spending looking at this interface, you'll understand why.

To change your Slack theme, open the menu by clicking your workspace name (Roblox) in the top left corner and select "Preferences."



Then, click through to the “Themes” menu where you can choose the Light vs Dark Slack theme. Right below this, you can freely choose the sidebar theme that suits your eyes the best:



The screenshot shows the Slack settings interface. On the left, a sidebar lists various settings: Notifications, Language & Region, Messages & Media, **Themes**, Sidebar, Mark as Read, Accessibility, and Advanced. The 'Themes' option is highlighted with a blue box and has a blue arrow pointing to it from the top-left. The main content area is titled 'Themes' and says 'Change the appearance of Slack across all of your workspaces.' It shows two options: 'Light' (selected) and 'Dark'. Below this is a section titled 'Sidebar theme' with the sub-instruction 'Customize the look of the Kinsta workspace. Only you will see this.' It displays nine sidebar theme options: Aubergine, Aubergine Classic, Hoth, Monument, Choco Mint, Ochin, Work Hard, and Nocturne. At the bottom is a section titled 'Accessible Themes' with options for Tritanopia and Protanopia & Deutanopia.

Themes

Change the appearance of Slack across all of your workspaces.

Light  Slackbot 4:01 PM
You look nice today.

Dark  Slackbot 4:01 PM
You look nice tonight.

Sidebar theme

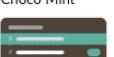
Customize the look of the Kinsta workspace. Only you will see this.

Aubergine 

Aubergine Classic 

Hoth 

Monument 

Choco Mint 

Ochin 

Work Hard 

Nocturne 

Accessible Themes

Tritanopia 

Protanopia & Deutanopia 

At the bottom of the page, you will have the option to customize your Slack theme and share with your team.

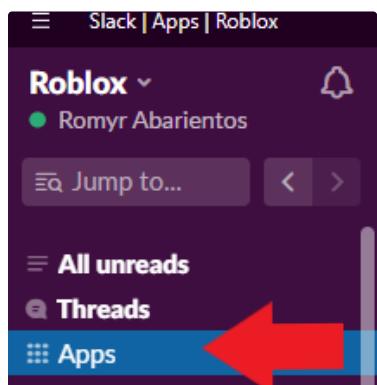
Complete!

Google Calendar for Slack

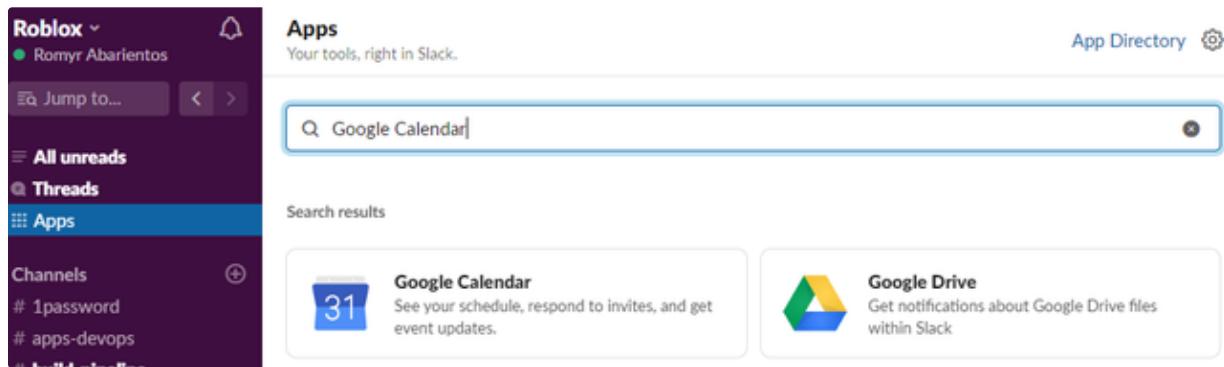
Connecting Google Calendar with Slack helps you and your team stay organized and up to date with notifications, event reminders, and more.

The Google calendar app helps you keep track of your work schedule.

Open Slack and Click the 3x3 Grid



Prompt will open and search for "Google Calendar"



Click Google Calendar and the prompt will open. Click Connect an Account to add your Google

Account.

31 Google Calendar ☆

Home Messages About

Connect your Google Calendar!

See your daily schedule and up-to-the-minute reminders and keep your calendar top of mind right here in Slack.

Marcel Smithson 9:42 AM
In a Meeting Google Calendar App

Nure Ray 9:45 AM
The report supports what we know is out needs.

• Automatically sync your calendar to your Slack status to let your team know when you are in a meeting.
• See a daily summary of events on your calendar.
• Get notified when an event is starting soon.
• Respond directly to event invitations.
• Get updated when an event's details change, and change your response as needed.
• Join a Hangout or Zoom call directly from the calendar reminder in Slack.

Connect an account

Slack will then ask Google Calendar to Allow Access to the Calendar. Click Allow

**Google Calendar is requesting permission to
access the Roblox Slack workspace**



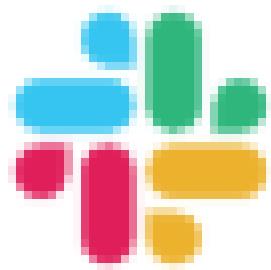
What will Google Calendar be able to view?

- Content and info about you ►
- Content and info about channels & conversations ►
- Content and info about your workspace ►

What will Google Calendar be able to do?

- Perform actions as you ►
- Perform actions in channels & conversations ►
- Perform actions in your workspace ►

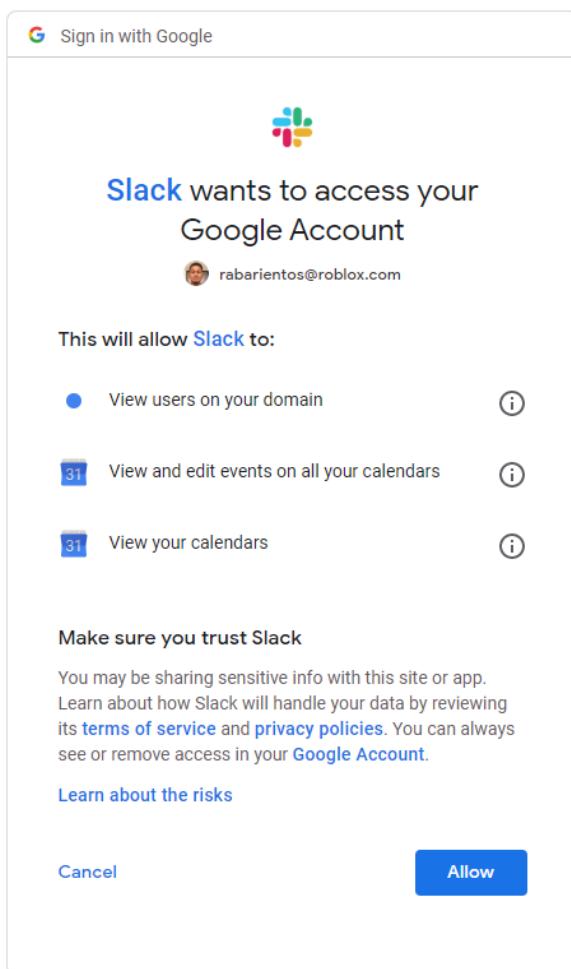
Choose your the account you want slack to use



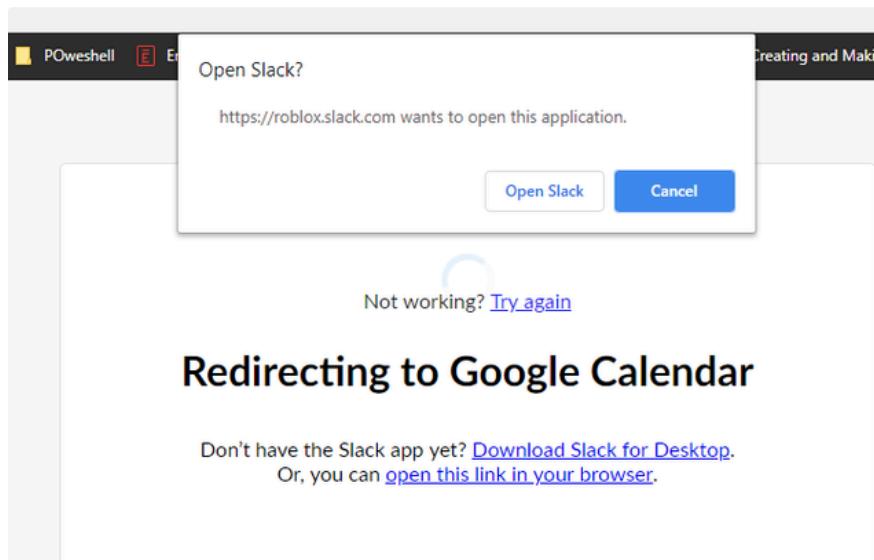
ose an acc
) continue to Slac

entos blox.com

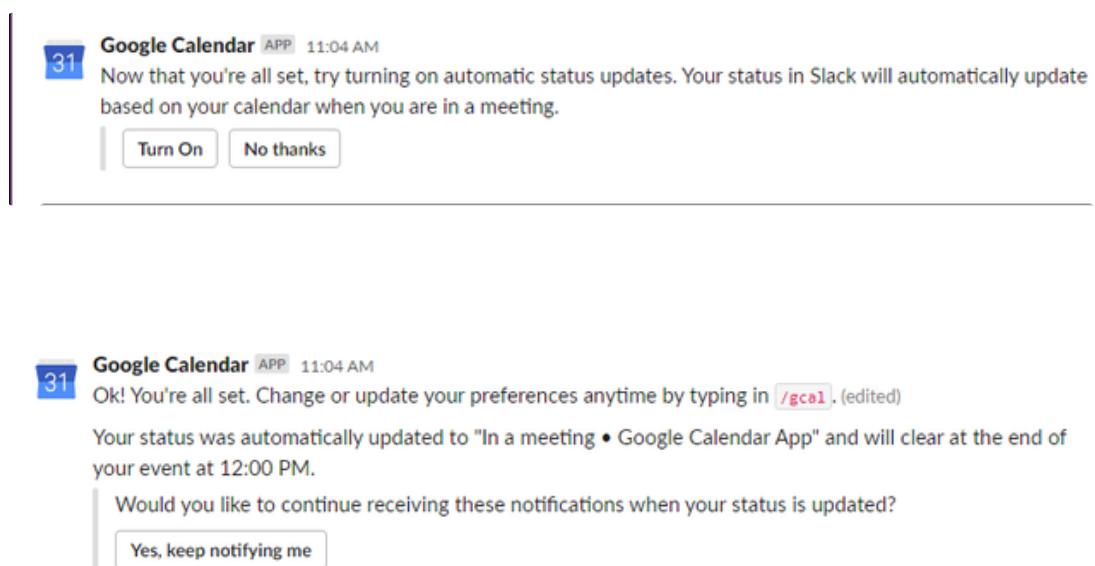
Google Will confirm on there side as well and click Allow



After Google will redirect you back to slack.



When Slack appears again it will ask one more time to Turn on Google Calendar Features for Slack.

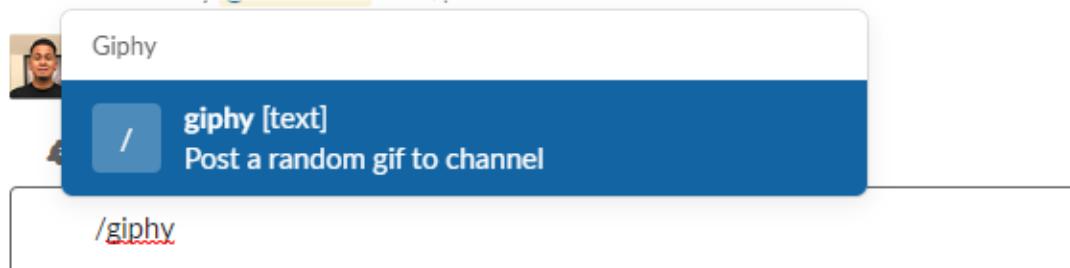


Complete the rest of the prompt.

Need a Laugh

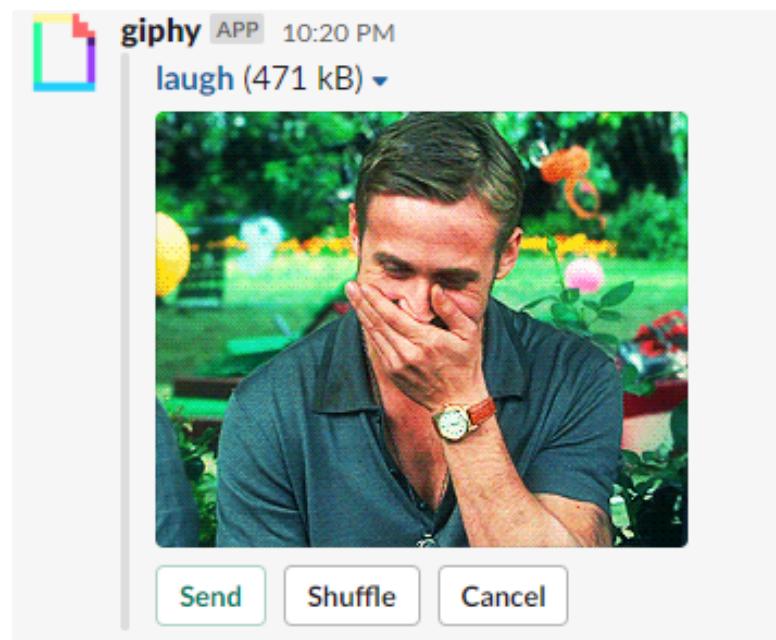
Sometimes work could be stressful. Something can that can relieve some is a good laugh. Try using Giphy this command allows you to send funny gif to each other.

To use the command. Type the follow: /giphy "text"



For Example: /giphy laugh

A gif will then appear and you can shuffle through it

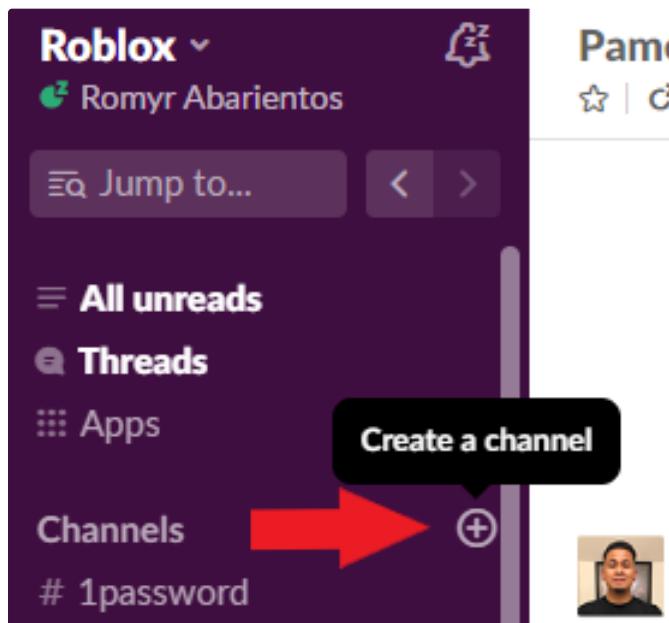


Complete!

How to Create a Channel In Slack

Provided you have the required privileges, creating a channel in Slack is very simple. Specifically, you need to be a “Full Member” or “Admin” to do so.

Click the circled plus sign next to the “Channels” header in the menu.



That opens up the menu for creating a channel. Fill out the name and then click the “Create” button at the end of the page

Create a channel ×

Channels are where your team communicates. They're best when organized around a topic — #marketing, for example.

Name

howtocrreateachannel 61

Description (optional)

What's this channel about?

Make private

When a channel is set to private, it can only be viewed or joined by invitation. (Red arrow pointing to this text)

[Learn more](#)

Create

You can also make the Channel Private by Click the toggle switch

Create a channel

X

Channels are where your team communicates. They're best when organized around a topic — #marketing, for example.

Name

howtoreateachannel

61

Description (optional)

What's this channel about?

Make private

When a channel is set to private, it can only be viewed or joined by invitation.



Create

Learn more

You've officially created your first channel

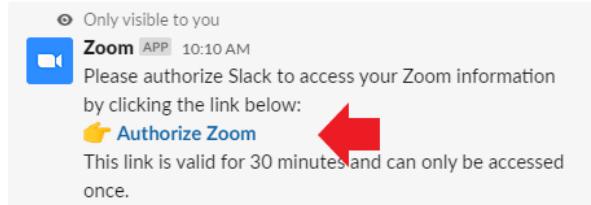
Consider creating channels to separate communications about the following

- *New projects.*
- *Work departments / Teams.*
- *Channels that separate Ideas / Spitballing / Creative work from Project Work.*

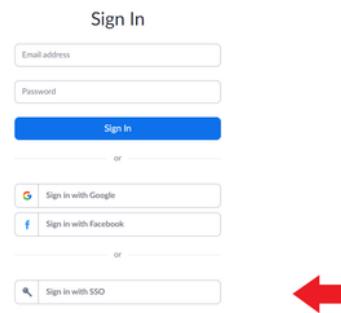
Using Slack to Start a Zoom Meeting

Using the command **/zoom** Allows you to start a zoom meeting from slack.

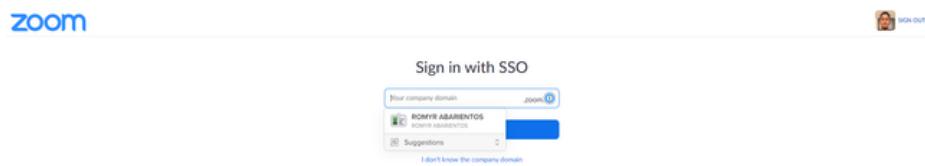
Type: /zoom and then press enter. You then will need to authorized zoom to use in slack. You can do so by Clicking Authorize Zoom



You will need to sign in via SSO (Single Sign On)



Type "roblox" for the company Domain



Once you are sign in. Run the command again **/zoom** and press enter.

Noticed that you are now able to join a meeting you created.

ting started
ew seconds i

357-103

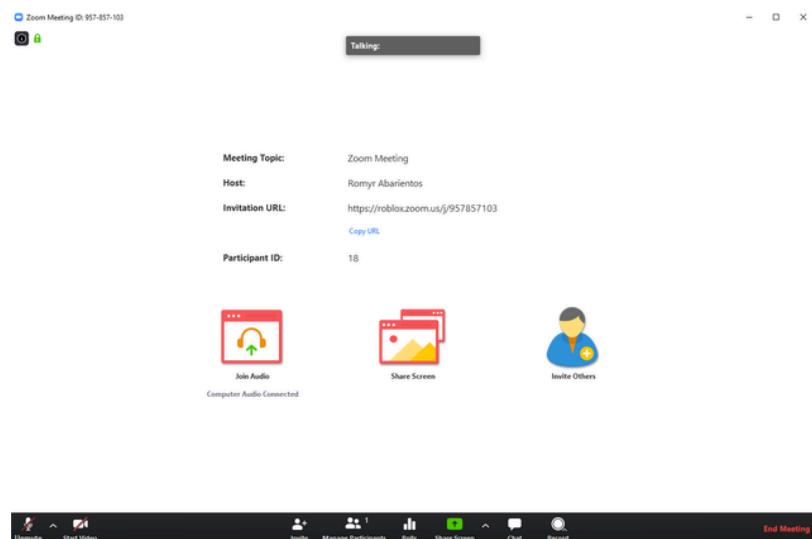
? to join

ing link you

channel or group

[Click here to](#)

Click Join and now you are in a meeting

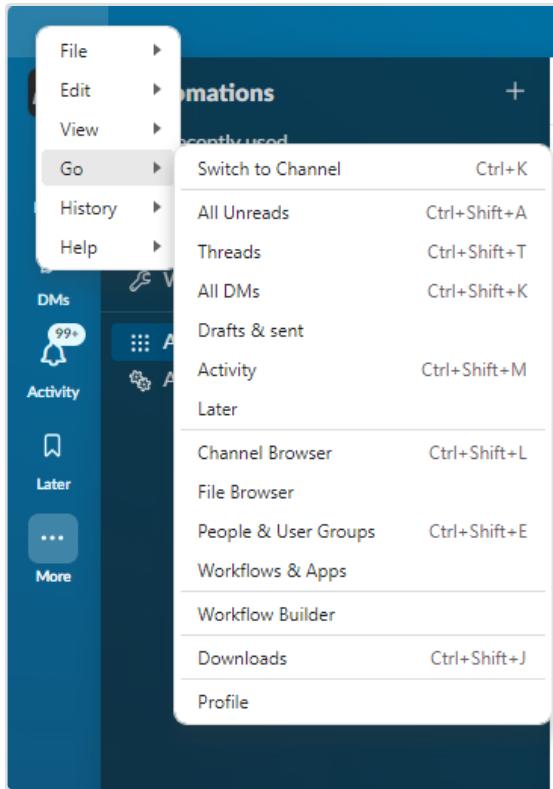


Complete!

Workflow (Slackbot) Management

i If you need to delete a Workflow, make sure you are added as a Manager. If you are not a manager and the owner is no longer at Roblox, feel free to reach out to CorpEng to get help with deleting the Workflow for you.

- From the Slack app, open your Slack settings > Go > Workflow Builder



- From here, you'll be taken to the Workflow Builder where you can create new workflows and Slackbots for your channels

A screenshot of the Slack Workflow Builder interface. At the top, there's a header with the Slack logo and the title 'Workflow Builder | Roblox'. Below the header, there are three tabs: 'Workflows' (which is selected), 'Legacy workflows', and 'All published legacy workflows'. To the right of the tabs is a 'Create Workflow' button and a three-dot menu icon. The main area has a heading 'Introducing new and improved workflows' followed by three numbered steps: 1. Lots more steps for automating work in Slack (illustrated with a hand interacting with a digital interface), 2. New ways to get things done in your favorite apps (illustrated with a laptop screen showing a workflow), and 3. And, workflow links make it easy to share anywhere! (illustrated with a hand holding a pink envelope).

- Legacy workflows - shows the workflows and Slackbots you have created
- All published legacy workflows - shows all published workflows other Roblox employees created

Convert a Slack channel to private, or public

Who can use this feature

- **Slack admins** - (Workspace Owners/Admins, Org Owners/Admins), and [Channel Managers](#) can convert a channel *to private*.
- **Slack admins** - (Workspace Owners and Org Owners/Admins) can convert a channel *to public*.

Awareness

- Convert public, to private
 - N/A
- Convert private, to public
 - Members of the channel should be made aware if a channel will be changed from private to public.
 - Channel managers/owners should ensure the context of the channel is appropriate for public viewing, and does not contain any sensitive information.

Approval

- Convert public, to private
 - [Slack admins](#) (Workspace Owners/Admins, Org Owners/Admins), and [Channel Managers](#) can convert a channel to private.
- Convert private, to public
 - [Slack admins](#) (Workspace Owners and Org Owners/Admins) can convert a channel to public.

Requirements

- Convert public, to private
 - Only permission requirements, as per 'Approval' section above.
- Convert private, to public
 - Before a channel can be converted from private to public, a manual retention period will need to be set in the channel settings.
 - The default private channel retention period is 3-years, ***but this is overwritten when a channel is converted from private to public and it inherits the standard public channel retention of 1-year***. In order to avoid any loss of data, Channel Managers will need to set a 'custom' retention period of 3-years (1095 days), it will then keep that retention when the channel is converted to public.
 - Slack admins cannot do this through admin tools, so Channel Managers will need to take this action or invite a Slack admin to the private channel for help updating the setting.
 - To update private channel retention settings follow [these instructions](#). Once completed, please engage with CorpEng support (corpeng-help@roblox.com) so that a Slack admin can convert the channel.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

- [Convert a channel to private or public](#)

Rename a Slack channel

Who can use this feature

- **Slack admins** - (Workspace Owners, Workspace Admins), and members with the [Channel Manager](#) role.

Approval

- Channel creators or Channel Managers will need to sign off/approve channel rename requests.

Requirements

- Must be a Slack admin - (Workspace Owners, Workspace Admins), or a Channel Manager.
 - ***Exception** - if the channel is a '[multi-workspace channel](#)' or shared with more than one workspace in the Roblox Slack Organization, Channel Managers will be unable to rename the channel. Only Slack admins can rename the channel in this case.
 - Please engage with CorpEng support (below) so that a Slack admin can help with the rename.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > #[corpeng-help](#)

References

- [!\[\]\(580f84c9086d382fa03925ca436baa47_img.jpg\) Rename a channel](#)
- [!\[\]\(3dedce62622994ad7964a74e90b1e492_img.jpg\) Slack 'Multi-workspace' Channels](#)

Add Channel Managers (owners) to a Slack Channel

Who can use this feature

- Slack admins - (Workspace Owners/Admins, Org Owners/Admins), and Channel Managers.

Approval

- Channel creators or Channel Managers will need to sign off/approve adding additional managers.
 - ***Exception** - If the original channel creator (owner) has left the company, and there are no Channel Managers, CorpEng can make a determination to approve based on the context of the request.

Requirements

- If the rename requestor is not the channel creator or a Channel Manager, requestor will need to submit a CorpEng support ticket (corpeng-help@roblox.com) so Slack admins can review the request and verify approval.
 - Slack admins can then add additional Channel Managers for the channel through admin tools.

Permissions

- [Setting channel permissions](#)
- [Channel manager role, increased accessibility and more](#)

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

-  [Understand Channel Managers in Slack](#)

Edit or delete messages in a Slack channel

Who can use this feature

- All Full Members
 - No guest accounts

Permissions

- [Edit a message:](#)
 - Any full member can edit **their own messages**. There is no time-limit on when messages can be edited.
- [Delete a message:](#)
 - Any full member can delete **their own messages**.
 - To delete another member's message or bot message in a channel, Slack admins can assist but there is specific context required.
See next section.

Approval

- Please open a CorpEng support ticket (corpeng-help@roblox.com) and provide the reasoning and context for the deletion request, and Slack admins can engage and assist further.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

-  [Edit or delete messages](#)

Manage channel posting permissions

Who can use this feature

- Channel Managers
- Slack admins
 - **Note:** If you are a Channel Manager don't see this option in a channel, reach out to CorpEng for assistance from a Slack admin.

Approval

- If you are *not a Channel Manager for a channel* and want posting permissions adjusted, you will need approval from at least -
 - The channel creator
 - A Channel Manager
 - *If the channel creator is no longer with the company, and there are no Channel Managers designated or they have also left, reach out to CorpEng for assistance from a Slack admin.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > #corpeng-help

References

-  [Manage channel posting permissions](#)

Slack app install requests

(Marketplace or internally-developed/custom)

Who can use this feature

- Full members

Approval

- All Slack app install requests require Slack admin approval to ensure certain measures are in place for security & compliance. This also applies in cases where apps were *previously approved*, but the vendor or custom-app builder has added additional permission scopes for updated functionality.

Requirements

Open a CorpEng support ticket (corpeng-help@roblox.com) with the following context below.

Marketplace Apps

1. Please provide your business use-case / context of what the app does and/or what problem does it solve?
 2. How many people will use this app at Roblox? (if known)
 3. Will this Slack app be temporary or permanent?
 - a. If temporary, when can we remove it?
 4. Will this app require access to or an integration with any internal resources?
 5. Have you looked at any existing installed apps/alternatives to see if those could satisfy the requirements?
 - a. You can browse currently installed/approved apps within Slack by navigating to your sidebar, Apps, Browse apps.
 6. Some Slack Marketplace apps are free to install, but require payment for use of the actual platform.
 - a. Have you reviewed the Slack marketplace page for the app in question to determine if any licensing models are needed?
 - b. If so, does the company already have an agreement and account with the vendor?
- **Please be advised that providing the requested information does not necessitate automatic approval, this information will be reviewed further by CorpEng and optionally when required Security teams.

Internally developed/custom Apps and Bots

1. Please provide your business use-case / context of what the app does and/or what problem does it solve?
2. How many people will use this app at Roblox? (if known)
3. Will this Slack app be temporary or permanent?
 - a. If temporary, when can we remove it?
4. Will this app require access to or an integration with any internal resources?
 - a. If yes > What information does this resource contain?
 - b. Does the resource contain any sensitive information, such as PII (Workday, etc.) or Roblox proprietary data (Jira, GitHub,etc.)?
5. Have you reviewed and implemented the Slacks API documentation on [Best practices for security](#) as it pertains to apps and bots?
6. Have you validated that your app/bot has requested only the minimum required permission scopes? Please note:
 - a. Ideally apps should only request bot scopes, and user scopes only in special circumstances or use cases.
 - b. Least Privilege Access: App/ Bot has the least amount of privilege as possible to complete the necessary functions; Minimize both the Slack OAuth scopes needed and access to additional systems. This includes limited access to post directly to people and channels as is appropriate. The greater the access the app/bot has, the fewer people should have access to utilize it.

7. Are there any secrets included in code? (Secrets (slack tokens, webhook URLs, service account credentials) should not be part of code, and should be stored in Vault / 1password if required).
 8. Does your app include any high-risk permission scopes - (ie. admin.* , identity.* , openid, chat:write.public, chat.write:user, etc.)?
 - a. Can you commit to rotating your bot tokens at least once a year?
 - i. See [Rotating and expiring tokens](#).
 9. Does your slack app check for appropriate data permissions /authorizations before rendering them to the end users? (For example, Slack app using a service account to read PII and delivering the sensitive content to all of the users in a slack channel who may/may not have permissions).
- **Please be advised that providing the requested information does not necessitate automatic approval, this information will be reviewed further by CorpEng and optionally when required Security teams.

A note on incoming webhooks for custom/internally built apps and bots

Please note if you are trying to use the '[incoming-webhook](#)' app scope:

- **Due to security issues raised with incoming webhooks CorpSec no longer allows their use with Slack apps/bots.**
 - If your bot needs to post messages to a channel from another resource, rather than using webhooks, a more secure method is to use the '[chat.postMessage](#)' using the '[chat:write](#)' scope also covered in depth [here](#). This method will force the bot to authenticate through OAuth *without* the need for incoming webhooks. Simply using the incoming webhooks scopes does not force OAuth process.
 - To help folks through this transition, a Confluence page has been built to guide through steps with this: [Slack - Transitioning Apps/Bots from webhooks to OAuth](#)
 - Please review the documentation and let me know if you have any questions, as we'll be unable to approve this until the configuration has been updated to remove the incoming-webhook scope.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

- [Slack App Marketplace](#)
- [Introduction to Slack apps](#)
- [Quickstart - build your first app!](#)

Slack 'Multi-workspace' Channels

Who can use this feature

- Slack admins - (Workspace Owners/Admins, Org Owners/Admins).

Awareness

A Slack channel can be added to multiple workspaces becoming a ('multi-workspace') channel. This can be done in 2 ways:

1. A Slack admin edits a channel and adds it to other workspaces in the Slack Organization.
2. A group direct-message (DM) between 1 or more people is converted to a channel:
 - a. [Convert a group direct message to a private channel](#)
 - b. *Note: In an Enterprise Grid organization (such as our Roblox Slack account), converted DMs will automatically become multi-workspace channels.*

Renaming multi-workspace channels

- ****Note:** Channel creators and channel managers cannot rename multi-workspace channels. Only Slack admins can rename these types of channels. Alternatively, Channel creators and channel managers can request CorpEng Slack admins to change the channel to make it a single workspace channel, at which point they should be able to rename it.
 - See: [Rename a Slack channel | Requirements](#)

Approval

- Channel creators or Channel Managers will need to sign off/approve adding or removing workspaces for a given channel.
 - If the requestor is not the channel creator or a Channel Manager, requestor will need to submit a CorpEng support ticket (corpeng-help@roblox.com) so Slack admins can review the request and verify approval.
 - Slack admins can then add or remove workspaces from a given channel.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

- [Add a channel to multiple workspaces in your Enterprise Grid organization](#)
- [Convert a group direct message to a private channel](#)
- [Rename a Slack channel](#)

Slack Workflows

Who can use this feature

- All full members
- Slack admins - (Workspace Owners/Admins, Org Owners/Admins).

What are Workflows

- A workflow makes everyday tasks in Slack easier for you and your team. Almost any task or process you perform at work can be automated with our Workflow Builder tool.
- Workflows allow you to automate tasks and work more efficiently in Slack. By default, anyone on a paid plan can create workflows using [Workflow Builder](#).

Workflow templates/examples

 [Workflow examples | Slack Tips](#)

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

-  [Automations: What is a Slack workflow?](#)
-  [Build a workflow: Create a workflow in Slack](#)
-  [Workflow examples | Slack Tips](#)

Slack Workflows - Connectors

Who can use this feature

- All full members
- Slack admins - (Workspace Owners/Admins, Org Owners/Admins).

What are Workflow Connectors

- Connectors for Workflow Builder allow you to add steps to your workflows that will take an action in a third-party service. Each connector offers steps that are unique to the service, like Add to spreadsheet for Google Sheets or Create a meeting for Zoom.
- Connectors are like 3rd party app integrations for workflows.

Note: Adding two or more connector steps to your workflow will make it a premium workflow. Premium workflow runs over the allotment included with your plan are [subject to a charge of \\$0.05/run](#).

Tip: Some connectors require [additional configuration](#) to be used in a workflow. If you're having trouble with a connector, [find an owner or admin](#) and ask for help.

Approval

- When you request to use a Workflow Connector for the first time, it will auto-trigger an alert to the Slack admin team for review, which will auto-generate a support ticket so admins can communicate with you further regarding the request.
 - Sample template containing info CorpEng will ask for regarding your Workflow Connector request -

Can you please answer the following standardized questions so we can review this further:

(if unable to answer any question or if unknown please mark 'NA')

1. Please provide your business use-case / context of what the Connector app does and/or what problem does it solve?
2. Some Connector apps are free to install/use, but require payment to use of the actual platform outside of Slack (example, Google Workspace).
 - a. Have you reviewed the Slack marketplace page for this Connector app in question to determine if any licensing models are needed? Meaning, does it require a paid plan?
3. Who has/will have access to your Slack Workflow? ([collaborators](#))
4. Where will this Workflow post? (what channels/where will it route its payload)
5. How often do you estimate this Workflow will run monthly?
6. **Please be advised that providing the requested information does not necessitate automatic approval, this information will be reviewed further by CorpEng, and optionally when required Security teams.

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

- [Slack connectors for Workflow Builder](#)

-  [Build a workflow: Request connector steps](#)

Set reminders in Slack

Who can use this feature

- All members, but guests can only set reminders for themselves
- **Slack admins** - (Workspace Owners, Workspace Admins)

The basics of /remind

Reminders are a handy way to remind yourself or members of a channel, through automations in Slack!

Set a reminder -

1. Type **/remind** in the message field and select it from the **shortcuts menu**.
2. In the message field, enter the details of your reminder following this format: **/remind [yourself or #channel] [what] [when]**.
3. Send your message to schedule the reminder.

Remind yourself about a message or file -

1. Hover over a message or file.
2. Click the **three dots icon** in the top-right corner of the message or file.
3. Hover over **Remind me about this**.
4. Choose a time frame from the list or select **Custom** to set your own.

Manage reminders

- There are various ways to view and manage reminders, please review Slack documentation ([here](#)).

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

-  [Set a reminder](#)
-  [How to use reminders in Slack](#)

Archive or delete a Slack channel

Who can use this feature

- By default, **all members** (except **guests**) can archive a channel. **Channel Managers** can archive channels they're assigned to.
- Only **Slack admins** - (Workspace Owners, Workspace Admins), can delete a channel.

Context

- Archived channels are closed to new activity, but the message history is retained and searchable. Deleted channels are permanently removed from a workspace, message history included.
- Archived channels can also be unarchived by admins!
- **If the channel is private, the channel members will be retained, but if it's public, the former members will not be restored.

 **Tip:** Channel names can't be repeated. To reuse the name of an archived channel, you'll need to unarchive it and [rename the channel](#).

Approval

- **Archive**
 - If a requester cannot archive a channel for any reason, channel creators or Channel Managers will need to sign off/approve the archive request before Slack admins will archive a channel.
 - Please engage with CorpEng support (below) so that a Slack admin can help with the rename.
- **Delete**
 - Channel creators or Channel Managers will need to sign off/approve the archive request before Slack admins will archive a channel.
 - Please engage with CorpEng support (below) so that a Slack admin can help with the rename.

A note on external organizations in channels that need to be archived

- In order to archive a channel containing at least 1 additional external organization or partner, Slack admins will need to disconnect the vendor from that channel first. More information [here](#).

Support

- Email/ticket > CorpEng - corpeng-help@roblox.com
- Slack > [#corpeng-help](#)

References

-  [Archive or delete a channel](#)
-  [Remove organizations from a Slack Connect channel](#)

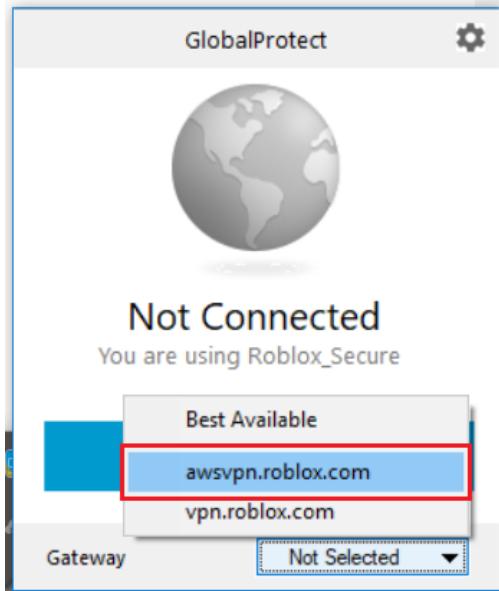
Software Help

How to get access to Trello

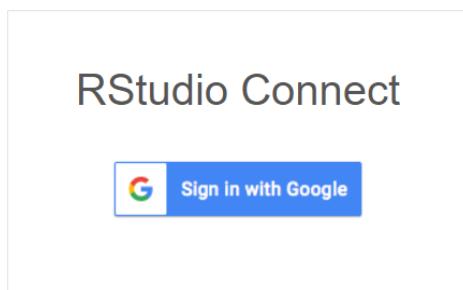
1. File an access request through the [Atlassian Support portal here](#)
2. If you have an existing company Trello account, you may request to be added to the Roblox Enterprise Workspace from within Trello itself. <https://trello.com/w/roblox>

Analytics.roblox.local access (Simulprod)

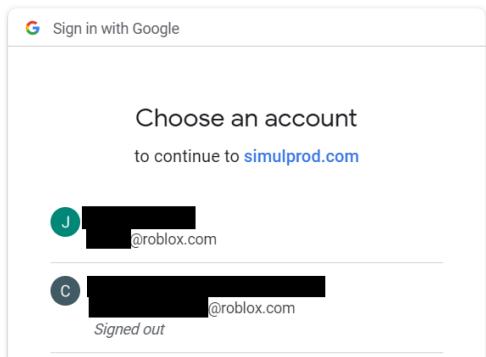
1. To access <https://analytics.roblox.local> you must be on Roblox's secure network (on-site) or be connected to the AWS VPN connection while remote.
2. To access the AWS VPN, please select it from the Gateway drop down menu. If you do not see the option available, please make sure your Global Protect VPN client is up to date.



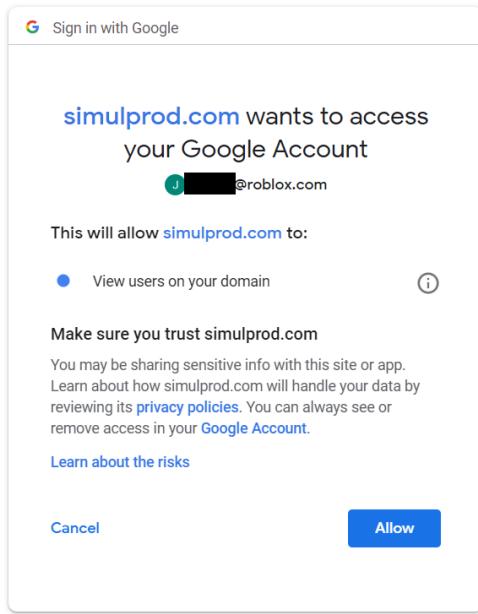
3. Once connected, navigate to <https://analytics.roblox.local/> and click "Log In" at the top right.
4. You will be directed to this page:



5. Click "Sign in with Google"
6. Choose an account and select your personal Roblox Gmail account



7. On the next page, please click "Allow" to grant simulprod.com access to your Google Account



8. You will then be presented with the Content Dashboard

If you run into any issues logging into <https://analytics.roblox.local> please email corpeng-help@roblox.com.

Changing your Display Name (Preferred Name)

This article provides instructions for changing your display name across various Roblox accounts. Please be aware that changing your display name **does not** constitute or qualify for a username change or email. See our [Username Policy](#) for more information.

1. Workday - [Click HERE](#)
2. Slack
 - a. Open Slack - roblox.slack.com
 - b. Click on your profile in the top right corner
 - c. Then "Profile"
 - d. Then click "Edit Profile"
 - e. Under "Full Name", enter the name you would like people to call you by

The screenshot shows the 'Edit your profile' page in Slack. It has two main input fields: 'Full name' containing 'Brandon Maramag' and 'Display name' containing 'bmaramag'. Below the fields is a note: 'This could be your first name, or a nickname – however you'd like people to refer to you in Slack.'

Edit your profile

Full name

Brandon Maramag

Display name

bmaramag

This could be your first name, or a nickname – however you'd like people to refer to you in Slack.

3. GSuite - [Click HERE](#) to change your display name in Google
4. File a ticket to IT to change your display name on Okta and Active Directory (Confluence and Jira)

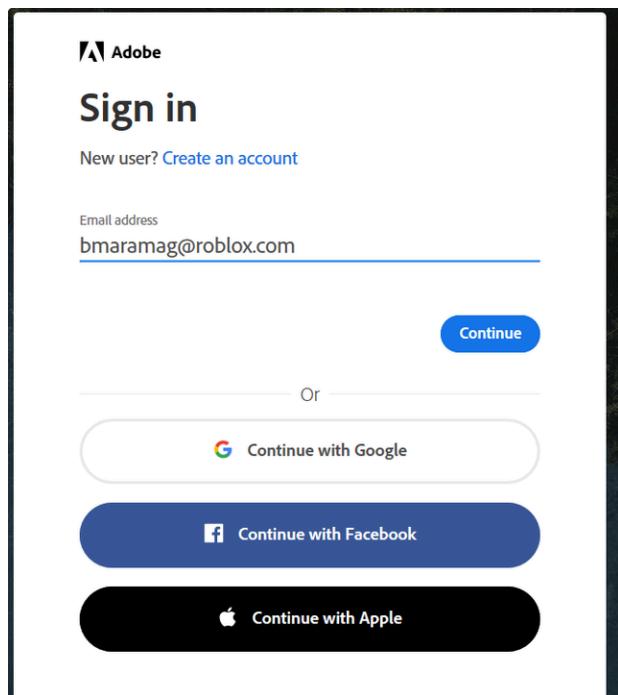
How to sign into Adobe enterprise account

These are instructions to help you sign into your Adobe enterprise account. If you do not have a license and you wish to request one, please submit a [Zendesk Ticket](#) to IT with your manager CC'd.

You can install Adobe Creative Cloud - [HERE](#)

1. Click on Sign In 

2. enter in your email



3. Enter in your Adobe Password



Enter your password



Personal Account
bmaramag@roblox.com

Password



Continue

[Reset your password](#)

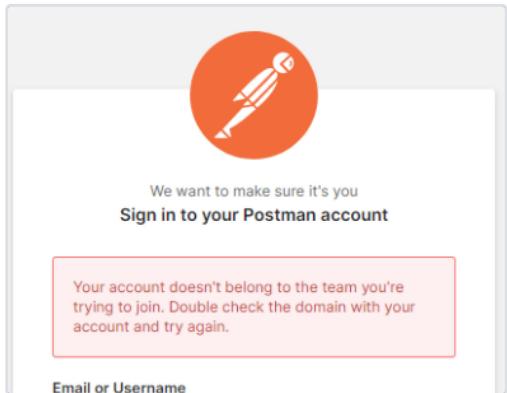
[Sign in to a different account](#)

on Fligen

Note: If you have forgotten your password, select "Reset your password". Instructions will be sent to your email from Adobe.

Postman - Link existing account to Roblox Team

Symptom:



Postman users are allowed to be a part of one team at a time. If you have an existing Postman account, and you want to join Roblox's team on Postman, you will need to leave your current team in order to do so.

✖ Important Notes BEFORE leaving your team

- Once you leave your team, any of your work shared in a team workspace will stay with your team, and you won't be able to access it. Before leaving your team, please make sure you [export your data](#) or do a [data dump](#).
- If you're the last member to leave the team you should have the option to transfer your collections to a personal workspace.

Leave current team by following the steps below:

1. Go to <https://go.postman.co/settings/me/team>
2. Select Leave Team

FigJam - By Figma

This page contains basic information about FigJam, by Figma

Recorded FigJam Training Sessions

*All sessions cover the same content, however live Q/A may vary with each session.

- **4/15/24** -
 - [Video recording - \(download for better playback\)](#)
 - [Sample file from 4/15/24 training.](#)
- **4/22/24** -
 - [Video recording - \(download for better playback\)](#)

How-To Documentation

- [What is FigJam?](#)
- [Guide to FigJam](#)
- [Explore FigJam files](#)

Other Documentation

- [Embed a file or prototype in Confluence](#)

Zbrush Offline Activation

1. Download the installer shared via Google Drive

2. Install Zbrush

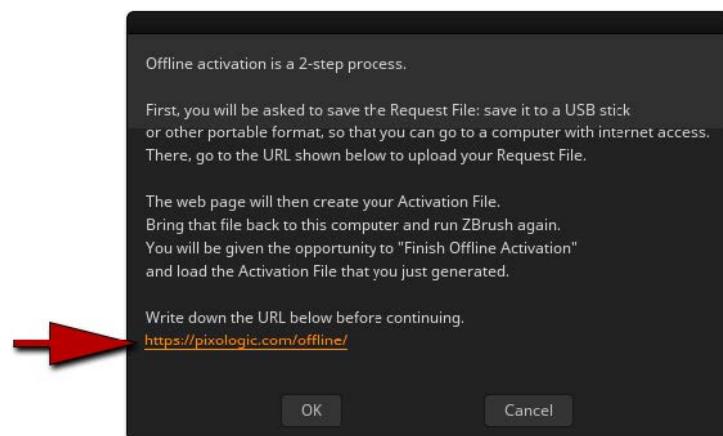
3. Click **Offline Activation** when prompted

a.



4. Hit **OK**

a.



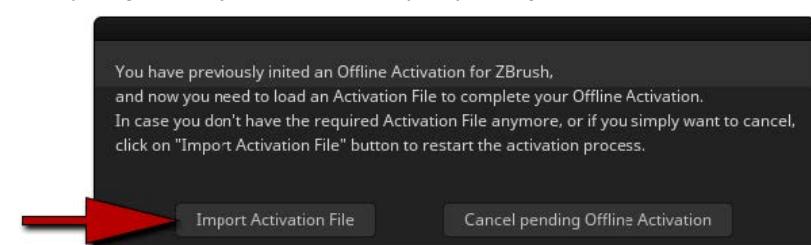
5. You should be prompted to save a **.zreq** file, don't change anything and just save the file to your **Desktop**

6. Share that **.zreq** file with an IT member (via Slack works)

7. The IT member will send you a different file - download it and save it somewhere you can find it

8. When re-opening Zbrush, you should see the prompt to **Import Activation File**

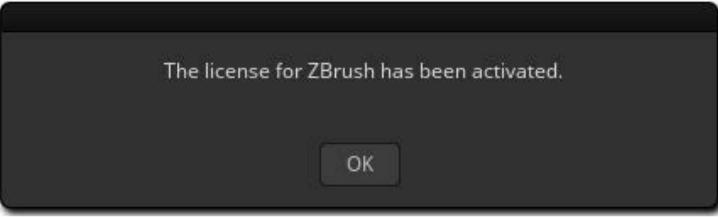
a.



9. Find and select the file sent to you from the IT member

10. Once selected, your Zbrush software should be activated with a license

a.



The license for ZBrush has been activated.

OK

Parallels Permission Doesn't Show Up

Problem: After an update in the OS, there are some Parallels users that might run into an issue where Parallels asks to approve additional permissions in System Preferences but user doesn't see the prompt in System Preferences>Privacy Tab. If the permission isn't approved, Parallels will be blocked from starting up.

Solution: Allow the kernel extension manually via Terminal while the mac is in recovery mode.

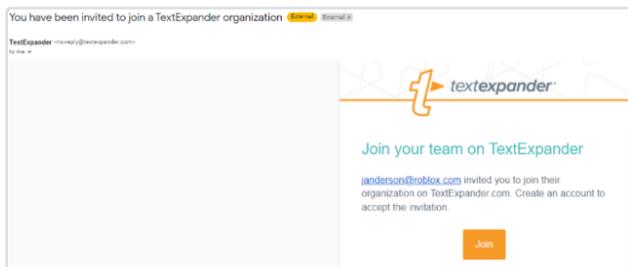
1. Reboot in recovery mode using **Command+R** combination
2. In the terminal windows type : ***sptctl kext-consent add 4C6364ACXT***
3. Enable it by typing: ***sptctl kext-consent enable***
4. Verify it by typing: ***sptctl kext-consent list***
5. Type this command next: ***chflags -R restricted /Volumes/Macintosh\ HD/Library/StagedExtensions/***
6. Run **First Aid** under **Disk Utility**.
7. Reboot the Mac.

TextExpander New Account

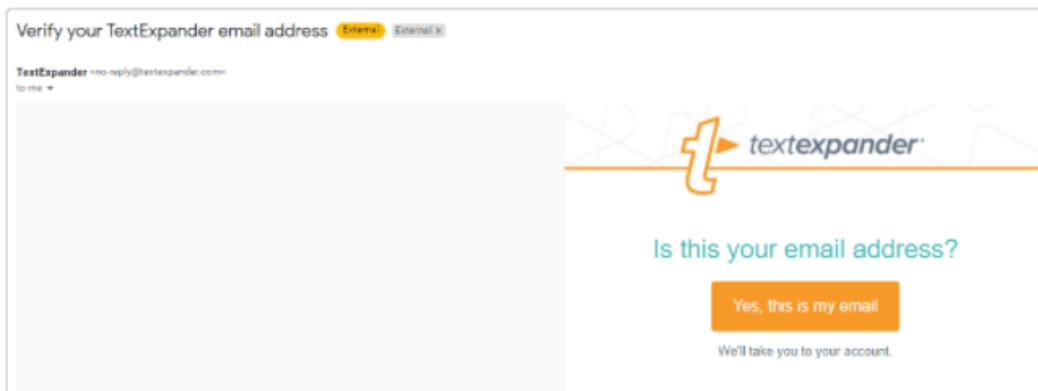
⚠ This process is for users who have worked with an IT member to get invited to Roblox's TextExpander account. To request for a TextExpander invite, please open an IT ticket by sending an email to corpeng-help@roblox.com with manager's approval.

Site:<https://auth.textexpander.com/sign-in>

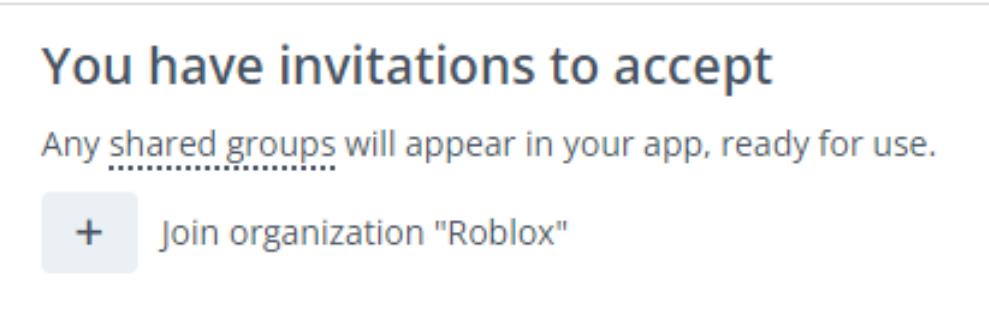
1. Check your Roblox email for an invite and click on **Join** button:



2. **Sign up** using your Roblox email address and **verify** your email:



3. After verifying your email, make sure to click the (+) plus sign next to **Join organization "Roblox"**



4. Finally, you should receive an email welcoming you to TextExpander with a download link

Welcome to TextExpander.com [Sign In](#) [Create](#)

TextExpander <no-reply@textexpander.com>

To me +



Get the TextExpander app

You'll need the app on any devices you want to expand Snippets.

[Download TextExpander](#)



How to Update Docker Desktop

macOS

Installation Method: DMG from Docker

Updating Docker Desktop through the App

Installation Method: Brew

Windows

Installation Method: EXE from Docker

Updating Docker Desktop through the App

Installation Method: Package Manager (Chocolatey, Winget, etc)

Chocolatey

Winget

- To potentially avoid directories from being changed CorpEng suggests you update your Docker Desktop app the same way you have installed it.

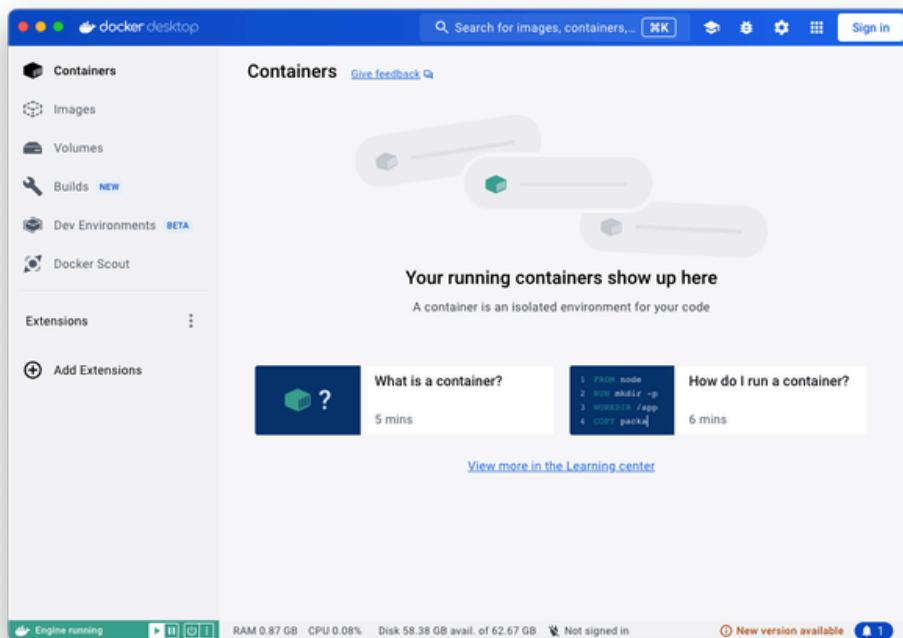
macOS

⚠️ Macs running Monterey (macOS 12) should update to Ventura (macOS 13) or Sonoma (macOS 14) first to avoid boot up issues.

Installation Method: DMG from Docker

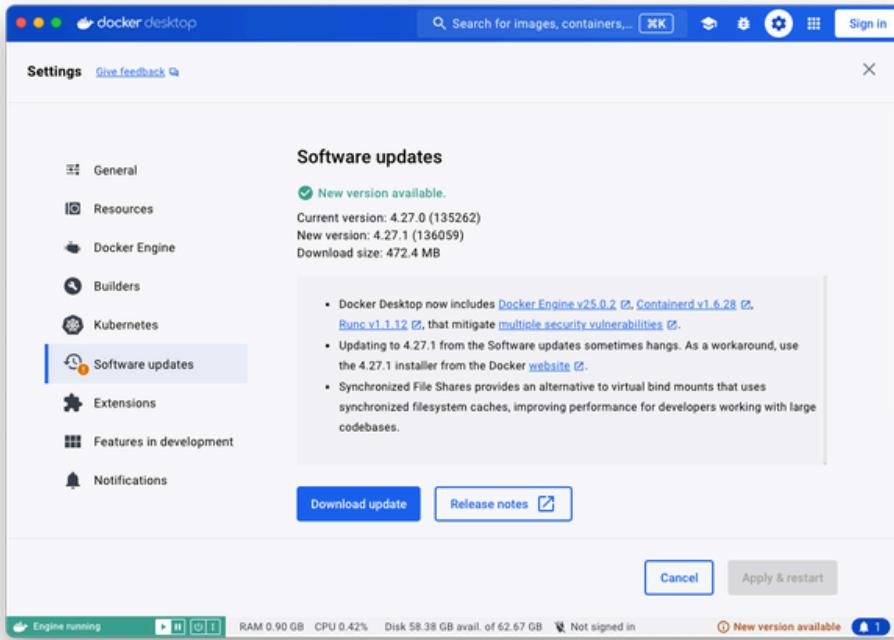
Updating Docker Desktop through the App

- Open the Docker app from the Applications folder

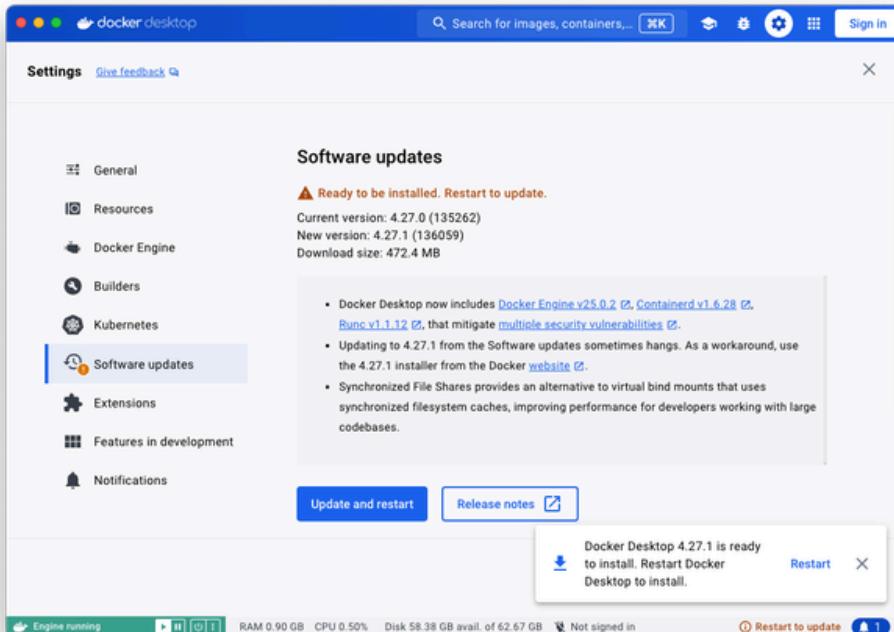


2. Click on the gear icon at the top right → Click Software updates or Click “New version available” at the bottom right.

3. Click Download update



4. After the update is downloaded, click Update and restart



5. It may take a few minutes to install but Docker should close and reopen after the update completes.

Installation Method: Brew

brew(1) – The Missing Package Manager for macOS (or Linux)

You can run this command on a terminal window

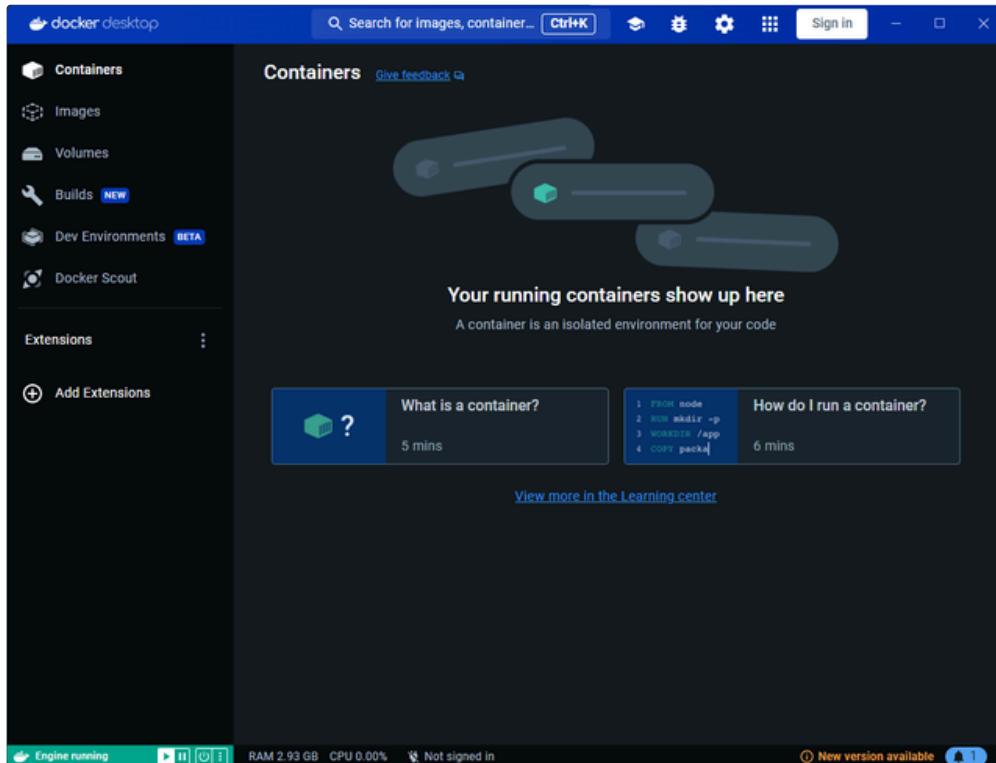
```
1 brew upgrade --cask docker
```

Windows

Installation Method: EXE from Docker

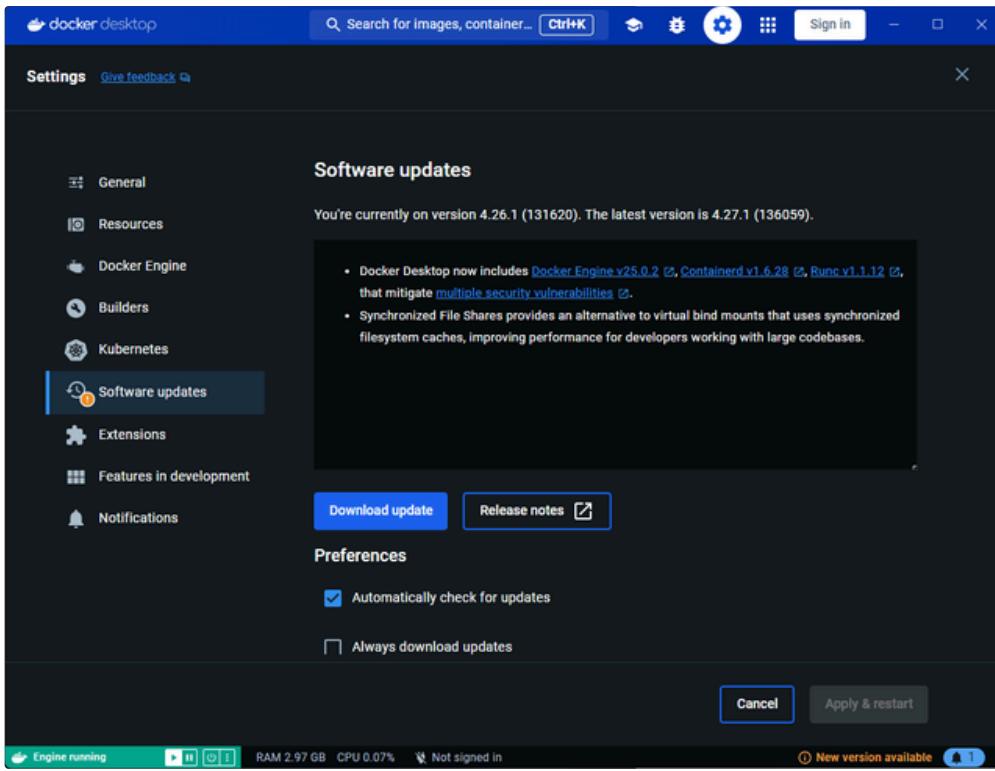
Updating Docker Desktop through the App

1. Open the Docker Desktop app

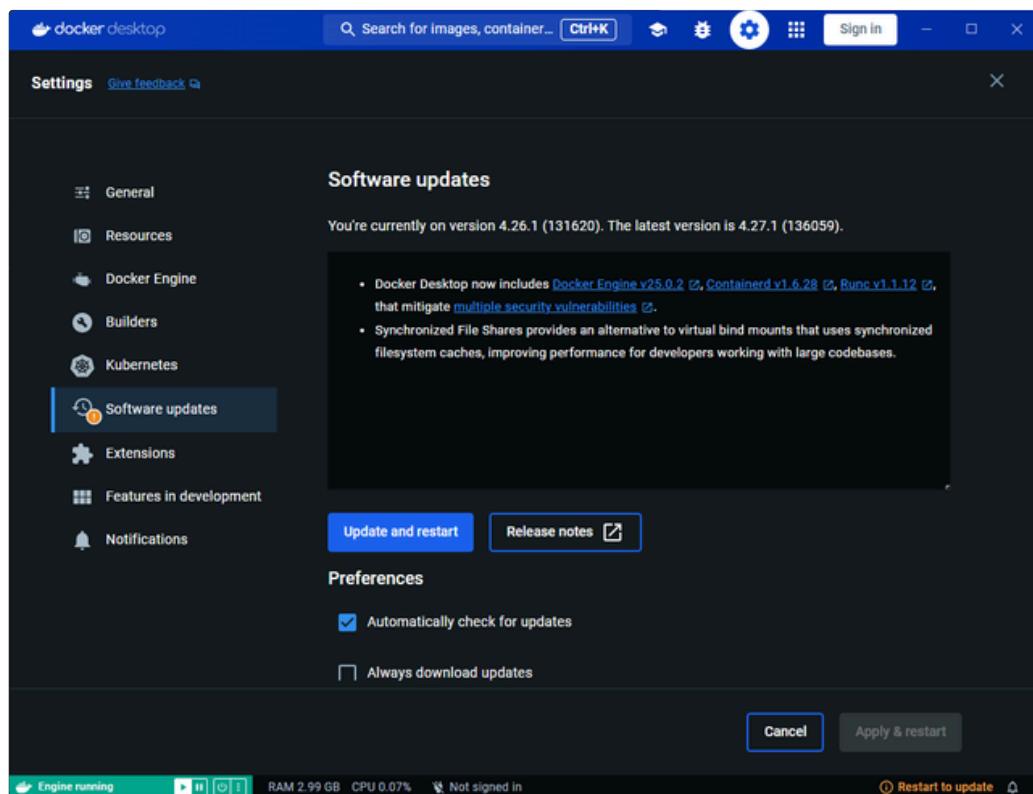


2. Click on the gear icon at the top right → Click Software updates or Click "New version available" at the bottom right.

3. Click Download update



4. After the update is downloaded, click Update and restart



5. It may take a few minutes to install but Docker should close and reopen after the update completes.

Installation Method: Package Manager (Chocolatey, Winget, etc)

 For other package managers unlisted here, we suggest you refer to the package manager's documentation on how to update apps.

Chocolatey

 [Chocolatey Software Docs | Upgrade](#)

You can run this command on a Powershell window with Administrator privileges.

```
1 choco upgrade docker-desktop
```

You will be prompted to run the upgrade script. Enter Y on each prompt or A to select yes to all.

Winget

 [Use the winget tool to install and manage applications](#)

You can run this command on a Powershell window

```
1 winget upgrade -h --id Docker.DockerDesktop
```

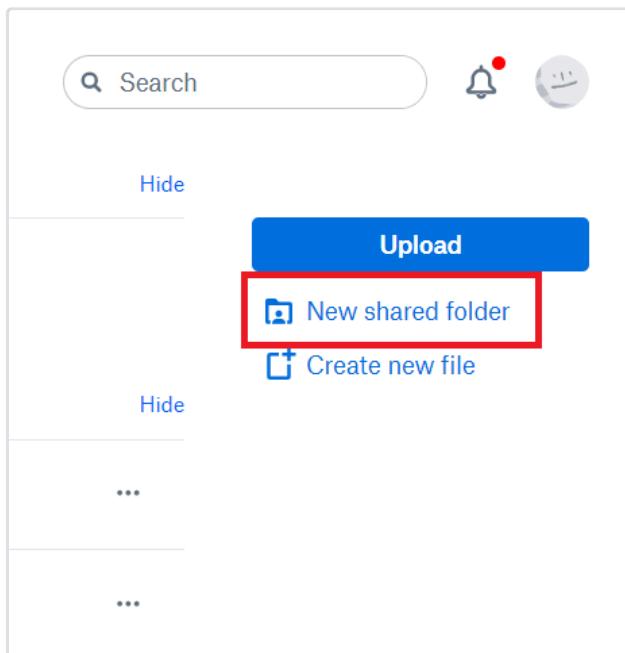
You will get a prompt asking if you allow Docker to install, please select Yes.

How to Share Externally with DropBox

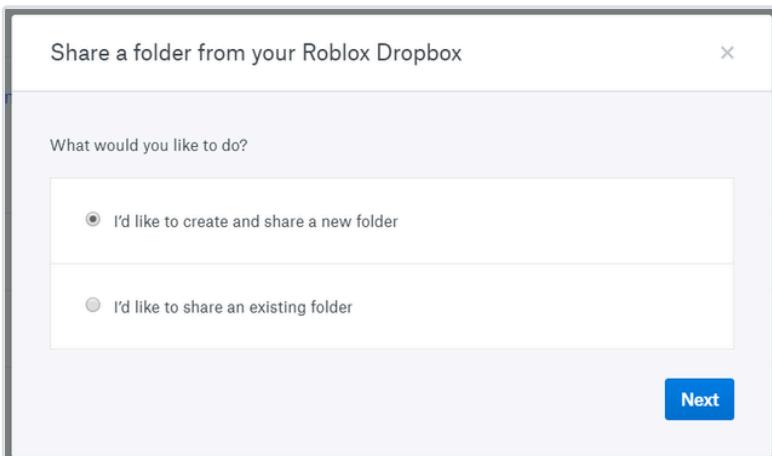
If you need to share files externally with a trusted third party, you can do so with DropBox.

If you do not have a DropBox license please reach out to corpeng-help@roblox.com to request one.

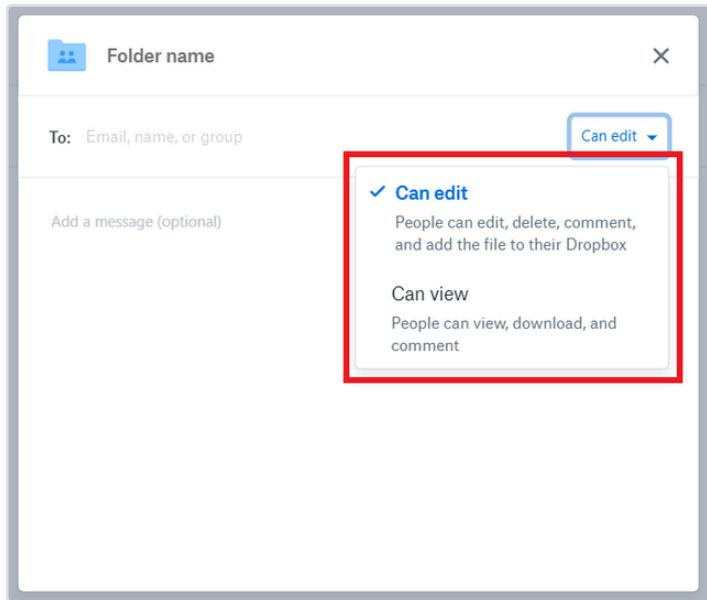
1. In the upper right hand corner of DropBox, click on "New shared folder"



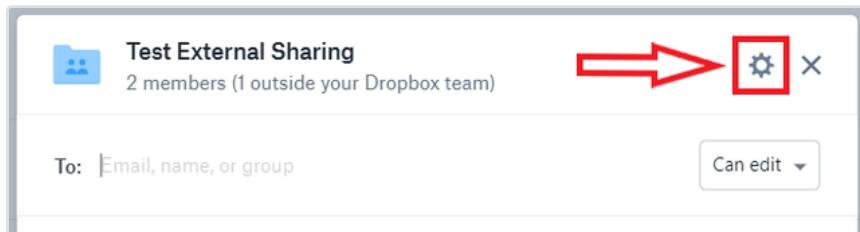
2. Select if you want to **share a new folder** or **share an existing one**



3. Decide if you want to assign **edit** or **view** access



4. After you've shared your folder, click on the cogwheel for additional settings



5. Make sure to adjust the **Manage access** setting and turn on **Viewer info**, then click **Save**

Settings for "Test External Sharing"

Folder settings [Link settings](#)

Folder membership

Anyone

Limit who can be added as a member of this folder.

Manage access

Only you

Choose who can add people to this folder.

Link restrictions

Off

Prevent non-members from accessing this folder via link.

Viewer info

On

Show who viewed files in this folder to team members and people who can edit.

[Unshare folder](#)

[Cancel](#)

[Save](#)

Transfer your JetBrains license to a new computer

JetBrains Apps:

- IntelliJ IDEA Ultimate
- Rider
- CLion
- DataGrip
- Aqua
- RustRover
- WebStorm
- PyCharm Professional
- PhpStorm
- DataSpell
- RubyMine
- GoLand

Instructions

1. Download the app
2. Once installed, go to Help
3. Now click on **Register**
4. Select **Active...**
5. Under "Get license from:", select JetBrains Account
6. Now click on **Refresh license list**

Windows OS Help

- [Getting Started with your New Windows Computer](#)
- [Replace Sophos Antivirus with Crowdstrike \(Windows\)](#)
- [How to run a gpupdate on your Windows Machine](#)
- [How to Uninstall an app on Windows](#)
- [How to re-activate your Windows license when away from the office for extended time](#)
- [How to Suspend Bitlocker](#)
- [Connecting to Network Drives](#)
- [How to permit remote users to reset their passwords using Remote Desktop Web Access in Windows](#)
- [How to Properly Update your PC](#)
- [Set Up Windows Hello Facial and Fingerprint Sign-in Options](#)
- [Setting up your new Windows computer](#)
- [Crowdstrike Issue: Blue Screen Of Death \(BSOD\)](#)

Getting Started with your New Windows Computer

Congratulations on receiving a new Windows machine! To get started, please click on the links below to set up your new computer with the recommended apps Robloxians use for their day-to-day work.

 If you haven't signed in to your own account on your new Windows computer, please follow the steps in this article:

- [Setting up your new Windows computer](#)

1. Sign in and enroll to WorkSpace One (WS1) - [Installing & Logging into Workspace ONE](#)
2. Setting up Okta Verify (Fastpass) - [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)
3. Sign in to Google Chrome - [How to sign in to your Chrome Browser \(computer\)](#)
4. Sign in to Slack - [How to log into Slack \(PC/Mac\)](#)
5. Sign in to Zoom - [How to log into Zoom \(SSO\)](#)
6. Sign in to Microsoft Office (optional) - [How to log into Microsoft Office365 \(PC\)](#)
7. Connect to printers at the office (optional) - [How to add a Printer in the office](#)

Replace Sophos Antivirus with CrowdStrike (Windows)

Table of contents

- [Summary](#)
- [Uninstall Sophos using Tamper Protection Key](#)
- [Install CrowdStrike Falcon Sensor](#)
- [Installing manually](#)
- [CrowdStrike successful verification example](#)

Summary

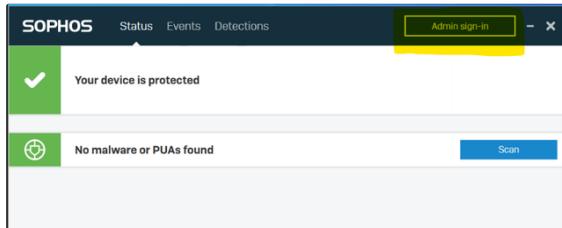
This doc can be used for the following scenarios:

- Converting from Sophos to CrowdStrike
- Install CrowdStrike (different methods)

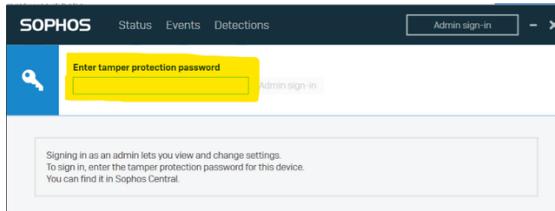
⚠ Please email corpeng-help@roblox.com if you are unsure if you have Sophos or CrowdStrike already installed, if you need assistance with the installation or if you are running into any issues. For general questions please post in #crowdstrike-help.

Uninstall Sophos using Tamper Protection Key

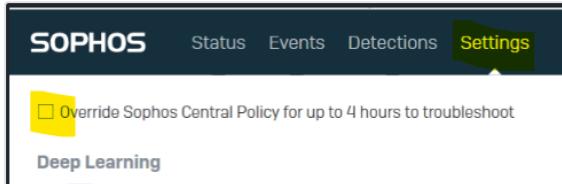
1. If you haven't yet, please reach out to corpeng-help@roblox.com to request for a **Tamper Protection** password to be able to uninstall Sophos from your machine.
 - a. For multiple machines, please specify the hostname so CorpEng can provide the correct password.
2. Search for and run **Sophos Endpoint Agent**
3. Click on **Admin Sign-in** on the top-right of the Sophos app



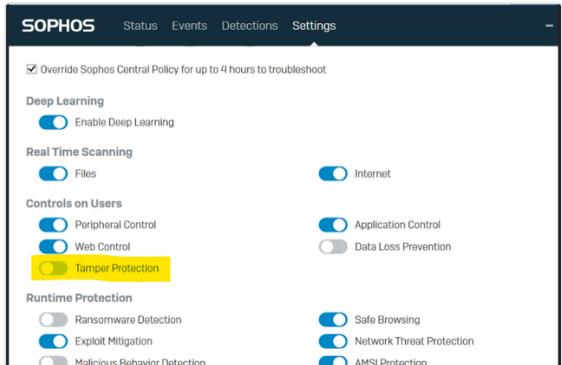
4. Enter the **Tamper Protection** password that was provided by CorpEng



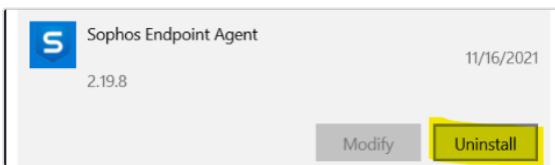
5. Click on the **Settings** tab and put a check mark on **Override Sophos Central Policy**



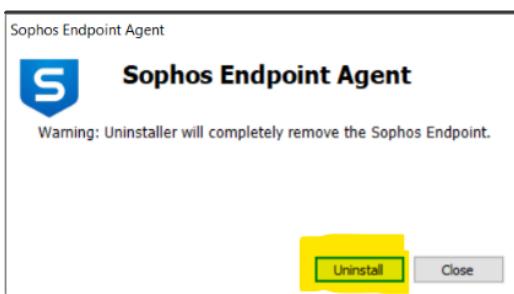
6. Scroll down to disable **Tamper Protection**



7. On your windows machine, do a windows search for **Add or Remove Programs** and select it to open
8. Scroll down the list to find **Sophos Endpoint Agent** to Uninstall



9. Click **Uninstall** again



10. A **reboot is required** after it finishes uninstalling.

Install CrowdStrike Falcon Sensor

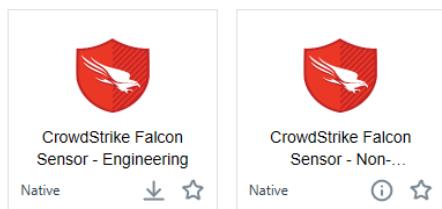
ⓘ Please email corpeng-help@roblox.com if you are unsure if you have Sophos or CrowdStrike already installed, if you need assistance with the installation or if you are running into any issues. For general questions please post in #crowdstrike-help.

Pre-requisites:

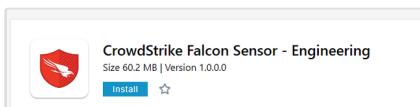
- Pre-existing AV/EDR (Sophos, Symantec, etc) need to be removed. Please open a ticket with corpeng-help@roblox.com to help.

Installing with Workspace ONE

1. Download and install Workspace ONE if it is not already installed as instructed as described in this doc: [Intelligent Hub Workspace ONE FAQ](#) (doc also shows how to tell if it is installed).
 - a. Summary of steps:
 - i. Download and install the agent provided in this link: <https://getwsone.com/>
 - ii. After installing, the Hub agent will auto-load and ask for your email address. Please sign in while providing your Roblox email address and continue to authenticate to Okta.
 - iii. Once authenticated, please allow the enrollment process to complete (should be up to 5 minutes).
2. Once installed and enrolled your device in the instructions above, open the Intelligent Hub agent by pressing the start button
3. Select the "Apps" tab
4. Select the installer that describes your function (engineer or non-engineer):
 - a. "CrowdStrike Falcon Sensor - Engineering"
 - b. "CrowdStrike Falcon Sensor - Non-Engineering"



5. Press the "Install" button and then "Install" again to confirm.



Installing manually

1. Download the Falcon Installer [here](#).
2. Open up **command line**:
3. Change directory to where the installer download location
 - a. For example, if sensor was downloaded to Desktop, in the command line enter:

```
1 cd Desktop
```

4. After changing directory, run the following command while accepting the license

a. Engineering:

```
1 WindowsSensor_500C5073B4D7443688F4B32C5EEB295B-B4.exe /install /norestart CID=500C5073B4D7443688F4B32C5EEB295B-B4 GROUPING_TAGS="Engineering"
```

b. Non Engineering:

```
1 WindowsSensor_500C5073B4D7443688F4B32C5EEB295B-B4.exe /install /norestart CID=500C5073B4D7443688F4B32C5EEB295B-B4 GROUPING_TAGS="Non-Engineering"
```

5. For CorpEng, verify that the machine is added by searching the machine in Crowdstrike admin portal via hostname.

a. Engineering

Hostname	Last Seen	First Seen	OS Version	OU	Prevention Policy	Sensor Update Policy	Containment Status
HQ-C02G02HCM08T	Oct. 28, 2021 11:10:23	Oct. 29, 2021 11:04:33	Big Sur (11.0)		Engineering Oct. 29, 2021 11:11:43	Default (Mac) Oct. 29, 2021 11:07:51	Normal

b. Non-Engineering

Hostname	Last Seen	First Seen	OS Version	OU	Prevention Policy	Sensor Update Policy	Containment Status
HQ-C02GD01SZQ05P	Nov. 1, 2021 17:31:01	Nov. 1, 2021 16:51:17	Big Sur (11.0)		Non-Engineering Nov. 1, 2021 16:58:30	Default (Mac) Nov. 1, 2021 16:53:16	Normal

Checking if CrowdStrike is already installed and running

Using CMD:

1. Open up CMD
2. Run the following command: sc query CSFalconService

CrowdStrike successful verification example

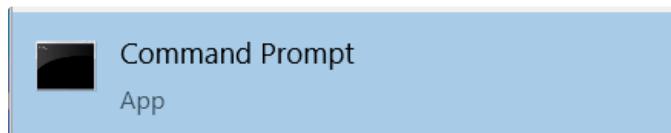
```
1 C:\Users\user>sc query CSFalconService
2
3 SERVICE_NAME: CSFalconService
4     TYPE               : 10  WIN32_OWN_PROCESS
5     STATE              : 4  RUNNING
6                 (STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
7     WIN32_EXIT_CODE    : 0  (0x0)
8     SERVICE_EXIT_CODE : 0  (0x0)
9     CHECKPOINT        : 0x0
10    WAIT_HINT         : 0x0
11
12 C:\Users\user>
```

Or you may check by looking at the running services on your machine by opening Services ad searching for *CrowdStrike Falcon Sensor Service*:

Name	Description	Status	Startup Type	Log On As
CrowdStrike Falcon Sensor Service	Helps prote...	Running	Automatic	Local System

How to run a gpupdate on your Windows Machine

1. Open your Command Prompt (CMD)



2. type in `gpupdate /force`

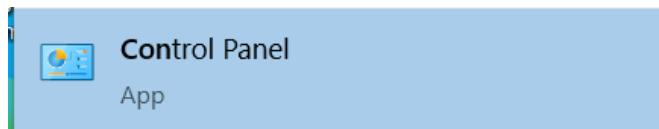
```
C:\Users\bmaramag>gpupdate /force
```

3. The policy will be updated and will let you know if it is completed successfully

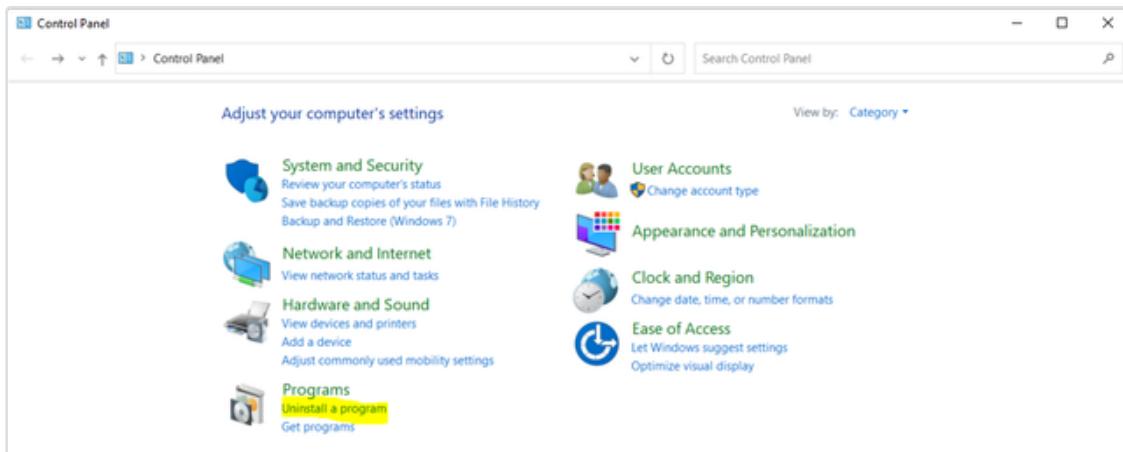
```
Computer Policy update has completed successfully.  
User Policy update has completed successfully.
```

How to Uninstall an app on Windows

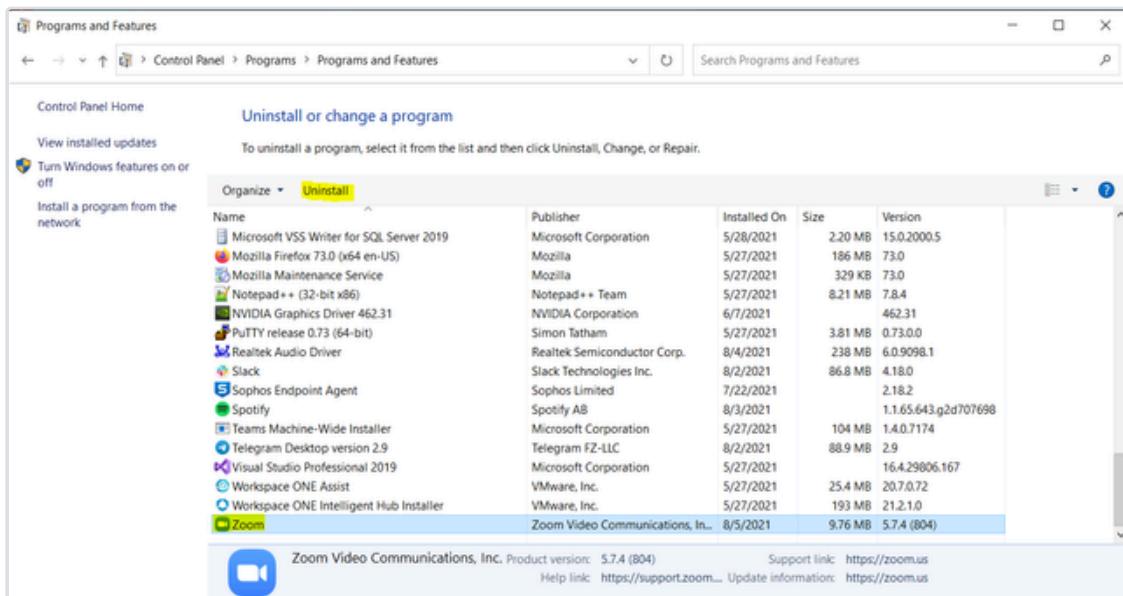
1. Click the **Windows Start button** and search for **Control Panel**



2. Click on "**Uninstall a Program**" under Programs



3. Once open, scroll to the bottom of the page and click on "**Zoom**" then click on "**Uninstall**"



4. After you uninstall the program, open your File Explorer

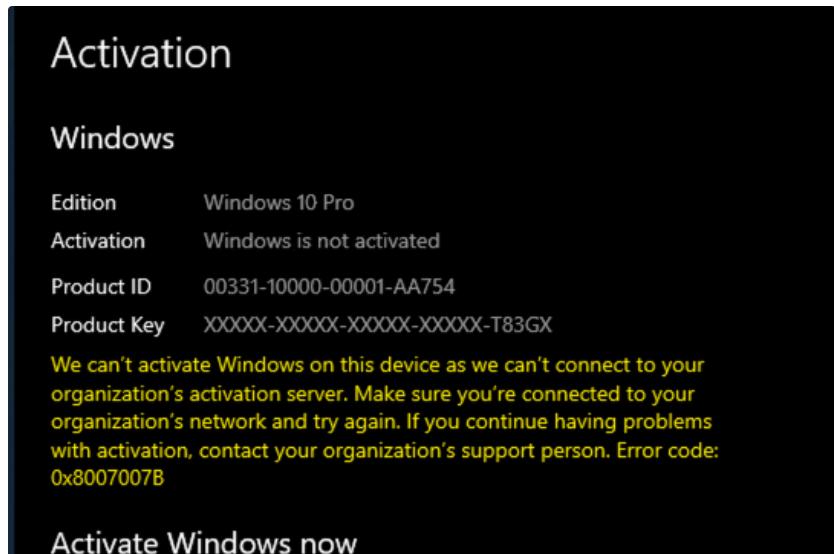


5. Success!

How to re-activate your Windows license when away from the office for extended time

Due to Shelter in Place and being out of the office, we see some Windows machines that have not connected to our Windows KMS license activation server.

If you see this error in your Windows System Settings or get a pop-up message saying "Windows License is About to Expire".



So how do I manually connect my Windows or Windows Server device to the KMS activation server?

Connect to our Corporate VPN and then open a Windows Command DOS Prompt:

Run the command **cscript slmgr.vbs -ato** to activate the computer with the KMS server.

```
C:\Windows\System32\cmd.exe
C:\WINDOWS\system32>cscript slmgr.vbs -ato
Microsoft (R) Windows Script Host Version 5.812
Copyright (C) Microsoft Corporation. All rights reserved.

Activating Windows(R), Professional edition (2de67392-b7a7-462a-b1ca-108dd189f588) ...
Product activated successfully.

C:\WINDOWS\system32>■
```

Then your Windows 10/11 machine should now be activated again.

Activation

Windows

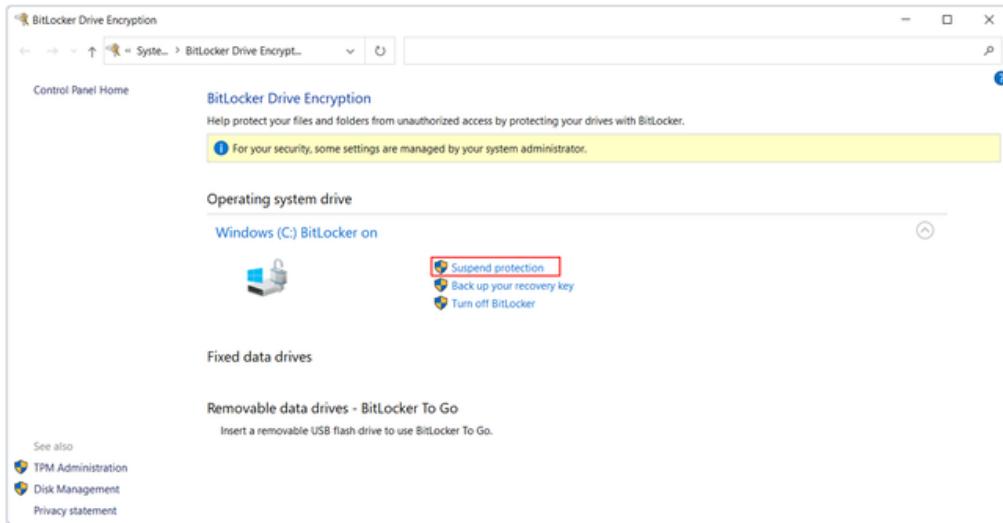
Edition	Windows 10 Pro
Activation	Windows is activated using your organization's activation service

How to Suspend Bitlocker

1. Hit the Windows Start Button to run a Windows search
2. Search for "Manage Bitlocker" and Open the app



3. Click on "Suspend Protection"



ⓘ The Bitlocker protection can be resumed by manually repeating these steps or by restarting your system.

Connecting to Network Drives

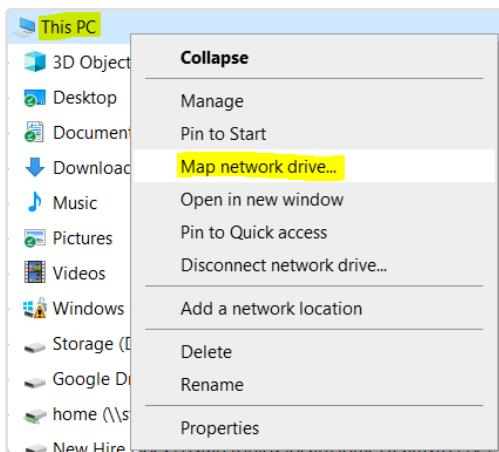
Table of contents

- [Map a network drive](#)
- [Connect to a network drive](#)

Map a network drive

You must be connected to the VPN in order to open network drives under Roblox

1. On your keyboard click on the Windows button + E
 - alternatively you can click on the File Explorer shortcut
2. Click on Right click on "This PC"
3. Then click on Map Network Drive



4. Select a Drive letter
5. Type in the exact network path under Folder
 - In the attached example we connect to the company shared network drive

Connect to a network drive

You must be connected to the VPN in order to open network drives under Roblox

1. Click on the Windows Search button
2. type the path in the search field
3. press Enter



How to permit remote users to reset their passwords using Remote Desktop Web Access in Windows

In order to facilitate our Roblox.local AD users the ability to change their AD password I would like to deploy Remote Desktop Web Access in our domain using a Utility box on the ROBLOX.local domain.

Source: <https://www.techrepublic.com/article/how-to-permit-remote-users-to-reset-their-passwords-using-remote-desktop-web-access-in-windows/>

Step 1

- Deploy a 2019 Windows Server Standard Edition
- Fully patch Windows 2019 Server
- Rename the server to something like sm-pwutil-01
- Install CrowdStrike for Virus Protection
- Add it to our Elastic SIEM Logging Server
- Join the new Windows 2019 Standard Server to the ROBLOX.local domain
- Use IIS redirect for a friendly name
- The proceed with the steps scene below

Once deployed, we should see something like this, which will allow our users to change their AD password via **HTTPs**.

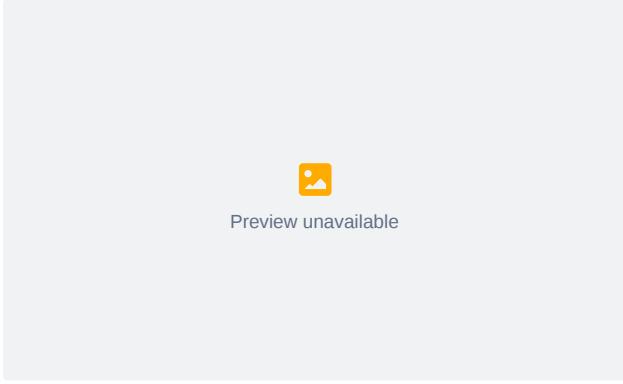
This would only be available via VPN and for our China users, we would allow them to access the IP of the server **ONLY via SSL** to that 1 IP for added security.

Expected result:

The screenshot shows the 'Work Resources' page of the RD Web Access interface. At the top, there's a logo for 'Work Resources' and 'RemoteApp and Desktop Connection'. On the right, there's a 'Help' link. Below the header, there are four input fields labeled 'Domain\user name:', 'Current password:', 'New password:', and 'Confirm new password:'. Underneath these fields, a message in red text reads 'Your password has been successfully changed.' At the bottom left is an 'OK' button.

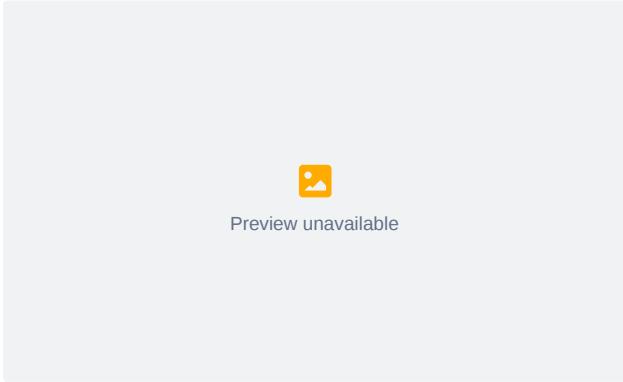
Install Steps

Figure A



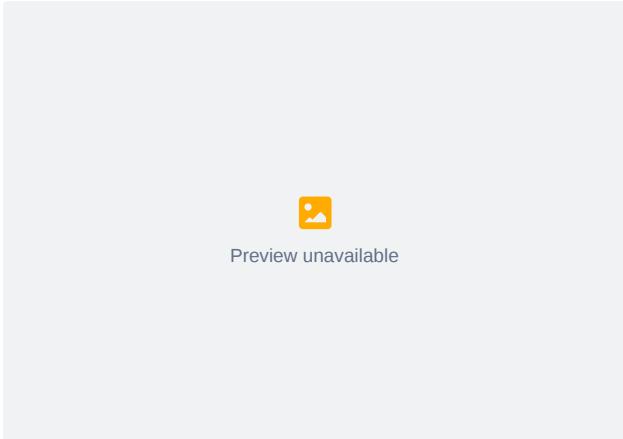
Click Next twice (**Figure B**).

Figure B



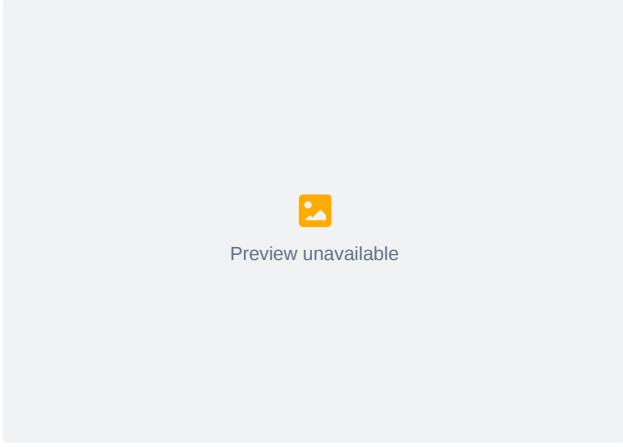
Leave the server name highlighted and click Next (**Figure C**).

Figure C



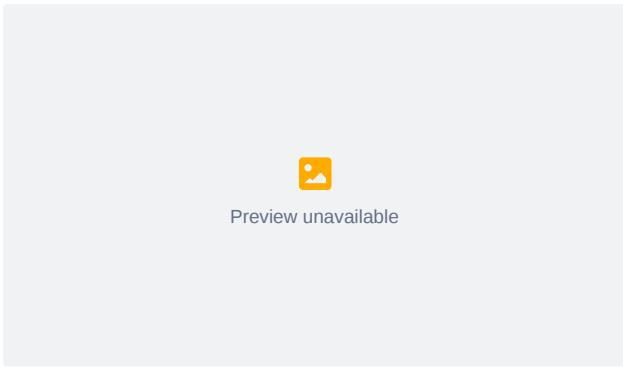
A list of available roles will appear. Scroll down and expand Remote Desktop Services then click Remote Desktop Web Access and Next (**Figure D**).

Figure D



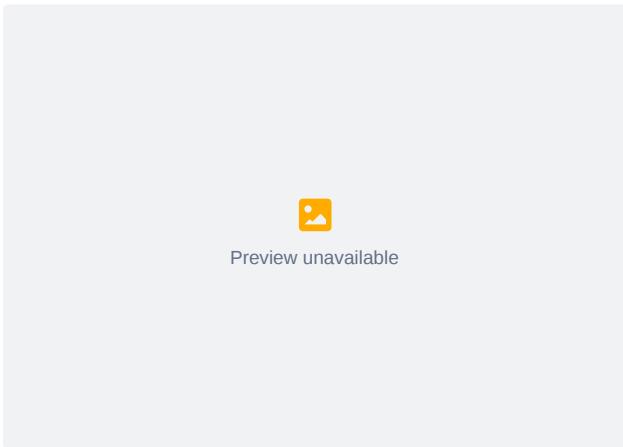
Click Add Features (**Figure E**).

Figure E



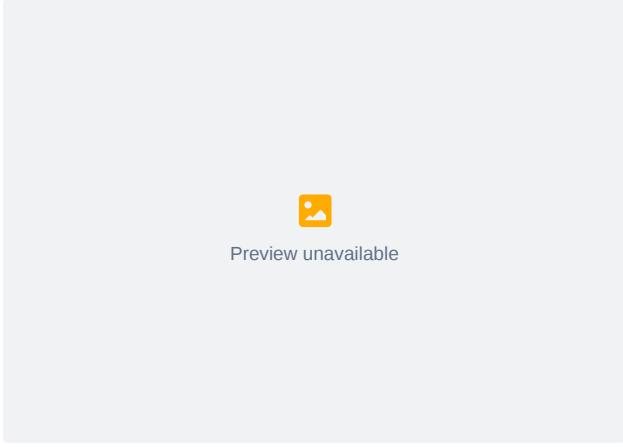
Click Next (**Figure F**).

Figure F



Click Install. (**Figure G**).

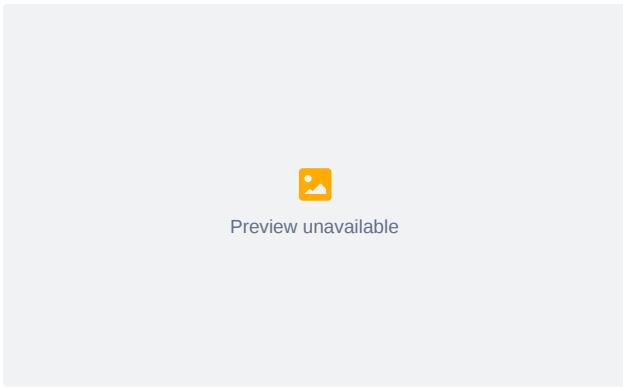
Figure G



Once the role finishes installing, you must make a minor change in IIS to permit password changes.

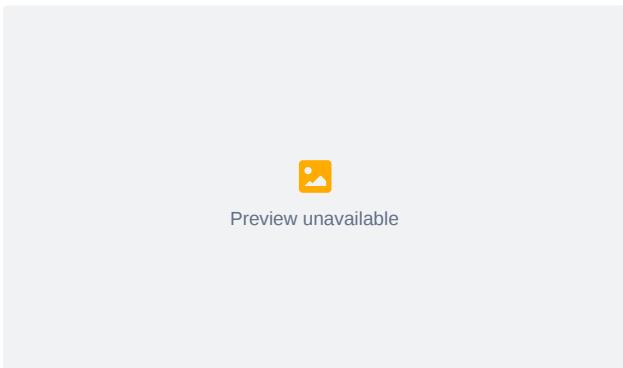
Open IIS Manager and expand Sites / Default Web Site / RDWeb and select Pages (**Figure H**).

Figure H



Double-click Application Settings (**Figure I**).

Figure I



Select PasswordChangeEnabled (**Figure J**).

Figure J



Preview unavailable

Change this setting to True and click OK.

How to Properly Update your PC

This is to ensure that you do not get a BitLocker prompt after running the Dell Command Update, Windows Update and Device Manager Update.

 Before you run updates to your computer, please make sure the following are complete...

- Internet connection
- The computer is plugged into a power source.

1. Run the Dell Command Update - [!\[\]\(289aadc6bd6d5d5dae16cdcc2c519643_img.jpg\) Dell Command Update](#)
2. Update drivers from the Device Manager - [!\[\]\(d2ea2ef5ef30e0c31240623a982c82a0_img.jpg\) Device Manager](#)
3. Run Windows Updates - [!\[\]\(253cac3843c92ff0f22f9cd5d36514b9_img.jpg\) Windows Update](#)

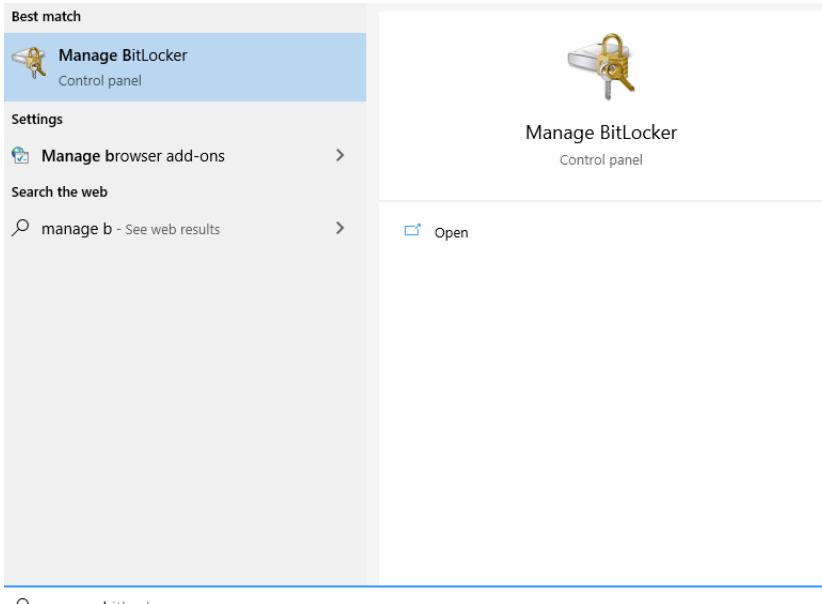
Device Manager

Important: To make sure you do not get the BitLocker prompt after a restart please follow the instructions below.
Titan - Please use the device driver to update drivers and then follow the Windows update instructions.

1. Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and **Click Open**



See the Image below:



1. Once you have been prompted - **Click Suspend protection.**

BitLocker Drive Encryption

Control Panel > System and Security > BitLocker Drive Encryption

Help protect your files and folders from unauthorized access by protecting your drives with BitLocker.

Operating system drive

Windows 8 (C:) BitLocker on

Suspend protection
Back up recovery key
Change PIN
Turn off BitLocker

Fixed data drives

Data Drive (D:) BitLocker on

Removable data drives - BitLocker To Go

WIN8-ENT (E:) BitLocker off

1. Press the Windows Key



on your keyboard and search for **Device Manager** and Click Open.

Best match

Device Manager

Control panel

Settings

- Printers & scanners
- Bluetooth and other devices settings
- Device security
- Device performance & health
- Device specifications
- Device ready after restart
- View your PC name

Search the web

device - See web results

Device Manager

Control panel

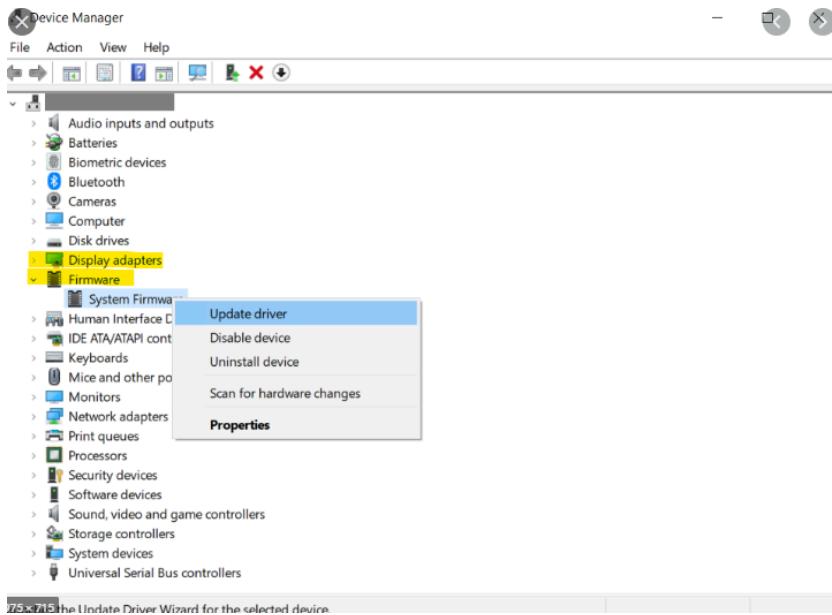
Open

device

1. Once prompted, Please update the following Drivers:

- o **Display Drivers**
- o **Firmware Drivers**

See the image below:



16x715 The Update Driver Wizard for the selected device.

1. If it prompts to restart, please proceed.

2. Complete.

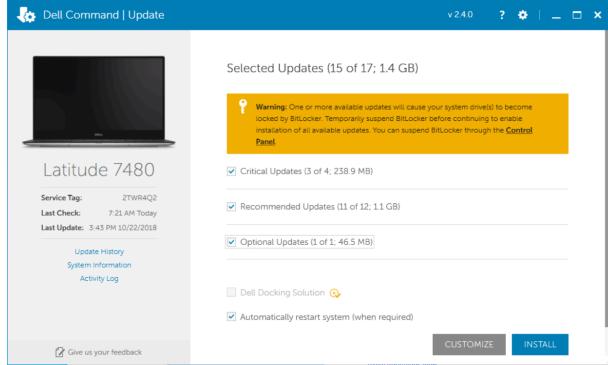
Dell Command Update

Important: To make sure you do not get the BitLocker prompt after a restart please follow the instructions below.

1. Press the Windows Key on your keyboard **search for Dell Command Update and Click Open.**

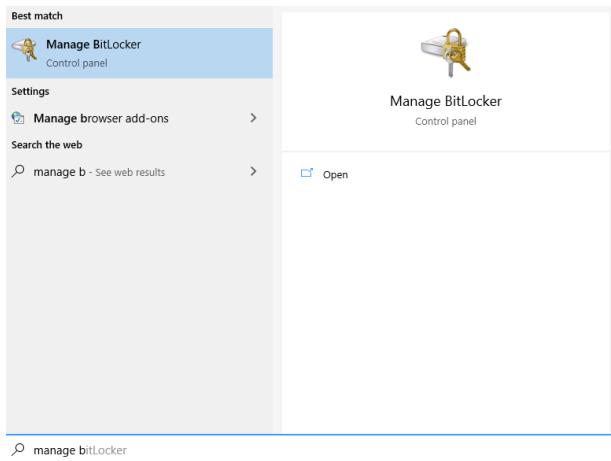


2. If you get a prompt to suspend your BitLocker. **Please DO NOT proceed with the update and go to Step 3.**



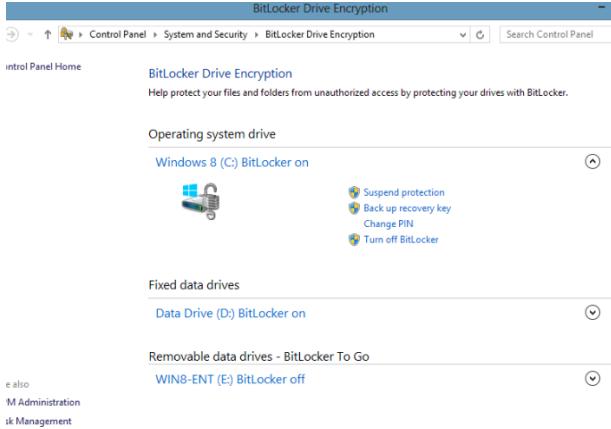
1. Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and **Click Open**

See the image below:

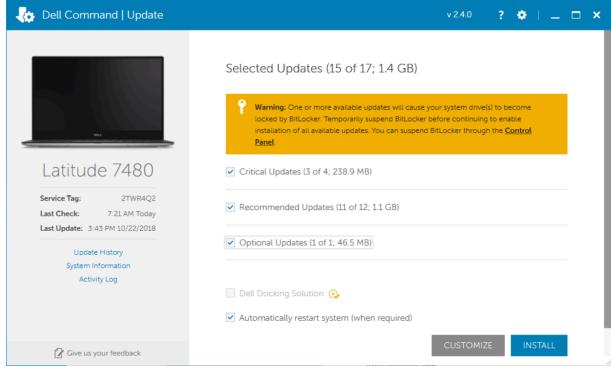


[manage bitLocker](#)

- Once you have been prompted - Click Suspend Protection.



- Once you have completed the "**Suspend Protection**" proceed with the update. by **Clicking Install**



- If Additional updates need to be done. Please follow the same steps above.

- Complete.**

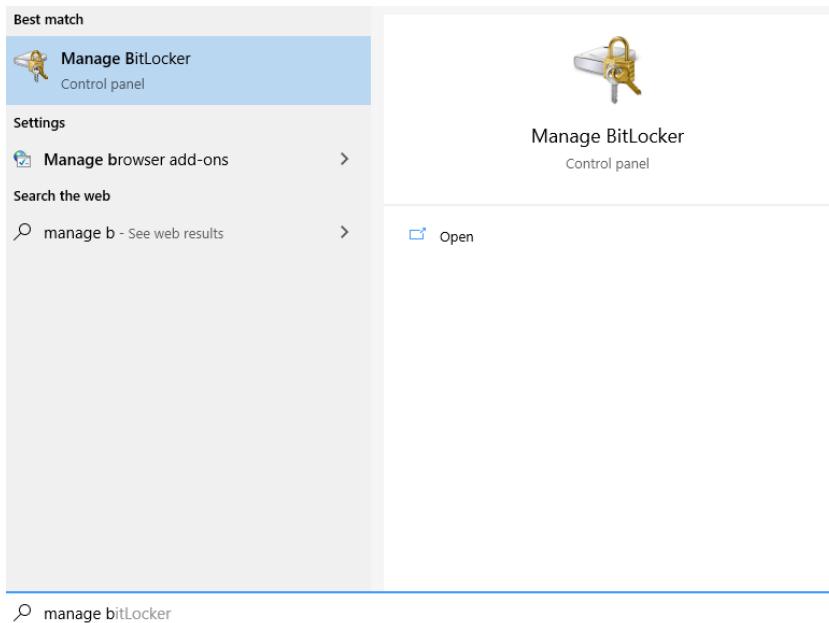
Windows Update

Important: MSI - Download Dragon Center to get the latest drivers if needed: <https://www.msi.com/support/download>

- Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and **Click Open**



See the image below:



manage bitLocker

1. Once you have been prompted - **Click Suspend Protection.**

The screenshot shows the 'BitLocker Drive Encryption' Control Panel page. The title bar says 'BitLocker Drive Encryption'. The navigation path is: Control Panel > System and Security > BitLocker Drive Encryption. A search bar at the top right says 'Search Control Panel'.

Operating system drive: Windows 8 (C:) BitLocker on

- Icon: Padlock with a key.
- Suspend protection
- Back up recovery key
- Change PIN
- Turn off BitLocker

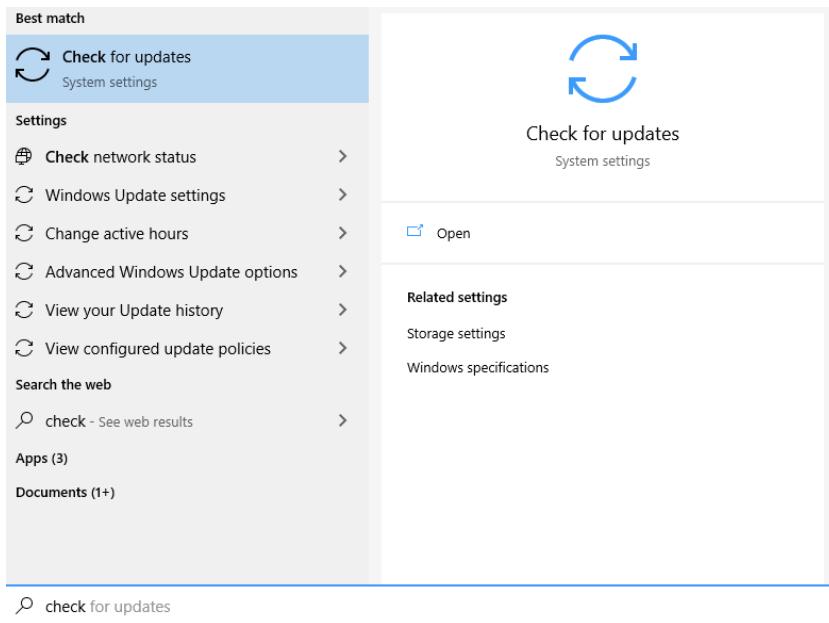
Fixed data drives: Data Drive (D:) BitLocker on

Removable data drives - BitLocker To Go: WIN8-ENT (E:) BitLocker off

Links on the left:
e also
IM Administration
sk Management

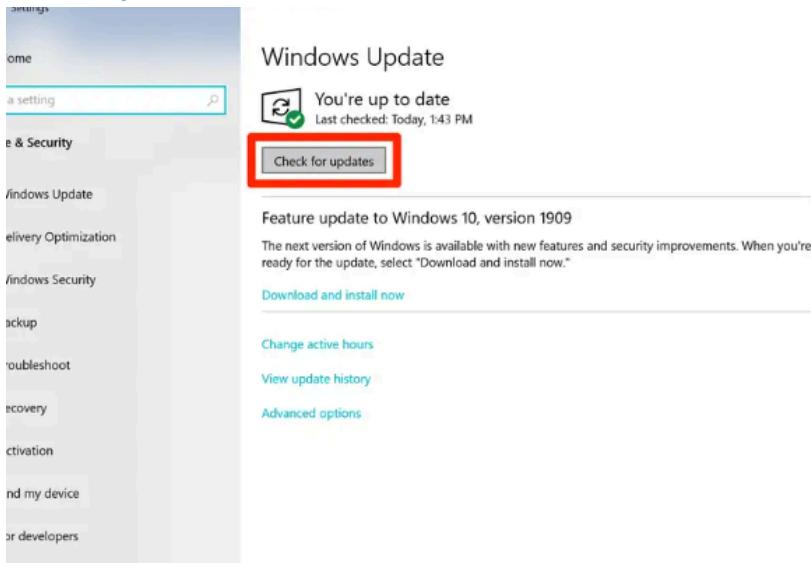
1. Press the Windows Key on your keyboard search for **Check Updates and Click Open.**

See the image below:



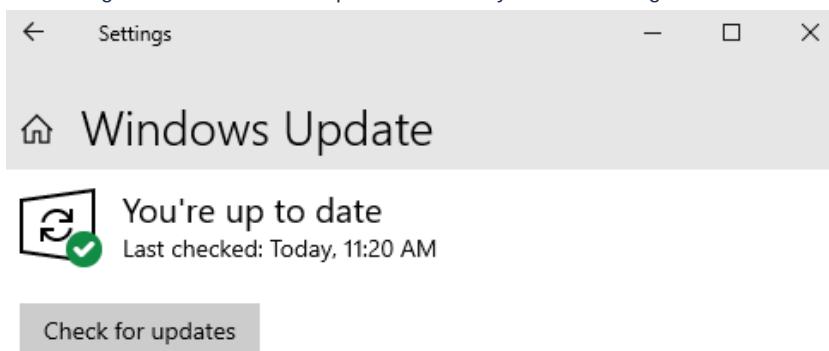
1. Once you have been prompted. **Click Check for updates**

See the image below:



1. Run and Install the Updates. If it prompts you to restart, please proceed.

2. You might need to do this a couple of times until you see the image below.



1. Complete.

Device Manager

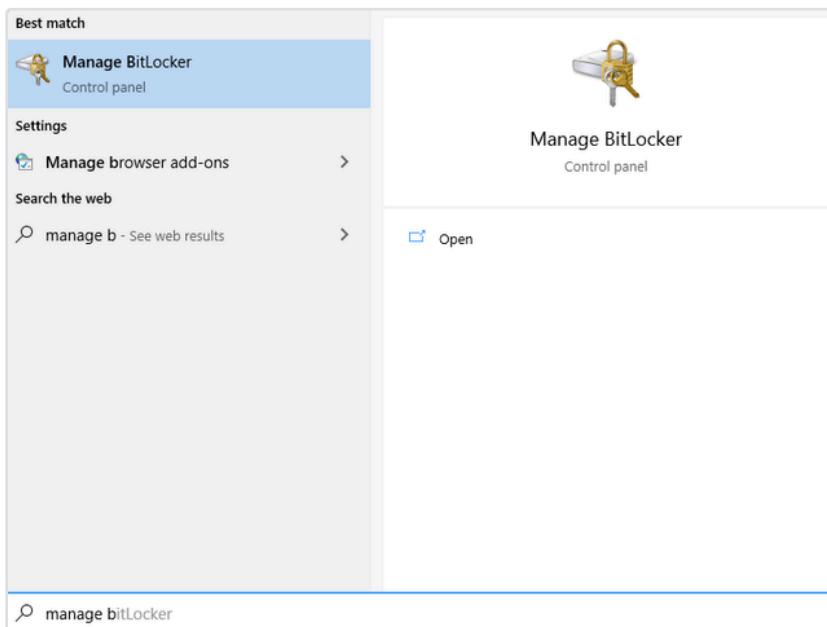
⚠️ Important: To make sure you do not get the BitLocker prompt after a restart please follow the instructions below.

✖️ Titan - Please use the device driver to update drivers and then follow the Windows update instructions.

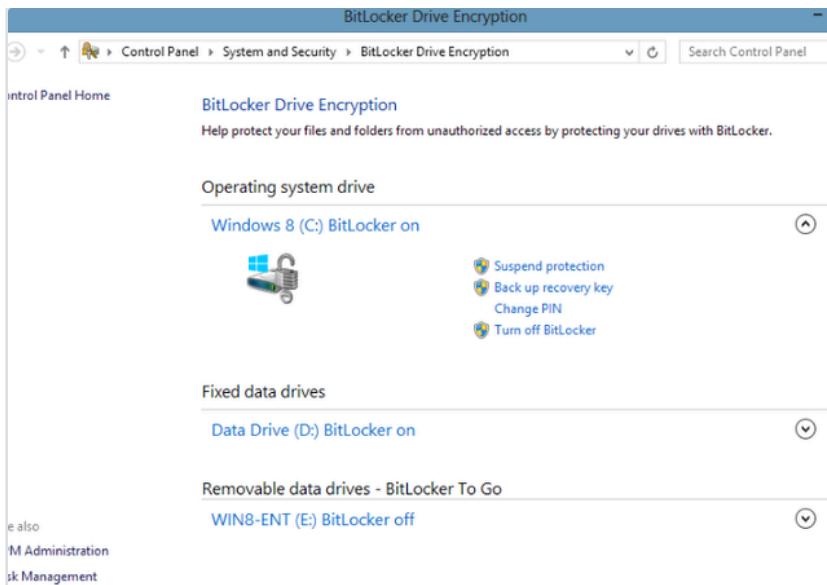
1. Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and **Click Open**



See the Image below:



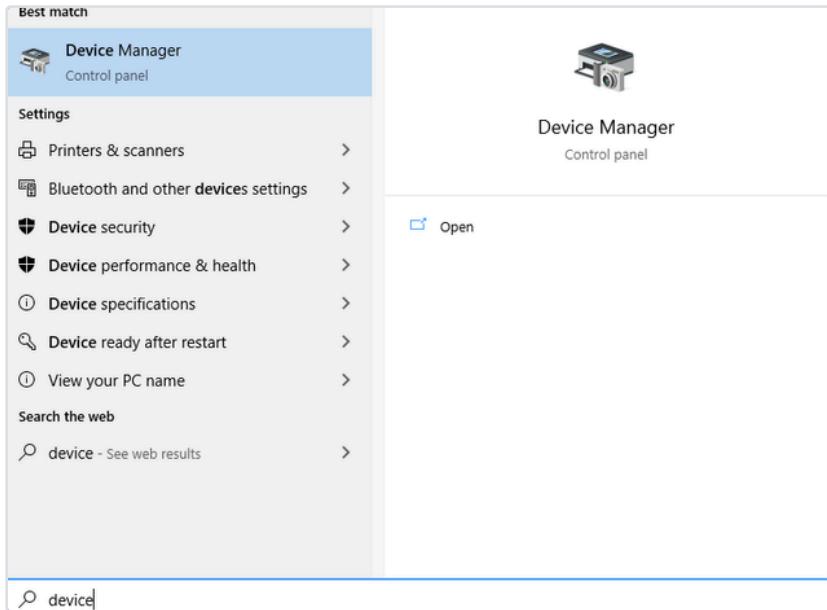
2. Once you have been prompted - **Click Suspend protection.**



3. Press the Windows Key



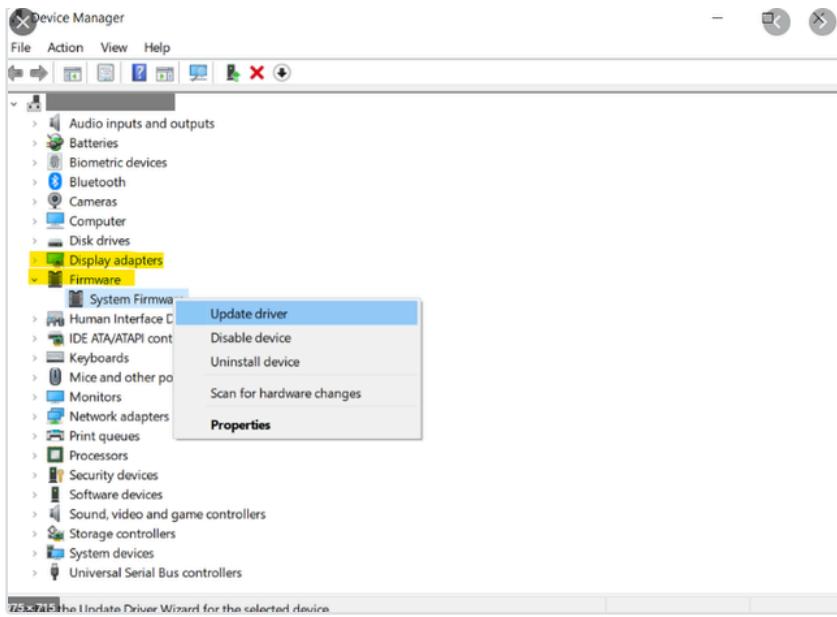
on your keyboard and search for **Device Manager** and Click Open.



4. Once prompted, Please update the following Drivers:

- **Display Drivers**
- **Firmware Drivers**

See the image below:



5. If it prompts to restart, please proceed.

6. Complete.

Dell Command Update

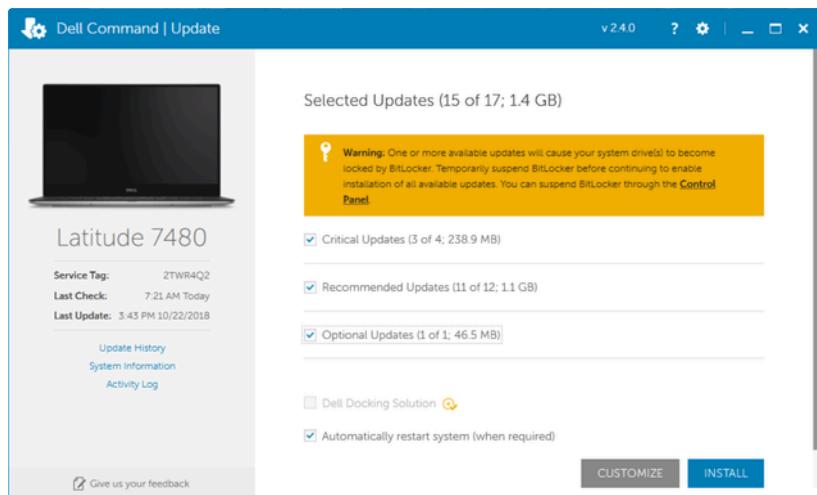


Important: To make sure you do not get the BitLocker prompt after a restart please follow the instructions below.

1. Press the Windows Key on your keyboard **search for Dell Command Update and Click Open.**

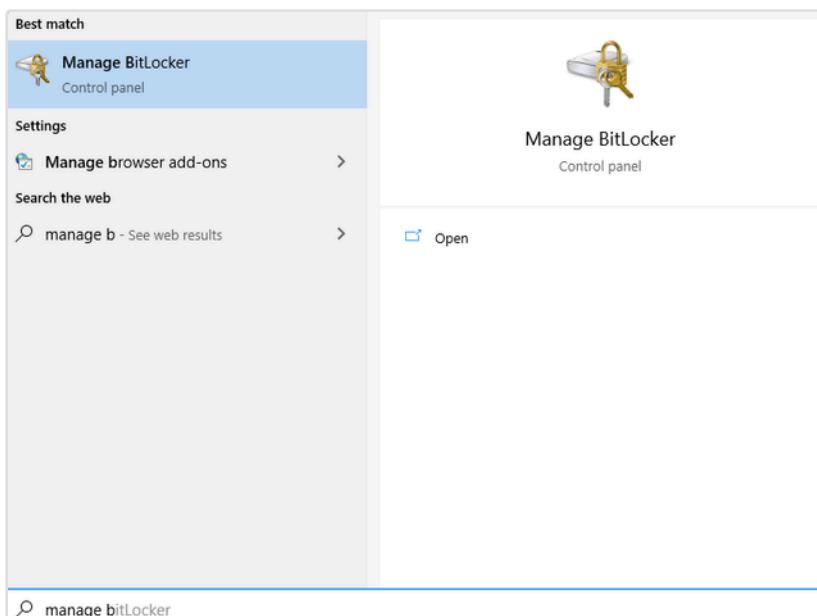


2. If you get a prompt to suspend your BitLocker. **Please DO NOT proceed with the update and go to Step 3.**

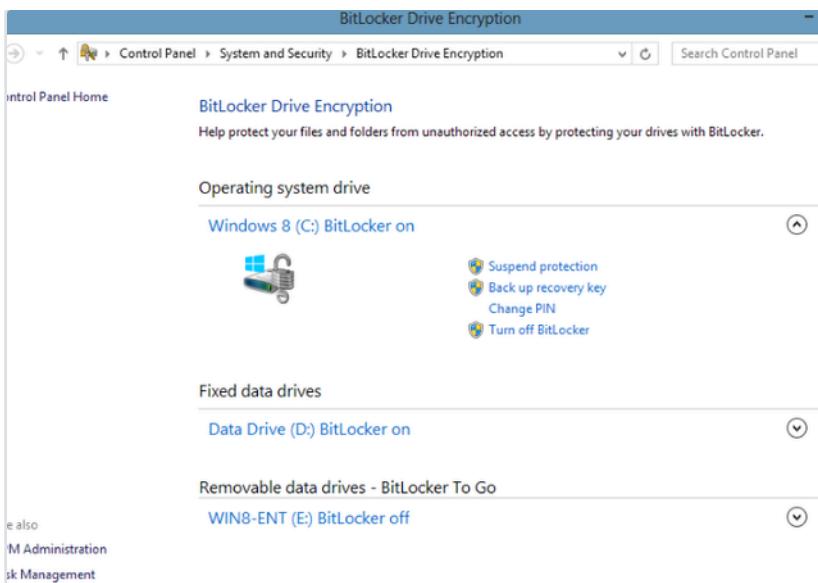


3. Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and Click Open

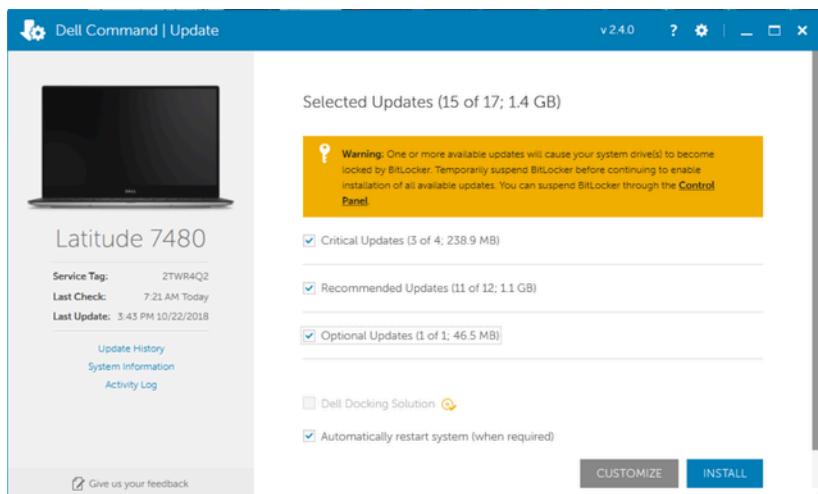
See the image below:



4. Once you have been prompted - Click Suspend Protection.



5. Once you have completed the "**Suspend Protection**" proceed with the update. by **Clicking Install**



6. If Additional updates need to be done. Please follow the same steps above.

7. Complete.

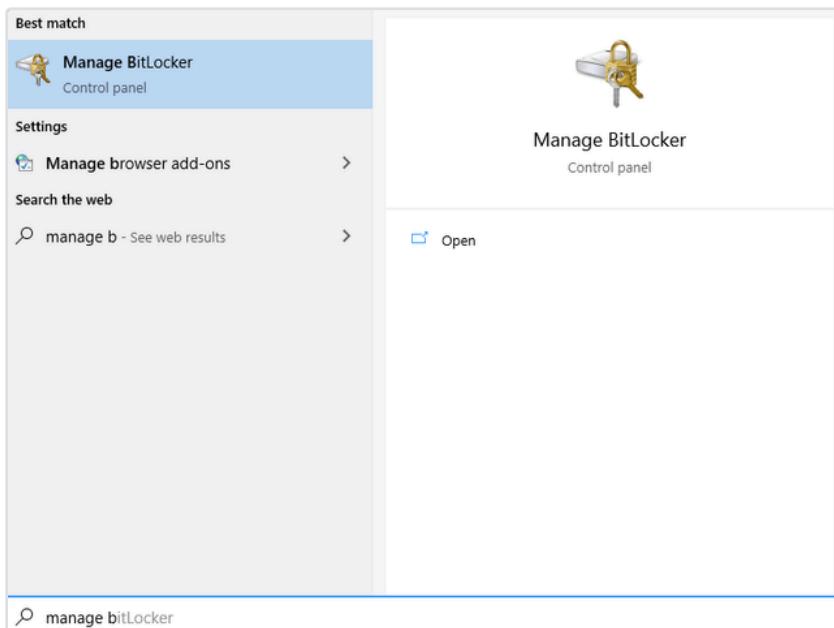
Windows Update

⚠ Important: MSI - Download Dragon Center to get the latest drivers if needed: <https://www.msi.com/support/download>

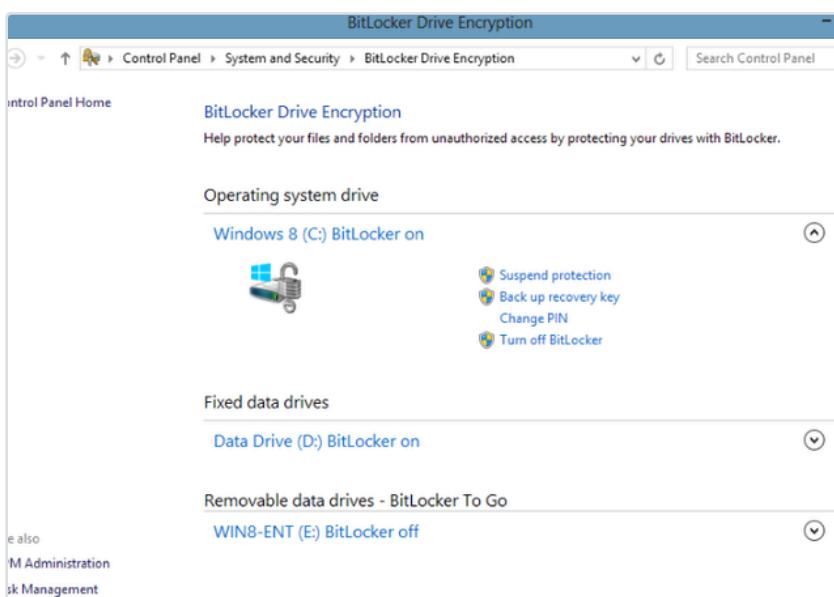
1. Suspend BitLocker by pressing the Windows key to search for "**Manage BitLocker**" and **Click Open**



See the image below:

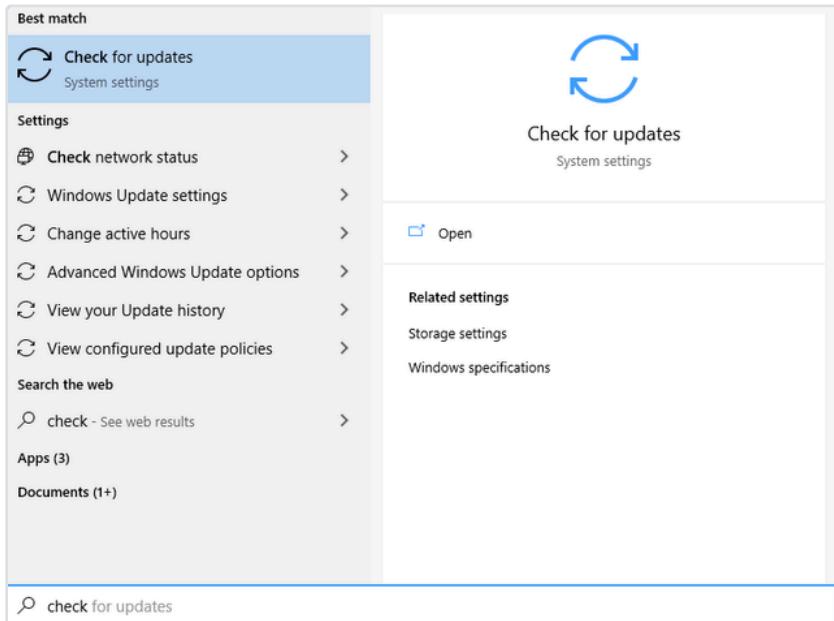


2. Once you have been prompted - **Click Suspend Protection.**



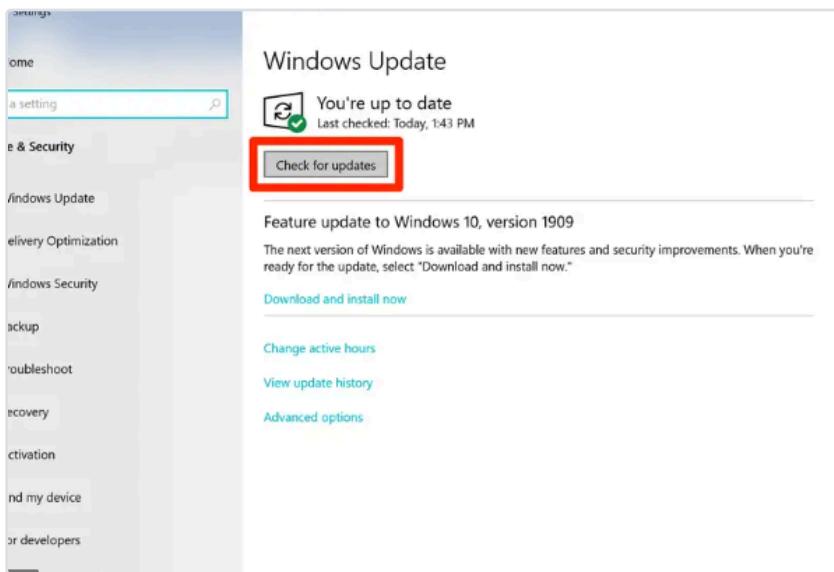
3. Press the Windows Key on your keyboard search for **Check Updates** and **Click Open**.

See the image below:



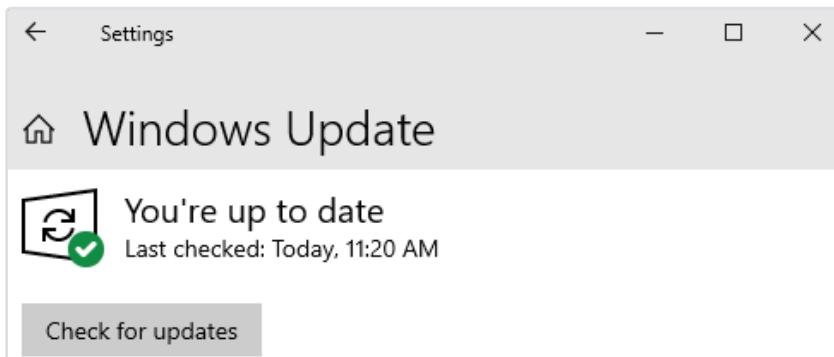
4. Once you have been prompted. **Click Check for updates**

See the image below:



5. **Run and Install the Updates. If it prompts you to restart, please proceed.**

6. You might need to do this a couple of times until you see the image below.



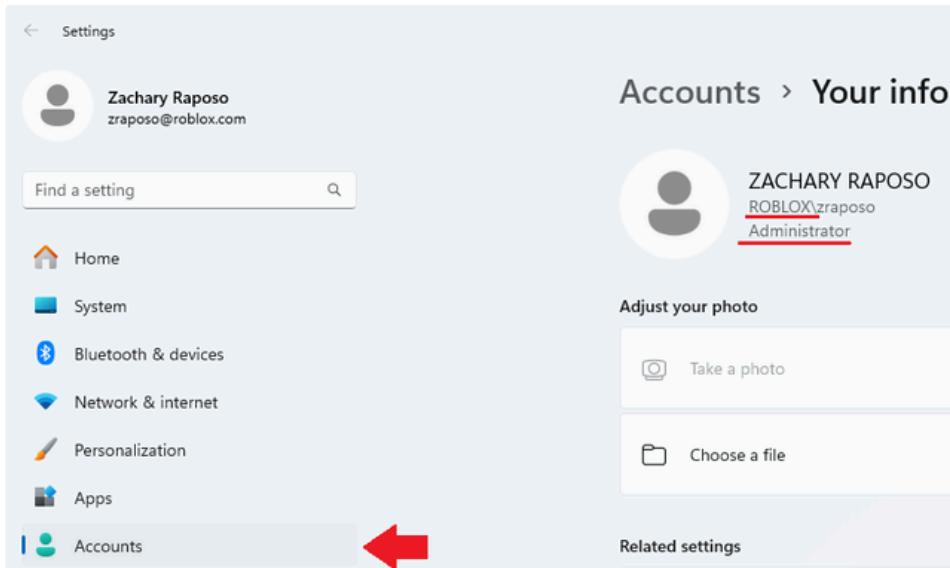
7. Complete.

Set Up Windows Hello Facial and Fingerprint Sign-in Options

Prerequisites

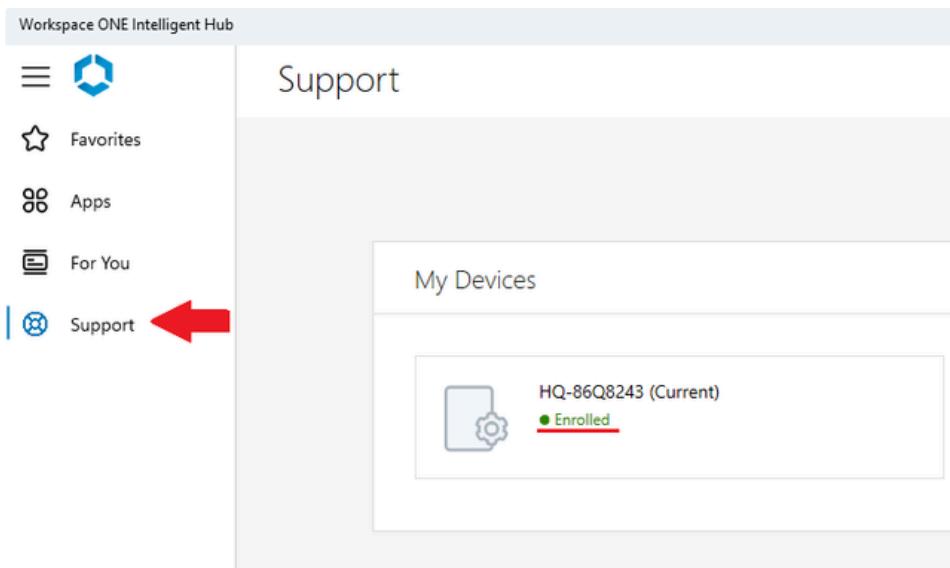
1. Logged on user account is **Administrator**.

- (*Settings >> Accounts >> Your info*)



2. Logged on user account is enrolled into **Workspace ONE**.

- (*Workspace ONE Intelligent Hub >> Support >> My Devices*)



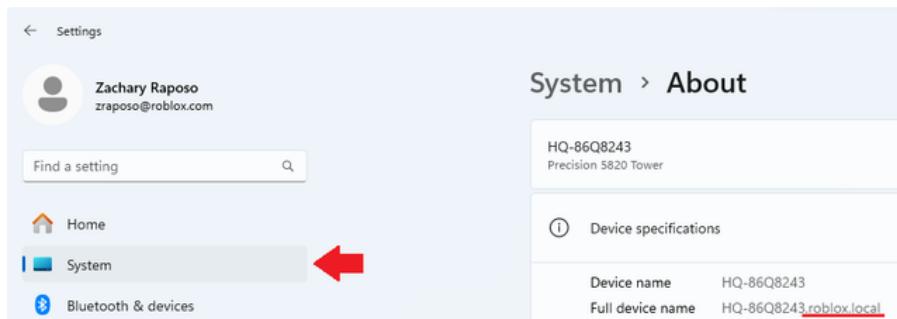
3. Latest updates are downloaded and installed in **Check for updates**.

- (*Settings >> Windows Update >> Check for updates*)



4. System is joined to the domain **roblox.local**.

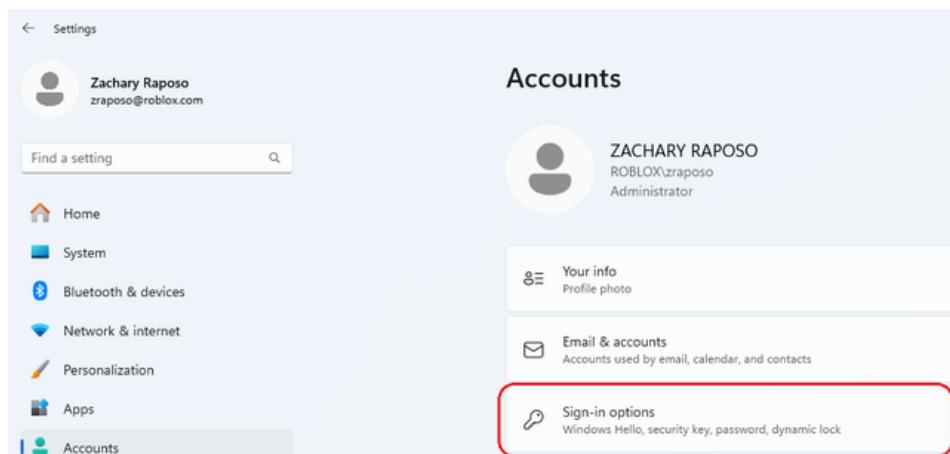
- (*Settings >> System >> About*)

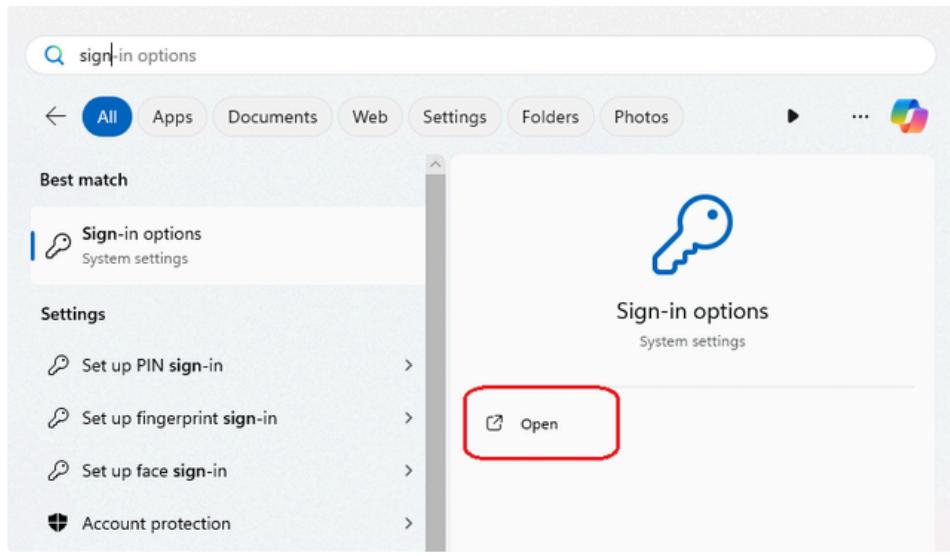


Get Started

1. Go to the Sign-in page and check if you can select **Set up** for Facial or Fingerprint.

- (*Settings >> Accounts >> Sign-in options*) OR
- (*Windows Search >> Type sign >> Sign-in options*)





2. If you still are running into issues with **the setup** being greyed (example below) out or it is failing while setting up Fingerprint or Facial recognition even after checking and verifying that:

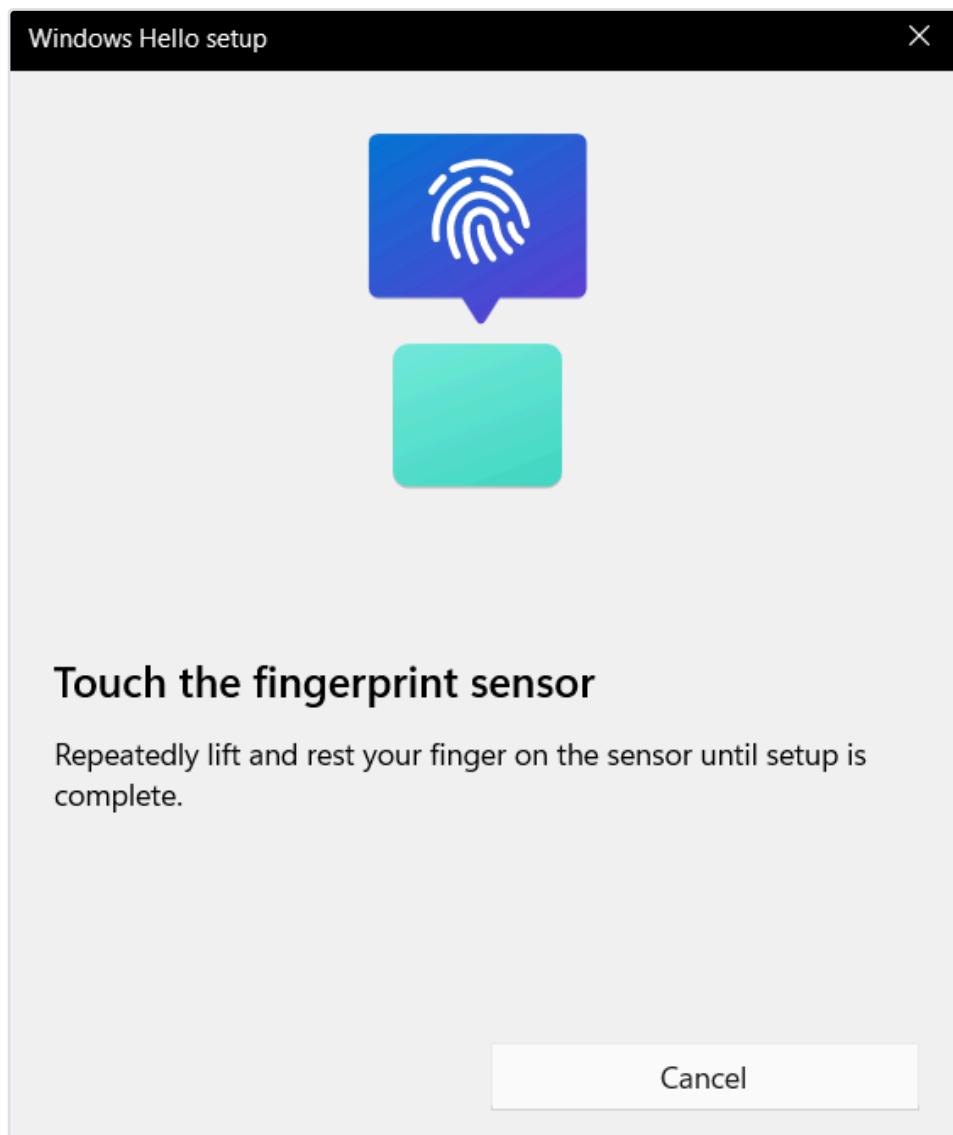
- You are **Administrator**
- You are **enrolled** in Workspace ONE
- You ran all updates available in **Check for updates**
- Your device is joined to the domain **roblox.local**

Please, skip to the Alternative Workaround (below) and try again after following those steps.

3. **Set up** options not greyed out if prerequisites are confirmed (recommended) OR if an Alternative Workaround is used (optional).

Sign-in options with Fingerprint

1. Select **Set up** on Facial or Fingerprint. To start we'll set up with Fingerprint first.



2. After you successfully set up your fingerprint it will ask you to setup a PIN

A couple more things...

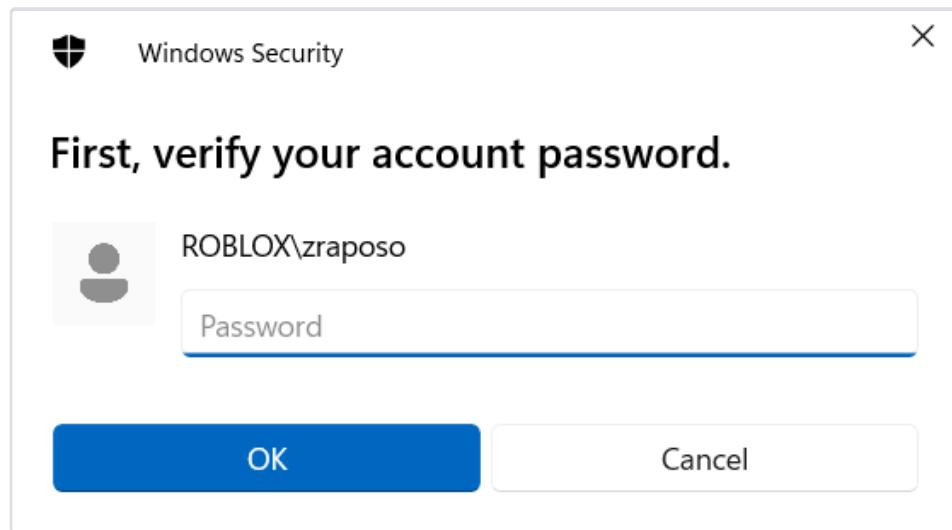
Create a PIN to use if fingerprint recognition is not available. You may never need it, but it will serve as a backup just in case.

Once you set up your PIN, you will be able to sign in with your fingerprint.

[Add another finger](#)

[Set up PIN](#)

3. Enter your Windows login password to continue.



4. You will then be asked to set up a 6 PIN digit or more.



Windows Security

X

Set up a PIN

A Windows Hello PIN is a fast, secure way to sign in to your device, apps, and services.



New PIN

Confirm PIN



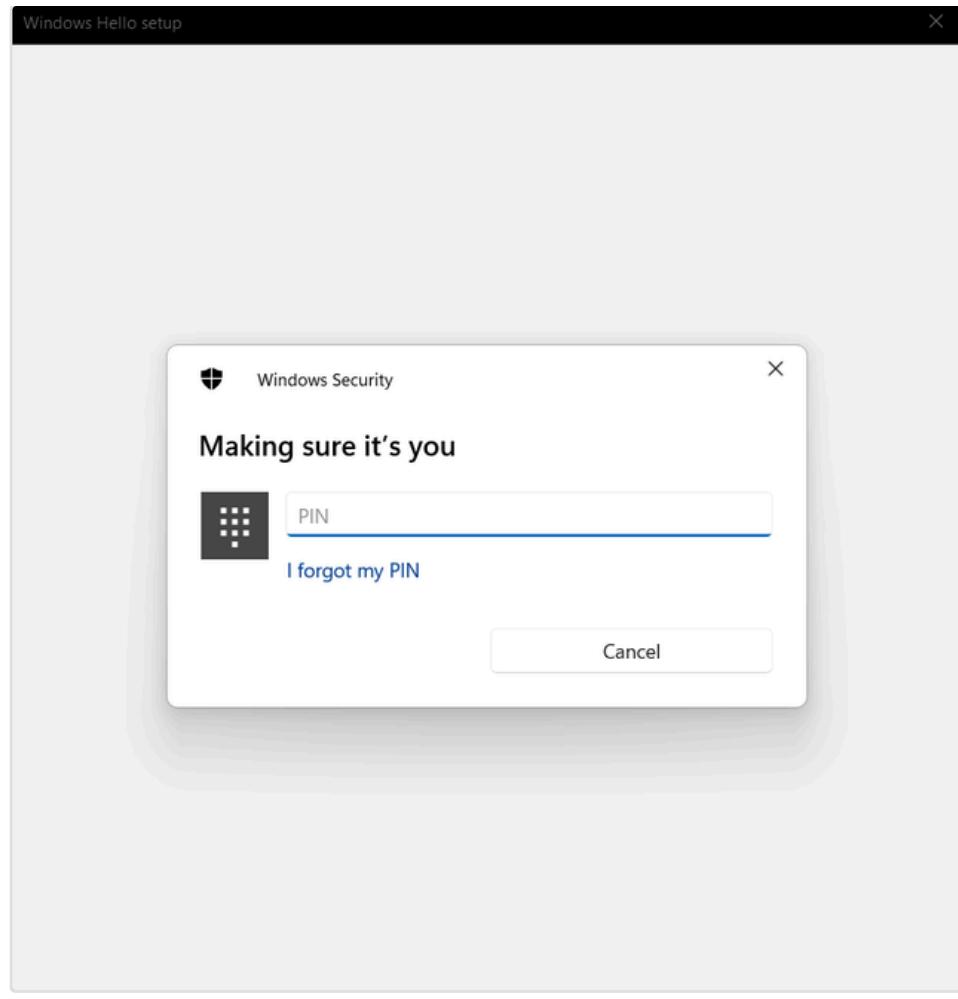
Include letters and symbols

OK

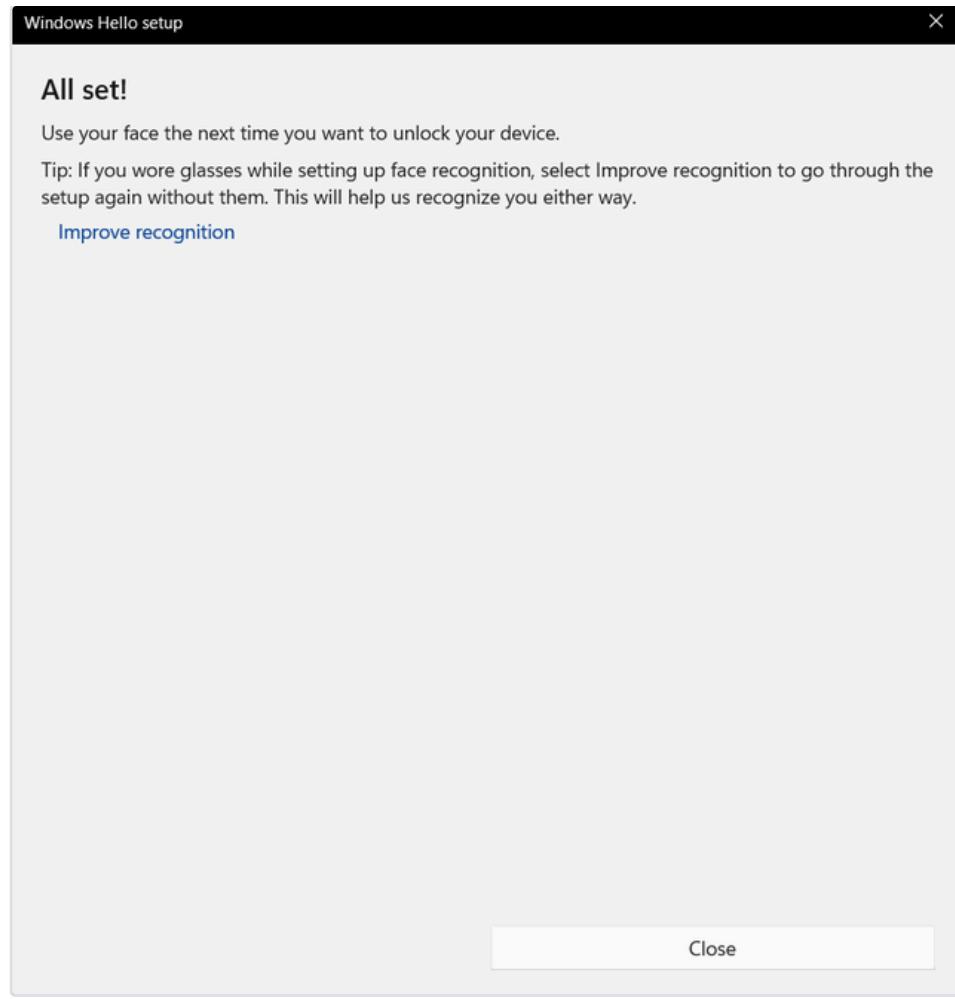
Cancel

Sign-in options with Facial Recognition

1. You now have a Fingerprint and a PIN setup and can move on to Facial recognition. If you choose to set up Facial recognition you will be prompted to enter your PIN that you just created.



2. Feel free to let the device scan your face. Once successfully scanned you should see the following.



3. With Facial recognition setup you should now have Windows Hello all setup and should see the following below and now all set!

A screenshot of the "Accounts > Sign-in options" window. It shows two sign-in methods: "Facial recognition (Windows Hello)" and "Fingerprint recognition (Windows Hello)". Under "Facial recognition", there is a checked checkbox for "Automatically dismiss the lock screen if Windows recognizes your face". Buttons for "Improve recognition", "Remove", and "Add a finger" are visible. Under "Fingerprint recognition", there is a button for "Set up another finger" and a "Remove" button.

Alternative Workaround

1. IF Sign-in options are still greyed out even after confirming all prerequisites OR Facial/Fingerprint fails during setup phase then follow the instructions below
 - o Open **Registry Editor (run as Administrator)**
 - o Select the following folders

- HKEY_LOCAL_MACHINE >> SOFTWARE >> Policies >> Microsoft >> Windows >> System
 - Right-click anywhere in the empty space on the right side of the menu below the **(Default)** registry key
 - Select New >> DWORD (32-bit) Value
 - For the **Value name** type in **AllowDomainPINLogon**
 - For the **Value data** type in 1
 - Leave the default option for the Base option
 - Select **OK**
 - Close the **Registry Editor** window then try checking the **Sign-in options** with Windows Search
 - Select Facial recognition or Fingerprint recognition and see if you have the option to choose **Set up** without it being greyed out
2. If it is still greyed out or fails during set up restart your device and try again.

Setting up your new Windows computer

Please click on one of the below articles to set up your new Windows computer.

Set up at HQ (Connected to Roblox_Secure)	 Setting up your New Windows Computer (Office)
Set up at home (Connected to GlobalProtect)	 Setting up your New Windows Computer (Remote)

- ✓ After you provision your computer using the instructions above, we recommend you go through the following article to sign in to your accounts and applications - [!\[\]\(f1fff4c6e8cdbb456abcd525ab542d43_img.jpg\) Getting Started with your New Windows Computer](#)

Setting up your New Windows Computer (Remote)

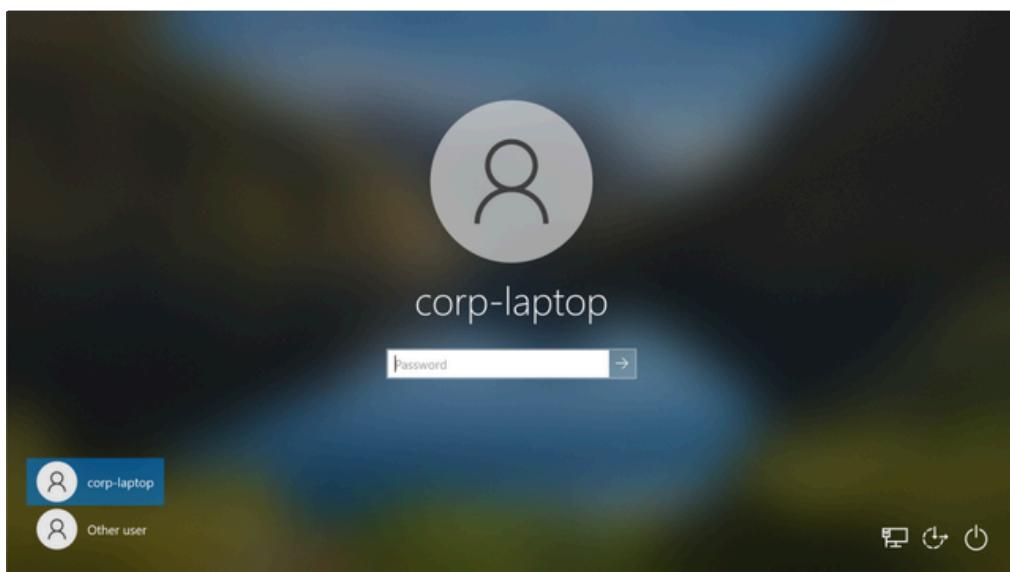
- Step 1: Connect to GlobalProtect and sign into your account
- Step 2: Log into Workspace ONE

⚠ Okta Verify and a YubiKey is required to connect to GlobalProtect. Please have these on hand when you are setting up your computer.

Step 1: Connect to GlobalProtect and sign into your account

1. Log in to .\Corp-Laptop with the provided credential in 1Password that was shared.

i If credentials were not provided, please reach out to IT Support using your Zendesk Tile Or email corpeng-help@roblox.com

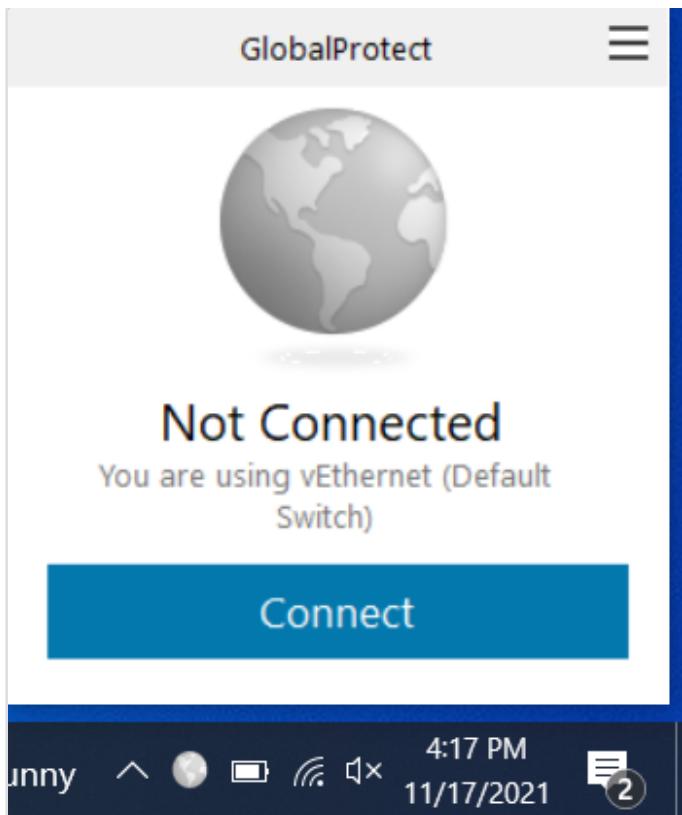


2. Connect to your WiFi of choice.
3. Now set up Okta Verify (FastPass) on the computer - [Setting up Okta Verify on a Computer \(Okta FastPass\)](#)
4. After setting up Okta Verify, open Global Protect

i You can locate the application through Windows search or from the taskbar.

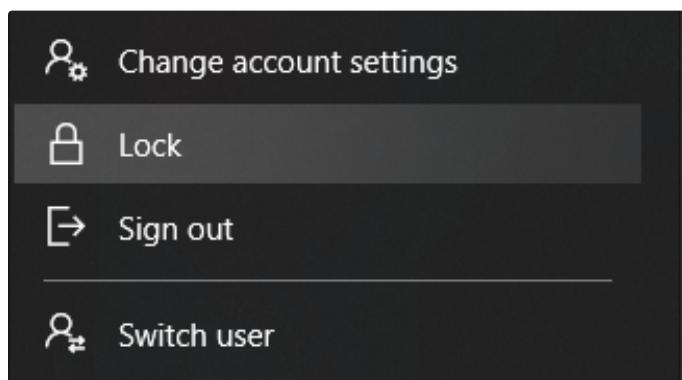


5. On the prompt that appears select Connect as shown.



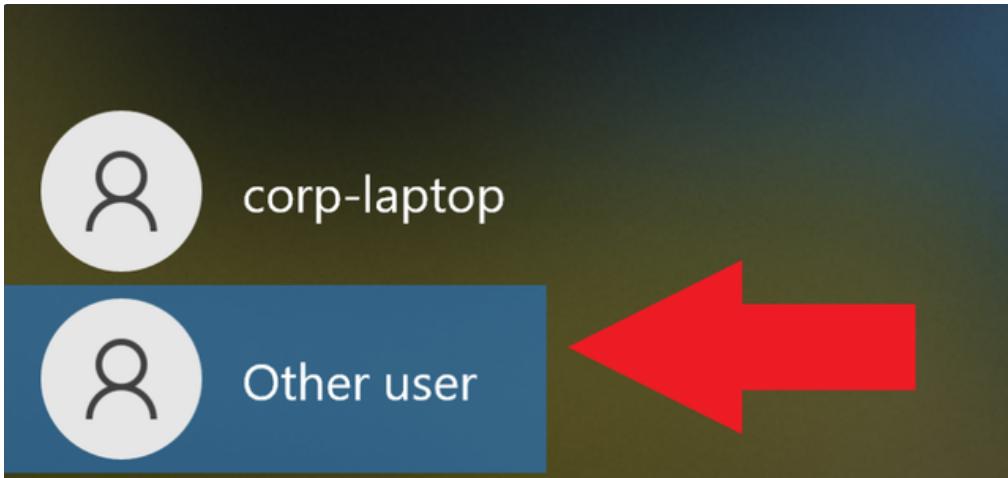
6. Log in with your Okta username and password.
 7. Now authenticate using Okta Verify and your YubiKey
- i** You can also follow this article to connect to GlobalProtect (VPN) - [How to connect GlobalProtect VPN portal](#)

8. Now lock your computer (Windows Key + L) "**Do Not Sign Out**"



Or you can select the Lock button from the Windows menu

9. Select **Other User**



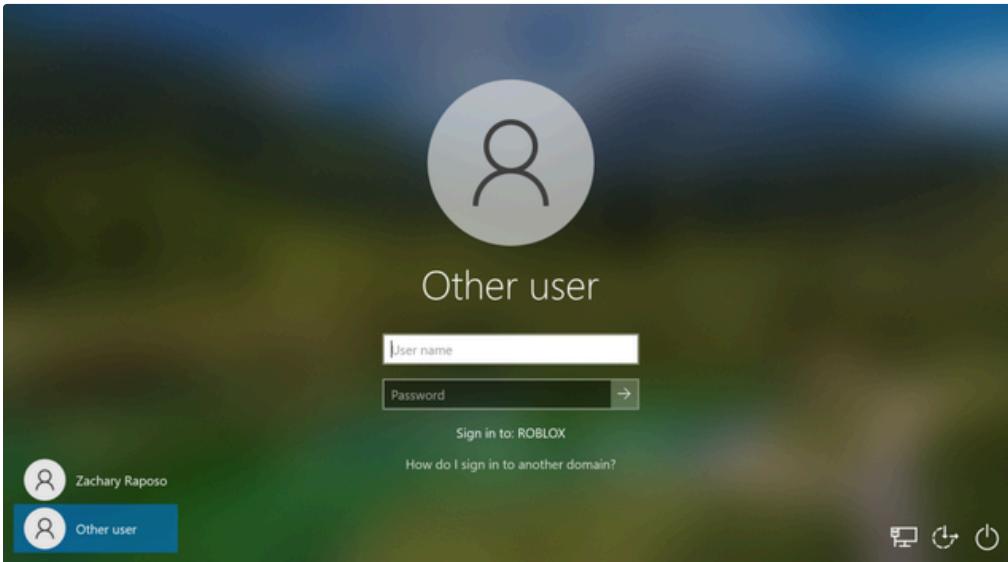
12. Log into your account using your username and password

- ➊ Your AD username is the first part of your email without the domain
i.e.

Name: John Doe

Email: jdoe@roblox.com

AD Username: jdoe



Step 2: Log into Workspace ONE

1. Login with your email onto the Workspace ONE Intelligent Hub



Email or Server Address

Next

2. Follow the Okta prompts to login successfully and accept the push to your mobile phone.

Connecting to

vmware
Workspace™ ONE™

Roblox

Username

zraposo Remember meNext

Connecting to

vmware
Workspace™ ONE™

okta



Password

Password

A password input field containing a series of black dots (*****). It includes standard input controls: a placeholder text area, a character count indicator, and visibility toggle icons (eye).

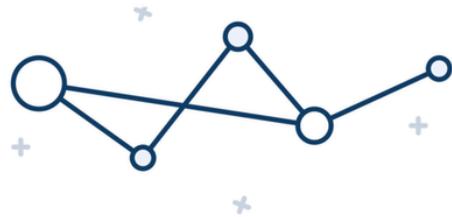
Verify

- Once successfully logged in allow the application to finish enrolling the device.



Enrolling your device. This may take a few minutes.

- When prompted to the "Want an even better experience" go ahead and select "I Agree".



Want an even better experience?

Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. We analyze this usage data in the aggregate and not in any way that identifies you.

For more information about how VMware handles your usage data if you elect to share this data with VMware, visit <https://www.vmware.com/help/privacy.html>.

I Agree

5. When taken to the "Congratulations" prompt you can select "Done" to continue to your workspace and select "Get Started".



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.

Done

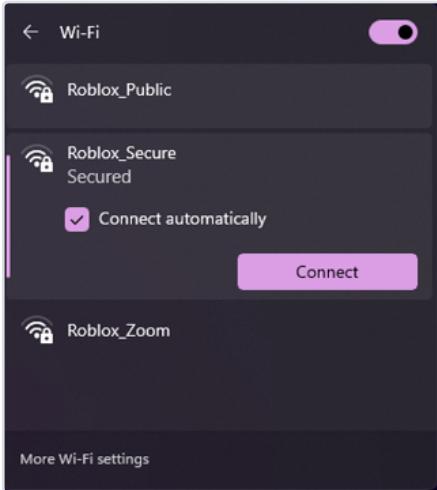
Success! We recommend you go through the following article to sign in to your accounts and applications - [Getting Started with your New Windows Computer](#)

Setting up your New Windows Computer (Office)

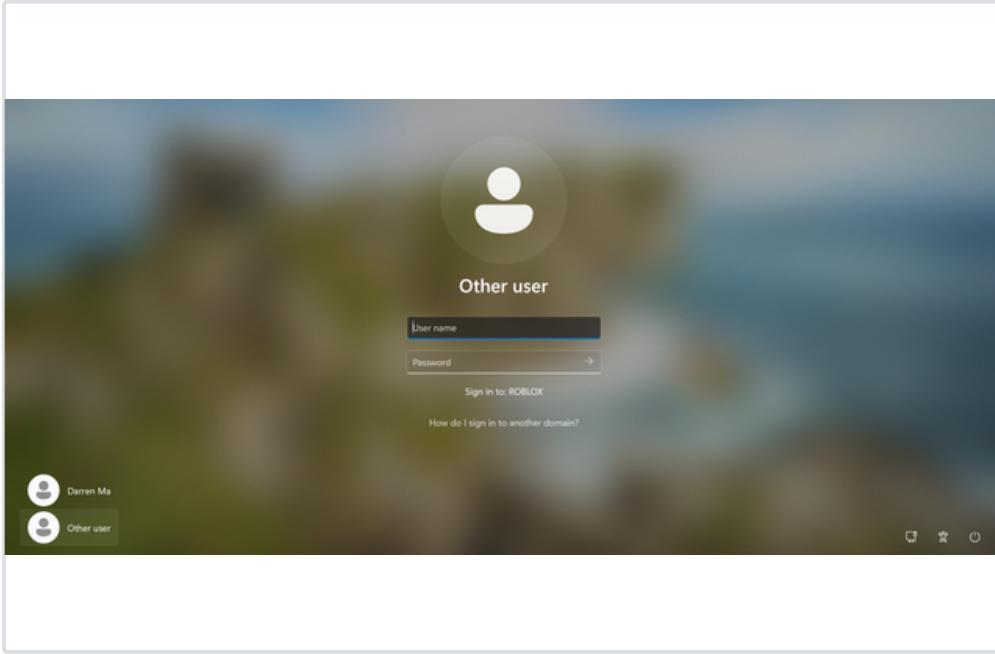
- Step 1 - Connect to Roblox_Secure Wifi and sync your account
- Step 2 - Enrolling Workspace One

Step 1 - Connect to Roblox_Secure Wifi and sync your account

1. Click on the **Internet (Globe)** icon and connect to “**Roblox_Secure**” Wifi with your AD credentials (laptop username and password)



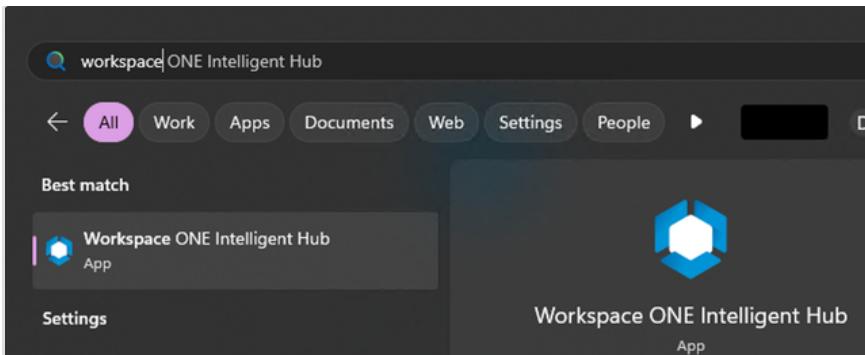
2. Once connected, select “**Other User**” and enter your AD credentials



3. Welcome to your new Windows computer and the process is almost completed.

Step 2 - Enrolling Workspace One

1. Launch **Workspace One Intelligent Hub**



2. Enter you're corporate (**Roblox**) email in the empty tab and click “**Next**”

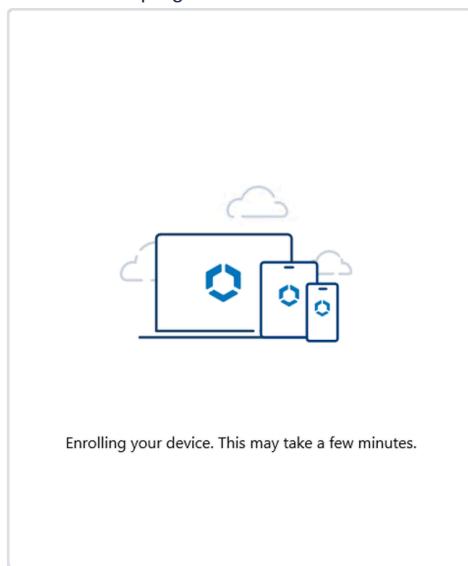
A screenshot of a login screen. At the top is a placeholder for a logo or icon. Below it is a text input field labeled "Email or Server Address" containing "dma@roblox.com". At the bottom is a large blue "Next" button.

3. Follow the Okta login process to continue

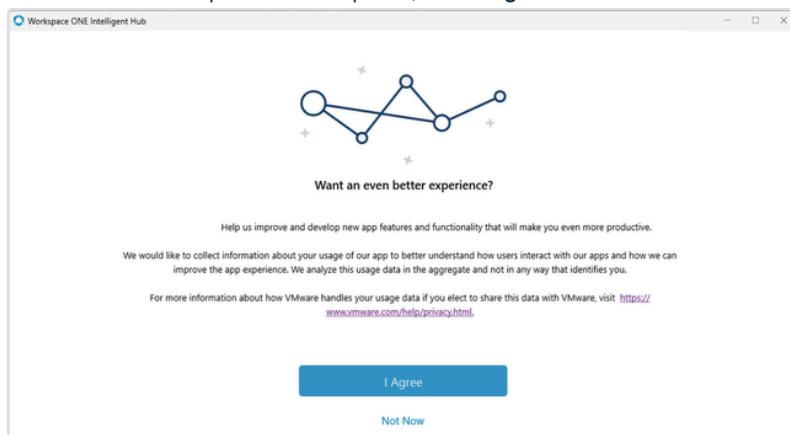
A screenshot of a login screen. At the top, it says "Connecting to VMware Workspace ONE". Below that is a "Roblox" logo. The main form has a "Username" field containing "dma@roblox.com" and a checked "Keep me signed in" checkbox. At the bottom is a black "Next" button. Below the button are links for "Unlock account?" and "Help".



4. Enrollment in progress



5. Once the enrollment process is completed, click "I Agree"



6. Congratulations, you've completed your systems enrollment process.



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.

Done

- ✓ Success! We recommend you go through the following article to sign into your accounts and applications - [Getting Started with our New Windows Computer](#)

Crowdstrike Issue: Blue Screen Of Death (BSOD)

BSOD Error: csagent.sys

- i** If you need a '**Recovery Key**' please reach out to CorpEng-Help@roblox.com

Method 1: From Windows Recovery Environment (CMD)

1. Open the Windows Recovery Environment (restart and continuously press F4)
 - a. *If you are starting from the bluescreen Click Advance*
2. Click '**Troubleshoot**'
3. Click '**Advanced Options**'
4. Click '**Command Prompt**'
5. Enter the Recovery Key provided by an IT Tech (*If prompted*)
6. Change the directory by typing: `c:`
7. to check if the C: drive is available enter: `dir`
 - a. If yes, Proceed to step 8 after entering: `cd Windows\System32\Drivers\Crowdstrike`
 - b. If no, Please Proceed with **Method 2: From Safe Mode**
8. We are now deleting the file that is causing the Blue screen
 - a. In the Command Promt Enter: `del c-00000291` Hit **TAB button**
9. After deleting, please reboot normally

Method 2: From Safe Mode

1. Reboot your system
2. If crashes persist, boot into [Safe Mode](#)
 - a. Click '**Advance**'
 - b. Click '**Troubleshoot**'
 - c. Click '**Advanced Options**'
 - d. Click '**Startup Settings**'
 - e. Restart
3. After Restart Click '**4**'
4. Enter the Recovery Key provided by an IT Tech
5. Press the Windows button and locate the folder `C:\Windows\System32\drivers\CrowdStrike`
6. Delete the file matching "`C-00000291*.sys`"
7. Reboot normally

Method 3: Safe Mode Command Promt

1. Reboot your system
2. If crashes persist, boot into [Safe Mode](#)
 - a. Click '**Advance**'
 - b. Click '**Troubleshoot**'

- c. Click '**Advanced Options**'
 - d. Click '**Startup Settings**'
 - e. Restart
3. After Restart Click '**F6**'
4. Enter the Recovery Key provided by an IT Tech (*If prompted*)
5. Change the directory by typing: `c:`
6. to check if the C: drive is available enter: `dir`
- a. If yes, Proceed to step 8 after entering: `cd Windows\System32\Drivers\Crowdstrike`
 - b. If no, Please Proceed with **Method 2: From Safe Mode**
7. We are now deleting the file that is causing the Blue screen
- a. In the Command Prompt Enter: `del c-00000291` Hit **TAB button**

Workspace ONE Help

- [Intelligent Hub Workspace ONE FAQ](#)
- › [Installing & Logging into Workspace ONE](#)
- [Enrolling your device into Workspace ONE](#)

Intelligent Hub Workspace ONE FAQ

TOC

- [TOC](#)
- [Summary](#)
- [What is Intelligent Hub Workspace ONE by VMware?](#)
- [What are the benefits of having Workspace ONE installed?](#)
- [How do I enroll my machine in Workspace ONE?](#)
- [What changes will be made to my machine after enrolling?](#)
- [Will the agent impact consume any resources that would affect the performance of my machine?](#)
- [How do I check if Workspace ONE is installed on my machine?](#)
- [How do I identify all devices which I have enrolled?](#)
- [How do I find my BitLocker Recovery Key?
 - Note](#)

Summary

VMware Intelligent Hub Workspace ONE is an intelligence-driven digital workspace platform that enables the delivery and management apps on Windows devices without the requirement on being on our corporate VPN. As the number of machines, apps and tools used across Roblox expands, Workspace ONE will help us to protect, configure, and secure all our devices.

What is Intelligent Hub Workspace ONE by VMware?

VMware Workspace ONE Intelligent Hub is a management tool that will help configure and secure your Windows device during its lifecycle and is managed by CorpEng.

What are the benefits of having Workspace ONE installed?

- Secure Roblox Data and Roblox Assets via:
 - Lock/wipe a device in the event the machine is missing or stolen
 - Posture machine for disk encryption
 - OS and application patching/upgrades
 - Pushing/issuing internal PKI certificates
- Central location for application inventory and usage
- Provide a self-service menu for installing applications

How do I enroll my machine in Workspace ONE?

Please follow the instructions below:

1. Download and install the agent:
 - a. Download for [x86](#) (Dell, MSI, Titan)
 - b. Download for [arm64](#) (Windows VM's running on macOS Apple Silicon / M1)
2. After installing, the Hub agent will auto-load and ask for your email address. Please sign in while providing your Roblox email address and continue to authenticate to Okta.

3. Once authenticated, please allow the enrollment process to complete (should be up to 5 minutes).

What changes will be made to my machine after enrolling?

1. All machines will have installed some of our internal Certificate Authorities in the certificate store.
2. Depending on a group basis, Sophos will be uninstalled and CrowdStrike will be installed. (soon to be applied to all devices)

Long term, we will assign policies to push out new applications post-deployment.

Will the agent impact consume any resources that would affect the performance of my machine?

There should be no impact. The agent runs in the background and uses very little resources.

How do I check if Workspace ONE is installed on my machine?

Via UI:

Search for "Workspace ONE Intelligent Hub" and you will see the app appear in the search.

Via CMD:

Open up CMD (not PowerShell) and enter the following command:

```
sc query "VMware Hub Health Monitoring Service"
```

Example of WorkSpace one is installed and running:

```
C:\Users\support>sc query "VMware Hub Health Monitoring Service"
```

```
SERVICE_NAME: VMware Hub Health Monitoring Service
```

```
TYPE : 10 WIN32_OWN_PROCESS
```

```
STATE : 4 RUNNING
```

```
(NOT_STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
```

```
WIN32_EXIT_CODE : 0 (0x0)
```

```
SERVICE_EXIT_CODE : 0 (0x0)
```

```
CHECKPOINT : 0x0
```

```
WAIT_HINT : 0x0
```

```
C:\Users\support>
```

Example of Workspace ONE is not installed and not running:

```
C:\Users\support>sc query "VMware Hub Health Monitoring Service"
```

```
[SC] EnumQueryServicesStatus:OpenService FAILED 1060:
```

The specified service does not exist as an installed service.

```
C:\Users\support>
```

How do I identify all devices which I have enrolled?

1. Browse to <https://rbx.workspaceoneaccess.com> and log in with credentials

- a. List of devices will appear.
- b. If Workspace ONE has escrowed a key for Bitlocker you can locate your BitLocker Recovery key using the instructions in the next topic below. If the key is not present please open a ticket via the [CorpEng ZenDesk portal](#) or email corpeng-help@roblox.com so we can locate it for you.

How do I find my BitLocker Recovery Key?

Note

This policy is in its testing phase. Majority of BitLocker keys can be retrieved via an email to CorpEng-Help@roblox.com.

1. Browse to: <https://rbx.workspaceoneaccess.com>

2. Select "Go to details"

a.

HQ-C02W50ZKHTD8

ENROLLMENT DATE
4/13/2022 4:25 PM

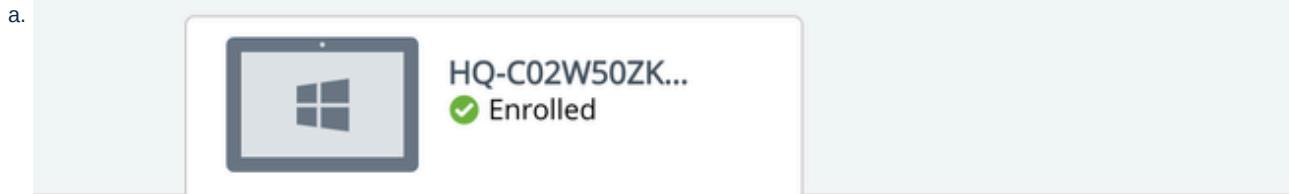
LAST SEEN
4/13/2022 5:54 PM

STATUS
Up to date

Go to Details

BASIC ACTIONS ADVANCED ACTIONS

3. Select "More" → "Security"



Back HQ-C02W50ZKHTD8

SUMMARY COMPLIANCE PROFILES APPS MORE ▾

COMPLIANCE
0 Compliance Violations

SECURITY

Two purple arrows point to the "MORE" dropdown menu and the "SECURITY" section.

4. Your Encryption Recovery Key will be presented on the screen under "Encryption"

- a. Encryption Recovery Key
139183-175945-

Installing & Logging into Workspace ONE

- [Installing Workspace ONE](#)
- [Log in to Workspace ONE](#)

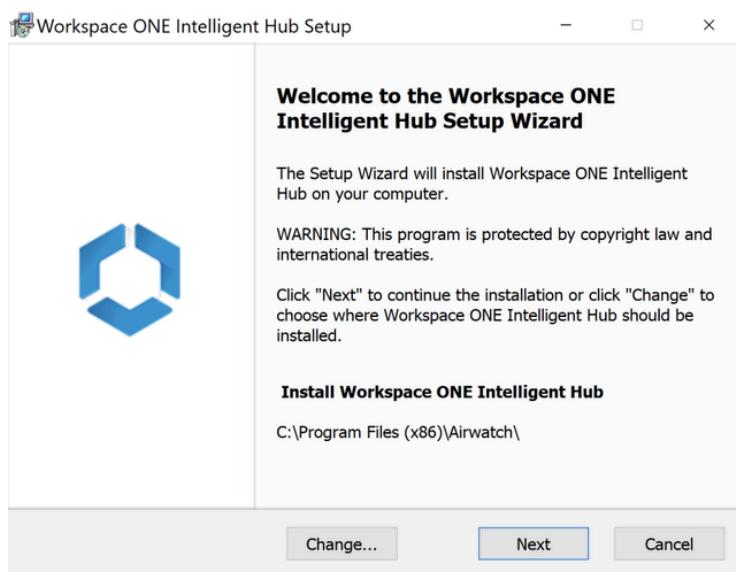
Installing Workspace ONE

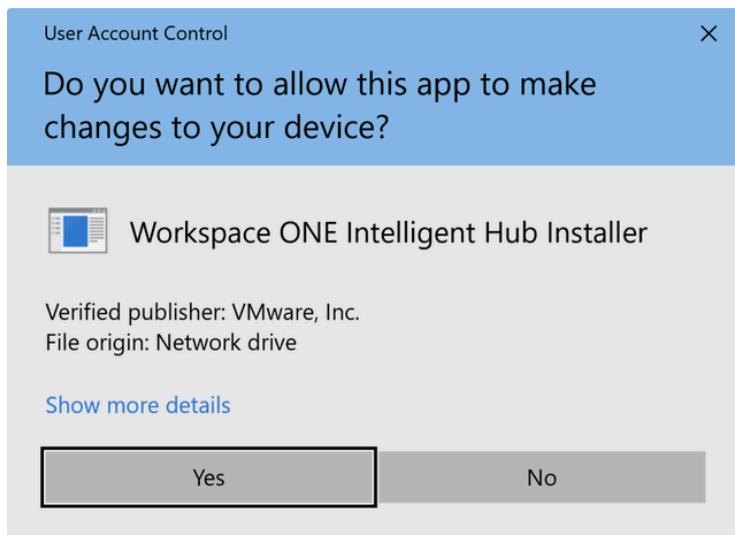
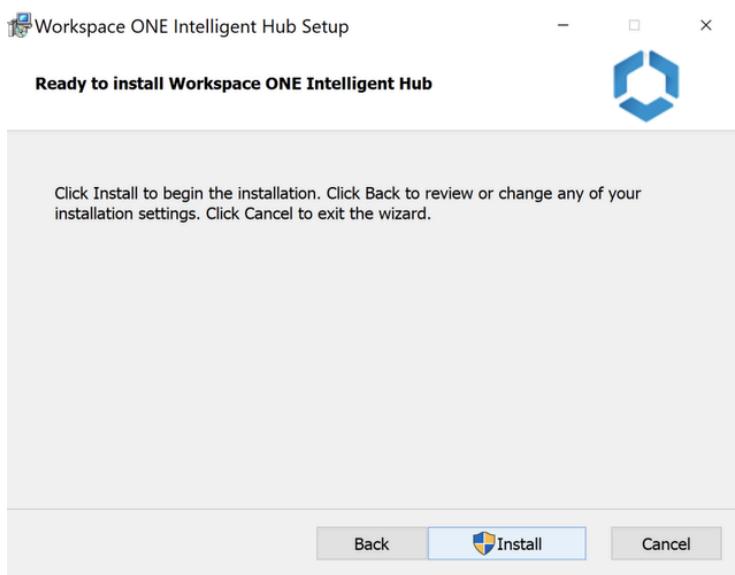
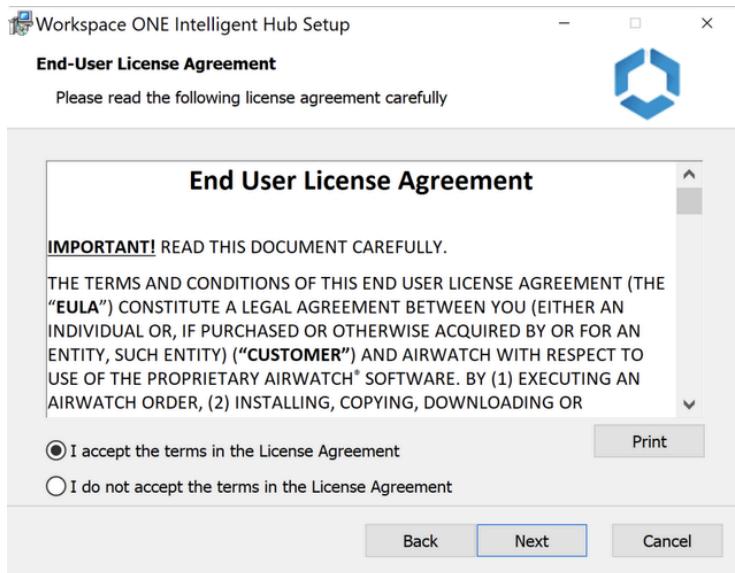
1. Please select the link to the Workspace ONE agent that best match

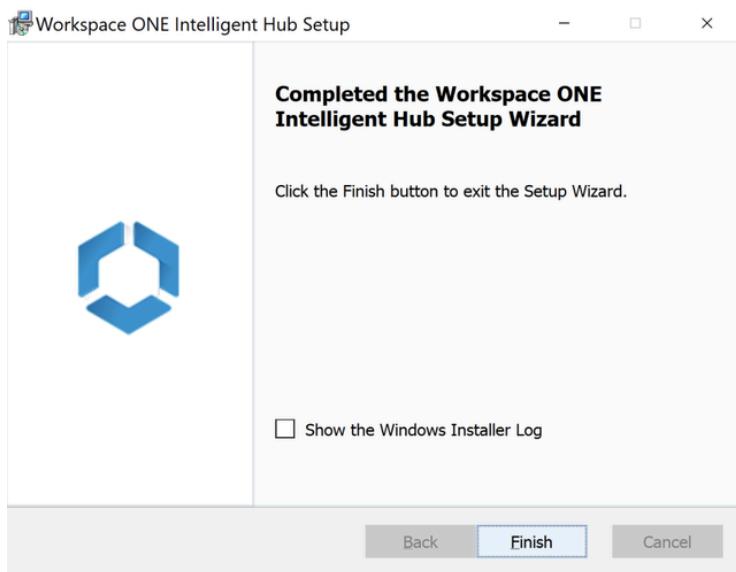
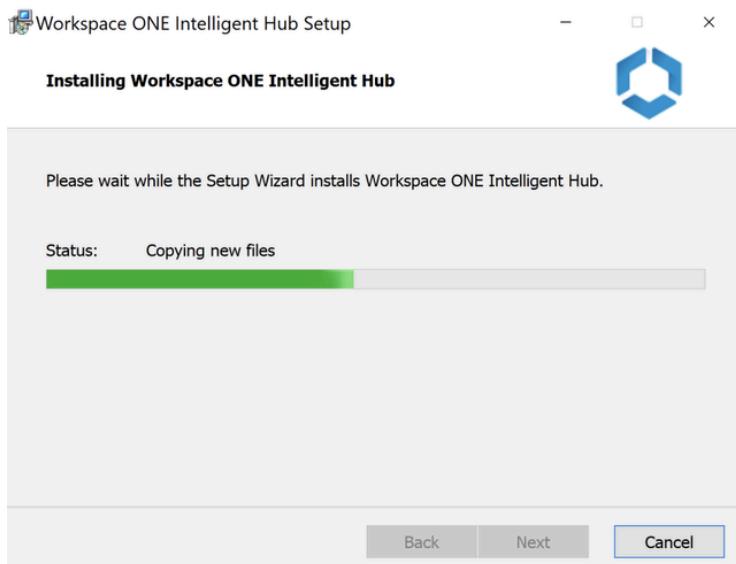
1. Download [link for x86](#) (for Dell, MSI, Titan, Bootcamp partition)
2. Download [link for arm64](#) (Windows virtual machines running on Apple Silicon / M1)

2. Open the downloaded MSI file in your Downloads folder, or location you have downloaded files saved, depending on your browser setting.

3. Follow the prompts shown below for installation of Workspace ONE.







Log in to Workspace ONE

1. Login with your email onto the Workspace ONE Intelligent Hub



Email or Server Address

[Next](#)

2. Follow the Okta prompts to login successfully and accept the push to your mobile phone.

Connecting to

vmware
Workspace™ ONE™

Roblox

Username

 Remember me[Next](#)

Connecting to

vmware
Workspace™ ONE™

okta



Password

Password

A password input field containing a series of black dots (*****). It includes standard input controls: a placeholder text area, a character count indicator, and visibility toggle icons (eye).

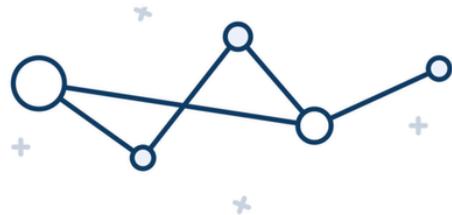
Verify

- Once successfully logged in allow the application to finish enrolling the device.



Enrolling your device. This may take a few minutes.

- When prompted to the "Want an even better experience" go ahead and select "I Agree".



Want an even better experience?

Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. We analyze this usage data in the aggregate and not in any way that identifies you.

For more information about how VMware handles your usage data if you elect to share this data with VMware, visit <https://www.vmware.com/help/privacy.html>.

I Agree

5. When taken to the "Congratulations" prompt you can select "Done" to continue to your workspace and select "Get Started".



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.

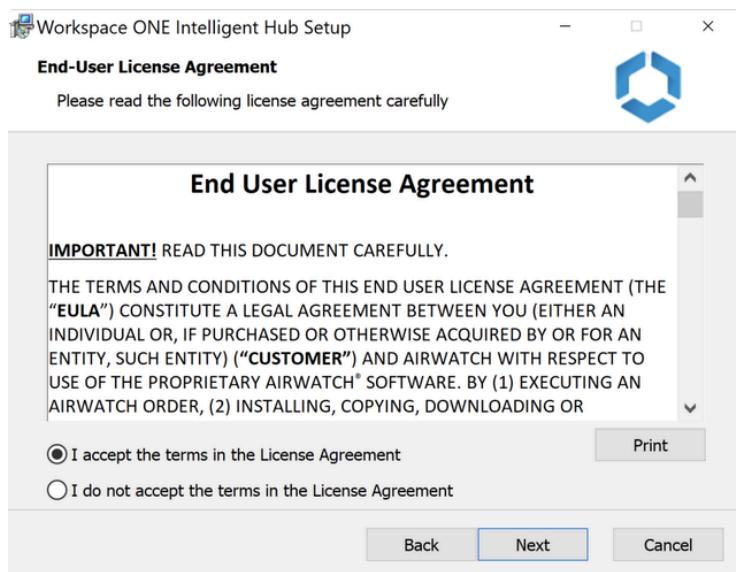
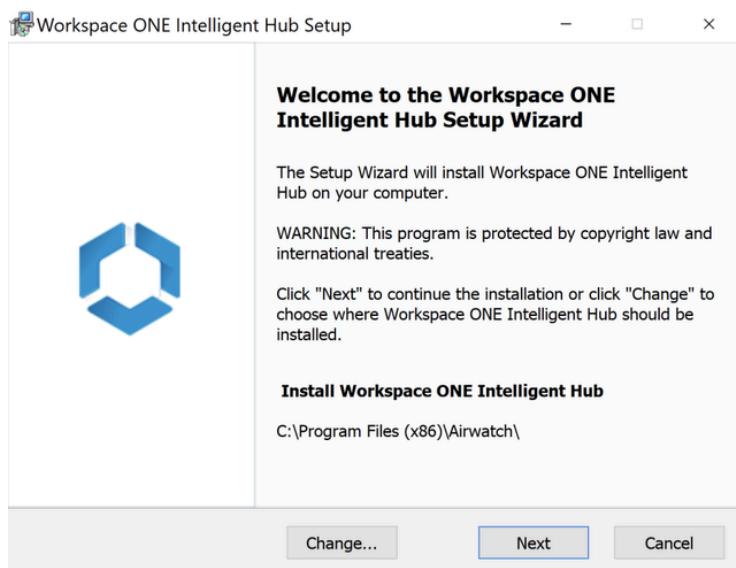
Done

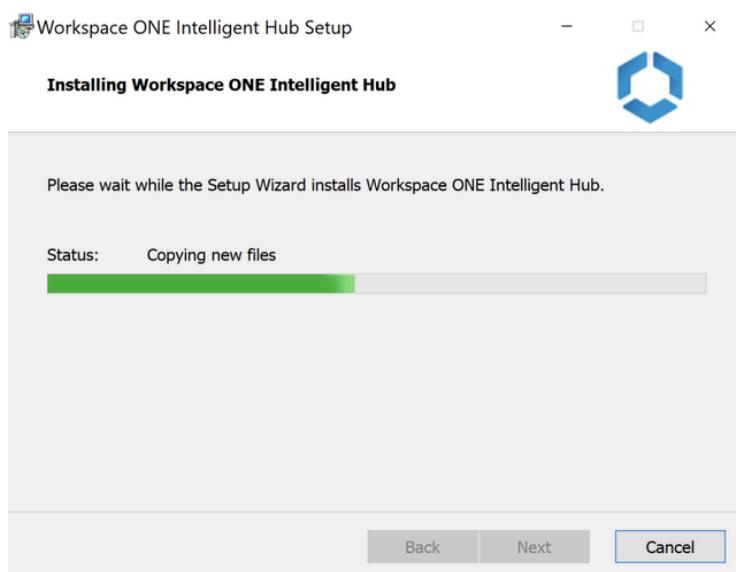
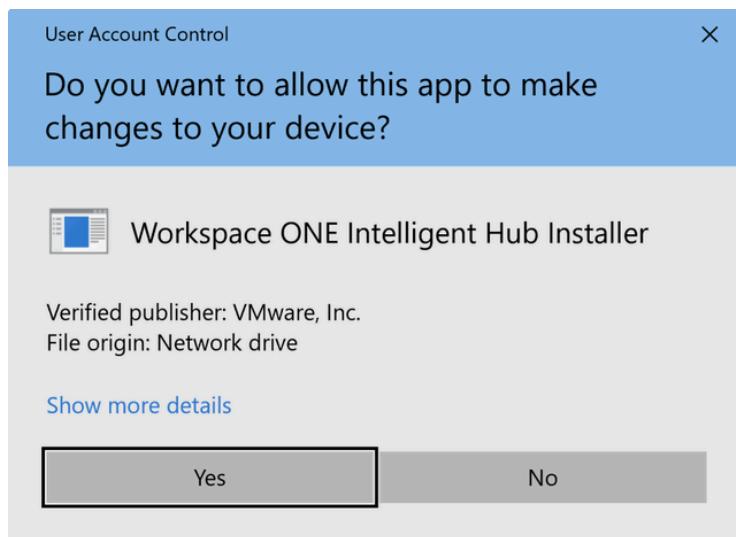
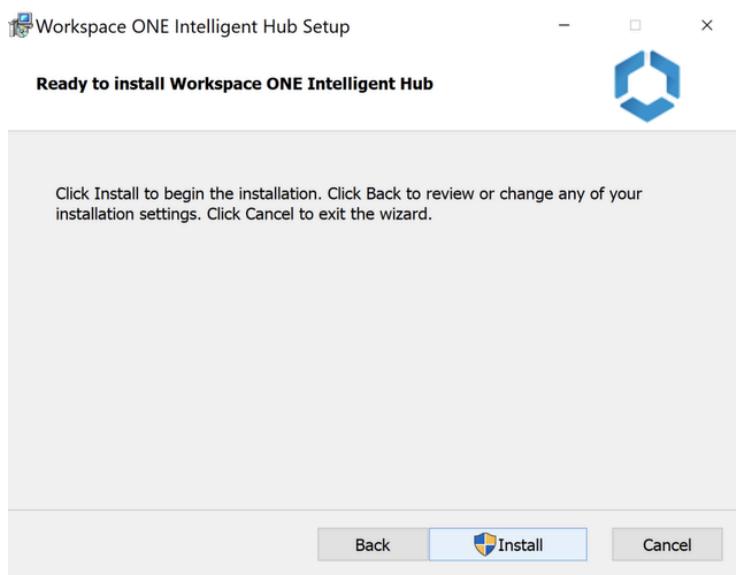
Installing Workspace ONE Manual

1. Please select the link to the Workspace ONE agent that best match
 1. Download [link for x86](#) (for Dell, MSI, Titan, Bootcamp partition)
 2. Download [link for arm64](#) (Windows virtual machines running on Apple Silicon / M1)

2. Open the downloaded MSI file in your Downloads folder, or location you have downloaded files saved, depending on your browser setting.

3. Follow the prompts shown below for installation of Workspace ONE.





**Completed the Workspace ONE
Intelligent Hub Setup Wizard**

Click the Finish button to exit the Setup Wizard.



Show the Windows Installer Log

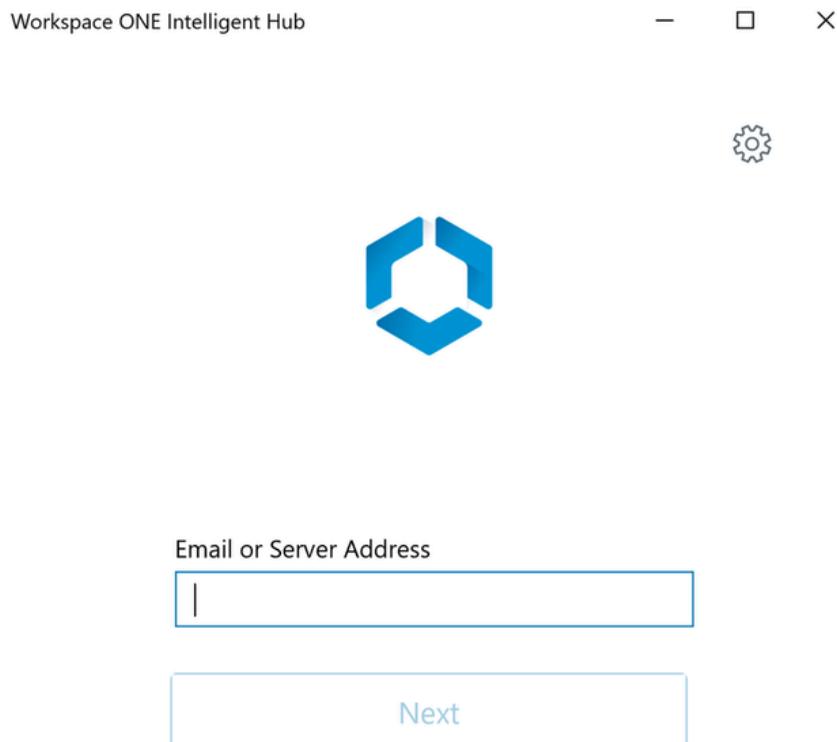
Back

Finish

Cancel

Logging into Workspace ONE

1. Login with your email onto the Workspace ONE Intelligent Hub



2. Follow the Okta prompts to login successfully and accept the push to your mobile phone.

okta

Roblox

Username

zraposo

 Remember me

Next

okta

Password

Password



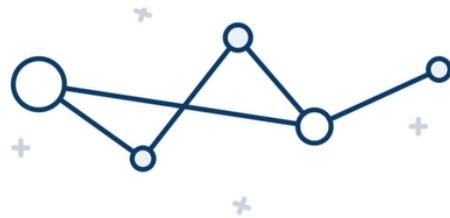
Verify

- Once successfully logged in allow the application to finish enrolling the device.



Enrolling your device. This may take a few minutes.

4. When prompted to the "Want an even better experience" go ahead and select "I Agree".



Want an even better experience?

Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. We analyze this usage data in the aggregate and not in any way that identifies you.

For more information about how VMware handles your usage data if you elect to share this data with VMware, visit <https://www.vmware.com/help/privacy.html>.

I Agree

5. When taken to the "Congratulations" prompt you can select "Done" to continue to your workspace and select "Get Started".



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.

Done

Enrolling your device into Workspace ONE

Note

The following instructions are for users who have already installed the Workspace ONE Intelligent Hub [manually](#) or if it was pushed remotely.

1. Login with your email onto the Workspace ONE Intelligent Hub

Workspace ONE Intelligent Hub — □ ×

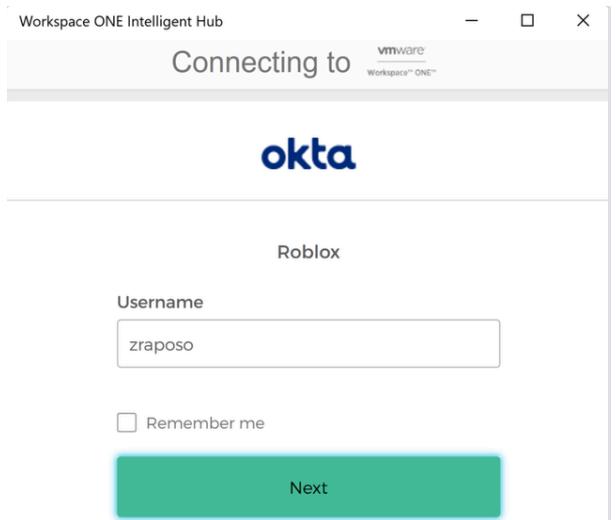


Email or Server Address

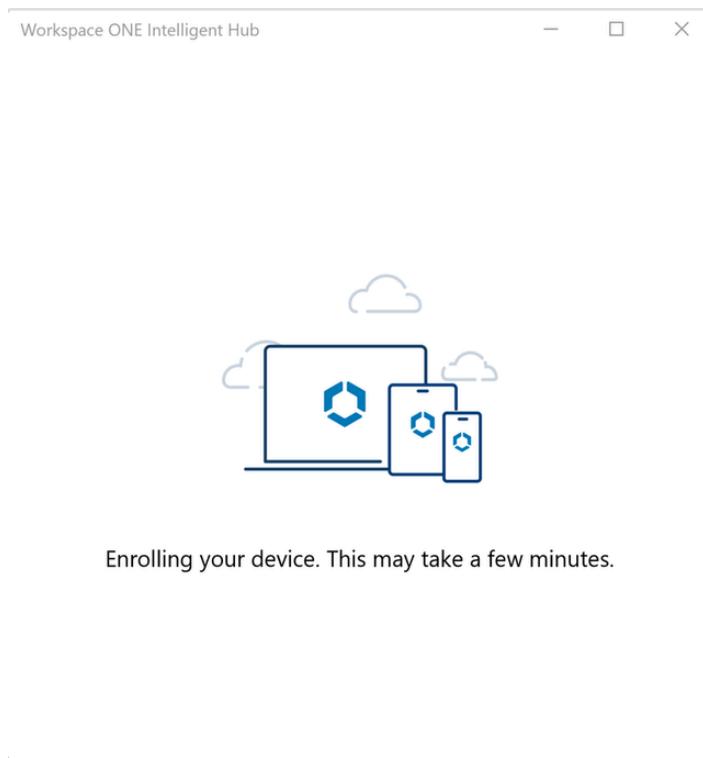
|

Next

2. Follow the Okta prompts to login successfully and accept the push to your mobile phone.



3. Once successfully logged in allow the application to finish enrolling the device.



4. When prompted to the "Want an even better experience" go ahead and select "I Agree".



Want an even better experience?

Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. We analyze this usage data in the aggregate and not in any way that identifies you.

For more information about how VMware handles your usage data if you elect to share this data with VMware, visit <https://www.vmware.com/help/privacy.html>.

I Agree

5. When taken to the "Congratulations" prompt you can select "Done" to continue to your workspace and select "Get Started".



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.

Done

The AMA Bot

What is the AMA Bot?

Meet the AMA Bot, your friendly 'Ask me anything' AI assistant in Slack!

- AMA Bot uses generative AI to answer your questions conversationally. With access to specific Confluence spaces, it can quickly surface relevant articles and information to help answer questions. Just ask the AMA Bot a question in specific channels (below) or in a DM, and it will do its best to help you find what you need and guide you to a solution, saving time and effort!

What can the AMA Bot do?

The AMA Bot is fully conversational, so you can talk to it like a real person! What's better, it can remember your conversation history, so you can ask follow up questions and provide additional information to it anytime.

What Slack channels is the AMA Bot in?

- #peopleteam-help
- #corpeng-help
- (you can also DM the AMA Bot in Slack!)

What can I ask the AMA Bot?

The AMA Bot is designed to transform how employees get work done by providing an AI-powered assistant that understands natural language and takes action across multiple systems. It's designed to have a conversation with you in all situations.

- Try asking it anything you're interested in! To get the most out of its capabilities, try asking these:
 - "How do I connect to the VPN?"
 - "Where can I find information about our benefits?"
 - Ask a follow up question: "Do we also have information about lifestyle spending accounts?"
 - "When can I get a new laptop?"
 - Ask a follow-up question: "Who needs to approve a laptop refresh?"
 - Asking me multiple questions, I can handle them! For example:
 - "I am going to a customer onsite in SF next week. What's our hotel allowance? Also, how do I book travel?"

 The AMA Bot has a higher 'confidence level' for answering certain questions in a DM vs in a channel. If the bot does not answer your question in the channel, try the same question in a DM!

Getting help with tickets

The AMA Bot can also help open support tickets, when an answer can't be found or does not help fully resolve the issue. Or if you just prefer to open a ticket and expedite support with the People team or CorpEng teams.

- Try the following questions:
 - "I need to open a support request with CorpEng, can you help?"
- You can also click 'Get Help' in the DM response option to get help opening a ticket with CorpEng or People team support.

Can you search the internet?

The AMA Bot is not designed to search the open internet. It is however a master at chatting in many different languages and has been trained with extensive information from the Internet. Its main responsibility is to help you with questions around the workplace, so it can search within your organization's database. However, it can't help you with information like stock price, weather, game scores, etc.

How can I provide feedback?

You can provide feedback right in the chat, by clicking on the  and  button. You can also enter your free-form feedback on the pop-up page.

Zoom Help

- Remove Zoom scheduling privileges from your account
- Zoom Installation and Setup (Android)
- Enabling Join Before Host for an Individual Meeting
- Large Format Meeting Best Practices
- Authentication Profiles for Meetings and Webinars
- Zoom Security Measures
- Scheduling Zoom Meetings for Other Employees
- Presenting video on Zoom
- How to change Zoom authenticated user options for External and Internal users
- Host and Co-Host Controls in a Meeting
- How to use the Zoom Whiteboard Feature
- Joining and participating in a webinar (attendee)
- How to log into Zoom on your Mobile Device
- How to Download the latest Zoom version
- Zoom Break Out Room Information
- Executive / Investor Meeting
- How to schedule a Zoom meeting with a Password for added Security
- How to log into Zoom (SSO)
- All-Hands Zoom Webinar sign-in
- Zoom Best Practices
- Zoom Webinars
- Adding a password to an existing Zoom meeting
- NeatBoard - Remote control via screen share
- How to create Breakout Rooms in Zoom
- How to Uninstall Zoom on Windows
- Zoom Calendar Integrations
- Granting Zoom Scheduling Access to Colleagues
- Mute your mic and turn off your camera automatically when joining a Zoom
- Zoom Virtual Backgrounds
- How to create a Zoom meeting in Google Calendar and add a Conference Room
- Zoom Room Articles
- Schedule a Zoom meeting through the Google Workspace app
- Schedule Zoom Meetings on your Mobile Device
- Invite the Zoom Room in a Meeting
- Joining from Zoom Room Controller
- Zoom keyboard shorcuts
- Customize your meeting
- How to schedule your meeting
- Zoom Best Practice

To add:

- How to assign new host from iPad?
- How to share screen while in a Conference room?
- Sharing a presentation that has sound - click option when starting mtg
- Sharing doc when mtg is started from ipad
- Switching user when conference room is host

Remove Zoom scheduling privileges from your account

This article covers how a user would grant Zoom scheduling privileges to a colleague.

1. Visit <https://roblox.zoom.us/profile/setting>

2. Under the Meeting tab, click on "Other"

The screenshot shows the Zoom profile settings interface. The 'Meeting' tab is active. In the 'Other' section, there is a checkbox labeled 'Can manage my private events' which is checked. Other options listed include 'Schedule Meeting', 'In Meeting (Basic)', 'In Meeting (Advanced)', 'Calendar and Contacts', 'Email Notification', and 'Other' (which is also checked).

3. At the very bottom of the page, press the X button to remove scheduling privileges on your account.

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to [Edit](#)

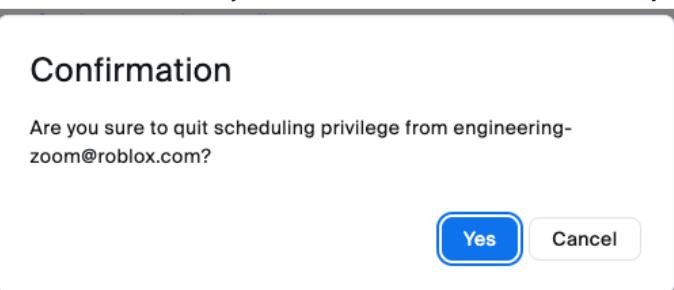
Users	Can manage my private events
dchevez@roblox.com	X
mgaribaldi@roblox.com	X

I can schedule for

dchevez@roblox.com X finance@roblox.com X companymeeting@roblox.com X

engineering-zoom@roblox.com X OH-Zoom@roblox.com X

4. Click **Yes** to confirm that you want to remove the Zoom account from your account.

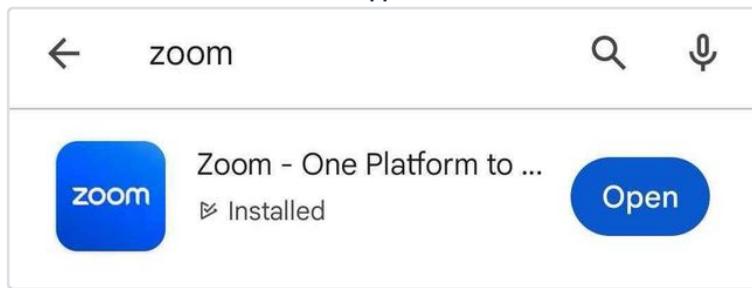


Zoom Installation and Setup (Android)

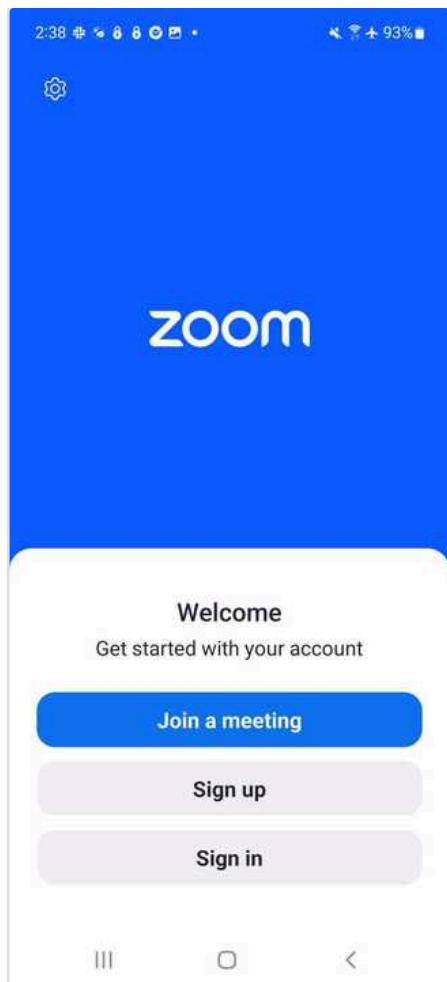
1. On your Android phone, open the Play Store (or Google Play) app



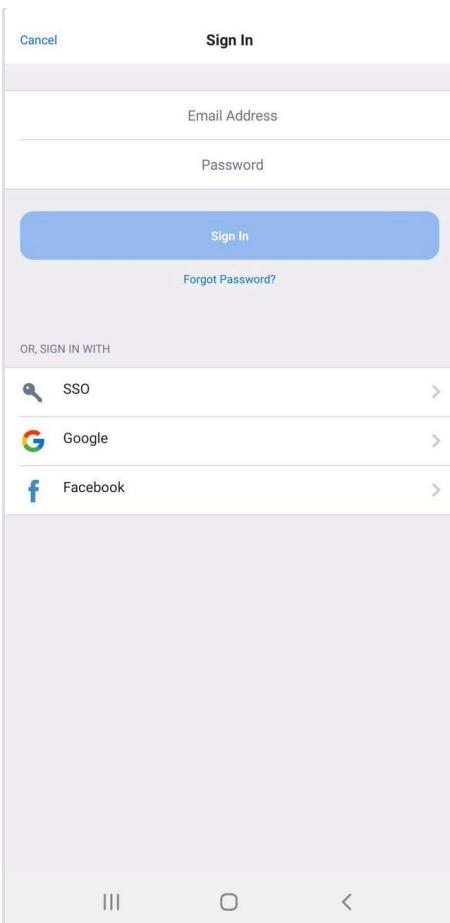
2. Search for "Zoom" and Install the app



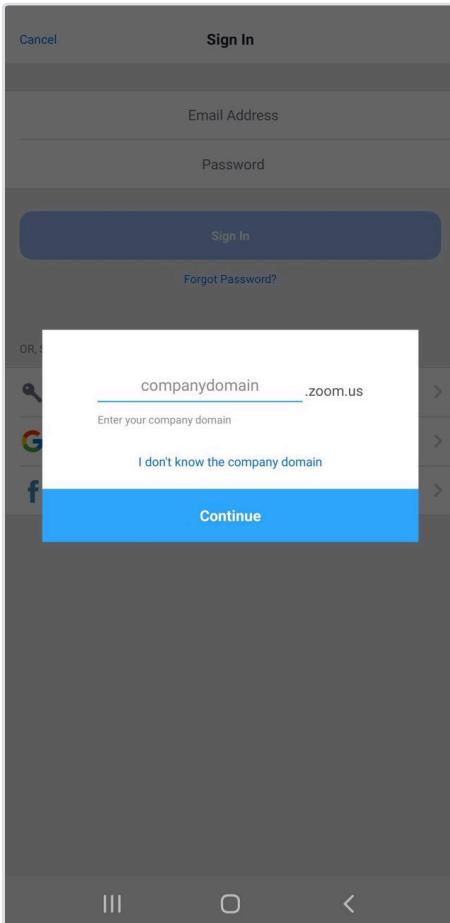
3. Open your Zoom app and click on "Sign In"



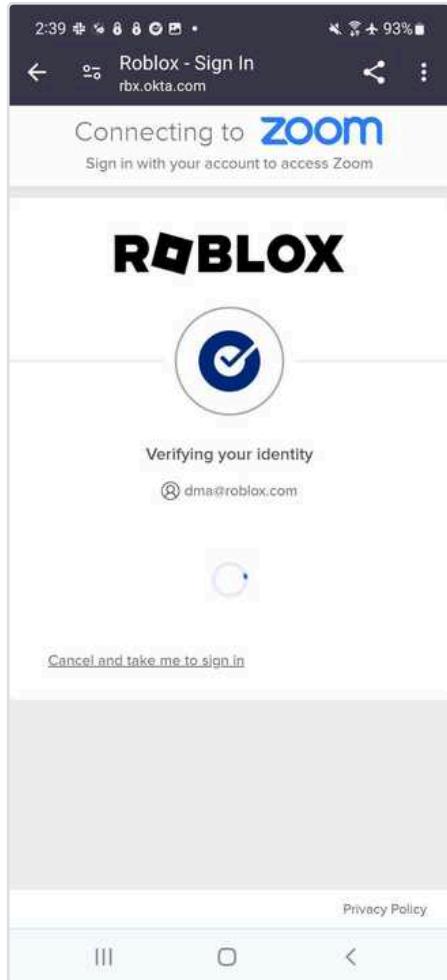
4. Select Sign in with “SSO”



5. Enter "Roblox" when prompted for company domain



6. Sign in with your Okta credentials (Okta Fastpass)



7. After logging in, it will automatically redirect you back to the Zoom app

You're ready to go!

Welcome to Zoom—one app for team chat, phone, meetings, and more.



[Get started](#)



8. Done



Enabling Join Before Host for an Individual Meeting

You can use both (PC/Mac)



1. Open your Zoom application and log in to Zoom.



2. Click Schedule



Schedule

This will open the scheduler window where you can select your meeting settings.

[Schedule meeting](#) X

Schedule Meeting

Topic

Romyr Abarrientos' Zoom Meeting

Start:

Duration:

Recurring meeting

Time Zone: Pacific Time (US and Canada)

Meeting ID

Generate Automatically

Personal Meeting ID 510-862-0642

Password

Require meeting password

Video

Host: On Off Participants: On Off

Audio

Telephone

Computer Audio

Telephone and Computer Audio

Dial in from United States and other 3 countries/regions [Edit](#)

Calendar

Outlook

Google Calendar

Other Calendars

Advanced Options

3. Click Advanced Options.

Schedule meeting

Schedule Meeting

Topic

Romyr Abarrientos' Zoom Meeting

Start: Thu March 12, 2020 11:00 AM
Duration: 1 hour 0 minute

Recurring meeting Time Zone: Pacific Time (US and Canada)

Meeting ID

Generate Automatically Personal Meeting ID 510-862-0642

Password

Require meeting password

Video

Host: On Off Participants: On Off

Audio

Telephone Computer Audio Telephone and Computer Audio

Dial in from United States and other 3 countries/regions [Edit](#)

Calendar

Outlook Google Calendar Other Calendars

Advanced Options 

Enable waiting room 

Enable join before host

Mute participants on entry

Only authenticated users can join

Automatically record meeting

Alternative hosts:
Example:john@company.com; peter@school.edu

Schedule **Cancel**

4. Check **Enable join before host**.

Advanced Options

Enable waiting room

Enable join before host 

Mute participants on entry

Only authenticated users can join

Automatically record meeting

Alternative hosts:
Example:john@company.com; peter@school.edu

Schedule **Cancel**

5. Click **Schedule**.

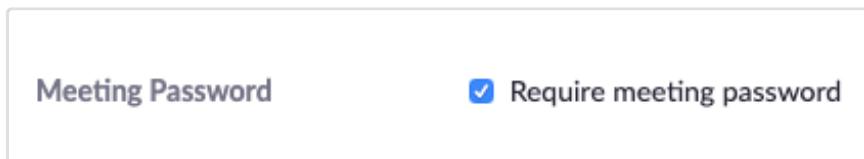
i Note: You can also turn on Join Before Host for any scheduled meeting.

1. Click Meetings at the bottom of the Zoom application.
2. Hover over the meeting you want to turn it on for and click on Edit.
3. Click Advanced Options, check Enable Join Before Host and click Save.

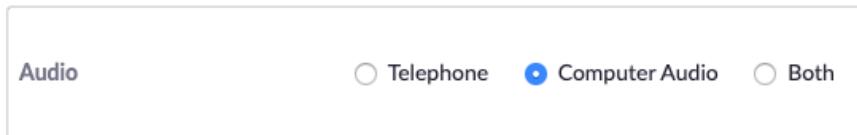
Large Format Meeting Best Practices

Suggested Settings when hosting an internal meeting with 50+ participants

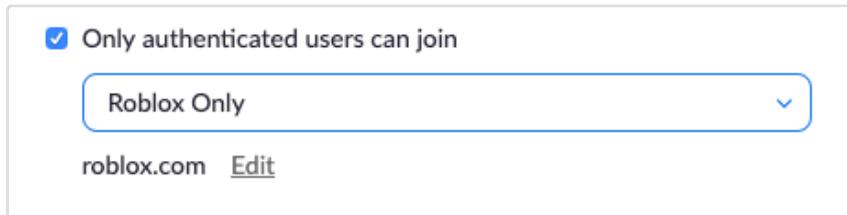
- Meetings that don't require a "Webinar" which are less than 500 participants can be hosted by anyone
- Verify the host account can accommodate the expected attendance
- Consult the meeting organizer to determine the meeting format (meeting or webinar)
- Require a meeting password



- Set "Audio" to "Computer Audio" unless phone participants are required.



- Set "Only authenticated users can join" to "Roblox Only"



Authentication Profiles for Meetings and Webinars

Overview

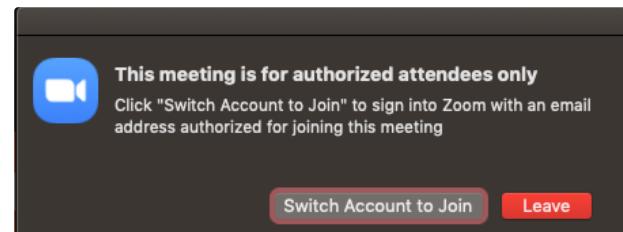
Authentication profiles, allow hosts to restrict participants who can join a meeting or webinar to those who are logged into Zoom, and even restrict it to Zoom users who's email address uses a certain domain.

If a participant tries to join the meeting or webinar and is not logged into Zoom, or logging in with the specified email domain, they will receive one of the following messages:

- if they are not logged into Zoom:



- If they are logged in with the wrong email domain:



- If you're already logged into Zoom with an authorized domain you won't be prompted

Prerequisites

- Pro, Business, Education, or Enterprise Account
- Zoom Desktop Client:
 - Windows:4.6.0 (13614.1202) or higher
 - macOS:4.6.0 (13610.1201) or higher

Enabling Authentication Profiles

Enabling Authentication Profiles at the User Level

1. Sign into the Zoom web portal and navigate to [Settings](#).
2. Enable Only authenticated users can join meetings.
3. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.
4. Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.
 - a. **Only authenticated users can join meetings**
The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting. A small circular toggle switch with a red border and a white circle inside, indicating it is turned off.

Using Authentication Profiles

1. Log into the Zoom Web Portal
2. Schedule a [Meeting](#) or [Webinar](#).
3. Under Meeting Options or Webinar Options, click Only authenticated users can join.

a.

Meeting Options

Enable join before host

Mute participants upon entry 

Enable waiting room

Only authenticated users can join 

Record the meeting automatically

4. If there are multiple Authentication Profiles configured, you can choose the authentication profile from the dropdown.

a.

Meeting Options

Enable join before host

Mute participants upon entry 

Enable waiting room

Only authenticated users can join

Need to be signed into Zoom 

Need to be signed into Zoom

Zoom users only

Zoom Security Measures

The purpose of this document is to put in place company-wide security measures. Here are recommendations that help combat the known Zoom security vulnerabilities.

- Recommendations
- Company administration level
 - Don't use your Personal Meeting ID (PMI) to host public events
- Host level
- [Zoom Tips & Tricks to Make Life Easier](#)

Recommendations

[Update 9/1/20](#)

Zoom security measures:

Proposals 1:

Admin

- Enforce waiting room for all non-roblox folks. Host/Co-Host and any participants that has authenticated in the meeting already can allow
- Password optional but on by default [Passwords & Waiting rooms](#)
- Require Zoom accts for external participants off by default

Current Setup

Admin: Password optional on by default, Roblox domain, Zoom acct for external users

User option: Meeting password, Waiting room

Company administration level

Don't use your Personal Meeting ID (PMI) to host public events

1. Where you do choose to use your PMI, use a [system random Personal Meeting ID](#). Some people have their phone number as the PMI, but this makes your PMI more vulnerable to Zoom-bombing.

1. [*Password protect all company meetings*](#)

2. [*Only authenticated users can join meetings*](#)

a. Roblox only - roblox@ domains or Sign-in to Zoom - Guests will need to create and connect from their Zoom account

3. [*Disable Dial-in feature*](#)

a. Forces all to authenticate with the above via Zoom desktop, phone app and web

4. [*Disable allowing removed participants to rejoin*](#)

a. Unauthorized participants cannot rejoin your meeting

5. Disable routing through China

- a. Roblox meetings and recordings will NOT route through Zoom's data center located in China - [See here](#)

Host level

1. Enable "Waiting room" where the host admits all attendees individually - *The join before host feature is automatically disabled*

<https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/>

Note: The "Waiting room" feature is not ideal to use if the meeting being booked is larger than 50 ppl. This will be too cumbersome for a single person hosting.

2. Secure Personal Meeting ID (PMI) with a PIN or Passcode.

<https://support.zoom.us/hc/en-us/articles/360033559832-Meeting-and-Webinar-Passwords->

3. Use scheduled meetings, with a passcode.

<https://support.zoom.us/hc/en-us/articles/360033331271-Account-Setting-Update-Password-Default-for-Meeting-and-Webinar>

These create unique IDs that are more difficult to guess.

4. If you are hosting multiple people and you are the main presenter, use the webinar function to create a Zoom meeting, not a meeting itself.

This will restrict who can share the screen and prevent "Zoom Bombing".

<https://support.zoom.us/hc/en-us/articles/200917029-Getting-Started-With-Webinar>

5. Use Multi-Factor Authentication (MFA) on your Zoom account

So that if a password is compromised, the attacker does not have access to your Zoom account.

<https://support.zoom.us/hc/en-us/articles/360038247071-Setting-up-and-using-two-factor-authentication>

Always police your meetings and make sure attendees are identified and/or are removed if not invited

Zoom Tips & Tricks to Make Life Easier

Scheduling Zoom Meetings for Other Employees

 Please be aware that any changes you make on the Zoom Scheduler will reflect on all Zoom meetings you create through Google Calendar. It's recommended that you undo any changes you made on the Zoom Scheduler after you create your meeting.

Prerequisites

- Must have [Zoom Scheduler Installed](#) on your Chrome Browser
 - Must be a delegate to the calendar and Zoom account you're trying to schedule a Zoom under
-

Make sure your Zoom Scheduler Permissions are correct

1. Open your Chrome browser and click on the [Zoom Scheduler Extension](#)

 - a. If you're not signed in, please sign in with using either the SSO option or the Sign in with Google option
2. Then Settings
3. Scroll down to the very bottom of the page and check mark "Allow me to specify schedule options each time"

Zoom Schedule Options

Schedule For	<input type="text" value="Daniel Chevez"/>	
Meeting ID	<input checked="" type="radio"/> Generate automatically	<input type="radio"/> Personal Meeting ID 619 714 4018
Security	<input checked="" type="checkbox"/> Passcode Only users who have the invite link or passcode can join the meeting	
	<input type="checkbox"/> Waiting Room Only users admitted by the host can join the meeting	
	<input type="checkbox"/> Only authenticated users can join	
	Your security settings have been synced from your Zoom web portal	
Video	Host	<input type="radio"/> On <input checked="" type="radio"/> Off
	Participant	<input type="radio"/> On <input checked="" type="radio"/> Off
Audio	<input type="radio"/> Telephone <input checked="" type="radio"/> Computer Audio <input type="radio"/> Telephone and Computer Audio <input type="radio"/> 3rd Party Audio	
Options	<input type="checkbox"/> Require registration <input checked="" type="checkbox"/> Allow participants to join anytime <input checked="" type="checkbox"/> Mute participants upon entry <input type="checkbox"/> Automatically record meeting <input checked="" type="checkbox"/> Include Invite Link in location field	
Alternative hosts	<input type="text" value="john@company.com"/>	
<input checked="" type="checkbox"/> Allow me to specify schedule options each time.		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Scheduling a meeting

1. Open your [Google Calendar](#)
 2. Create a new meeting
 3. Click on More Options to display all the meeting details
 4. Next, click Make it a Zoom Meeting
- [Make it a Zoom Meeting](#)
5. Select who you want to make the Zoom meeting under and then select Continue when you are done.

Add title

Jul 27, 2021 5:00pm to Jul 27, 2021 5:45pm Time zone

All day Does not repeat

Event Details Find a Time

Clockwise Autopilot

Add video conferencing Make it a Zoom Meeting

Add location

Notification 10 minutes

Add notification

Brandon Maramag Busy Default visibility

Add description

Schedule Options

Schedule For: Daniel Chevez

Meeting ID: Generate automatically Personal Meeting ID 619 714 4018

Security: Passcode 904539 ⓘ Only users who have the invite link or passcode can join the meeting

Waiting Room Only users admitted by the host can join the meeting

Only authenticated users can join

The settings you change here will apply only to this meeting

Video Host: On Off
Participant: On Off

Continue Cancel

Save ROBLOX

Presenting video on Zoom

1. Make sure Zoom is up to date and on the latest version
2. Make sure any presenting has the video(s) downloaded to their laptop and played from a video player embedded in the laptop i.e. QuickTime or VLC player etc. Playing from GDrive, Dropbox or YouTube via Internet - Goes through multiple hops that bogs down speed and quality.

3. At the time of screen sharing, make sure to check these boxes in Zoom



4. Free up as much bandwidth as possible - disconnect devices on your internet wifi or connect your laptop via hardwire
5. Reach out to our company A/V professional Murad Peret [@Murad Peret](#) for tips and video best practices

How to change Zoom authenticated user options for External and Internal users

When you are creating a Zoom meeting with External users, please make sure the top option below is chosen. The only time you want to Select "**Roblox Only**" is for internal **ONLY** events, since this option will mandate that they sign into our Okta/Zoom for access and that will not allow candidates, VC's, outsiders in general to access the meeting you created. The top option is on by default, so most meetings should be set like this but on occasion we have seen Roblox selected.

This is for Roblox Internal Only:

Video	Host	On
	Participant	On
Audio	Telephone and Computer Audio	
	Dial from United States of America and other 2 countries	
Meeting Options	<ul style="list-style-type: none">✓ Enable join before host✓ Mute participants upon entry <input type="checkbox"/>✓ Only authenticated users can join: Roblox Only roblox.comutbx.comcn.roblox.commeritechcapital.com✗ Record the meeting automatically	

This is for Participants must sign into Zoom:

Video	Host	On
	Participant	On
Audio	Telephone and Computer Audio	
	Dial from United States of America and other 2 countries	
Meeting Options	<ul style="list-style-type: none">✓ Enable join before host✓ Mute participants upon entry <input type="checkbox"/>✓ Only authenticated users can join: Participants must sign in to Zoom✗ Record the meeting automatically	

Host and Co-Host Controls in a Meeting

Overview

Host controls allow you as the host to control various aspects of the Zoom Meeting, such as managing the participants.

The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must [assign a co-host](#). There is no limitation on the number of co-hosts you can have in a meeting or webinar.

Co-hosts do not have access to the following controls as they are only available as host controls in a meeting:

- Start [closed captioning](#) and assign someone or a third-party to provide closed captioning
- Start live streaming
- End meeting for all participants
- Make another participant a co-host
- Start [breakout rooms](#) or move participants from one breakout room to another
- Start [waiting room](#) (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)

Co-hosts also cannot start a meeting. If a host needs someone else to be able to start the meeting, they can assign an [alternative host](#).

Prerequisites

- Host permission in the meeting, or co-host permission ([set by the host](#))
- Zoom desktop client for Mac, PC, Chrome OS or Linux
- Zoom mobile app for iOS or Android

The host controls will appear at the bottom of your screen if you are not currently screen sharing.



- Mute/Unmute: This allows you to mute or unmute your microphone.
 - Audio Controls (click ^ next to Mute/Unmute): The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
- Start/Stop Video: This allows you to start or stop your own video.
 - Video controls (click ^ next to Start/Stop Video): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
- Invite: [Invite others](#) to join your meeting.
- [Manage Participants](#): Opens the Participants window.
- Polling: Allows you to create, edit, and launch your [polls](#). The options to create or launch polls will open up the Zoom web portal in your default browser.
- Share Screen: Start [sharing your screen](#). You will be able to select the desktop or application you want to share.
- Screen Share controls (click ^ next to Share Screen): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing.

How many participants can share at the same time?

- One participant can share at a time
 Multiple participants can share simultaneously (dual monitors recommended)

Who can share?

- Only Host All Participants

Who can start sharing when someone else is sharing?

- Only Host All Participants

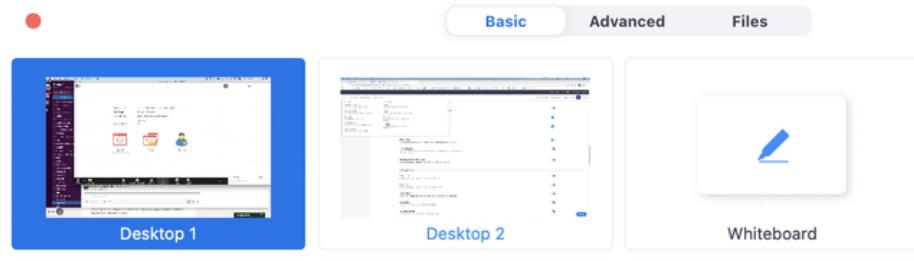
- Chat: Access the chat window to [chat with the participants](#).
- Record: Start or stop a [cloud](#) or [local](#) recording.
- Closed Caption (only available to the host): If you have enabled [closed captioning](#) for your account, click here to access the closed caption options.
- Breakout Rooms (only available to the host): Start [breakout rooms](#).
- More: Clicking on More will give you access to additional options.
 - Live on Workplace by Facebook: Broadcast your meeting live on [Workplace by Facebook](#).
 - Live on Custom Live Streaming Service: Broadcast your meeting live on a [custom streaming platform](#).
- End Meeting (only available to the host): This will end the meeting for all participants. If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

When you are screen sharing, the controls will appear at the top of your screen, but you can drag it to another location. [Learn more about screen share controls](#).



How to use the Zoom Whiteboard Feature

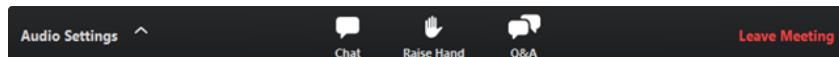
If you are not already aware, Zoom has a "whiteboard" feature that can be accessed by clicking on the "share" button while in the meeting and then clicking on "whiteboard" - see below



Joining and participating in a webinar (attendee)

Overview

If you are registering or joining a webinar and haven't received an email confirmation that's for a panelist or alternative host, you are an attendee in the webinar. As an attendee, you can mute/unmute your audio, virtually raise your hand, and send messages to others.



Note: Some attendee controls won't be available if disabled by the host. If you have additional controls not shown here, you may be a co-host or panelist in a webinar or an [attendee in a meeting](#).

This article covers:

- Joining a webinar by invitation link
- Manually joining a webinar
- Waiting for the host to start the webinar
- Webinar controls

Prerequisites

- Zoom Desktop Client or Mobile App

Joining a webinar by invitation link

To join the webinar, click the link that the host provided you or that you received in the confirmation page after you registered. If the host sent a registration confirmation email, the link can also be found there.

Hi Eren Yaeger,

Thank you for registering for "My Webinar".

Please submit any questions to: kevin.hoang@zoom.us

Date Time: Sep 11, 2018 10:00 AM Pacific Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join: https://success.zoom.us/j/319833382?tkn=QmVju44sn4ByDesYH_a1KqAOlurYUwniYSss8gtpOk.DQEAAAAAExBFjhZyTkd0ZUxYcFRfS2Q3UVIMZ1VOMEdnAA

Note: This link should not be shared with others; it is unique to you.

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Or iPhone one-tap :

US: +16468769923,,319833382# or +16699006833,,319833382#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 646 876 9923 or +1 669 900 6833 or +1 877 369 0926 (Toll Free) or +1 877 853 5247 (Toll Free)

Webinar ID: 319 833 382

International numbers available: <https://zoom.us/u/bZ3rpGRKy>

Webinar Registration Approved

Topic	My Webinar
Time	Sep 11, 2018 10:00 AM in Pacific Time (US and Canada)
	Add to calendar



To Join the Webinar

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join: https://success.zoom.us/j/319833382?tkn=QmVju44sn4ByDesYH_a1KqAOlurYUwniYSss8gtpOk.DQEAAAAAExBFjhZyTkd0ZUxYcFRfS2Q3UVIMZ1VOMEdnAA

Manually joining a webinar

- Locate the 9-digit meeting ID/webinar ID from your registration email. It may appear at the end of the phone dial-in information, or it will be in the join link, just after <https://zoom.us/w/>

Hi Eren Yaeger,

Thank you for registering for "My Webinar".

Please submit any questions to: kevin.hoang@zoom.us

Date Time: Sep 11, 2018 10:00 AM Pacific Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:
Please click this URL to join: https://success.zoom.us/w/319833382?tk=QvnVju44sn4BvDesYH_a1KqAOlurYUwniY5ss8gtpOk.DQEAAAAAExBFJhZyTkd0ZUxYcFRfS2Q3UVIMZ1VOMEdhAA
Note: This link should not be shared with others; it is unique to you.

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Or iPhone one-tap:
US: +16468769923,319833382# or +16699006833,319833382#

Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 646 876 9923 or +1 669 900 6833 or +1 877 369 0926 (Toll Free) or +1 877 853 5247 (Toll Free)
Webinar ID: 319 833 382
International numbers available: <https://zoom.us/u/bZ3rpGRKy>

Webinar Registration Approved

Topic	My Webinar
Time	Sep 11, 2018 10:00 AM in Pacific Time (US and Canada)
	<input checked="" type="checkbox"/> Add to calendar
Webinar ID	319-833-382



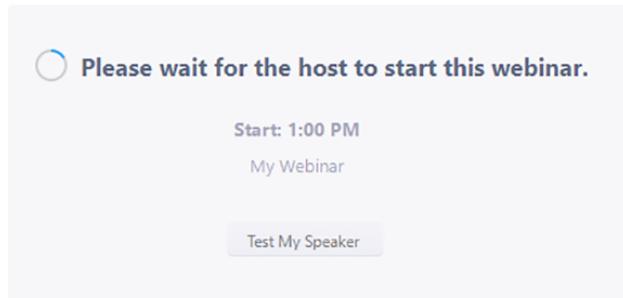
To Join the Webinar

Join from a PC, Mac, iPad, iPhone or Android device:
Please click this URL to join: https://success.zoom.us/w/319833382?tk=QvnVju44sn4BvDesYH_a1KqAOlurYUwniY5ss8gtpOk.DQEAAAAAExBFJhZyTkd0ZUxYcFRfS2Q3UVIMZ1VOMEdhAA

- Sign in to the Zoom Desktop Client or Mobile App.
- Click or tap Join a Meeting.
- Enter the 9-digit webinar ID, and click Join or tap Join Meeting.
- If prompted, enter your name and email address, then click Join Webinar or tap Join.

Waiting for the host to start the webinar

If the host hasn't started broadcasting the webinar or is preparing using a practice session, you'll receive the following message:



My Webinar

[Leave](#)

 Waiting for the host to start this meeting

Meeting ID: 319-833-382

Date: Tue, September 11

Time: 10:00 AM

If you are the host, log in to start this meeting

[Sign In](#)

If you receive a message showing the date and time of the webinar, check the the date and start time of the webinar including the timezone. Make sure to join when the webinar starts.

The webinar is scheduled for 9/18/2018.

Start: 10:00 AM

My Webinar

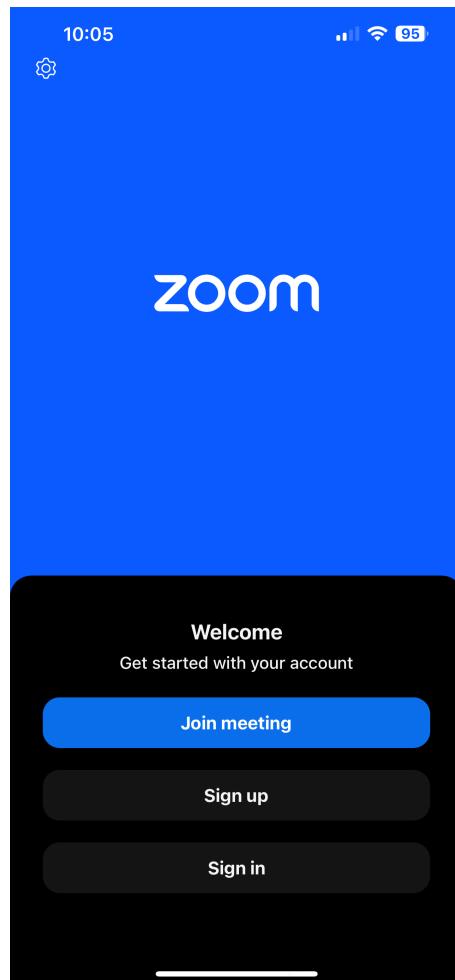
How to log into Zoom on your Mobile Device

[Zoom Installation and Setup \(iPhone\)](#)

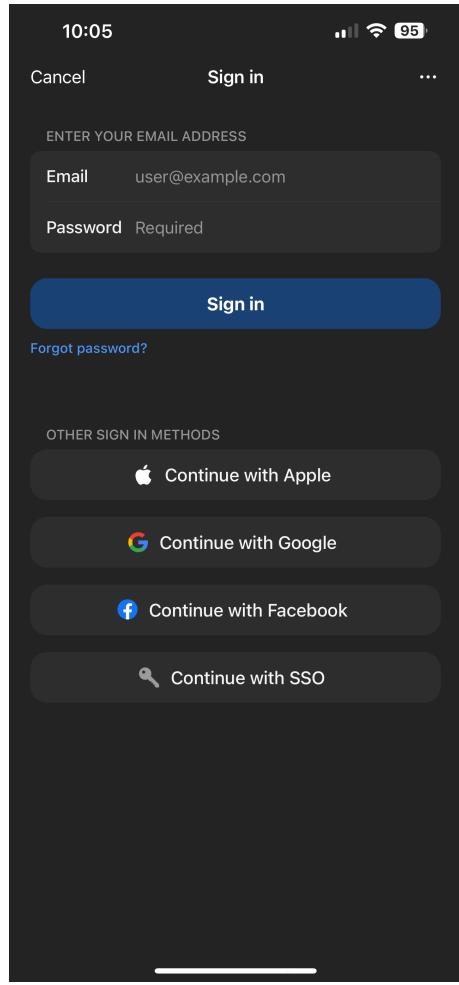
1. Download the “Zoom” app from the Apple App Store



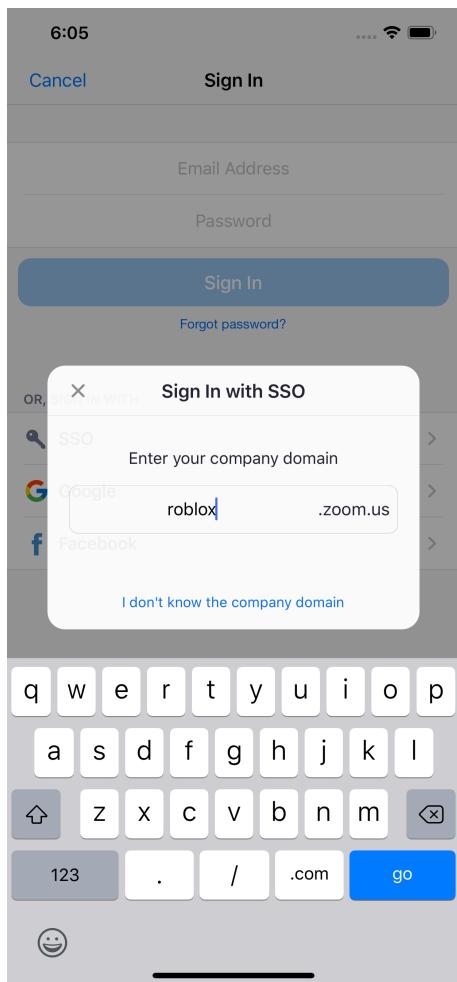
2. Click on "Sign in"



3. Click on SSO to sign in with Okta

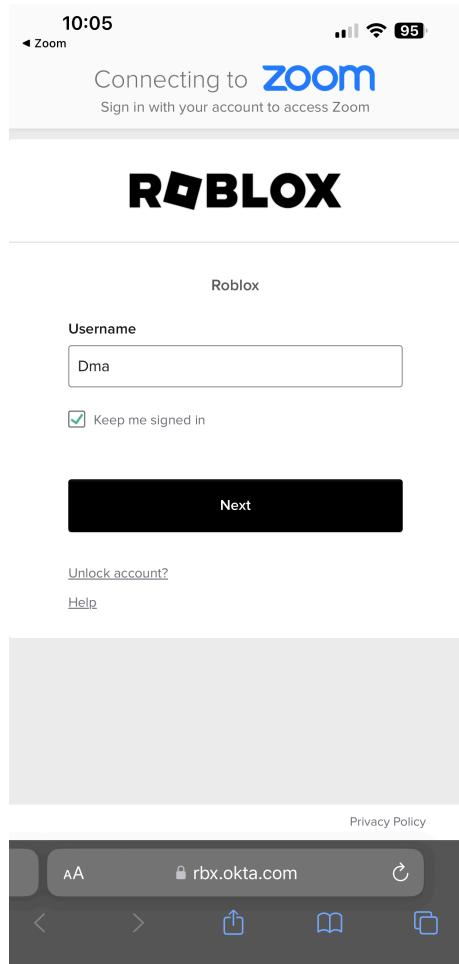


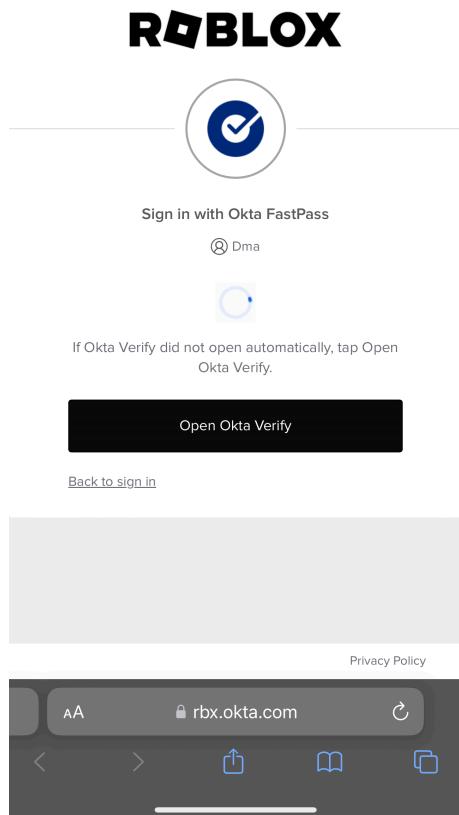
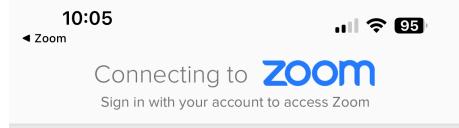
4. Enter in "roblox" as the company domain



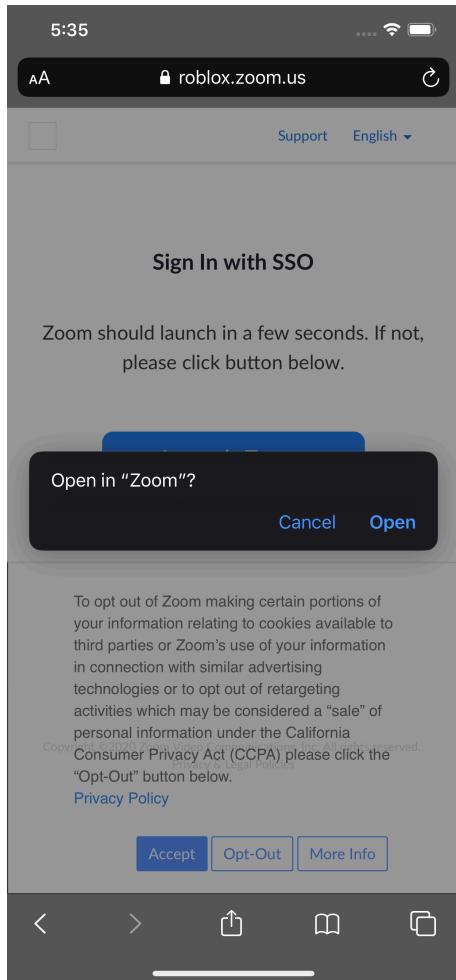
5. It will direct you to a browser to sign in with Okta.

6. Click Next

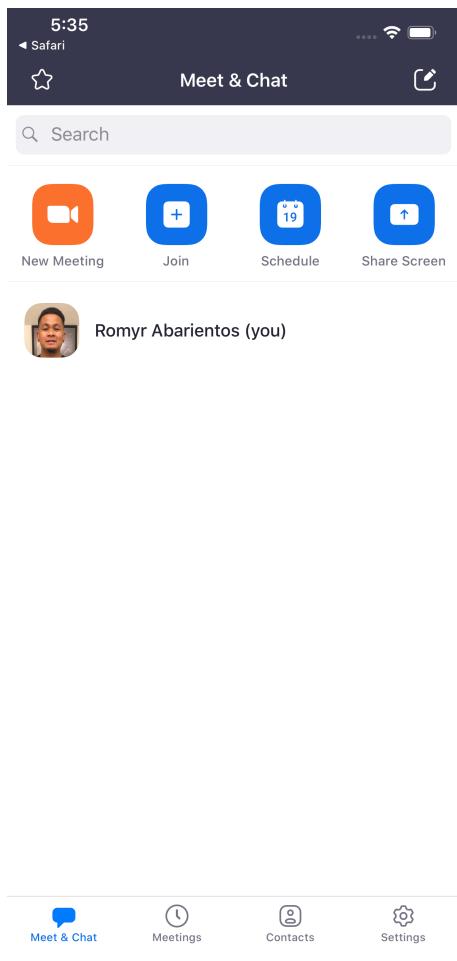




7. Afterwards, a pop up will prompt you to "Open in Zoom?". Click on Open



8. The Zoom app will successfully open so you can start a meeting or join one

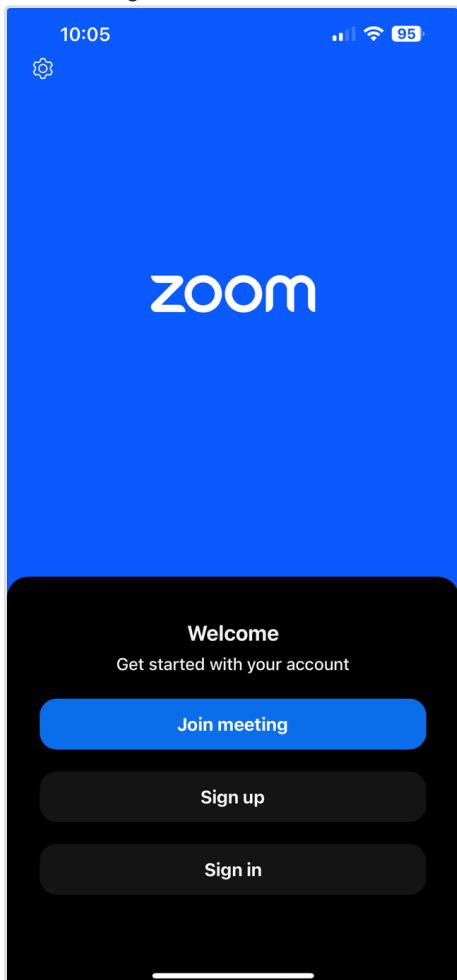


Zoom Installation and Setup (iPhone)

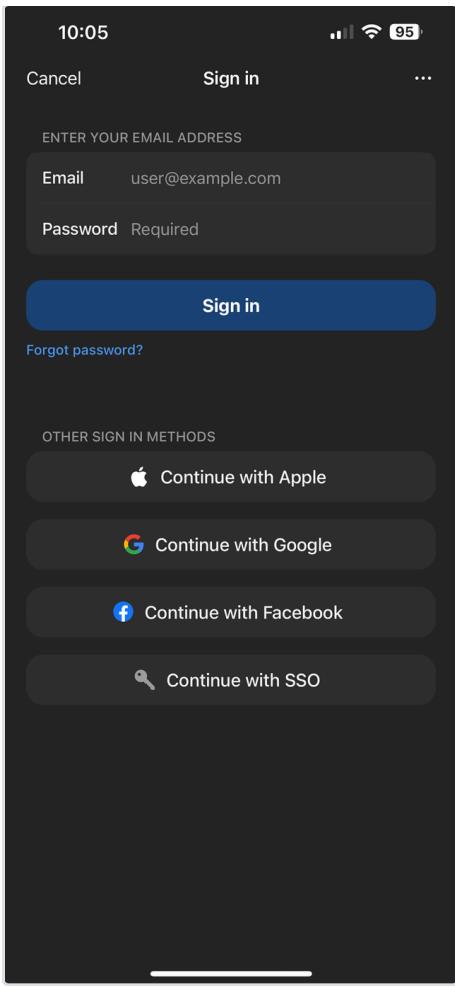
1. Download the “Zoom” app from the Apple App Store



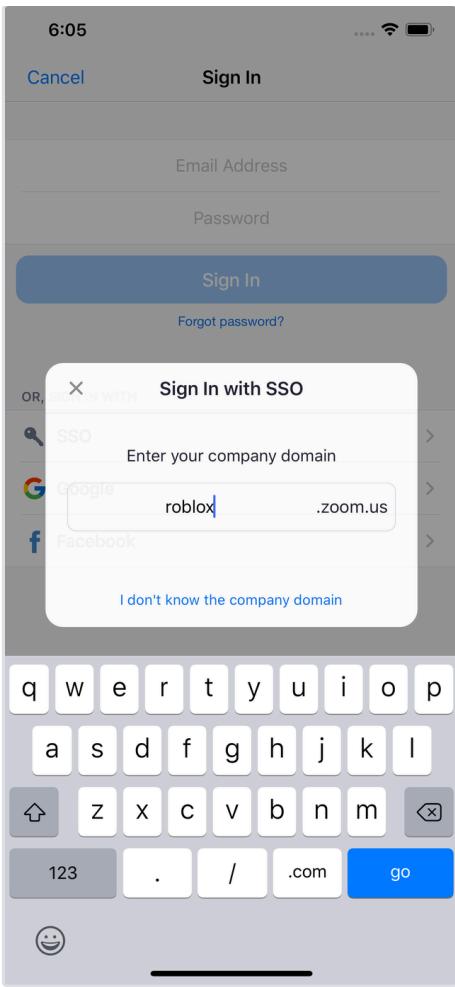
2. Click on "Sign in"



3. Click on SSO to sign in with Okta

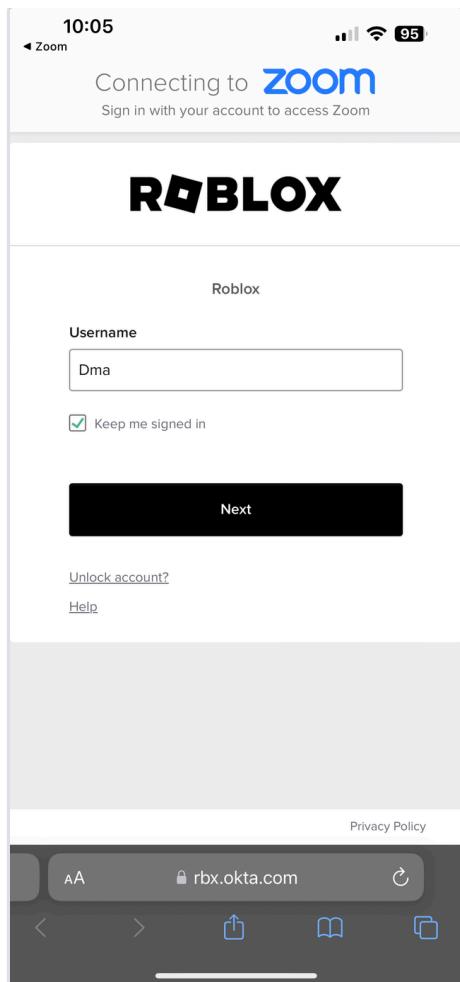


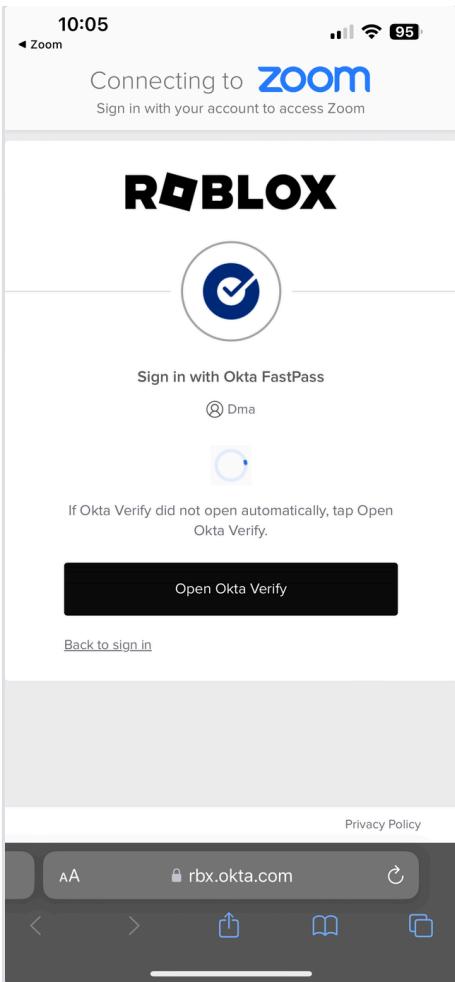
4. Enter in "roblox" as the company domain



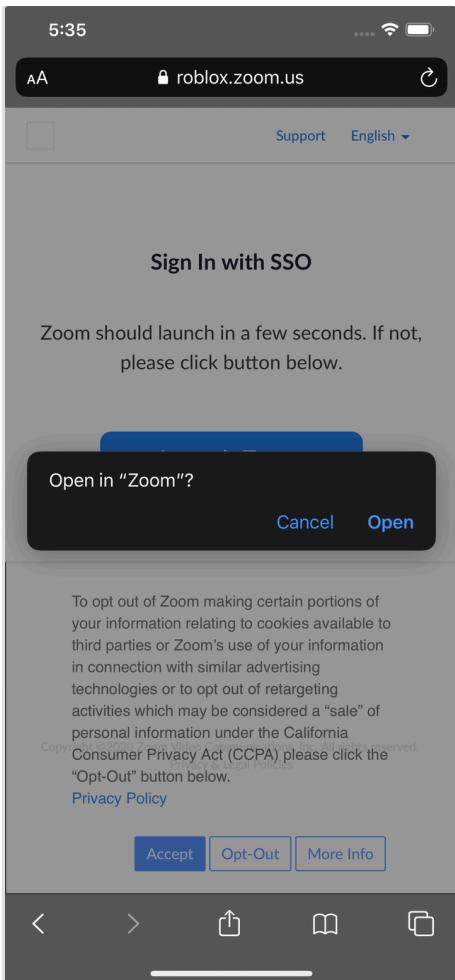
5. It will direct you to a browser to sign in with your Okta.

6. Click Next

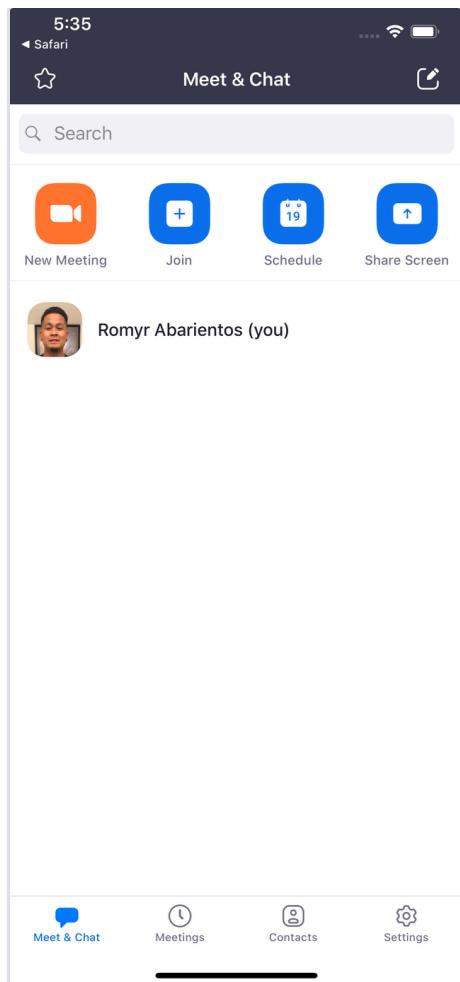




7. Afterwards, a pop up will prompt you to "Open in Zoom?". Click on Open



8. The Zoom app will successfully open so you can start a meeting or join one



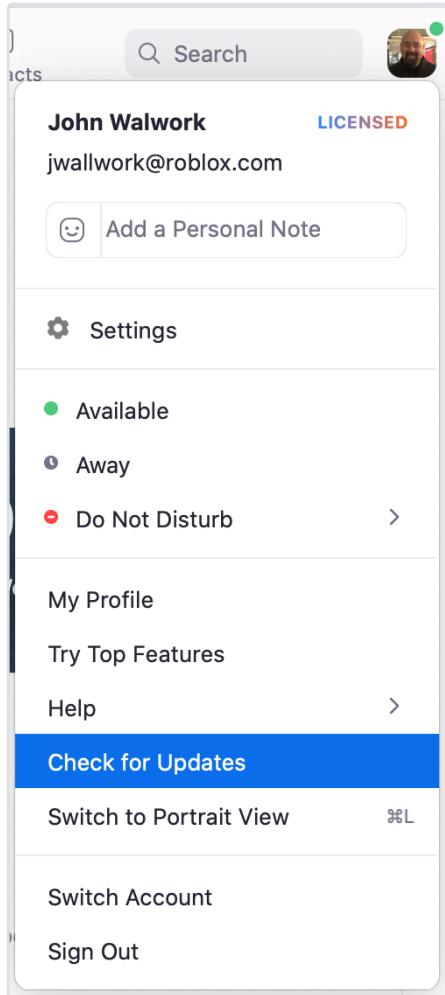
How to Download the latest Zoom version

Follow these directions to make sure you have the most up to date Zoom version. This will ensure that you have the latest Zoom improvements.

1. Sign in to your Zoom desktop client.

2. Click your profile picture

3. Click Check for Updates.



If there is a newer version, Zoom will prompt you to download and install it.

4. Please do so

Note: If you are getting this error - please uninstall/reinstall the Zoom App on your machine.

Windows Reinstall

1. Go to windows icon (lower left), find the Zoom app at the very bottom, and right click to uninstall. You will have to do this again in the Windows Uninstall window (find Zoom and right click to uninstall)
2. Get a download at <https://zoom.us/download>

Zoom Break Out Room Information

With our special Zoom account (**which you have to reserve in advance**) that allows 1000 attendees, 50 is the hard cap currently for the total number of breakout rooms, but the number of people per room depends on the capacity of the meeting and how many people are there.

See the breakdown below:

You can create up to 50 breakout rooms. The maximum number of participants in a single breakout room depends on the meeting capacity, number of breakout rooms created, and if participants are assigned during the meeting or before the meeting.

These numbers only apply to breakout rooms created during a meeting. Up to 200 participants can be [pre-assigned](#) to breakout rooms.

Number of breakout rooms	Maximum number of participants who can be assigned to breakout rooms*
20 breakout rooms	Up to 500 participants
30 breakout rooms	Up to 400 participants
50 breakout rooms	Up to 200 participants

Executive / Investor Meeting

Investors Meeting

Zoom meeting configuration

- Camera turned on during entry for host and participant
- Mic muted during entry for host and participant

Google Calendar

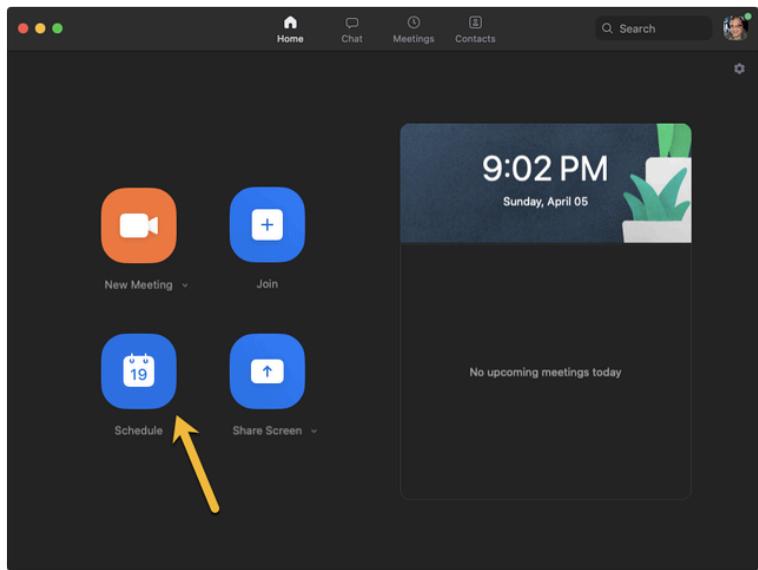
- Allow others to invite
- Do not allow others to modify
- Do not allow others to see attendees

Helpful tips during meeting

- Ask attendee's to remain muted until required unmute
- Raise hand for questions or type questions in the chat
- One an "pop out" the Chat and Participants window

How to schedule a Zoom meeting with a Password for added Security

On the Zoom app, click Schedule to create the meeting:



Check the "Require meeting password" box and write in a password:

Schedule Meeting

Topic

Date

4/ 5/2020 9:30 PM to 4/ 5/2020 10:00 PM

Recurring meeting Time Zone: Pacific Time (US and Canada)

Meeting ID

Generate Automatically Personal Meeting ID 419-492-9597

Password

Require meeting password Pw2020Pw [?](#)

Video

Host On Off Participants On Off

Audio

Telephone Computer Audio Telephone and Computer Audio
Dial in from United States and other 3 countries/regions [Edit](#)

Calendar

iCal Google Calendar Outlook Other Calendars

Advanced Options [▼](#)

[Cancel](#) [Schedule](#)

Now you will see the meeting has been created with a longer more secure URL that has the password on it:

José Ordoñez's Zoom Meeting

Apr 5, 2020 9:30pm to 10:00pm Apr 5, 2020 (GMT-07:00) Pacific Time - Los Angeles Time zone
 All day Does not repeat [▼](#)

[Event Details](#) [Find a Time](#)

https://roblox.zoom.us/j/100833702?pwd=MjIMK0NPOUt4T2kveH2LQ0pIyVzdz09

[Join Zoom Meeting](#) [Add conferencing](#) [Notification](#) 10 minutes [X](#)

Add notification
José Ordoñez [▼](#) [Busy](#) [Default visibility](#) [?](#)

[B](#) [I](#) [U](#) [☰](#) [≡](#) [X](#)

José Ordoñez is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://roblox.zoom.us/j/100833702?pwd=MjIMK0NPOUt4T2kveH2LQ0pIyVzdz09

Meeting ID: 100 833 702 Password: Pw2020Pw

For added security, you can manually remove the password from the Subject and Body and let them know there is a password:

José Ordoñez's Zoom Meeting

Apr 5, 2020 9:30pm to 10:00pm Apr 5, 2020 (GMT-07:00) Pacific Time - Los Angeles Time zone

All day Does not repeat ▾

Event Details Find a Time

📍 <https://roblox.zoom.us/j/100833702> (see password below)

Join Zoom Meeting

Add conferencing ▾

🔔 Notification ▾ 10 minutes ▾ X

Add notification

📅 José Ordoñez ▾ ⏱

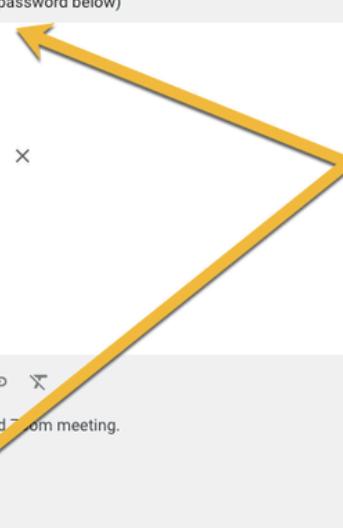
_busy Busy Default visibility ▾ ⓘ

José Ordoñez is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
<https://roblox.zoom.us/j/100833702>

Meeting ID: 100 833 702
Password: Pw2020Pw

One tap mobile
+16699006833,,100833702# US (San Jose)
+13462487799,,100833702# US (Houston)

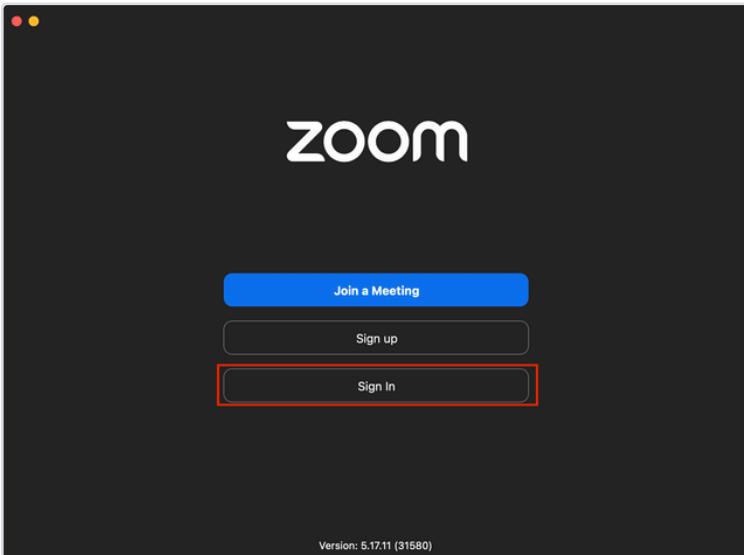


How to log into Zoom (SSO)

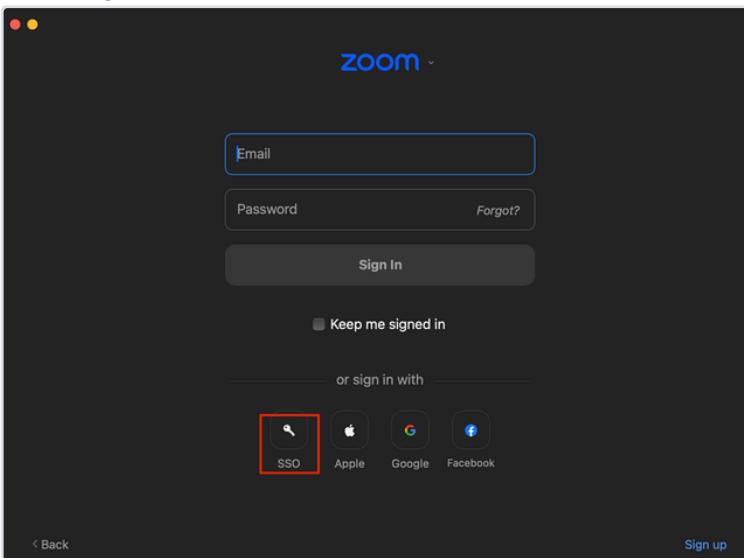
1. Open the Zoom app on your computer



2. Click on "Sign In"



3. Select "Sign in with SSO"



4. Type in "roblox" as the company domain



Sign In with SSO

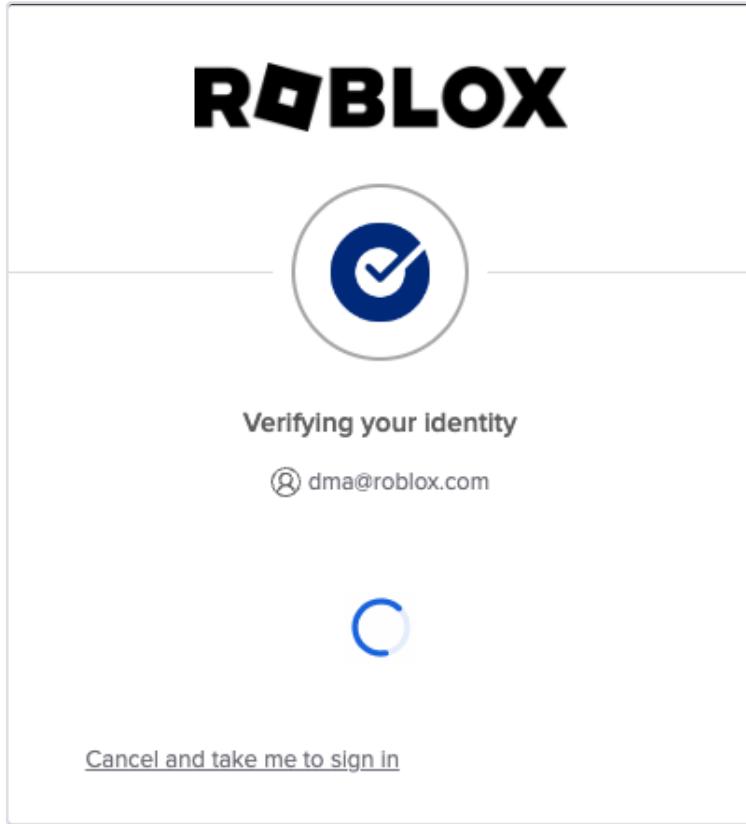
Your company domain

[I don't know the company domain](#)

[Continue](#)

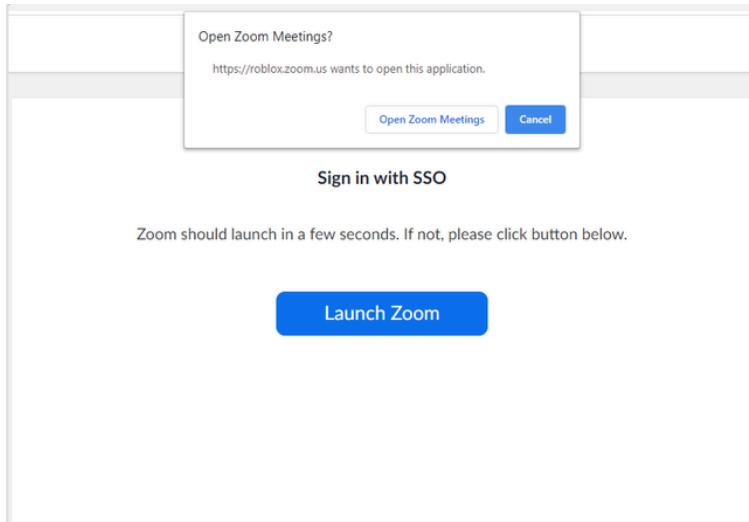
[◀ Back](#)

5. A new browser will open and Okta Verify (Fastpass) will authenticate your identity

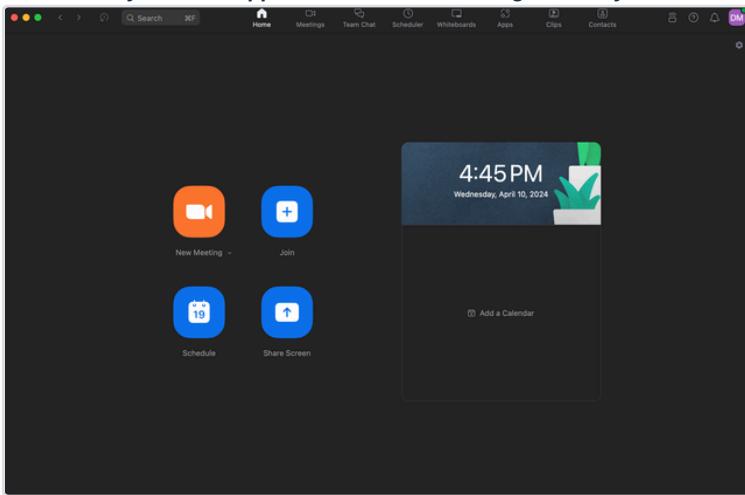


6. Note: If you use a Yubikey, click on the drop down arrow next to the Okta symbol to select Security Key

7. A notification will pop up, click on "Open Zoom Meetings"



8. *It will direct you to the application which will be signed into your account*



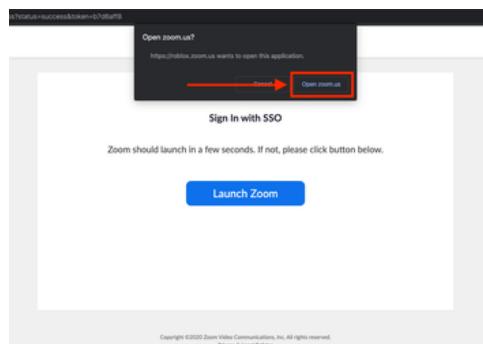
All-Hands Zoom Webinar sign-in

The purpose of this document is to provide steps to connect you to our company All-Hands Zoom Webinar.

These directions assume that you are already signed in to Okta. If not, please sign in before proceeding

1. Go to your calendar and look for the Roblox All-Hands invite sent from Roblox HR
2. Click on the join webinar link
3. Click on Open [zoom.us](https://roblox.zoom.us)

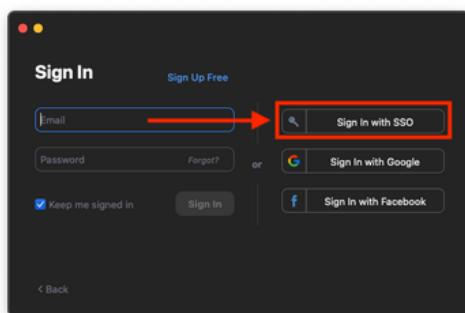
Note: If you are already logged in to Zoom you will automatically join the meeting - If not, proceed to step 4 to sign in



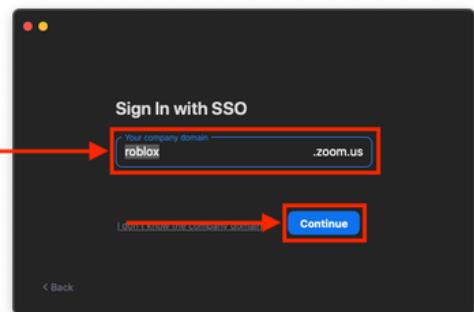
4. You will be prompted to sign in to your Zoom client



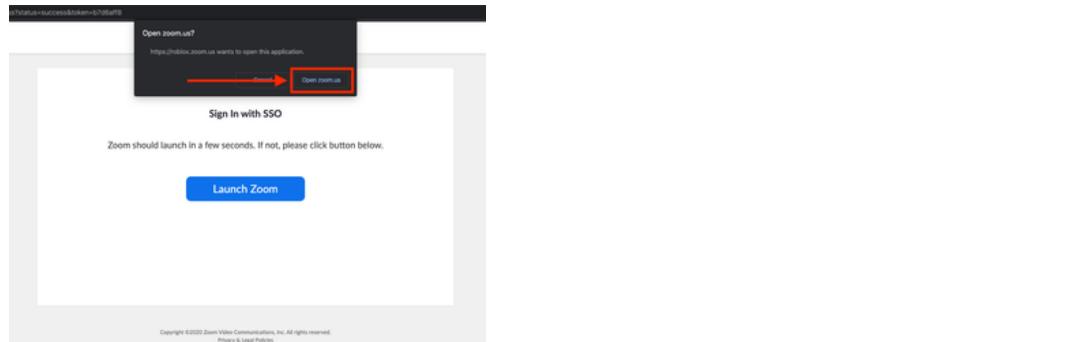
5. Select sign in with SSO



6. Type in Roblox and Continue



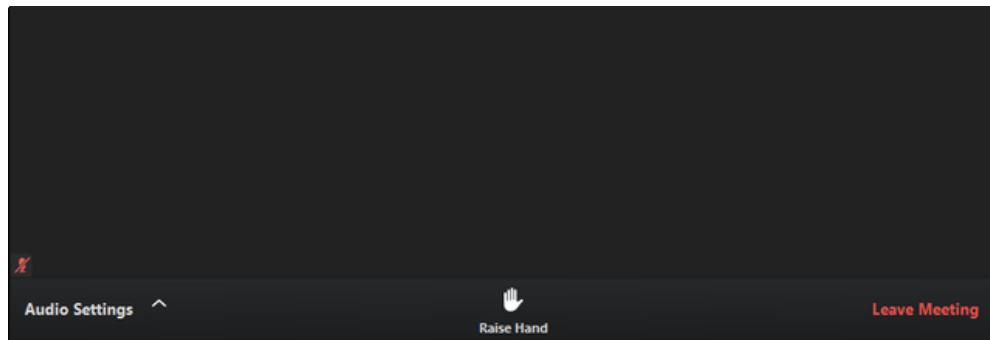
7. Click on Open Zoom.us



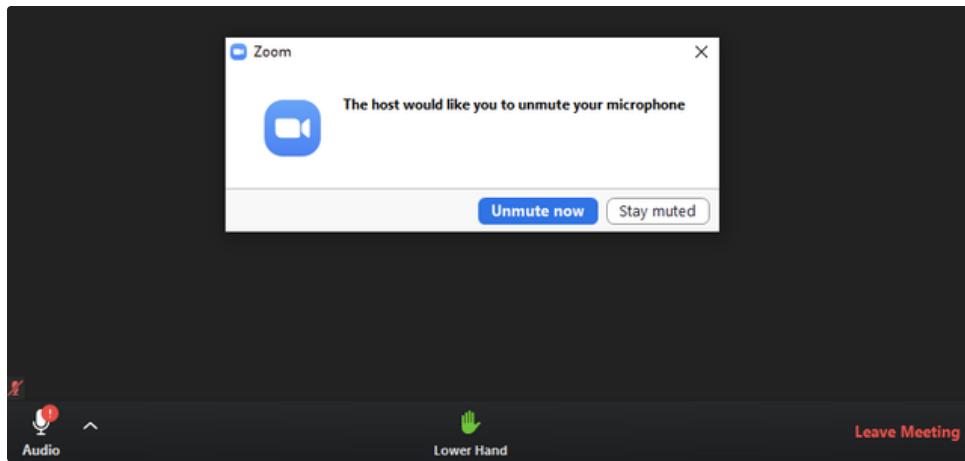
8. You have now joined the meeting

What if you're an Attendee?

Your options are a bit different on the app and you will be muted by default as seen here.



If you have a question hit the "**Raise Hand**" for and when it is your turn, you will have the option to "**Unmute now**" and ask your question. Please mute your self again when done.
Please also make sure you hand is not raised if you do not have a question.



Zoom Best Practices

The purpose of this document is to establish company best practices which will help enrich your Zoom experience.

We will treat this as a living document always open for improvement. More to come 

1. Always use your Zoom application for meetings and make sure that it is current and up to date on the latest version - [Download steps](#)
2. Test your video and audio before your meeting at zoom.us/test.
3. Adjust your camera if it is too low or high. Only your barber wants to stare at the top of your head. Your camera should be at eye level.
4. Turn ON your video, if your system meets the [requirements](#) use the [Virtual Background](#) feature if you feel uncomfortable with others seeing your background or if you just want to be creative.
5. Look at the camera. This takes a bit of getting used to but try to look at the camera when you're talking. This tactic will mimic the in-person feeling of eye contact. It's important to gauge reactions by looking at the screen, but alternating that with looking at the camera makes the audience feel like you're really talking to them.
6. When in a meeting, mute your microphone when not speaking to limit interruptions.
7. Finally If you can, hardwire your computer. Zoom works well on wireless but the quality is best on a solid wired internet connection but you already know that.

Note: We have started a [Zoom tips & tricks](#) page.

Zoom Webinars

- [Managing Participants in Webinar](#)
- [Creating Zoom Webinars and Meetings](#)

There are multiple roles available for a webinar: host, cohost, panelist, and attendees. The role that you have in the webinar will be designated by the host.

The host of the webinar is the user who the webinar is scheduled under. They have full permissions to manage the webinar, panelists, and attendees. There can only be one host of a webinar. The host can do things like stop and start the webinar, mute panelists, stop panelists' video, remove attendees from the webinar, and more.

Co-hosts share many of the controls that hosts have, allowing the co-host to manage the administrative side of the webinar, such as managing attendees or starting/stopping the recording. The host must [assign a co-host](#). Co-hosts cannot start a webinar. If a host needs someone else to be able to start the webinar, they can assign an [alternative host](#).

Panelists are full participants in a webinar. They can view and send video, screen share, annotate, etc. You must be assigned panelist permissions by the webinar host. The host can also disable some features for panelists, including starting video, sharing your screen, and recording. Learn how to [add and invite panelists as a webinar host](#).

Attendees are view-only participants who can be unmuted if the host chooses. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat. [Learn about joining a webinar as an attendee](#).

Comparison of controls

The following table compares the webinar controls available to the host, co-hosts, and panelists. To learn more about each feature, click the embedded links in the table or see [Host and Co-Host Controls in a Meeting](#).

Features with an asterisk (*) can be disabled by the host.

Participate in Webinar

	Host	Co-host	Panelist	Attendee
Join during practice session	✓	(see note)	✓	
Start the broadcast	✓	✓		
Mute/unmute themselves	✓	✓	✓	
Start/stop their own video	✓	✓	✓*	
View attendee list	✓	✓	✓	

Share screen	✓	✓	✓	
Request or give remote control	✓	✓	✓	
Chat	✓	✓	✓	✓*
Save chat	✓	✓	✓	
Ask questions in Q&A				✓
View All Q&A and respond	✓	✓	✓	
Create or edit polls	✓			
Start polling	✓	✓		
Answer polls			✓*	✓
Assign someone to enter closed captions	✓			
Enter closed captions	✓	✓*	✓*	
Raise hand			✓	✓
End webinar	✓			

Note: Co-hosts cannot be assigned ahead of time. If you would like to designate someone as a co-host, invite them to the webinar as a panelist and then promote them to a co-host. Alternatively, you can assign them as an [alternative host](#). Alternative hosts are able to start or join a [practice session](#).

Manage Participants

	Host	Co-host	Panelist	Attendee
Mute or unmute attendees	✓	✓		
Stop panelist's video	✓	✓		
Ask a panelist to start video	✓	✓		

Spotlight a Video	✓	✓		
Promote attendee to panelist	✓	✓		
Demote from panelist to attendee	✓	✓		
Change attendees' view	✓	✓		
Change who attendees can chat with	✓	✓		
Remove attendees	✓	✓		
Allow attendees to talk	✓	✓		
Assign Co-host Permission	✓			
Put panelist on hold	✓			
Invite others to join webinar	✓	✓	✓	

Record

	Host	Co-host	Panelist	Attendee
Record to cloud	✓	✓		
Record locally	✓	✓	✓*	

Live stream

	Host	Co-host	Panelist	Attendee
Live stream on Facebook	✓			
Live stream on	✓			

Workplace				
Live stream on YouTube	✓			
Custom live stream	✓			

Managing Participants in Webinar

Overview

You can have both **panelists** and **attendees** in your webinar and manage them as the host.

By clicking on Participants in your host controls, you can manage the panelists and attendees in your webinar. This includes promoting to co-host or panelist, demoting panelists to attendee, unmuting, stopping video, and more.

This article covers:

- Accessing Participants Panel
- Managing Panelists
- Changing a Panelist to Attendee
- Managing Attendees
- Promoting an Attendee to Panelist
- Additional Controls

Prerequisites

- Webinar add-on
- Host privilege for this webinar
- Unmuting attendees requires both the host and attendee to be on the September 2017 Client Release or later; attendee must also be connected to computer audio

Accessing Participants Panel

1. Click on Participants in the webinar controls.



The Participants panel will be on right side of your screen. The host, co-hosts, and panelists will be listed in one tab and the attendees will be listed in another.

Participants (3)

Panelists (1) Attendees (2)

Molly Parker (Host, me)  

Mute All Unmute All More ▾

Managing Panelists

Hover over over the panelist's name and click More. You will see the following options to manage participants:

Participants (3)

Panelists (2) Attendees (1)

Molly Parker (Host, me)  

Josie Parry Unmute More ▾

Chat
Make Host
Make Co-Host
Change Role to Attendee
Rename
Put on hold
Remove

Mute All Unmute All More ▾

- Mute / Unmute: Mute or unmute the panelist. If the panelist muted their mic, they need to accept the unmute prompt before they are unmuted.
- Chat: Open the [chat](#) window to send messages directly to the panelist.
- Make Host: Assign the panelist to be the host. There can only be one host.
- Make Co-Host: Assign the panelist to be a [co-host](#). You can have an unlimited number of co-hosts.

- Change Role to Attendee: Click this to change the panelist's role to an attendee.
- Forbid Record / Allow Record: Forbid or allow the attendee to start or stop a [local recording](#) of the webinar. Panelists do not have access to start a [cloud recording](#).
- Assign to type Closed Caption: Assign the panelist to type [Closed Caption](#) during the webinar.
- Rename: Change the panelist's name that is displayed to other participants.
Note: To change your own name that is displayed, hover over your name in the participants list and click Rename. This change only applies to the current webinar. To permanently change your name, see [My Profile](#).
- Put on hold: Place the panelist [on hold](#). This will Temporarily remove them from the webinar so that they cannot hear you, see your screenshare or your video. Their webinar screen will change to the message: "Please wait, the meeting host will let you in soon", followed by the name and date of the webinar.
- Remove: Remove the panelist from the webinar. They will not be able to rejoin unless you [allow participants and panelists to rejoin](#).

Changing a Panelist to Attendee

1. Click Participants.
2. Click the Panelists tab.
3. Hover over the name of the panelist you want to make an attendee and click on More.
4. Click Change Role to Attendee.

Managing Attendees

To manage attendees, click on the Attendees tab, hover over the attendee's name, and click More. You will see the following options:

The screenshot shows the Zoom control panel with the Participants list. The Attendees tab is selected, showing two attendees: Josie Parry and Molly Parker. A context menu is open over Josie Parry's name, listing options: Chat, Promote to panelist, and Remove.

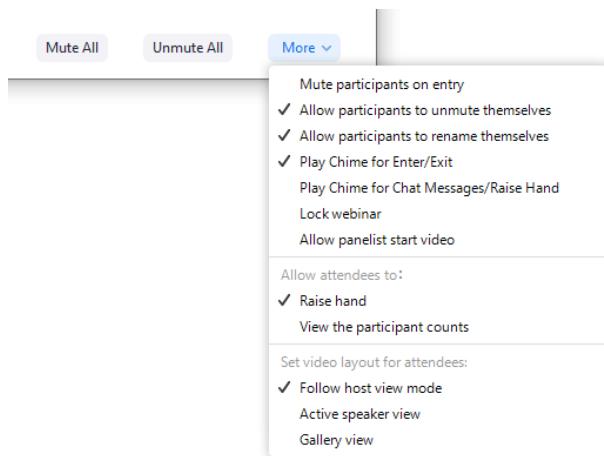
- Allow to Talk: Allow the attendee to unmute and speak in the webinar. All participants will be able to hear them.
If you allowed the attendee to talk, you will see these options:
 - Mute / Unmute: Mute or unmute the attendee. If the attendee muted their mic, they need to accept the unmute prompt before they are unmuted.
 - Disable talking: Revoke the attendee's ability to talk. This will mute the participant and prevent them from unmuting themselves.
- Chat: Open the [chat](#) window to send messages directly to the attendee.
- Promote to Panelist: Make the attendee a [panelist](#).
- Remove: Remove the attendee from the webinar. Remove the panelist from the webinar. They will not be able to rejoin unless you [allow participants and panelists to rejoin](#).

Promoting an Attendee to Panelist

1. Click Participants.
2. Click the Attendees tab.
3. Hover over the name of the attendee you want to promote and click More.
4. Click Promote to Panelist.

Additional Controls

There are some additional controls at the bottom of the Participants panel in the Panelists tab:



- Mute All: Mute all of the panelists and any attendees who you have given permission to talk.
- Unmute All: Unmute all panelists and any attendees who you have given permission to talk. The attendees without permission to talk will remain muted.
- Mute Participants On Entry: Mute all new panelists upon entry, but they will be able to unmute themselves. Attendees are automatically muted (and will not be able to unmute unless you promote them to panelists or allow them to talk).
- Play Chime for Enter/Exit: Play a chime whenever a new panelist or attendee joins.
- Lock Webinar: Prevent any new panelists or attendees from joining the webinar, until you unlock it.
- Allow panelist start video: Allow panelists to start their video if they would like to. If you uncheck this option, it will not stop the video feed of any panelist who already has their video on.
- Allow attendees to:
 - Raise Hand: Allow attendees to [raise their hand in the webinar](#). This feature is typically used if you want to know who would like to ask questions out loud.
 - View the participant count: Allow attendees to see how many panelists and attendees are in the webinar. The number of panelists includes the host. It will appear at the top of their screen, after the meeting ID.



- Set video layout for attendees: Set the video layout that the attendees see during the webinar. By default, they see active speaker view.
 - Follow host view mode: Participants will see the same view that the host is using, whether active speaker view or gallery view. If the host is sharing their screen, the attendees will have [side by side mode](#) with the host's share and the active speaker's video. The attendees can adjust the share and video size.
 - [Active speaker view](#): This view will switch between the host or panelist who is speaking.
 - [Gallery view](#): This view will show the host and all panelists if their video is on.

Creating Zoom Webinars and Meetings

Accounts with Zoom Webinar licenses

- companymeeting
- ceozoom

Co-host vs Panelist

- Co-host can start/end and elevate guests as panelists
- Panelist can be displayed on the screen

Zoom Meeting and Webinar questions to ask:

1. How many expected attendees?
2. What day(s)?
3. What time(s)?
4. How long is the meeting?
5. What is the topic of this meeting to share?
6. Who should be identified as alternative hosts?
7. Any panelists? (*Only applicable for Zoom Webinars*) If so, please provide email addresses of the panelists.
8. Will any external attendee's join with a non [roblox.com](#) account? If so, please provide more information.
9. Would you like this meeting recorded?

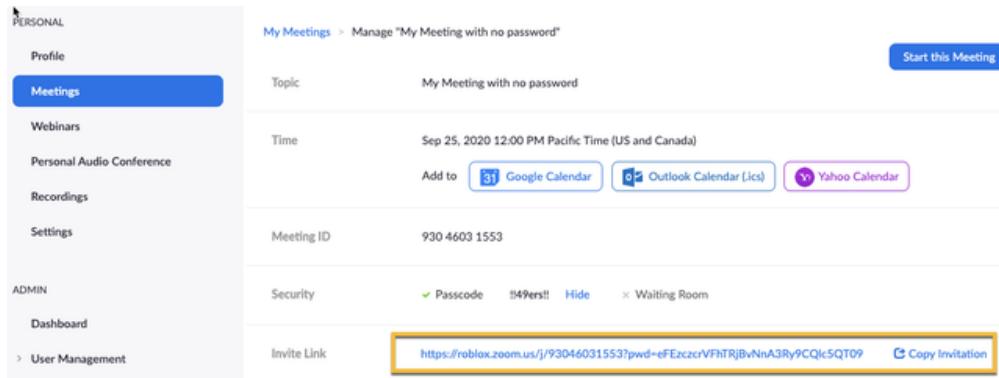
Steps:

1. Log in to zoom
2. Users → search for account with a webinar license
3. Webinars tab
4. Schedule a webinar
5. Select the appropriate options
 - a. Please note all options which are selected as they can enable/disable features which aren't expected
6. Add Alternative Hosts
7. Click Schedule
8. At this time you can add "Panelists"
9. Share the invitation link.

Adding a password to an existing Zoom meeting

1. Go to your Google calendar
2. Check that each Zoom meeting invite you created has a password
3. Make a list of the calendar invites that do not and continue on to step 4
4. Go to rbx.okta.com and log in to your Okta account
5. Click on your Zoom tile to access your Zoom account
6. Click on Meetings → Upcoming
7. Using the list you made, go to those invites
8. Verify a password has been generated
9. In the Invite Link section, click on

[!\[\]\(04542df653ed7e91f3a9a492b1594f0e_img.jpg\) Copy Invitation](#)



10. Click on "Copy Meeting Invitation" to the newly password protected meeting

[**Copy Meeting Invitation**](#)

11. Go to your Google calendar
12. Find your existing calendar invite and paste the entire new password protected invitation
13. Click Save
14. Done

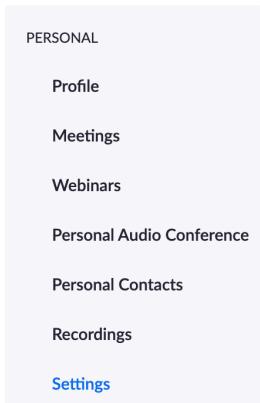
Now your Zoom meeting invite on your calendar is protected

NeatBoard - Remote control via screen share

⚠ Prerequisites - "Remote Control" Zoom setting must be enabled.

1. Sign in to Zoom

2. Select "Settings"



3. Scroll down to Remote Control and enable the blue radio switch

Remote control

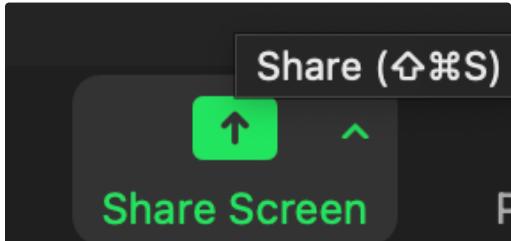
During screen sharing, the person who is sharing can allow others to control the shared content

Allow remote controlling user to share clipboard v

A screenshot of the 'Remote control' settings page. It shows a large red arrow pointing to a blue toggle switch that is turned on. Below the switch, there is a checkbox labeled 'Allow remote controlling user to share clipboard' with a small 'v' icon next to it. The text above the switch states: 'During screen sharing, the person who is sharing can allow others to control the shared content'.

If remote control is enabled it will be available in the Zoom Meeting Bar

1. Select "Share Screen"



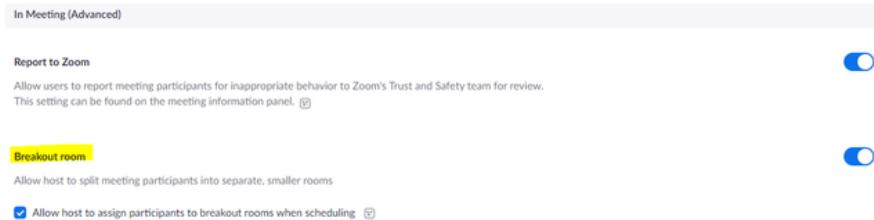
2. Select "Remote Control"

The screenshot shows the Zoom meeting bar with various icons. The 'Remote Control' button is highlighted with a red box. A dropdown menu is open from this button, containing the following options: 'Auto accept all requests', 'Share clipboard', and 'Give Mouse/Keyboard Control to'. The 'Give Mouse/Keyboard Control to' option is also highlighted with a red box. At the bottom of the dropdown, the time '54:02' is displayed.

How to create Breakout Rooms in Zoom

Prerequisite: Make sure to turn the setting ON

- 1) Navigate to your Zoom settings - <https://roblox.zoom.us/profile/setting>
- 2) Scroll down to find "Breakout Room"
- 3) Toggle this button ON



A) Creating Breakout Rooms before the meeting

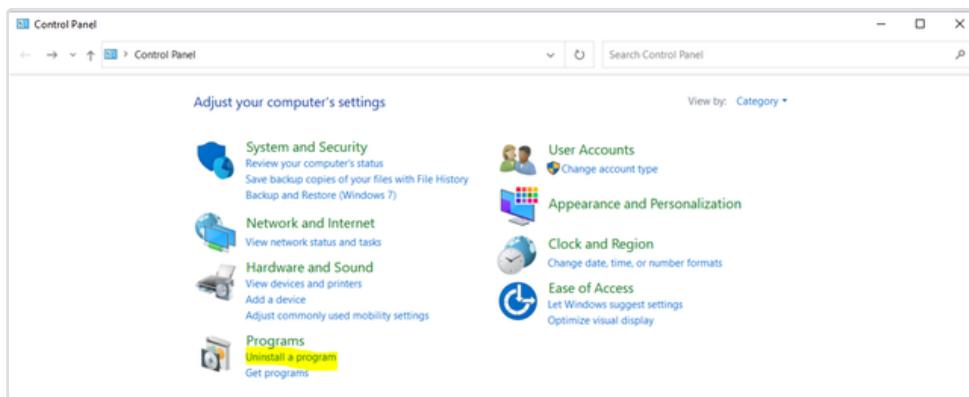
B) Create Breakout Rooms within the meeting

How to Uninstall Zoom on Windows

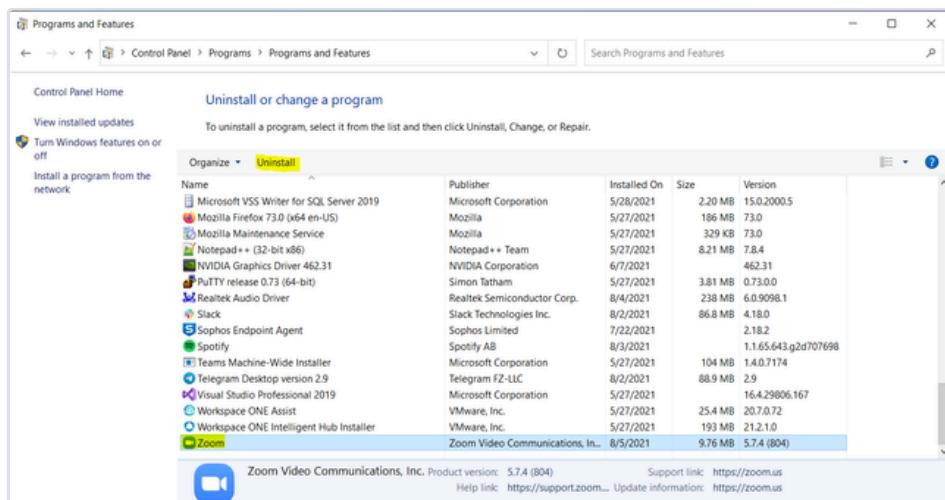
1. Click the Windows Start button and search for Control Panel



2. Click on "Uninstall a Program" under Programs



4. Once open, scroll to the bottom of the page and click on "Zoom" then click on "Uninstall!"

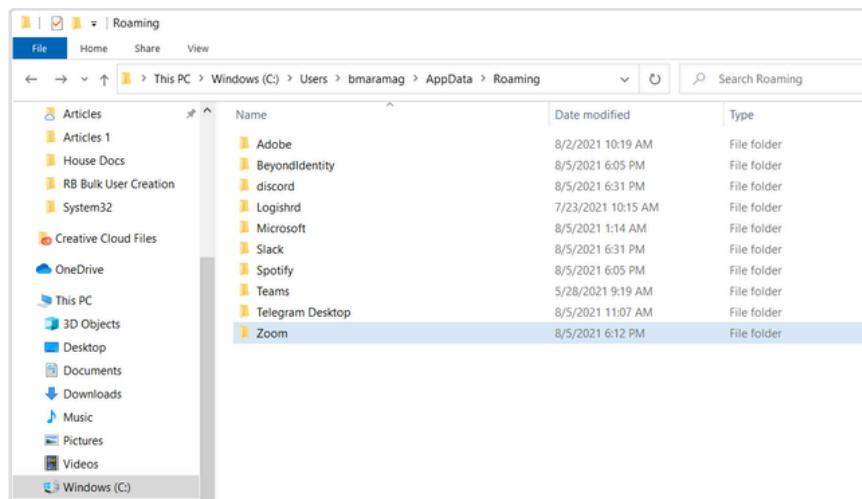


5. After you uninstall the program, open your File Explorer

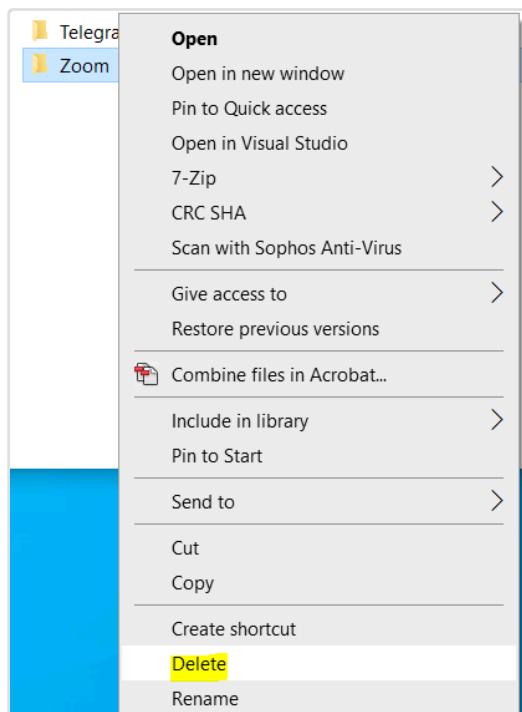


6. Navigate to the Roaming folder following the path below

C:\Users\[YOUR USERNAME]\AppData\Roaming



7. Right click on the Zoom folder and Delete it. This will remove the remnants of the Zoom app from your computer.



Success! You can now install the latest Zoom Client - [HERE](#)

Zoom Calendar Integrations

Zoom Scheduler Extension for Chrome

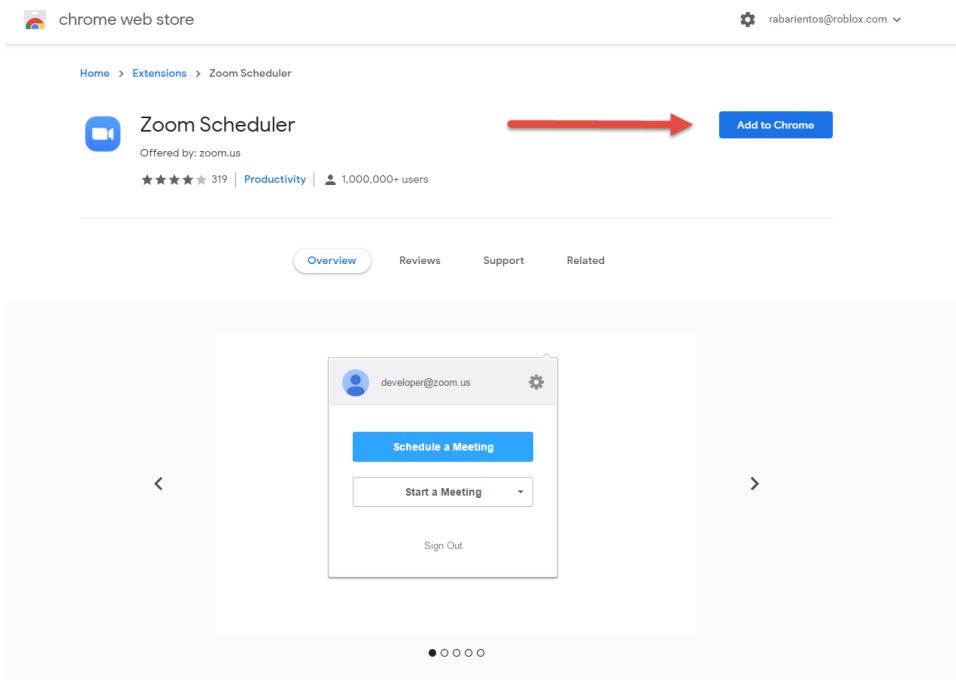
The purpose for this extension is so that you can use your Google Calendar to be able to set up Zoom meetings.

Disclaimer

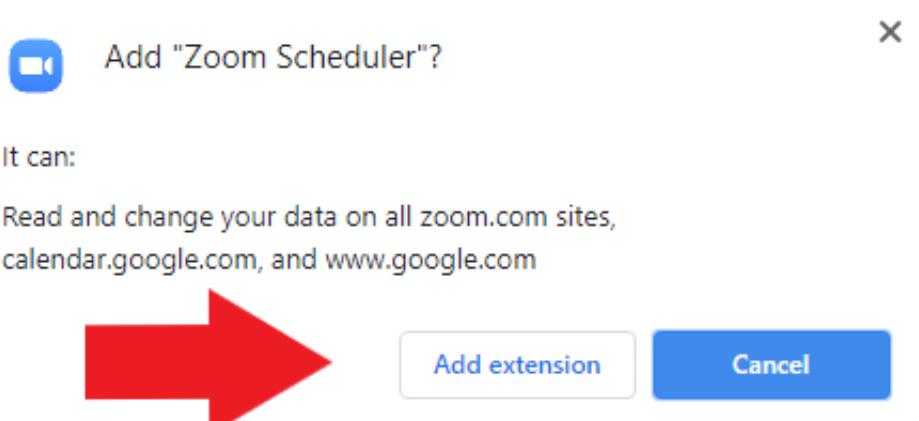
Any changes you save on the Zoom Scheduler extension will reflect on all Zoom meetings you create through Google Calendar. For admins who schedule meetings for other employees, follow this [article](#) to make sure your settings are correct.

1. Open this link in your Chrome Browser - <https://chrome.google.com/webstore/detail/zoom-scheduler/kgifgplpbliknjkmjdecgdpfankdle>

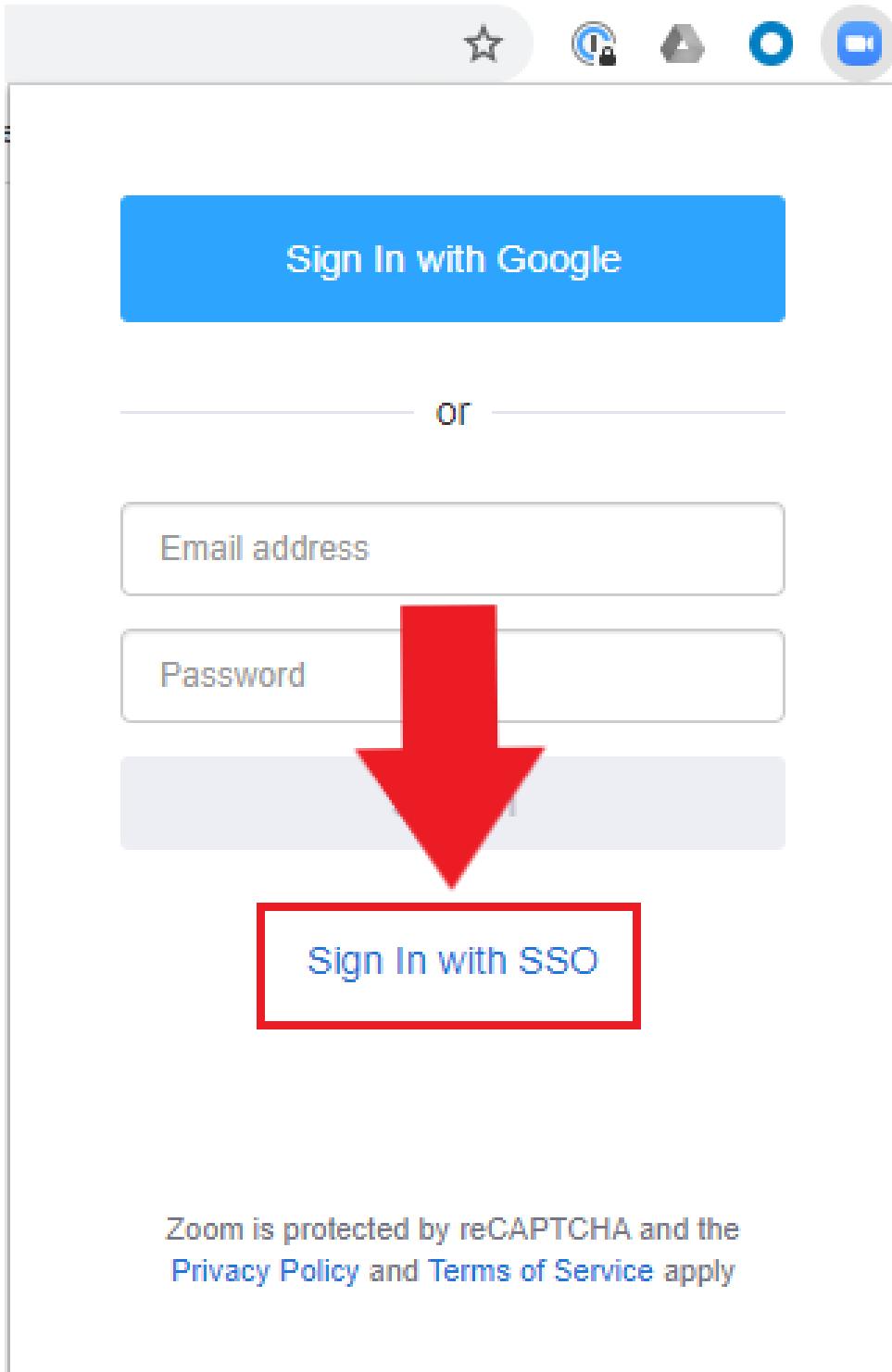
2. Chrome Web Store will Open - **Click on Add to Chrome**



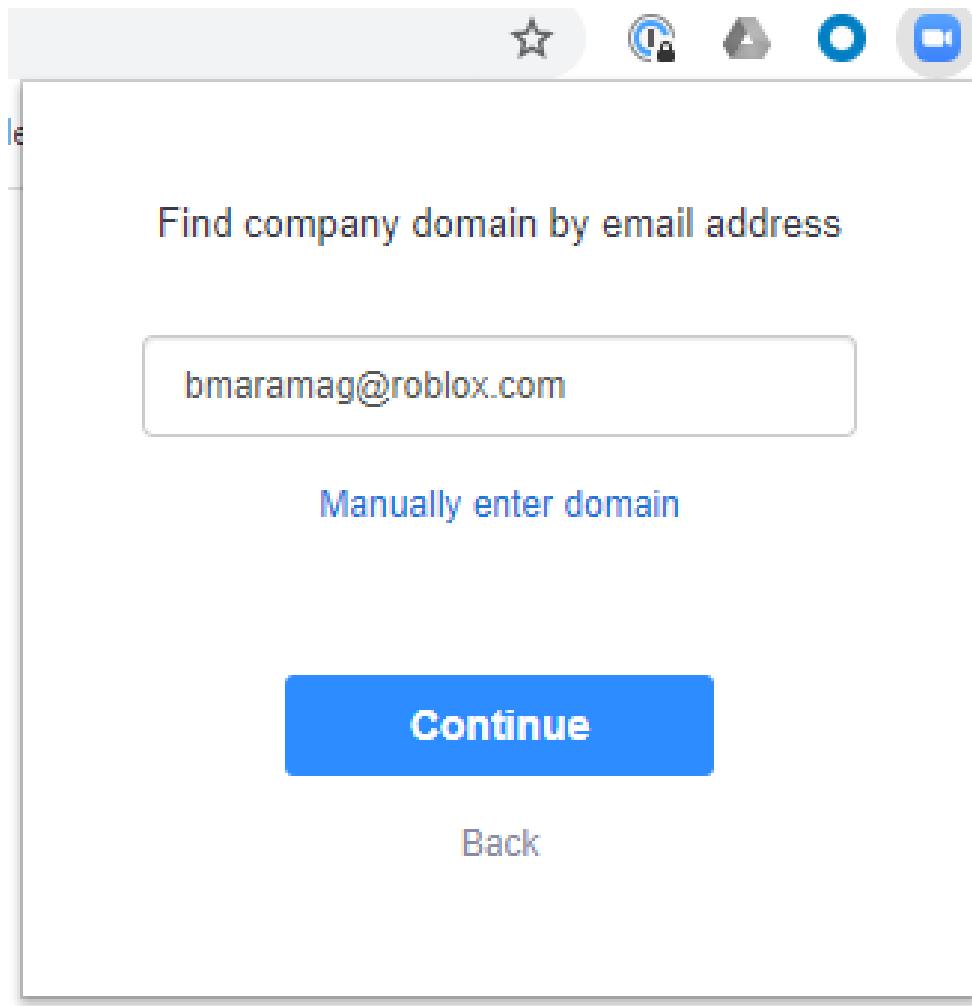
3. A confirmation prompt will open to **Add the extension**



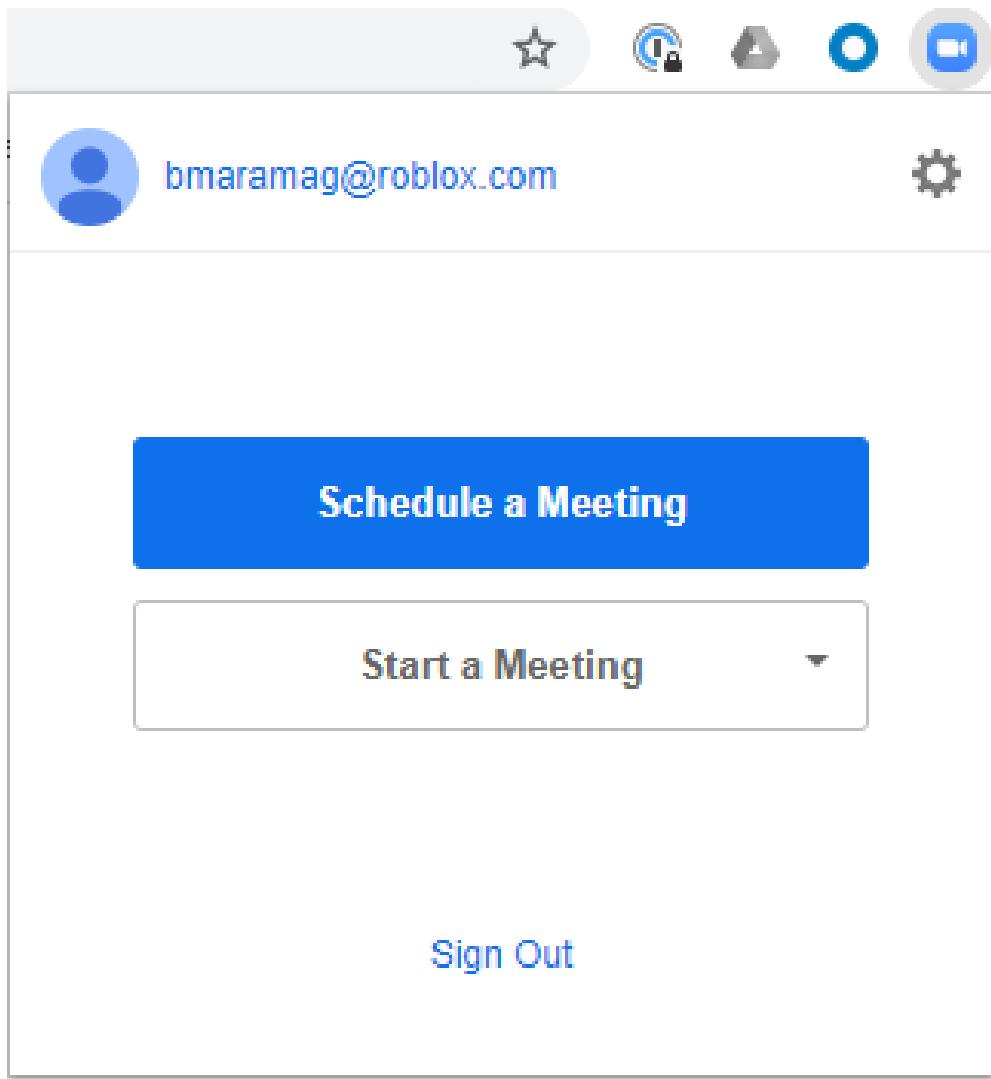
4. Once the extension is added, click on the Zoom extension and then "**Sign In with SSO**"



5. Enter your email in the next prompt and press **Continue**



6. Afterward, the window will disappear and you will be signed into Zoom. To check this, click on the Zoom extension and it will look like the window below...



7. Now click on the settings button > scroll down > check mark "Allow me to specify schedule settings each time"

Zoom Extension Options

Schedule For

Meeting ID Generate automatically Personal Meeting ID [REDACTED]

Security Passcode
Only users who have the invite link or passcode can join the meeting

Waiting Room
Only users admitted by the host can join the meeting

Only authenticated users can join

Your security settings have been synced from your Zoom web portal
[Change Default Settings](#)

Video Host On Off
Participant On Off

Audio Telephone Computer Audio Telephone and Computer Audio
 3rd Party Audio

Options Require registration
 Allow participants to join anytime
 Mute participants upon entry
 Include Invite Link in location field

Alternative hosts

Allow me to specify schedule options each time

8. Save the settings. Done!

Zoom and Calendar Integration

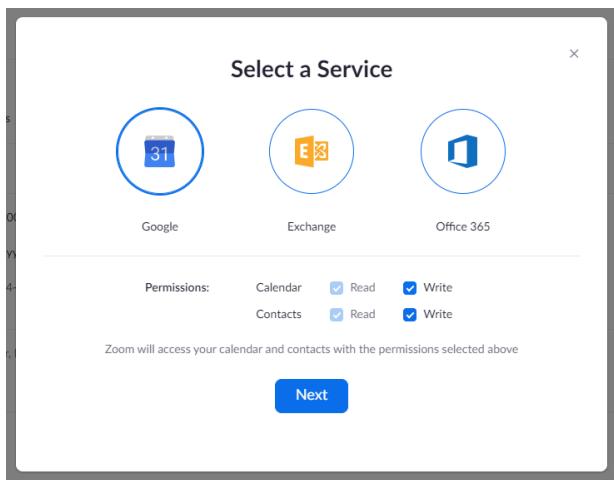
1. Log into <https://roblox.zoom.us/profile> with your Okta credentials

2. Under the **Profile** tab, navigate to **Calendar and Contacts Integration**, then click on "Configure Calendar and Contacts Service"

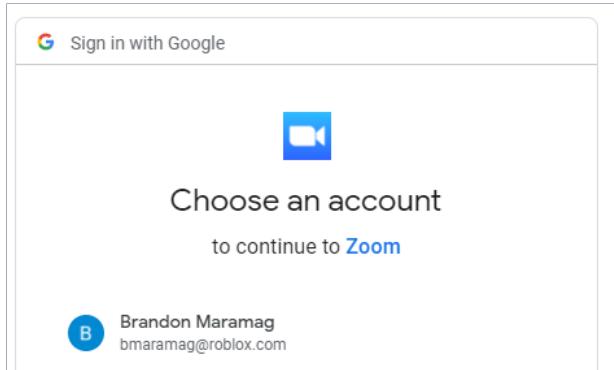
[Configure Calendar and Contacts Service](#)

3. Afterwards, **click on Google**, as the Service. Then make sure to **checkbox all the boxes** (see screenshot below).

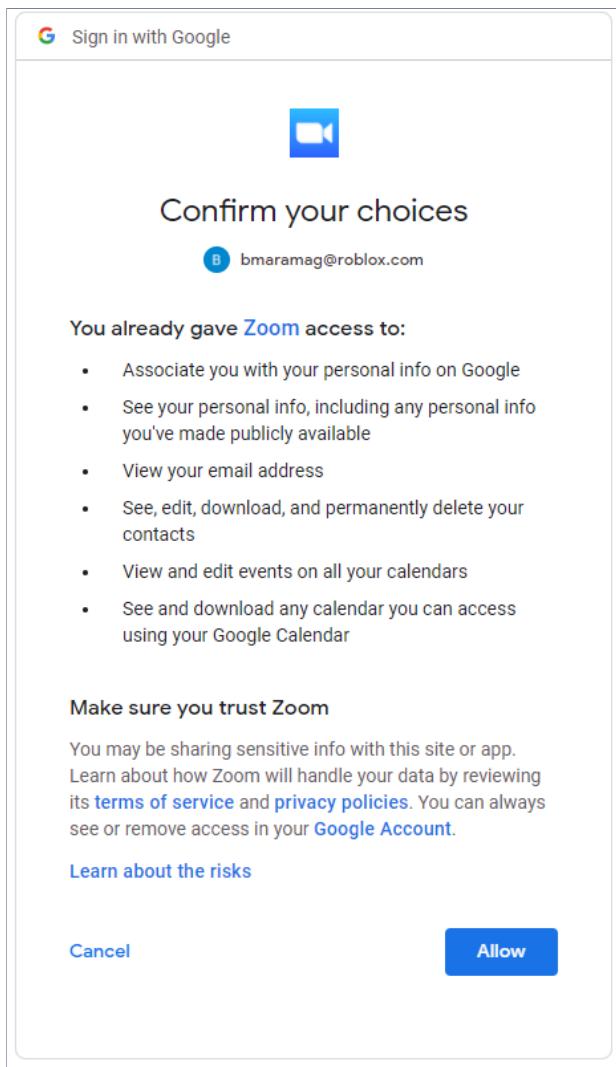
4. **Click Next**



5. If shown, **click on your Google Account**



6. Click on **Allow**



7. The settings should look as follows...

This screenshot shows the 'Calendar and Contacts Integration' settings page. On the left, it says 'Calendar and Contacts Integration'. In the center, it states 'We support the following services: Google Calendar, Microsoft Exchange, and Microsoft Office 365'. Below this is a user info block with a blue profile picture, the email 'bmaramag@roblox.com', and 'Configure' and 'Delete' links. At the bottom, there are two sections: 'Calendar:' with 'Read' and 'Write' checkboxes checked, and 'Contacts:' with 'Read' and 'Write' checkboxes checked.

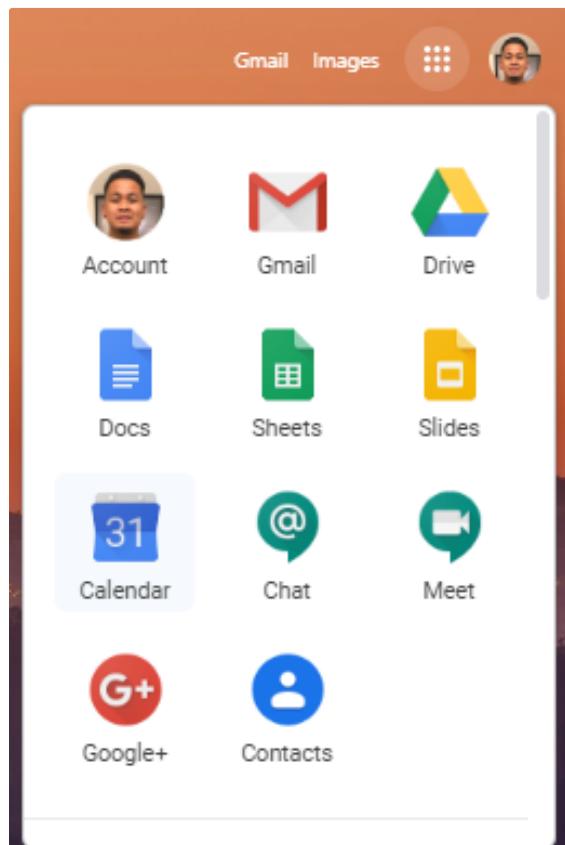
8. Install Zoom for GSuite from Google Workspace - https://workspace.google.com/marketplace/app/zoom_for_gsuite/364750910244

9. Sign in with your Google Credentials

10. Success, you have completed the Zoom integration to your GCal

Creating a Zoom invite through Google Calendar

1. Click on the 3 x 3 Grid near your Profile Picture and Click Calendar



2. Google Calendar will Open and Click Create

March 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

4 AM

5 AM

6 AM

7 AM

8 AM

9 AM

10 AM

11 AM

12 PM

Los Angeles Ti... 9:19pm

Meet with...

Search for people

My calendars

Other calendars

3. You are now able to see a **Zoom Option**. To see a more option. Click on More options and you can add more details to your meetings.

Add title

Event Out of office Reminder Task Appointment slots

Mar 11, 2020 9:30pm - 10:30pm Mar 11, 2020

Add guests

Add rooms, location, or conferencing

Add description

Romyr Abarrientos

More options

Make it a Zoom Meeting

x Add title

Save

Mar 11, 2020 9:30pm to 10:30pm Mar 11, 2020 Time zone

All day Does not repeat

Event Details Find a Time

Add location

Make it a Zoom Meeting 

Add conferencing

Notification 10 minutes 

Add notification

Romyr Abarrientos  

Busy Default visibility 

Add description

Guests Rooms

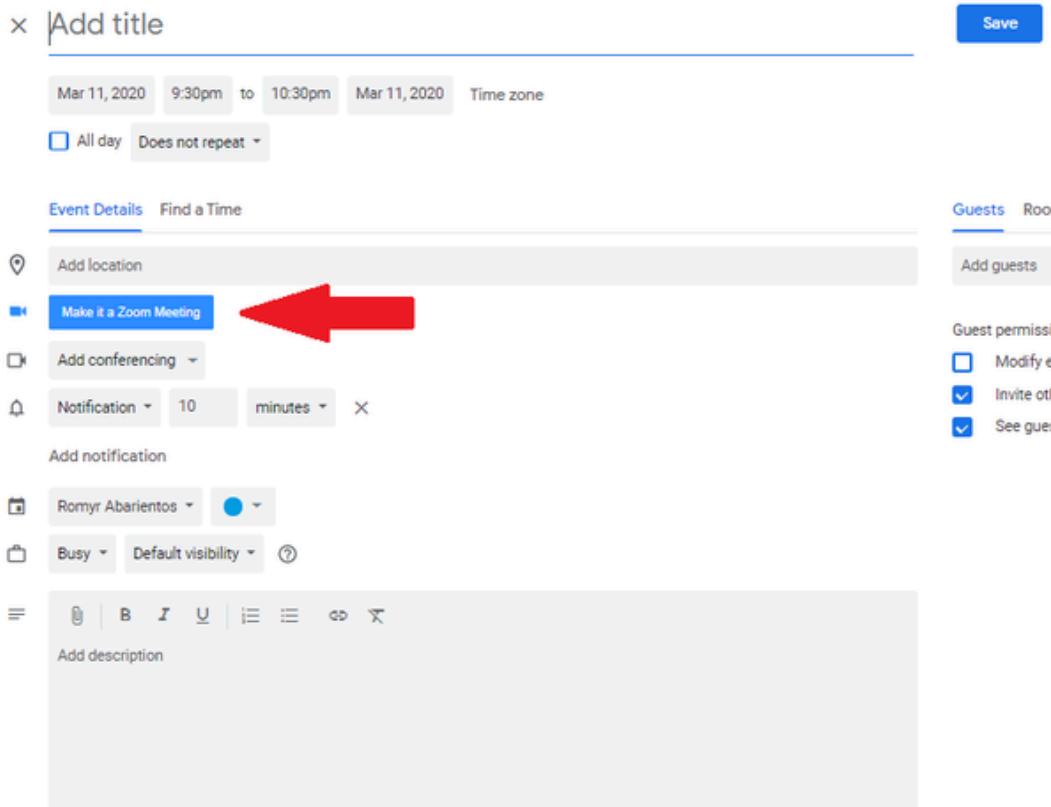
Add guests

Guest permissions

Modify event

Invite others

See guest list



4. Complete!

Zoom Scheduler Extension for Chrome

The purpose for this extension is so that you can use your Google Calendar to be able to set up Zoom meetings.

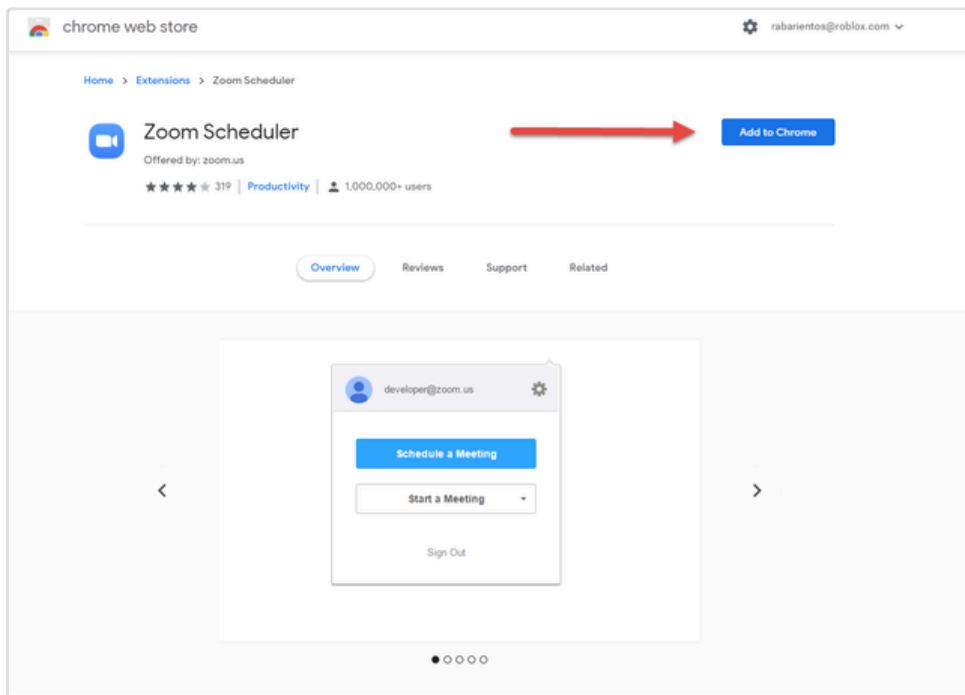
⚠ Disclaimer

Any changes you save on the Zoom Scheduler extension will reflect on all Zoom meetings you create through Google Calendar.

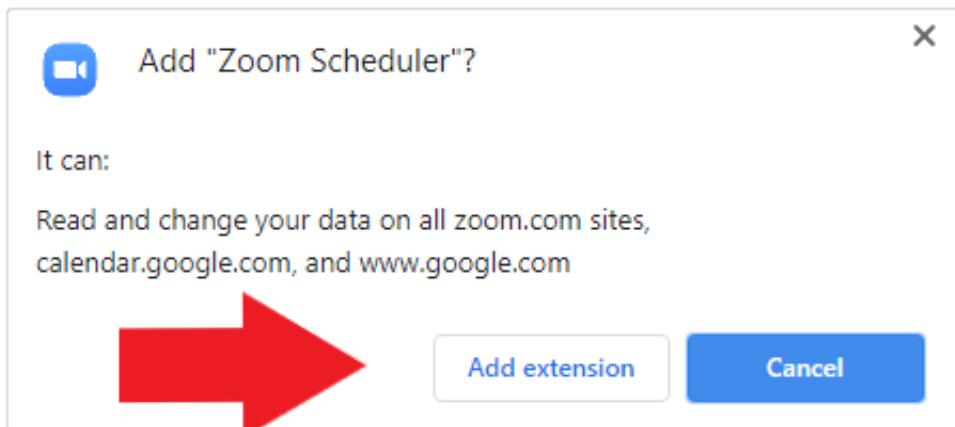
- For admins who schedule meetings for other employees, follow this [article](#) to make sure your settings are correct.

1. Open this link in your Chrome Browser - [Zoom Chrome Extension - Chrome Web Store](#)

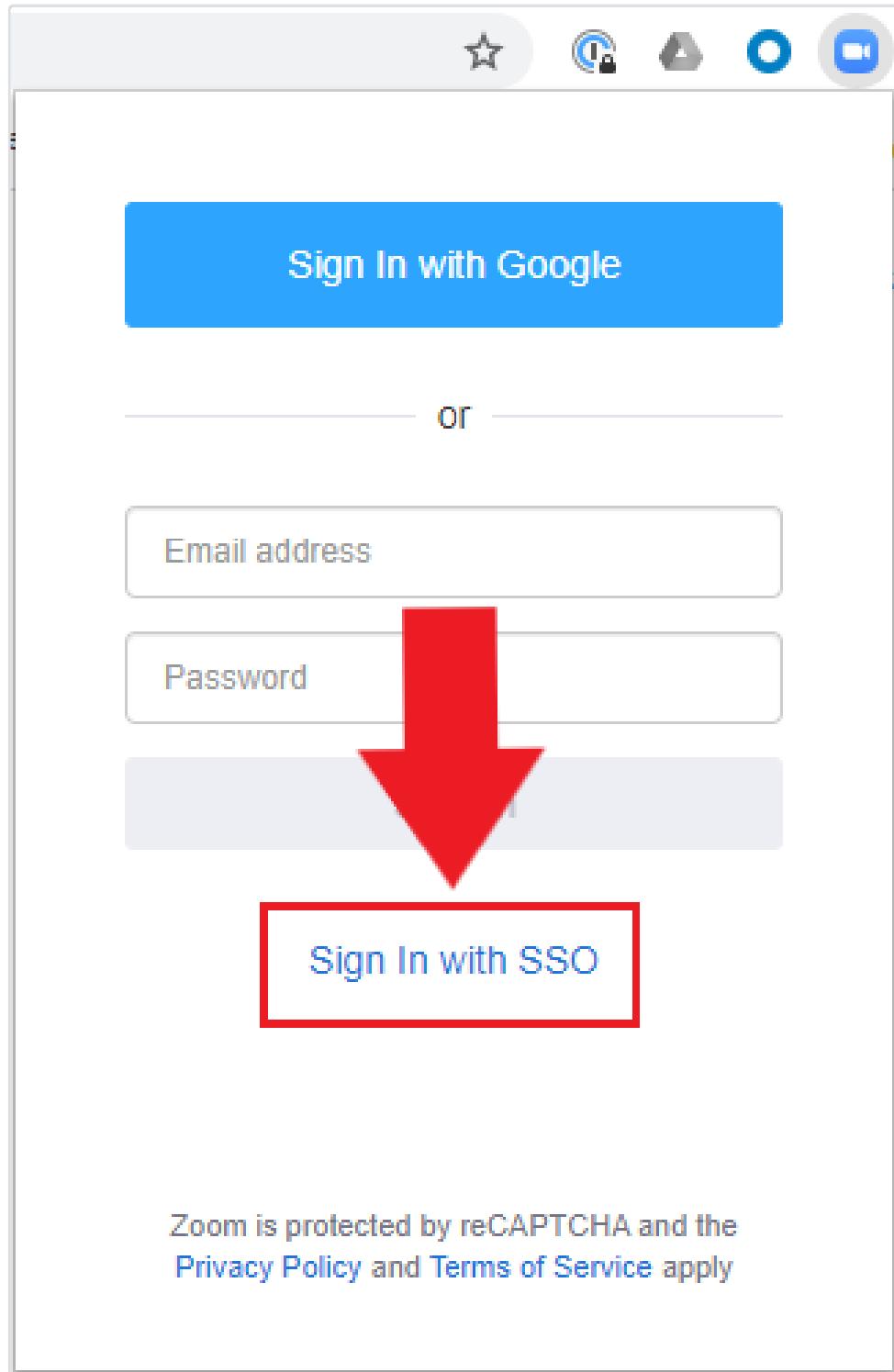
2. Chrome Web Store will Open - **Click on Add to Chrome**



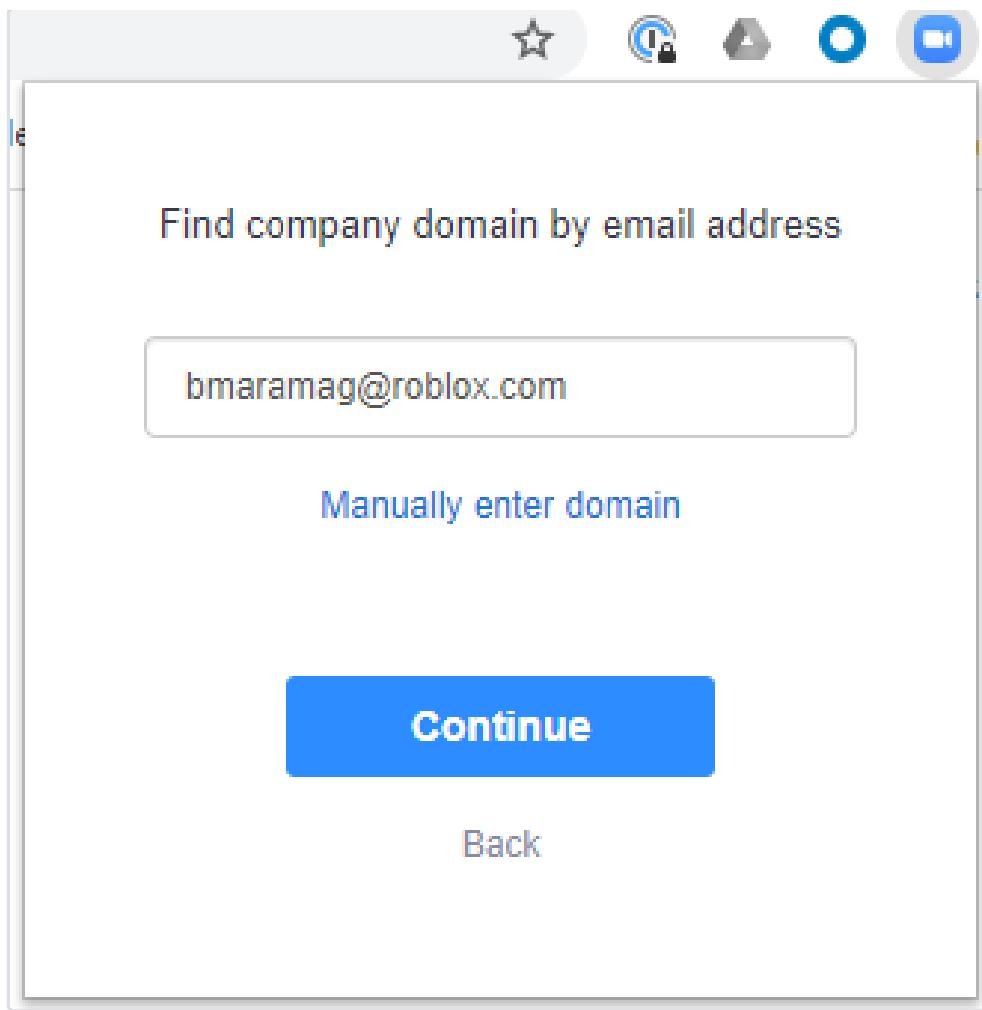
3. A confirmation prompt will open to **Add the extension**



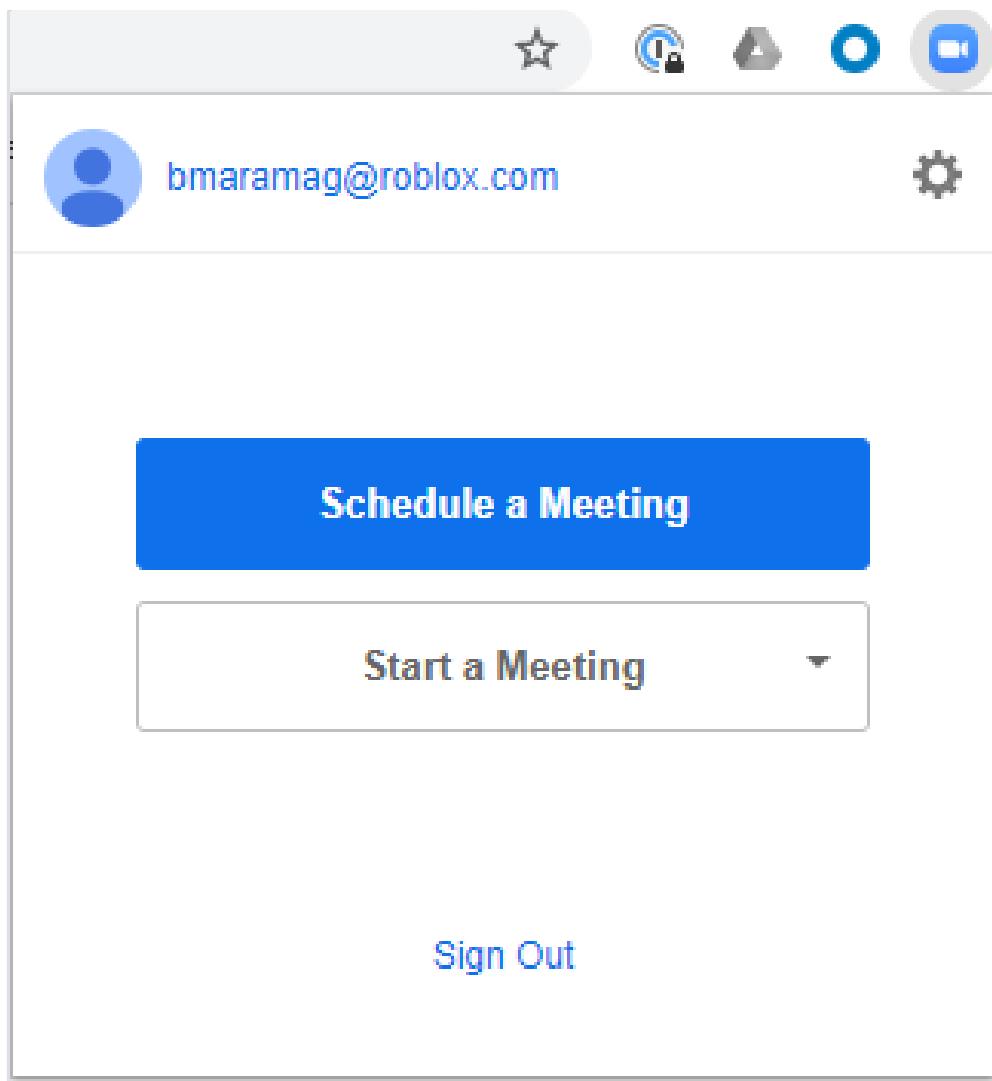
4. Once the extension is added, click on the Zoom extension and then "Sign In with SSO"



5. Enter your email in the next prompt and press **Continue**



6. Afterward, the window will disappear and you will be signed into Zoom. To check this, click on the Zoom extension and it will look like the window below...



7. Now click on the settings button > scroll down > check mark "Allow me to specify schedule settings each time"

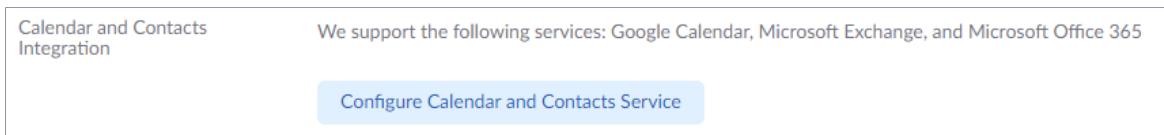
Zoom Extension Options

Schedule For	<input type="text" value="Myself"/>				
Meeting ID	<input checked="" type="radio"/> Generate automatically <input type="radio"/> Personal Meeting ID [REDACTED]				
Security	<input checked="" type="checkbox"/> Passcode  Only users who have the invite link or passcode can join the meeting <input type="checkbox"/> Waiting Room Only users admitted by the host can join the meeting <input type="checkbox"/> Only authenticated users can join <div style="background-color: #f0f0f0; padding: 5px; border-radius: 5px;"><p>Your security settings have been synced from your Zoom web portal</p><p>Change Default Settings</p></div>				
Video	<table><tr><td>Host</td><td><input checked="" type="radio"/> On <input type="radio"/> Off</td></tr><tr><td>Participant</td><td><input type="radio"/> On <input checked="" type="radio"/> Off</td></tr></table>	Host	<input checked="" type="radio"/> On <input type="radio"/> Off	Participant	<input type="radio"/> On <input checked="" type="radio"/> Off
Host	<input checked="" type="radio"/> On <input type="radio"/> Off				
Participant	<input type="radio"/> On <input checked="" type="radio"/> Off				
Audio	<input type="radio"/> Telephone <input type="radio"/> Computer Audio <input checked="" type="radio"/> Telephone and Computer Audio <input type="radio"/> 3rd Party Audio				
Options	<input type="checkbox"/> Require registration <input checked="" type="checkbox"/> Allow participants to join anytime <input checked="" type="checkbox"/> Mute participants upon entry <input checked="" type="checkbox"/> Include Invite Link in location field				
Alternative hosts	<input type="text" value="john@company.com"/>				
<input checked="" type="checkbox"/> Allow me to specify schedule options each time					
<input type="button" value="Save"/> <input type="button" value="Cancel"/>					

8. Save the settings. Done!

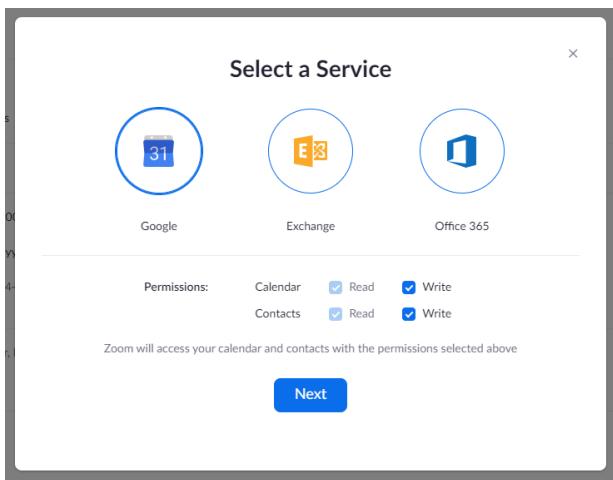
Zoom and Calendar Integration

1. Log into <https://roblox.zoom.us/profile> with your Okta credentials
2. Under the **Profile** tab, navigate to **Calendar and Contacts Integration**, then click on "**Configure Calendar and Contacts Service**"

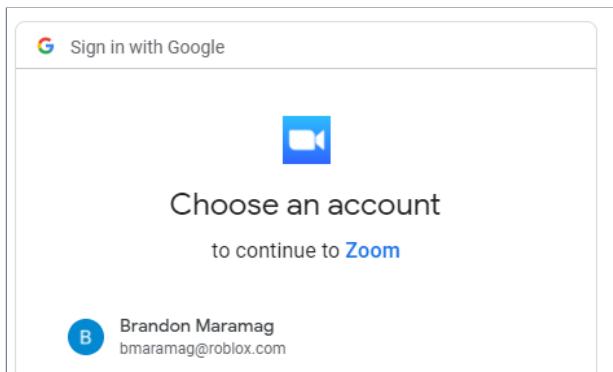


3. Afterwards, **click on Google**, as the Service. Then make sure to **checkbox all the boxes** (see screenshot below).

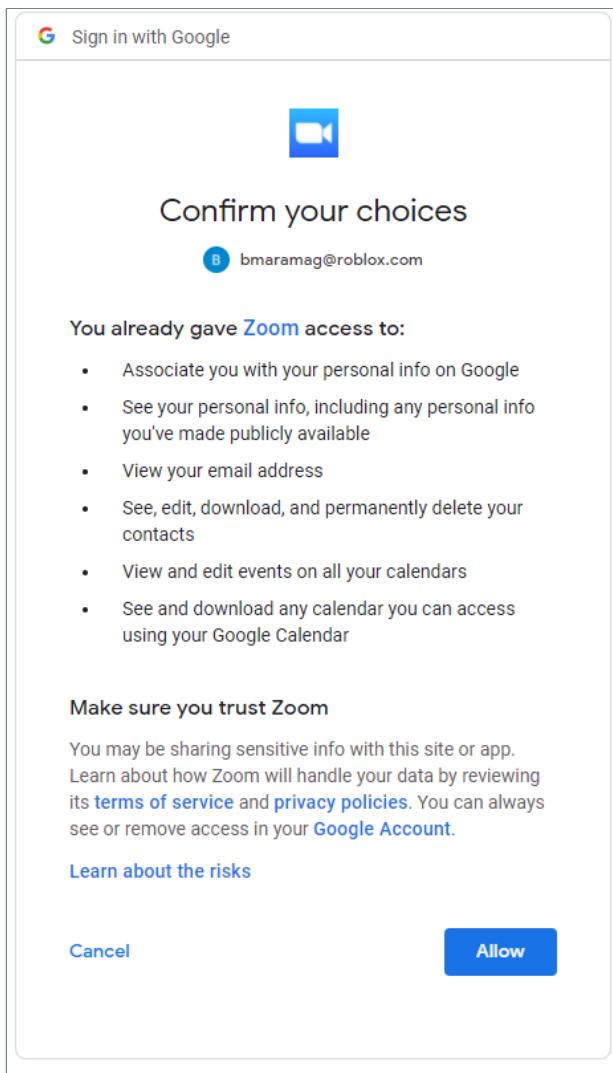
4. **Click Next**



5. If shown, **click on your Google Account**



6. Click on **Allow**



7. The settings should look as follows...

The image shows the "Calendar and Contacts Integration" settings page. It lists supported services: Google Calendar, Microsoft Exchange, and Microsoft Office 365. Below this is a table showing permissions for a user account (bmaramag@roblox.com). The table has two rows: "Calendar" and "Contacts", each with "Read" and "Write" checkboxes. Both "Read" and "Write" checkboxes are checked for both categories.

Service	Calendar	Contacts
Read	✓	✓
Write	✓	✓

8. Install Zoom for GSuite from Google Workspace - https://workspace.google.com/marketplace/app/zoom_for_gsuite/364750910244

9. Sign in with your Google Credentials

10. Success, you have completed the Zoom integration to your GCal

Granting Zoom Scheduling Access to Colleagues

This article covers how a user would grant Zoom scheduling privileges to a colleague.

1. Visit <https://roblox.zoom.us/profile/setting>
2. Under the Meeting tab, click on "Other"

The screenshot shows the Zoom profile settings page. The 'Meeting' tab is selected. Under the 'Other' section, there is a list of options: Schedule Meeting, In Meeting (Basic), In Meeting (Advanced), Calendar and Contacts, Email Notification, and Other. The 'Other' option is highlighted with a yellow box around its 'Edit' button.

3. At the very bottom of the page, click on the "Edit" button (highlighted in the screenshot below)

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to [Edit](#)

Users	Can manage my private events
mgaribaldi@roblox.com	<input checked="" type="checkbox"/>
psolon@roblox.com	<input type="checkbox"/>

I can schedule for

dchevez@roblox.com finance@roblox.com engineering-zoom@roblox.com

4. Click on the "Add" button

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Users	Can manage my private events	
mgaribaldi@roblox.com	<input type="checkbox"/>	
psolon@roblox.com	<input type="checkbox"/>	
Enter username or email addresses	<input type="checkbox"/>	

Add

Save **Cancel**

5. Enter the email of the colleague you would like to grant Zoom scheduling privileges to
6. Then click "Save"
7. Success! Your colleague should now be able to follow this [article](#) to schedule a Zoom meeting for you using the Zoom Chrome Extension

Mute your mic and turn off your camera automatically when joining a Zoom

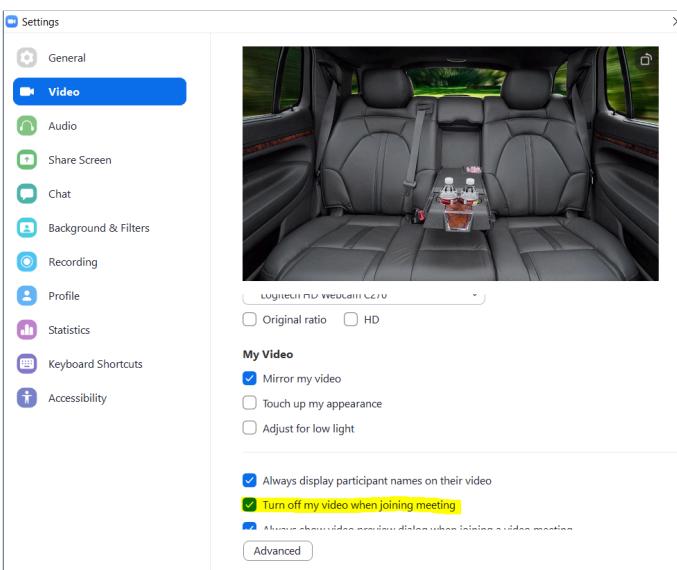
1) Open your Zoom app on your computer

2) Click on the Setting button



3) Click on the Video tab

4) Checkmark "Turn off my video when joining meeting"



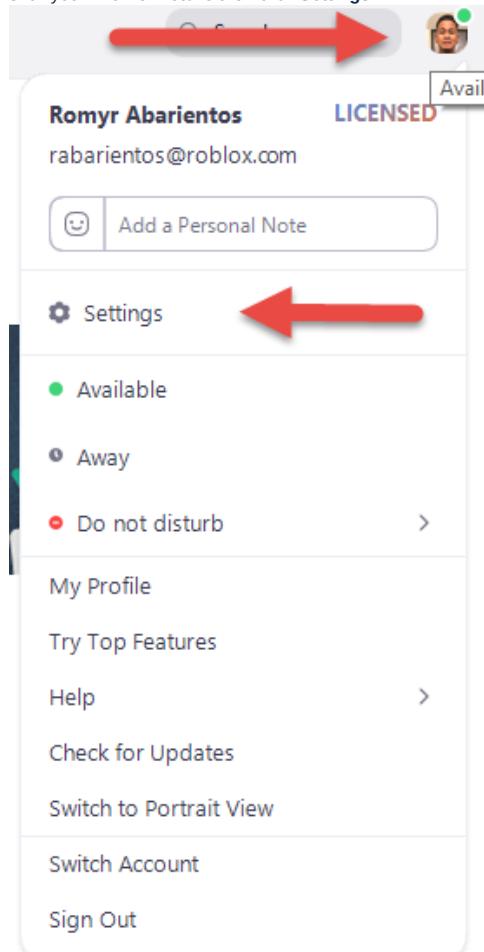
5) Then click on the Audio tab

6) Checkmark "Mute my microphone when joining meeting"

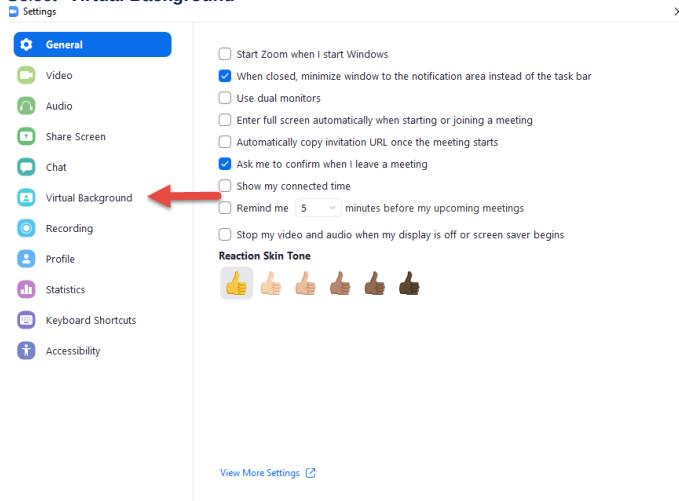
Zoom Virtual Backgrounds

1. Sign in to the Zoom desktop client.

2. Click your **Profile Picture** then click **Settings**.



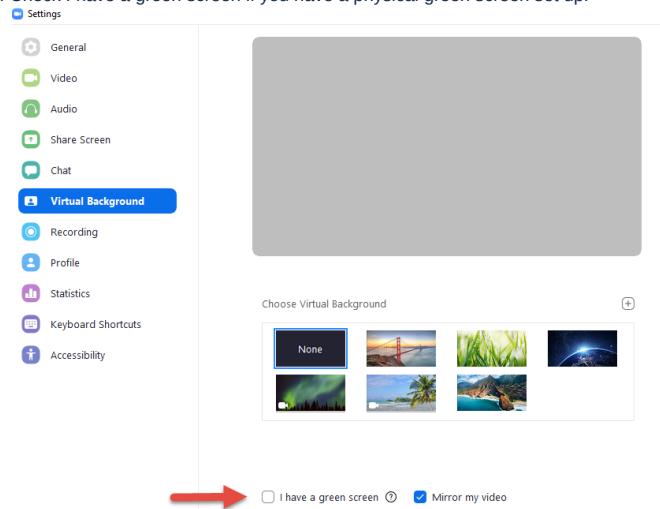
3. Select "**Virtual Background**"



Note: If you do not have the Virtual Background tab and you have enabled it on the web portal, sign out of the Zoom Desktop Client and sign in again.

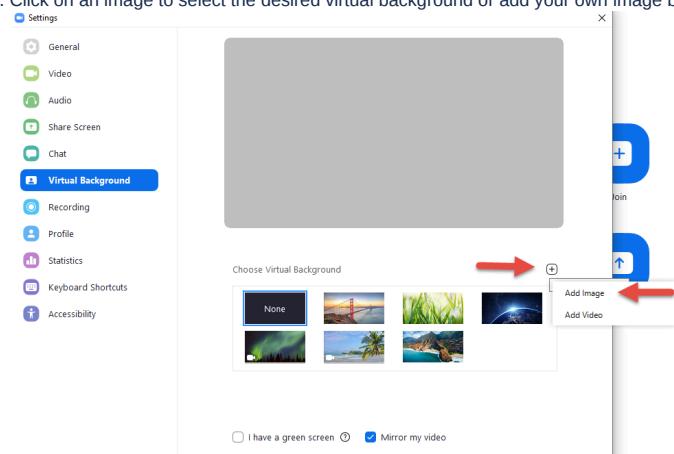


4. Check I have a green screen if you have a physical green screen set up.

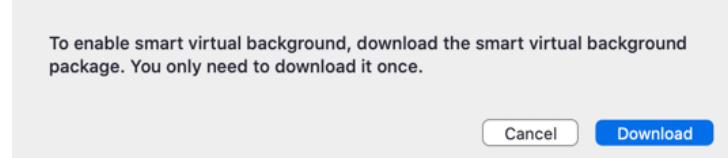


- You can then click on your video to select the correct color for the green screen.

5. Click on an image to select the desired virtual background or add your own image by clicking + and choosing if you want to upload an image or a video.



If prompted, click Download to download the package for virtual background without a green screen.



Notes:

- Ensure that you are using a solid background color.
- After you select an option, that virtual background will display during your meetings.
- To disable Virtual Background, choose the option None.

IMPORTANT NOTE: Your machine must meet specific requirements to run Virtual Backgrounds in Zoom

How to create a Zoom meeting in Google Calendar and add a Conference Room

This article covers how to create a Zoom meeting in Google Calendar and add a conference room.

⚠ Before you can create a Zoom meeting on your Google Calendar you must have the [Zoom Scheduler Installed on Chrome](#).

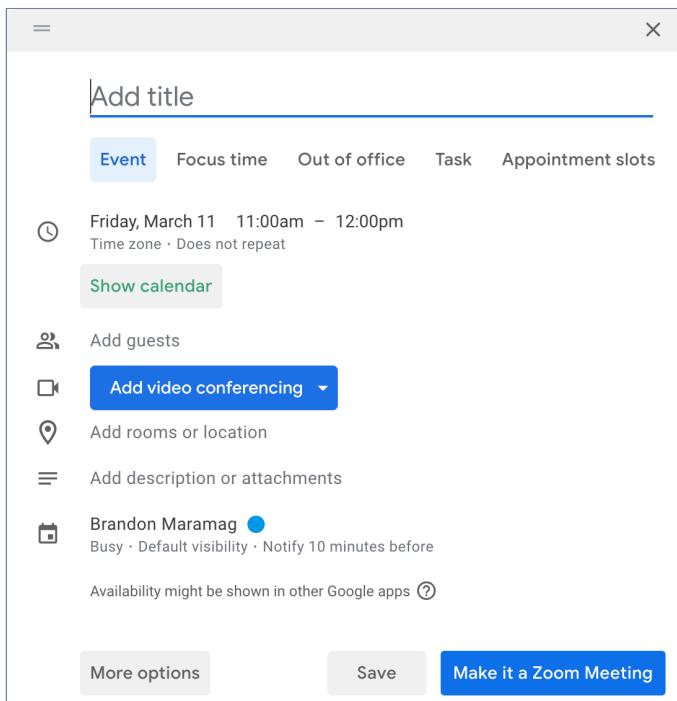
Create a Zoom Meeting on your Google Calendar

1. Open Google Calendar - <https://calendar.google.com/>
2. There are two methods you can use to create a meeting
 - a. Click on a time slot on your calendar and drag the end of the box to adjust the length of your meeting
 - b. Click on the Create button at the top left corner of your screen

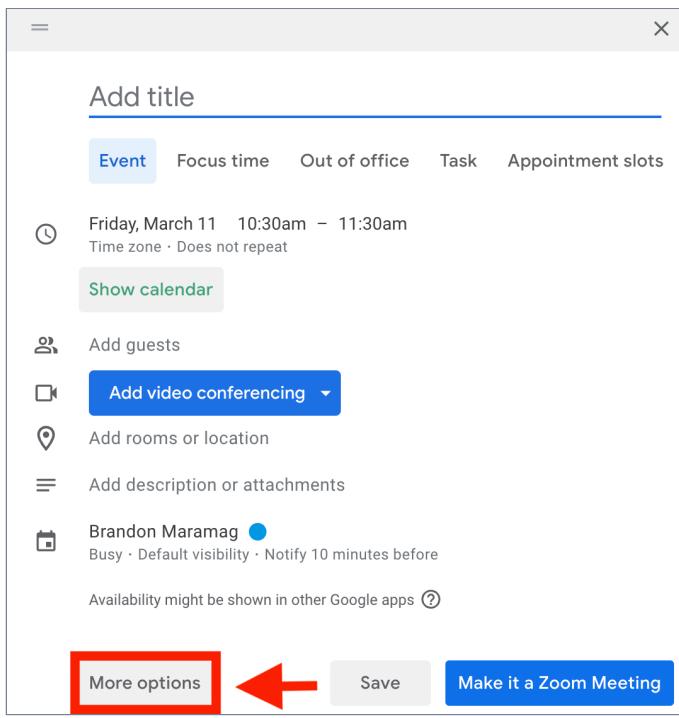


3. An event pop up will appear. Fill out the event to fit what your meeting requires.

- **Title** - create a name for this meeting
- **Day and Time** - click on this area to bring up the "All Day" and "repeat" (for recurring meetings) options
- **Guests** - add guests to the meeting
- **Add video conferencing** (optional)- this option will only show up if you enable the setting through your [Zoom settings](#)
- **Add rooms or location** - conference rooms available at Roblox HQ will display. Click [here](#) to learn more.
- **Description** - you may leave this blank. The Zoom details will autofill this when you click on the "Make it a Zoom Meeting" button
- **Make it a Zoom Meeting** - clicking this will create a Zoom invite and paste the invite details in the meeting description



Optional: Click on "More Options" to bring up the guest modifications for the meeting



Conference Rooms

- Please take a look at the conference room etiquettes - [B_Conference Rooms & Shipping / Receiving](#).
- If you are unfamiliar with the office layout you can check out the maps provided [here](#).
- Read this article to learn the different methods to [Join a Zoom Meeting in a Conference Room](#)

This screenshot is an example of the available rooms you can select from when you add a room to your meeting invite

The screenshot shows a list of available rooms and resources. At the top left is a back arrow and the text 'All rooms & resources'. Below is a search bar with the placeholder 'Search for room or resource'. A dropdown menu is open, showing 'Available rooms only'. The main list is titled 'Suggested rooms' and contains the following items:

11:40	BLDG-910 • FLOOR 1	8
11:41	BLDG-910 • FLOOR 1	4
11:05	BLDG-910 • FLOOR 1	8
11:09	BLDG-910 • FLOOR 1	8
11:06	BLDG-910 • FLOOR 1	8

Below this are collapsed sections for 'Bldg-910', 'Bldg-960', 'Bldg-970', 'Roblox', and 'Roblox - Soft Seating'.

Zoom Room Articles

Share your screen in a Zoom Room (Conference Room)

Method 1: Share your screen when you join the meeting with your laptop

1. Start or Join your Zoom from your computer
2. Click the Share Screen button to share your screen

 Tip: If you are presenting in a Zoom room, it's best to either not join audio on your computer or mute your volume settings.

Method 2: Using Zoom proximity to share your screen

1. While being in the Zoom Room you want to share your screen, open the Zoom app on your computer
2. Click on the Share Screen button to share your screen directly

 Warning: When you use this method, you are forced to share your entire desktop

Method 3: Using the Zoom link and code from the meeting room tablet

1. Within the Zoom Room, locate the meeting room tablet
2. Click on Share Screen
3. Follow the instructions to share your screen using the passcode and link provided

Join a Zoom Meeting in a Conference Room

This article covers the 3 methods to join a Zoom in a Conference Room:

- [Option 1\) Manually enter in your meeting ID and passcode](#)
 - [Option 2\) Pair your Zoom to the conference room](#)
 - Prerequisites
 - Tips
 - [Option 3\) Start a meeting through the Zoom link on the tablet](#)
 - Prerequisites
-

Option 1) Manually enter in your meeting ID and passcode

Steps:

1. Click on the Join button (see figure 1) on the tablet
2. Enter your Meeting ID in the next prompt
 - a. a passcode field will also appear if you added a passcode to your meeting
3. Success!

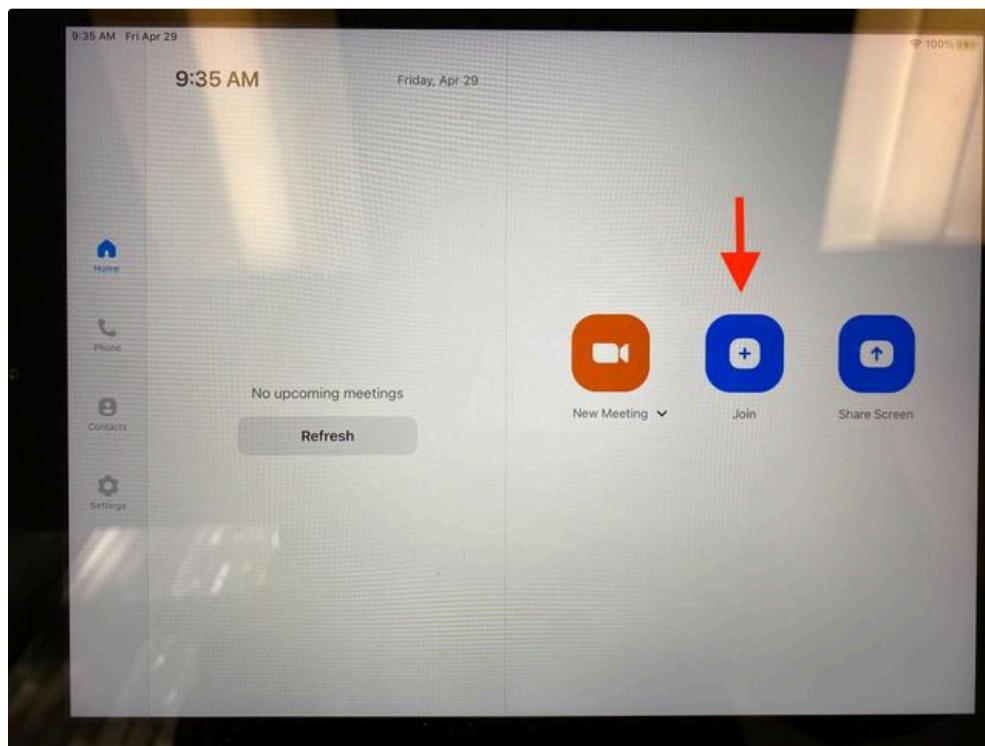


Figure 1. This is a photo of a Zoom Room tablet

Option 2) Pair your Zoom to the conference room

Prerequisites

- Must be physically in the conference room you want to pair with
- Must be signed in to your Zoom account on the Zoom app from your computer
- Must pair your Zoom app to the room before starting your meeting
- Must start the Zoom meeting from your Zoom app, not a Zoom link or from Google Calendar

Steps:

1. Open your Zoom app and make sure you're signed in to your Roblox account
2. Next click on the Pair button (see figure 2) at the top right corner of your app
 - a. You will get a notification that "Your Computer is paired with..."
3. Click on the "Start" button for your meeting
4. Select "Start from Room" (see figure 3) to broadcast your meeting to the screen
5. Success!

Tips

- If you want to leave the meeting from your computer but don't want to end the meeting from the conference room, click on "Leave" and then click on "Leave from my computer" (see figure 4)
- To display all your meetings from your Zoom app, click on the "Meetings" tab at the top bar or you can click on "View today's upcoming meetings..." at the bottom of your dashboard
- You can select "New Meeting" if you want to create a new Zoom link and also broadcast your Zoom to the room.

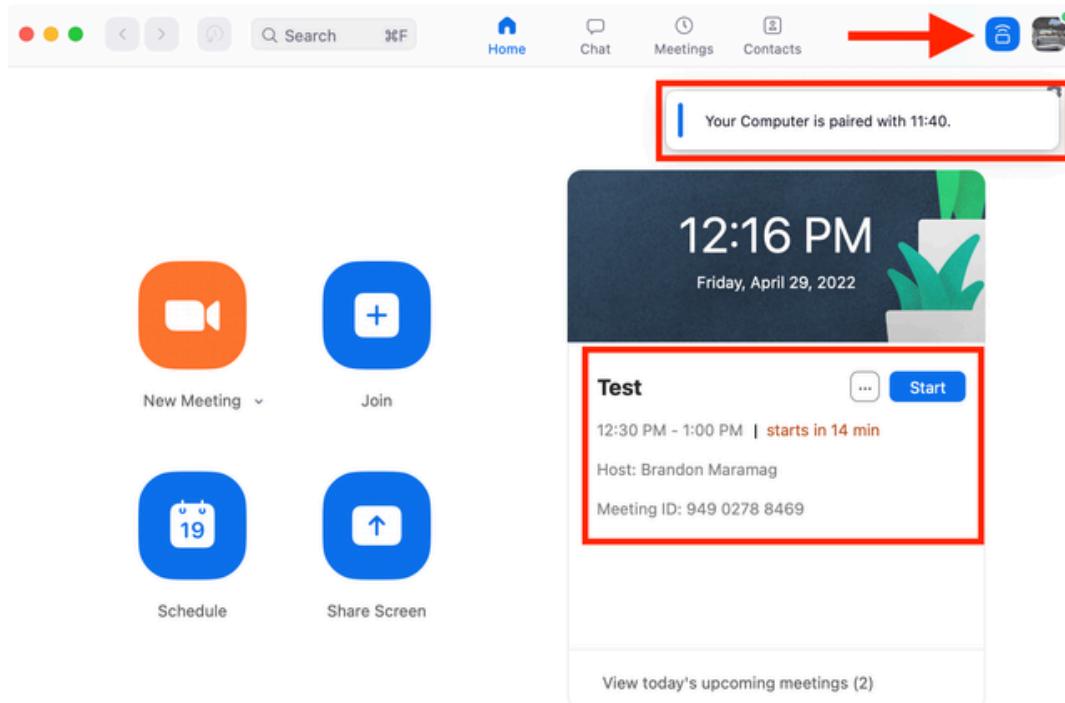


Figure 2. This is a dashboard from the Zoom app on a computer

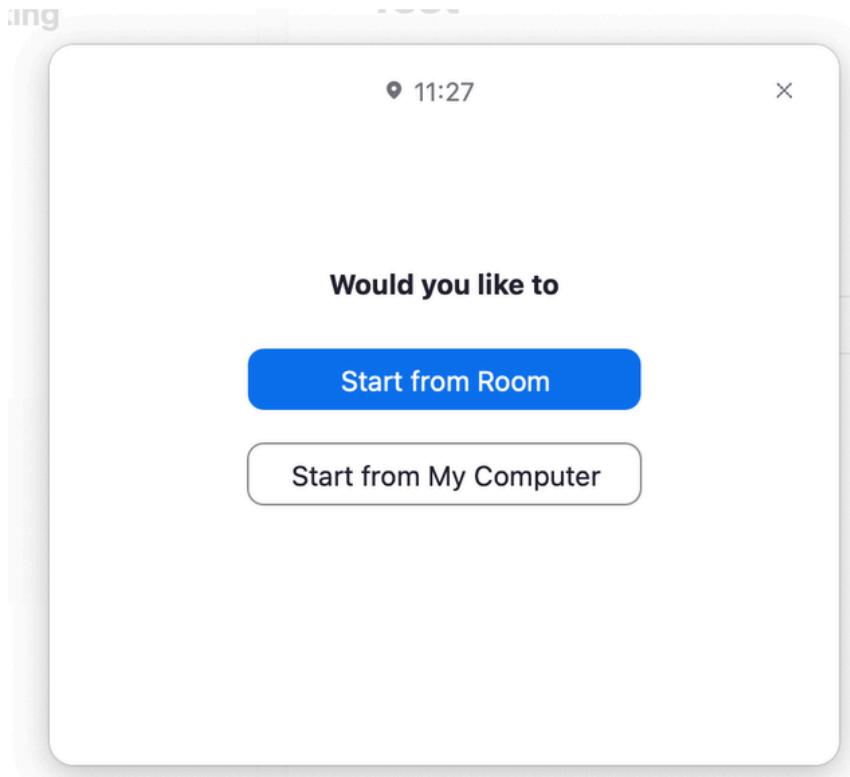


Figure 3. Screenshot of what happens when starting your meeting after you pair your computer to the conference room

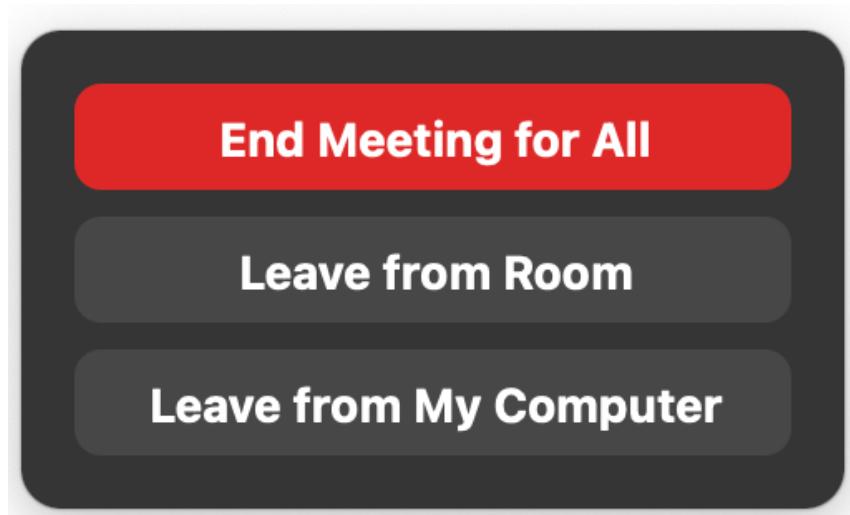


Figure 4. The options you are presented when you want to leave a meeting from your computer

Option 3) Start a meeting through the Zoom link on the tablet

Prerequisites

- Must have the Zoom meeting displayed on the conference room tablet (see Figure 2)

Steps:

1. Click on the "Start" button (see figure 5) for your meeting that displays on the conference room tablet
2. Success!

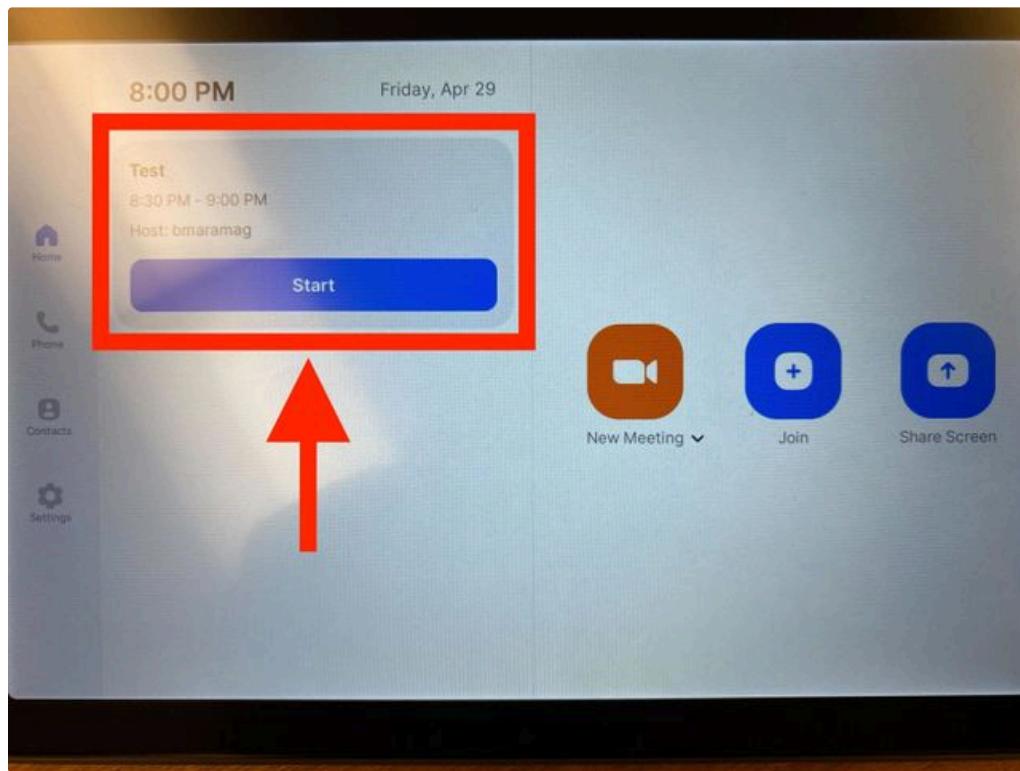


Figure 5. What a conference room tablet looks like when a Zoom meeting syncs with the room

Schedule a Zoom meeting through the Google Workspace app

This article covers the steps to schedule a Zoom meeting through the Zoom Google Workspace app within your Google Calendar invite.

Steps:

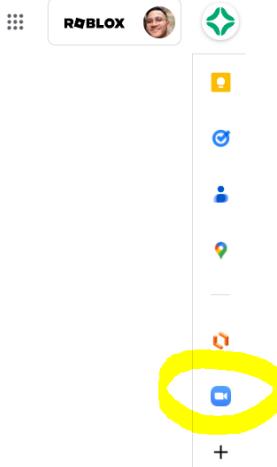
1) Create a new event on your calendar

2) Press the “More Options” button

More options

3) Click on the Zoom app on the right-hand menu

a. If prompted to sign in, click the button and log into your Google Account



4) Afterwards, the Zoom settings should pop up for you to modify for your meeting

5) Click the “ADD MEETING” button when you’re ready to add it to your invite

i The Zoom invite will not populate in the description of your meeting. Instead, users will have to click on “Joining instructions” if they want the full details (see the screenshot below).

Zoom Meeting

Join Zoom Meeting
ID: 99824916980
Passcode: r2775G6u

SIP 99824916980@zoomcrc.com
Passcode: 57273977

Meeting host: bmaramag@roblox.com

Join Zoom Meeting:
<https://roblox.zoom.us/j/99824916980?pwd=V0hrcGZHRmhPQzOyZHNUeDFsTmZuZz09>

Joining instructions

Schedule Zoom Meetings on your Mobile Device

The instructions in this article enable users to add Zoom links to their Google Calendar meetings directly from their phones.

Table of Contents

[Step 1 Sync Google and Zoom + Configure your settings](#)

[Step 2 Schedule a Zoom Meeting on Google Calendar from your mobile device](#)

Step 1

Sync Google and Zoom + Configure your settings

 We recommend that you follow Step 1 on a computer.

1. Add Google Workspace app from the Zoom Marketplace - [Zoom App Marketplace](#)

a. Make sure to authorize the app. You can confirm this by visiting your Added Apps page - [Zoom App Marketplace](#)



2. Edit your Zoom Settings - [Zoom and Calendar Integration](#)

3. Success! Now that you have added the correct apps and configured your settings, you can now schedule Zoom meetings directly from your Google Calendar app on all of your mobile devices.

Step 2

Schedule a Zoom Meeting on Google Calendar from your mobile device

 You must have the following installed and set up before you begin:

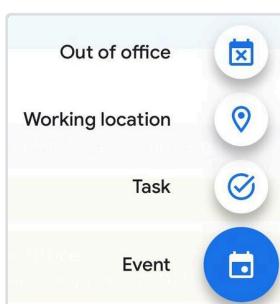
- Google Calendar Installed on your mobile device - [How to log in to Google Calendar on your Mobile Device](#)
- Zoom installed and signed in to on your mobile device - [How to log into Zoom on your Mobile Device](#)

1. Open Google Calendar

2. Press the + button at the bottom of your screen



3. Select Event



4. Click on **Add video conferencing**

Cancel  Save

Add title

All-day 

Thursday, May 2 11AM

Thursday, May 2 11:30 AM

More options

 Events
bmaramag@roblox.com

 Add guests

Add video conferencing

 Add room

 Add location

 10 minutes before as email

10 minutes before

5. Now select **Zoom Meeting** to add a Zoom link to your invite

 Back Conferencing Solutions

 Google Meet

ADD-ONS

 Roblox Office

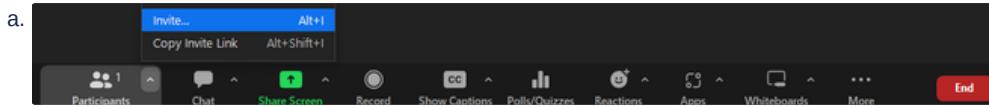
 Zoom Meeting

6. After you complete add the meeting details, press **Save**

Invite the Zoom Room in a Meeting

1. The meeting host should first login and start the meeting **using the Zoom application on their laptop** or other device.
2. Then, also using the Zoom application on their laptop (**not** the Zoom Room touch interface), using the meeting host control bar, click **Participants**.

3. In the **Participants** panel, click **Invite**.



4. In the **Invite people to join meeting...** window, click the **Zoom Rooms** tab.

5. Scroll through the list of **Zoom Rooms** or search until you find the room you would like to invite/add.

A screenshot of the 'Invite people to join meeting...' window. The 'Zoom Rooms' tab is selected. The main area shows a list of rooms with icons and times: 52:58, 52:59, 53:00, 53:02, 53:05, 53:06, and 53:20. At the bottom, there are buttons for 'Copy invite link', 'Copy invitation', 'Meeting passcode: 049396', and a large red 'Invite' button.

6. Click **Invite**.

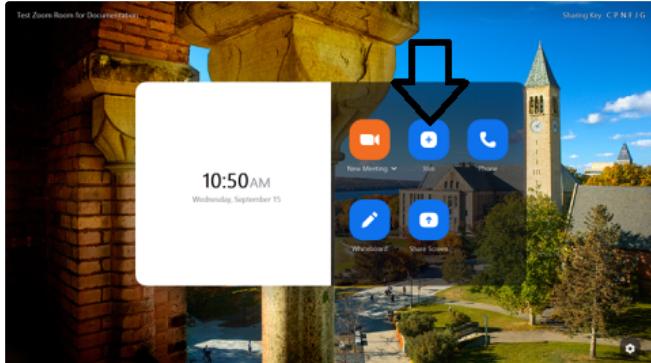
7. The Zoom meeting will "ring" the Zoom Room touch interface. **Using the Zoom Room's touch panel**, then you can use the NeatPad to tap **Accept**.

Joining from Zoom Room Controller

To join a meeting using its Zoom **Meeting ID**:

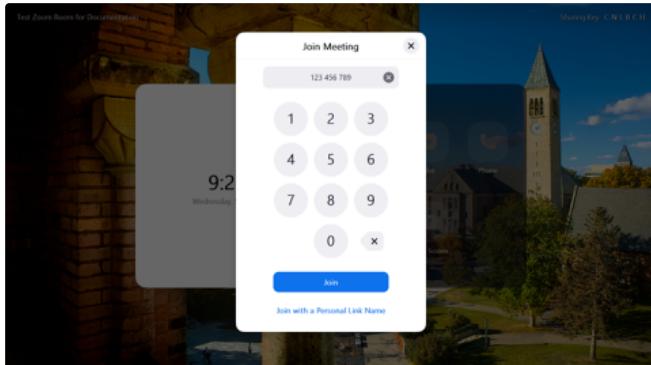
1. First, start the meeting **using the Zoom client on your laptop or other device**.
2. Then, using the Zoom Room touch interface, tap **Join**

a.



3. Enter the Meeting ID using the numeric keypad.

a.



4. Tap **Join**

5. Finally, enter the meeting passcode if required, then tap **Confirm** to join.

Zoom keyboard shortcuts

As you become more experienced with Zoom, learning a few keyboard shortcuts will make your meetings more manageable.

Send meeting links or invitations via email:

- Cmd (⌘)+I (macOS)
- Alt+I (Windows)

Mute all participants if you are hosting the meeting:

- Cmd (⌘)+Ctrl+M (macOS)
- Alt+M (Windows)

Share your screen:

- Cmd (⌘)+Shift+S (macOS)
- Alt+Shift+S (Windows)

Take a screenshot:

- Cmd (⌘)+T (macOS)
- Alt+Shift+T (Windows)

Enter or exit full screen:

- Cmd (⌘)+Shift+F (macOS)
- Alt+F: (Windows)

Start/stop local recording:

- Cmd (⌘)+Shift+R (macOS)
- Alt+R (Windows)

Pause or resume recording:

- Cmd (⌘)+Shift+P (macOS)
- Alt+P (Windows)

Customize your meeting

- **Schedule For** – If you have scheduling privilege for another user, you will be able to choose who you want to schedule for from the drop down.
- **Meeting Passwords** – Meetings and Webinars can require passwords for an added layer of security. Joining participants will be required to input this before joining your meeting. Passwords may be alphanumeric and are case sensitive.
- **Video** – Choose if you want the host's or the participants' webcams on or off when joining the meeting. If you choose 'off' for the host or participants, the host and participants will have the option to start their video in the meeting
- **Audio** – We prefer to select 'Both' to allow participants to use any computer devices or telephone to listen and talk on the meeting. Edit Dial-in options by clicking the edit button and offer your international attendees a local number they can call into for meeting audio.

Meeting Options

- **Enable join before host** – Allow participants to join the meeting without you or before you join.
- **Mute participants upon entry** – This will mute all participants as they join the meeting. Participants will have the option to un-mute their microphone in the meeting.
- **Enable waiting room** – Allows the host to control when participants join the meeting by placing them in a waiting room. By default, the waiting room will take precedence and will not allow join before host functionality, even if "join before host" is checked.
- **Only authenticated users can join** – Restrict access to the meeting so that only signed-in users can join.
- **Record the meeting automatically** – Check this if you want the meeting to be automatically recorded. Select if you want to record locally or record to the cloud.
- **Alternative Hosts** – The alternative host option allows you to schedule meetings and designate another Pro user on the same account to start the meeting or webinar if you are unable to. This user will receive an email notifying them that they've been added as an alternative host, with a link to start the meeting.

Schedule For

Myself

Meeting Password

Require meeting password

553984

Video

Host

on off

Participant

on off

Audio

Telephone Computer Audio Both

Dial from United States of America [Edit](#)

Meeting Options

Enable join before host

Mute participants upon entry [?](#)

Enable waiting room

Only authenticated users can join

Record the meeting automatically

Alternative Hosts

Example: john@company.com, peter@school.edu

How to schedule your meeting

Schedule Your Meeting

Set the Date, Time, and Duration of your meeting. The time zone should be the same as the meeting host. Attendees join time will vary by time zone. Duration allows for easy time-blocking on calendars and does not limit your actual event live time.

When

Duration

Time Zone

Will you host this meeting again?

Schedule a Recurring Meeting. Best if you are hosting a series or set of meetings. Choose a specific daily time, a custom weekly schedule, a specific day of the month, or set to "no-fixed" time for maximum flexibility.

Recurring meeting Every week on Fri, until Jan 31, 2020, 7 occurrence(s)

Recurrence

Repeat every week

Occurs on Sun Mon Tue Wed Thu Fri Sat

End date After occurrences

Requiring Registration for a Recurring Meeting

Customize registration enablement. Which meetings will Registration allow your attendees to access?

- Attendees register once and can attend any of the occurrences** - Registration allows registrants to attend all of the occurrences. All dates and times of the meetings will be listed and the registrant will be registered for all occurrences.
- Attendees need to register for each occurrence to attend** - Registrants need to register separately for each occurrence to attend. They can only choose one date and time on the registrant page.
- Attendees register once and can choose one or more occurrences to attend** - Registrants register once and can choose one or more occurrences to attend. They will need to select which dates and times they would like to attend and they will only be registered for those occurrences. They can choose multiple options.

Registration

Required

- Attendees register once and can attend any of the occurrences
- Attendees need to register for each occurrence to attend
- Attendees register once and can choose one or more occurrences to attend

Zoom Best Practice

Summary

Zoom meetings are a common place to meet and interact with users daily. While the quality of remote meetings has come a long way, companies still struggle to keep attendees engaged and utilize the technology properly.

If you're responsible for leading Zoom meetings, you may be apprehensive about configuring meeting settings and ensuring things run smoothly. Here are a few Zoom meeting best practices and tips you can implement to improve the efficiency of your remote or in-person meetings.

Before Meetings

1. Test Sound and Lighting -

- a. Test sound levels to ensure that your voice is clear and understandable. In addition to noise distractions, two types of microphones directly affect sound quality: embedded and external.
- b. Test the lighting and make sure attendees can see your face clearly. Natural, direct lighting is the most flattering. If you don't have a window nearby, facing a light source (rather than having the light behind you) yields the best results.

2. Filter your Background -

- a. Blur your background to conceal an unsightly living room couch if you're broadcasting from home or want to maintain your privacy. Virtual backgrounds enable you to lighten your meetings' mood by placing scenery or custom images behind you.
- b. Don't let your background grab all the attention. Zoom's touch up my appearance (in the Video Settings box) feature adds a slight blur to skin tones, smoothing out blemishes, wrinkles and other skin imperfections. It's great for early morning (and late night) meetings.

3. Silence your Notifications

- a. Don't allow incoming messages to disrupt your meeting. Silencing all notifications is an effective way to keep your meetings distraction-free. Not only should you silence your notifications, ask your attendees to do the same.

During Meetings

1. Encourage participants to share their video. If they are experiencing connection issues, then have them turn it off.
2. Open the **Manage Participants** and **Chat** windows to monitor participant engagement.
3. Build-in short breaks (5-10 mins every 50 mins).
4. If you experience a tech glitch, try to take it in stride while you troubleshoot. You may want to build in a break if you experience a tech glitch to give yourself some time to reach out to the AV team.
5. Try to talk slower than usual.
6. When sharing a screen give participants a moment to open or process what you've shared.

After Meetings

1. Share a link to meeting recording (if recorded in the cloud, the recording is under the host's account).
2. If Reports of the meeting is needed. Please reach out to AV-Support@roblox.com.
3. To improve future Zoom meetings, consider sending a follow-up email or survey requesting your participants' feedback. Use your attendees' input to enhance future meetings and praise those who helped make the meeting a success.

SideFX Help

Houdini Help

License install

1. Purchase licenses on <https://www.sidefx.com> by logging in using janderson creds in corpeng shared vault
2. Schedule a time with user with Houdini FX installed
3. Over zoom request remote control, and open the Houdini License Administrator application
4. Sign in to the license administrator app using the janderson account on the user machine
5. The install the available license
6. Have the user open and save a project to confirm.

Policies and Procedures

- [Supported IT Hardware](#)
- [Personal Equipment at Work](#)
- [Asset Lost or Stolen - Instructions](#)
- [Slack Communication and Retention Policy](#)
- [Requesting a Secondary Machine \(Desktop/Laptop/Test Machine\)](#)
- [Username Policy](#)
- [Windows Updates for Corporate Endpoints](#)
- [Duo Request Verification](#)
- [Tech Refresh Policy](#)
- [Offboarding Process](#)
- [Roblox Supported Software](#)
- [AD, Okta, 1Password Password Update FAQ](#)
- [Roblox's New Password Policies for AD, Okta and 1Password](#)
- [New Hire Onboardings](#)
- [When a manager approval is needed for a CorpEng ticket](#)
- [Locking Your Computer](#)
- [System naming convention guidelines](#)

Supported IT Hardware

✖ Important note relating to hardware for BEDEV1 / Web Platform development

- BEDEV1 development workflows are not compatible with Apple silicon / ARM. If your workflow is affected, please migrate to a Windows PC.
- Apple is no longer manufacturing Intel/x86 based Apple machines.

Click [here](#) to learn more

✖ MacBook Pro M3

All MacBook Pro M3 Max will come with MacOS Sonoma installed. Please make sure your workflow does not have any blockers before upgrading.

ⓘ Tech Refresh Policy

Had your laptop for 3 or more years? Check out our [Tech Refresh Policy](#) to see if you're approved for a refreshed laptop.

Table of Contents

Hardware Policy

While working for Roblox, you will be issued company-owned hardware with pre-installed operating system(s).

At this time you have the option between **Windows 11 (Intel)** and/or **macOS Ventura / Sonoma (ARM/Apple Silicone)**

The security systems we have in place are only configured to protect Windows and macOS. This includes anti-virus/anti-malware software, hard drive encryption, and technical restrictions imposed by JAMF Pro / Workspace ONE and AD domain membership.

QA Engineers may need to use different operating systems to troubleshoot bugs and those needs will be evaluated on a case-by-case basis. QA debugging devices are not to be used for Corporate work and should never have Roblox IP or PII stored on them.

If you have any questions or concerns, please email corpeng-help@roblox.com

Secondary Laptop / Desktop Policy

At Roblox, we strongly encourage you and your manager to select a machine that will be sufficient for all of your day-to-day work. If certain duties require you to switch your laptop to a different model, please reach out to corpeng-help@roblox.com and we will assist you.

If there is a strong business justification to have a secondary machine due to having job responsibilities requiring both MacOS and Windows, please e-mail corpeng-help@roblox.com and we will work with you to find a solution. It will be likely that the secondary machine will be gently used and in some cases, a model 1 - 2 generations back from what we currently deploy (due to availability). Keep in mind, that we may also suggest other alternatives such as a VM, or Parallels (On MacOS).

Laptops

This list contains the hardware that is currently deployed at Roblox.

*Eligible for Everyone

*Eligible ONLY for the following teams:

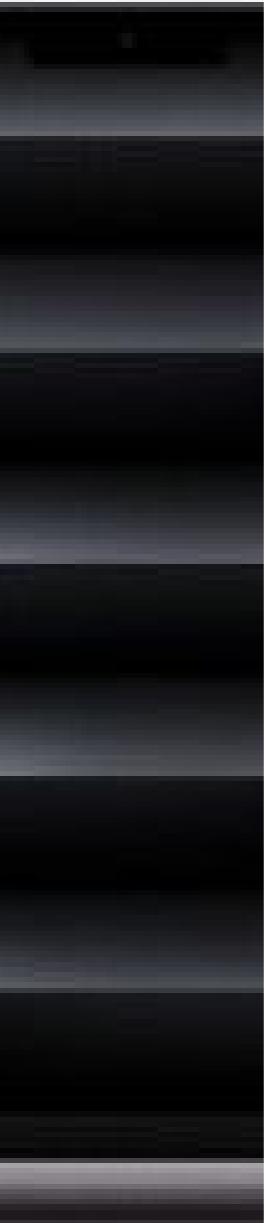
- Avatar/Design/GameEng
- Engineering
- Product

*Eligible ONLY for the following teams:

- Avatar/Design/GameEng
- Engineering Managers
- Product Managers

Apple Macbook Laptops

2022 Apple MacBook Pro 13" (G&A Build)	2023 Apple MacBook Air 13.6" (G&A Build)	2021 Apple MacBook Pro 16" (Engineering Build)	2023 Apple MacBook Pro 16" (M2 Max) (Engineering Build)	2023 Apple MacBook Pro 16" or 14" (M3 Max) (Engineering Build)
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AVAILABLE PRE-OWNED <ul style="list-style-type: none"> • Apple M2 chip with 8-core CPU • 16GB Memory • 1TB SSD storage • Touch Bar • 13-in. Retina display with True Tone • Weight: 3.0 pounds 	DEPLOYING <ul style="list-style-type: none"> • Apple M2 chip with 8-core CPU, 10-core GPU, 16-core Neural Engine • 16GB unified memory • 1TB SSD storage • 13.6-inch Liquid Retina display with True Tone • 1080p FaceTime HD camera • MagSafe 3 charging port • Two Thunderbolt / USB 4- ports • Weight: 2.7 pounds 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> • Apple M1 Max with 10-core CPU, 32- core GPU, 16-core Neural Engine • 64GB unified memory • 1TB SSD storage • 140W USB-C Power Adapter • 16-inch Liquid Retina XDR display • Three Thunderbolt 4 ports, HDMI port, SDXC card slot, MagSafe 3 port • Weight: 4.8 pounds 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> • Apple M2 Max with 12-core CPU, 38- core GPU, 16-core Neural Engine • 64GB unified memory • 1TB SSD storage • 140W USB-C Power Adapter • 16-inch Liquid Retina XDR display • Three Thunderbolt 4 ports, HDMI port, SDXC card slot, MagSafe 3 port • Weight: 4.7 pounds <p>DEPLOYING</p> <p>Note: All MacBook Pro M3 Max will come with MacOS Sonoma installed. Please make sure your workflow does not have any blockers before upgrading.</p> <ul style="list-style-type: none"> • Apple M3 Max chip with 16-core CPU, 40-core GPU, 16-core Neural Engine • 64GB unified memory • 1TB SSD storage • 16-inch Liquid Retina XDR display² • 140W USB-C Power Adapter • Three Thunderbolt 4 ports, HDMI port, SDXC card slot, headphone jack, MagSafe 3 port • Weight: 4.8 pounds

Windows Laptops

Dell Latitude 5420 (G&A Build)	Dell Precision 5480 (G&A Build)	Dell Precision 5680 (Engineering Build)	MSI Stealth GS77 (12UGS-084US) (Engineering Build)	MSI Stealth 16 AI Studio (Engineering Build)
				
DEPLOYING <ul style="list-style-type: none"> • Intel i7 Processor • 16GB memory • 512GB SSD • 14.0-in. display with Touchscreen • Battery (4-cell) 63Whr • Weight: 3.60 pounds 	DEPLOYING <ul style="list-style-type: none"> • Intel i7-12800H • 32GB memory • 512GB SSD • 14.0-in. display • Battery (4-cell) 70Whr • Weight: 3.26 pounds 	DEPLOYING <ul style="list-style-type: none"> • Processor: Intel Core i9-13900H (24M Cache, up to 5.00 GHz) • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA GeForce RTX 3070 Ti Laptop GPU 8GB GDDR6 • Storage: 1TB NVMe SSD Gen 4x4 • LAN/WiFi: NO ETHERNET / Intel WiFi 6E (6GHz) AX211 2x2 • Battery: 130w, 56 Whr Capacity • Screen Size: 15.6" FHD+, 60Hz • Resolution: 1920 x 1200 (16:9) • Ports: x1 USB 3.2 Gen 2 Type-C, x2 Thunderbolt 4 Type-C, x1 SD Card Reader, x1 Audio • Weight: Approx. 4.06 lbs. (1.84 kg) 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> • Processor: Intel Core i9-12900H (24M Cache, up to 5.00 GHz) • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA RTX™ 4070 Laptop GPU 8GB GDDR6 • Storage: 1TB NVMe SSD Gen4x4 • LAN/WiFi: Killer LAN E3100G / Killer WiFi 6E AX1675 (2x2) • Battery: 240w, 99.9Whr Capacity • Screen Size: 17.3" QHD, Anti-Glare Wide View Angle 240Hz 3ms • Resolution: 2560x1440 (16:9) • Ports: x2 USB 3.2 Gen 2 Type-A, x1 USB 3.2 Gen 2 Type-C, x1 Thunderbolt 4 Type-C, x1 SD Card Reader, x1 Audio • Weight: Approx 6.17 lbs (2.80 kg) 	DEPLOYING <ul style="list-style-type: none"> • Processor: Intel Ultra9 185-H • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA RTX™ 4070 Laptop GPU 8GB GDDR6 • Storage: 1TB NVMe SSD • LAN/WiFi: Killer Gb LAN (Up to 2.5G) Intel® Killer™ AX Wi-Fi 6E + Bluetooth 5.3 • Battery: 240w, 99.9Whr Capacity • Screen Size: 16" QHD+ (2560x1600), 240Hz, 100% DCI-P3, IPS-level • Ports: 1x Type-C (USB3.2 Gen2 / DP) 1x Type-C (USB / DP / Thunderbolt™ 4) with PD charging 1x Type-A USB3.2 Gen2 1x Micro SD Card Reader 1x HDMI™ 2.1 (8K @ 60Hz / 4K @ 120Hz) 1x RJ45

Desktops

Dell Precision Tower 3650 (Engineering Build)	Titan Workstation (Engineering Build) - Approvals Needed	MTA Desktop (Engine & Creator Group ONLY) - Approvals Needed
		
DEPLOYING <ul style="list-style-type: none"> Processor: Intel Core i9-11900 (16MB Cache, up to 5.20 GHz) Memory: 128GB DDR4 Non-ECC (4x32GB) Video: NVIDIA RTX A4000 Storage: 2TB SSD NVMe SSD Gen4 LAN/WiFi: Intel I219-LM 1Gbps / Intel Wi-Fi 6 AX210 802.11ax Dual Band (2x2) Dimensions: 13.19" (H) x 6.95" (W) x 13.58" (L) Weight: 18.74 lb (8.5 kg) 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> Motherboard: Gigabyte TRX40 AORUS PRO WIFI Cooler: 240mm AIO CPU Liquid Cooler Processor: AMD Ryzen Threadripper 3970X (32-Core/64 Threads up to 4.5GHz Turbo) Memory: 128GB DDR4 ECC (8x16GB) Video: EVGA GeForce RTX 3060 XC 12GB GDDR6 PCIe 4.0 (3584 CUDA Cores 1882 MHz Boost Clock) Storage: 500GB M.2 (C:) 2TB M.2 (D:) 4TB HDD (E:) LAN/WiFi: Intel GbE LAN / Intel Wi-Fi 6 AX200 Audio: Realtek ALC4080 CODEC Dimensions: 18.66" (H) x 8.27" (W) x 16.81" (L) Ports: x1 HDMI 2.1 HDR (8K@60Hz, 4k@120Hz, x3 DisplayPort 1.4a (8K@30Hz, 5K@60Hz 4K@120Hz), x4 USB 2.0, x5 USB 3.2 Gen2 Type-A, x1 USB 3.2 Gen2 Type-C Weight: 33.40 lb (15.15kg) 	DEPLOYING <ul style="list-style-type: none"> Yeyian Gaming PC Case ODACHI AMD Ryzen 9 7950X MSI 360mm AIO Liquid Cooler 4 x 140mm ARGB Fans + 3 x 120 mm ARGB Fans ASUS X670-P Wi-Fi DDR5 Motherboard 64GB DDR5 5200MHz ARGB RAM KITS NVIDIA RTX 3050 1000W 0+ PLATINUM PSU NVME SSD Gen 4 4TB

Hardware Purchases

- [Summary:](#)
 - [Laptops / Desktops:](#)
 - [Peripherals:](#)
 - [Test Devices:](#)

Summary:

This document describes the current hardware purchase policy and protocol.

CorpEng needs to be kept in the loop for all hardware purchases to ensure the hardware model and make is supported and for budgeting tracking.

Also CorpEng should be the primary buyer for any IT hardware being used for work purposes.

Any questions? Please feel free to shoot us a message! #corpeng-help in Slack.

Laptops / Desktops:

All Roblox work should be performed on Roblox managed hardware for security purposes. All of our supported laptops and desktops can be found here: [Supported IT Hardware](#)

If you need a secondary device please reference this link: [Requesting a Secondary Machine \(Desktop/Laptop/Test Machine\)](#)

Any questions or concerns should be raised to corpeng-help@roblox.com and we will address.

We do NOT support BYOD and no Roblox work should be done on personal machines.

Peripherals:

Roblox CorpEng makes a great effort to respect the community and purchase and provide tools for employees to do their best work. We provide a vast array of items for in office employees to utilize during their employment. If you are remote, please utilize your LSA budget to purchase peripherals ([Lifestyle Spending Account \(LSA\)](#)).

Please see [Supported IT Peripherals](#) for a list of current peripherals Roblox CorpEng purchases for employees at their desk.

If you are a full time employee, Roblox provides an LSA budget that resets yearly for both onsite and remote employees to purchase additional items for their office setup. Information can be found here: [Lifestyle Spending Account \(LSA\)](#)

Please use the on-site accessory cabinets for in office use only. They can be found in Franklin Templeton campus in the 970 building, first floor, or in Station 2, on the 3rd floor.

If you need special ergonomic equipment, please reach out to facilities: <https://roblox.atlassian.net/wiki/spaces/FAC/pages/1551335685>
[Can't find link](#)

If there is an accessory that needs to be purchased for use in office not listed above, please utilize your LSA budget as much as possible. If there is a pressing business need please create a Zendesk Ticket to CorpEng and we will do our best to accommodate.

Test Devices:

What are test devices?

- Phones
- Tablets
- Laptops (in certain cases)

- VR Headsets
- Game Consoles

Test devices can be borrowed on-site for a short period of time by reaching out to #device-checkout in Slack.

CorpEng does purchase QA items and the items are managed by the QA team. Primary buyer is [@Jennifer Helguera](#). More information can be found here including how to request: [Test Devices](#)

Xbox/Playstation Developer and Test kits for consoles are also available and are managed by the console team [Hardware Policies and Responsibilities](#)

- Please reach out in either #xbox or #playstation channels in Slack for assistance.
- CorpEng does purchase and deploy Dev / Test kits but final approval is from the Console EM.

VR Devices for long term use can be requested by corpeng-help@roblox.com ticket with business justification and manager approval.

Supported Monitors

Samsung F32TU874VN - LED monitor - 4K - 32" - HDR	Dell Ultrasharp 38 Curved Monitor - U3821DW	Dell Ultrasharp 27 Monitor - U3219Q (Discontinued)
		
<p>LED-backlit LCD monitor</p> <p>Aspect Ratio: 16:9</p> <p>Resolution: 3840X2160</p> <p>Response Time: 8ms(GTG) ms</p> <p>Refresh Rate: Max 60Hz</p> <p><i>Input Connectors</i></p> <ul style="list-style-type: none"> • 1 x HDMI cable • 1 x Thunderbolt 3 cable 	<p>IPS-Type LCD</p> <p>Aspect Ratio: 21:9</p> <p>Maximum Preset Resolution: 3840 x 1600 @ 60Hz</p> <p>Response Time: 8 ms (normal); 5 ms (fast)</p> <p><i>Input Connectors</i></p> <ul style="list-style-type: none"> • 1 x DP 1.2 (HDCP 2.2) • 2 x HDMI 2.0 (HDCP 2.2) • 2 x USB 3.0 Upstream port • 2 x USB 3.0 Downstream port (side) • 2 x USB 3.0 Downstream port (bottom) • 1 x USB Type-C (Alternate mode with DP1.2, Power Delivery, and USB2.0) 	<p>LED-backlit LCD monitor</p> <p>Aspect Ratio: 16:9</p> <p>Native Resolution: 2560 x 1440 @ 60 hz</p> <p>Response Time: 8 ms (normal); 5 ms (fast)</p> <p><i>Input Connectors</i></p> <ul style="list-style-type: none"> • 1 x DP 1.4 (HDCP 1.4) • 1 x DP (out) with MST (HDCP 1.4) • 1 x HDMI 1.4 (HDCP 1.4) • 2 x USB 3.0 downstream port • 2 x USB 3.0 with BC1.2 charging capability at 2A (max) • 1 x USB 3.0 upstream port • 1 x Analog 2.0 audio line out (3.5mm jack)

Hardware Issues

Issues with your work machine? Please read below!

- [Hardware issues - No physical or liquid damage](#)
- [Hardware issues - Physical Damage](#)
- [Prep your machine for getting repaired](#)
- [Questions?](#)

Hardware issues - No physical or liquid damage

If you are experiencing issues with your machine non related to physical damage, please submit a Zendesk ticket to CorpEng.

<https://robloxit.zendesk.com/>

Please include a brief description of your issue along with the Asset Tag found on the back of your device.

Issues could include:

- No sound emitting from your machine
- Screen display is blank, but you can plug into a monitor just fine
- Keyboard sticks or stops functioning
- Swollen batteries

CorpEng will reach out to troubleshoot your device. Many issues do not require a replacement machine or a fix, and may be software related. If we do determine there is hardware issues, we will attempt to get the device repaired through the manufacturer. Most of our devices purchased from 2021 to present have a 3 year warranty.

While your device is being repaired, we will do our best to provide a loaner machine to not disrupt your workflow.

In extreme cases, or if the machine is outside the warranty we may suggest replacement with a like model.

Hardware issues - Physical Damage

Physical damage on your device is sometimes unexpected and we understand that accidents happen.

This can include:

- Liquid Spills
- Dropping the device creating screen fractures or denting
- Enclosure damage, such as bent screens or keyboards

When this issue occurs, please submit a ticket to CorpEng ASAP. Please include what happened with the device, and include the asset tag number.

<https://robloxit.zendesk.com/>

Our asset team will determine if the machine is able to be repaired within our 3 year warranty. Most devices purchased from 2021 will include a warranty that includes accidental damage.

Note: if your device is under warranty we will proceed with the repair. CorpEng will not replace the machine with a brand new one.

While your device is being repaired, we will do our best to provide a loaner machine to not disrupt your workflow.

In extreme cases, or if the machine is outside the warranty we may suggest replacement with a like model.

Prep your machine for getting repaired

Although we don't wish for your data to be erased, there are times your machine may be wiped during your repair. Please make sure to back up any important local files to your Google Drive.

Note: On Macbooks if the logicboard (Motherboard) needs to be replaced, the data will be erased as the memory is soldered onto the board.

On Mac computers, please make sure to sign out of all Apple ID's on the device: [Turn off Find my Mac on Company Owned Machine](#)

Please note, if we have to replace any part of the enclosure any stickers or personalization may be lost.

Questions?

Reach out to the IT team at CorpEng-Help@roblox.com or #corpeng-help on Slack.

Supported IT Peripherals

This is the list of peripherals CorpEng provides for employees in office. You can find these items in the 970 IT help desk first floor, or in Station 2 IT Help desk 3rd floor.

Roblox CorpEng makes a great effort to respect the community and purchase and provide tools for Builders to do their best work. We provide a vast array of items for in-office employees to utilize during their employment.

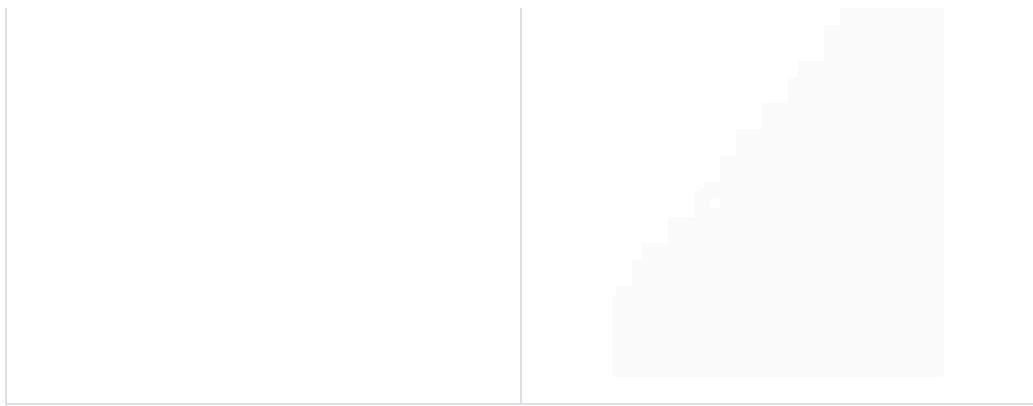
⚠ If you need items for your home setup, please use your Lifestyle Spending Account (LSA).

- If you are remote, please utilize your LSA budget to purchase peripherals. Additional information regarding your LSA can be found here: [Lifestyle Spending Account \(LSA\)](#).

Peripheral name	Photo
HDMI Cable	
Displayport Cable	
Displayport - USB-C Cable	
Displayport - HDMI Cable	

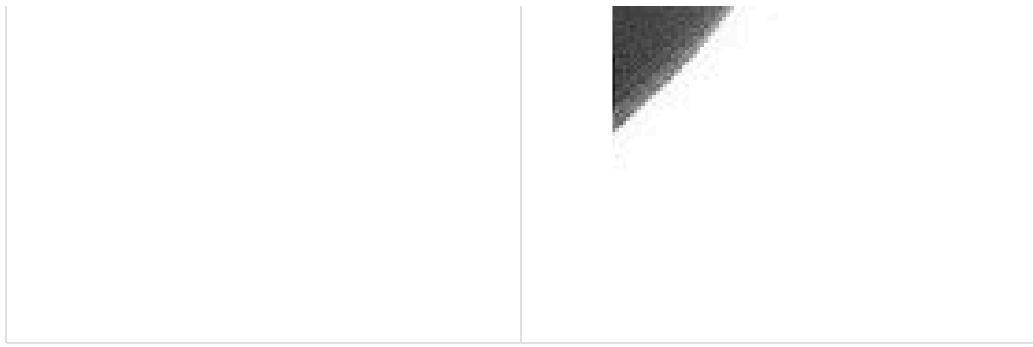
HDMI - USB-C Cable





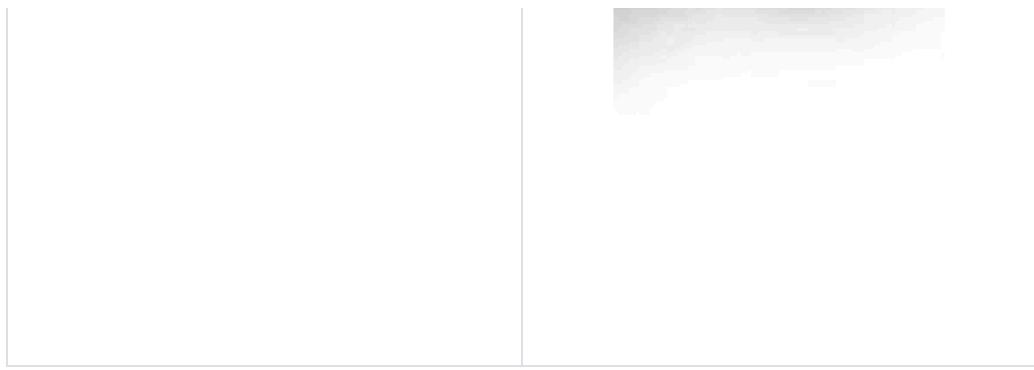
Power cables for monitors/desktops





USB A - C cable





USB-A to Micro USB Cable





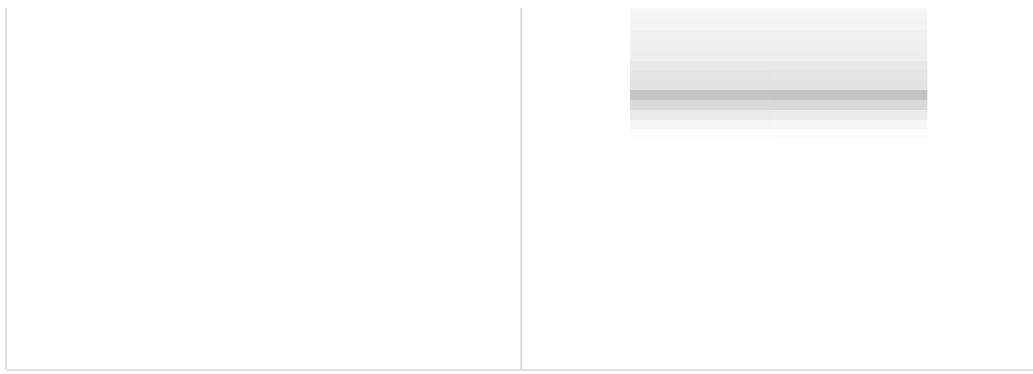
Apple 140W Power Adapter





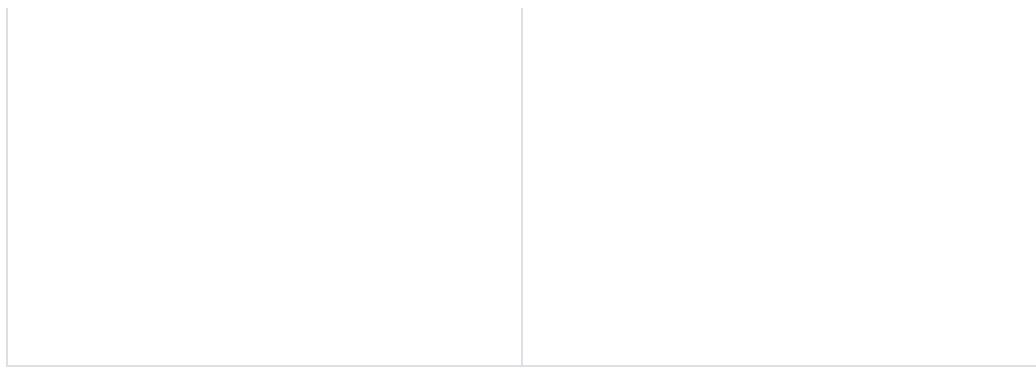
Apple 96W Power Adapter



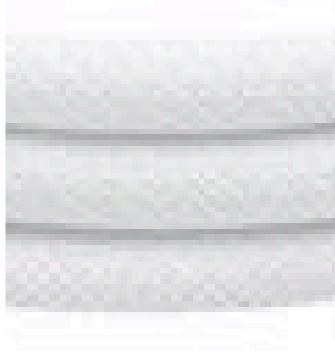
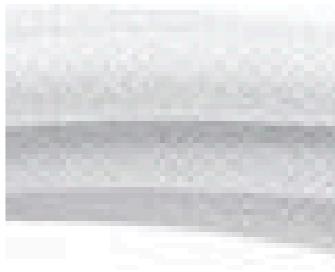


Apple USB - C to MagSafe 3





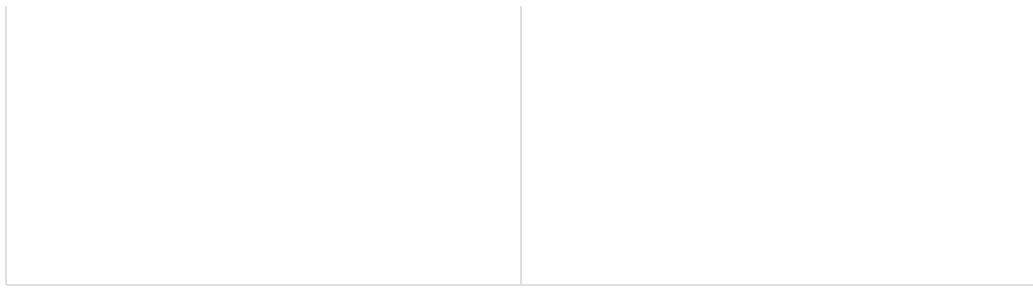
Apple USB - C to C charging cable





Apple USB - C to Lightning charging cable





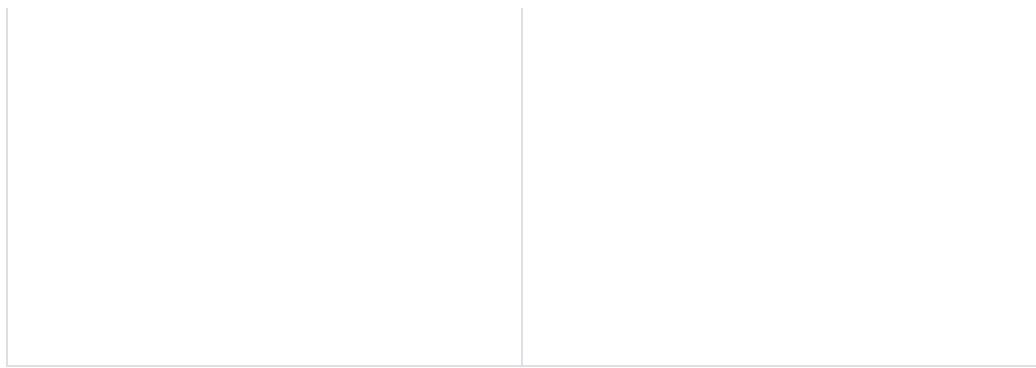
Apple Power Adapter Extension Cord





Apple USB-A to Lightning charging cable





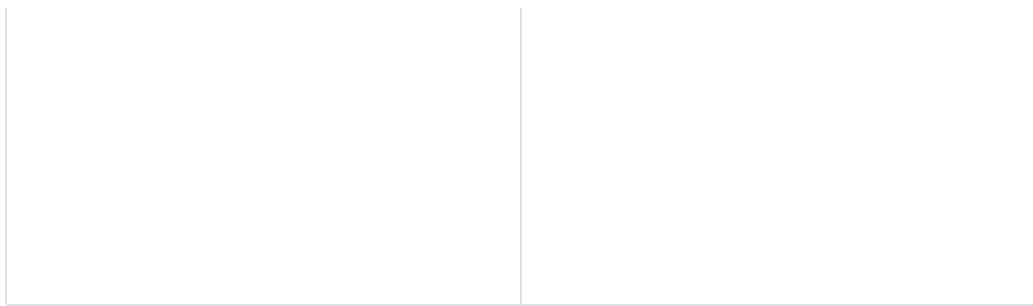
Apple USB - A 12W Power Adapter





Apple USB - C 20W Power Adapter





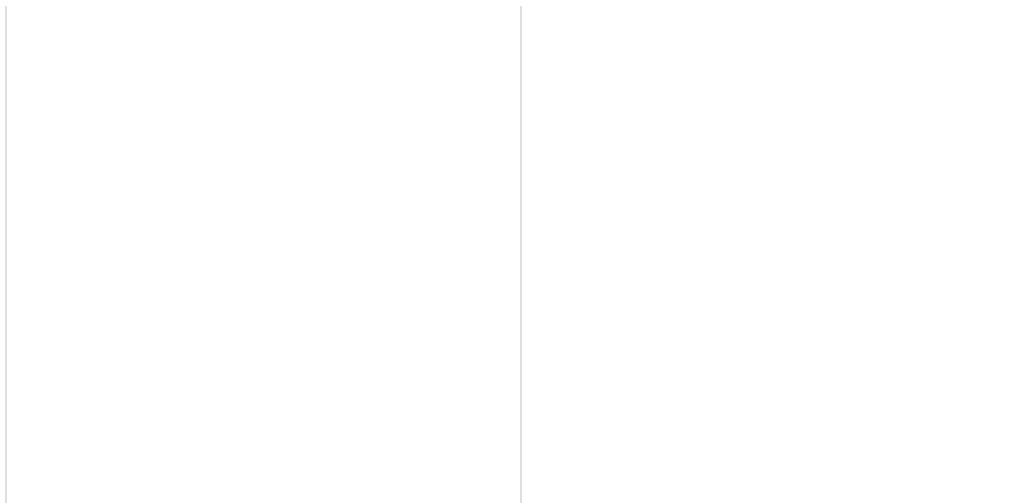
Dell 130W USB-C charger





Dell 65W USB-C charger



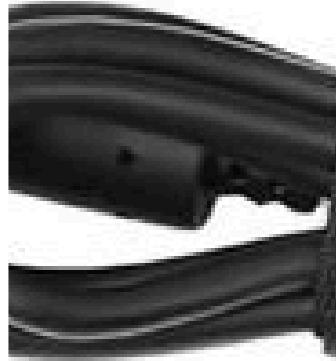


MSI GS66 Charger





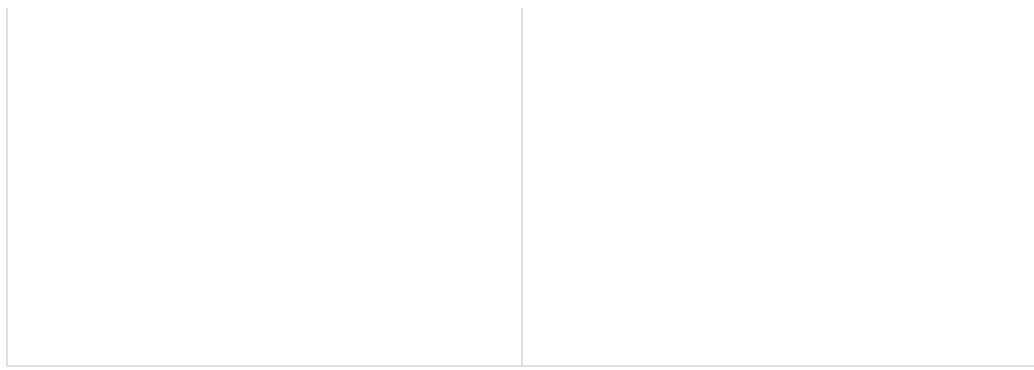
MSI GS77 Charger



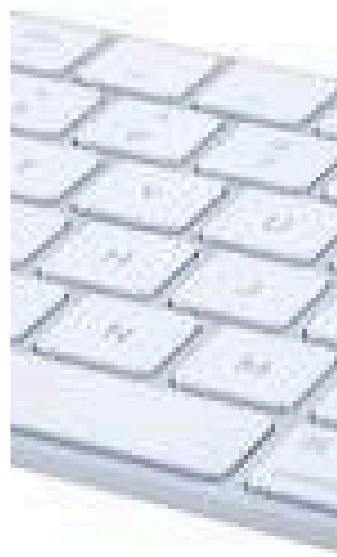


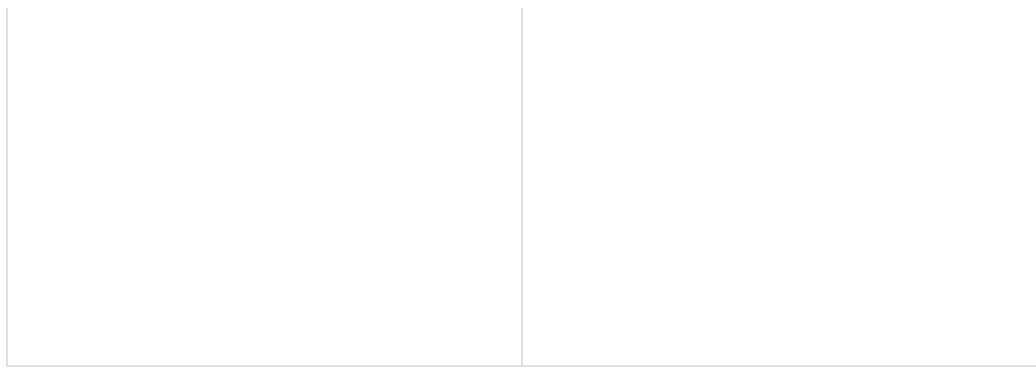
Apple Magic Long Keyboard



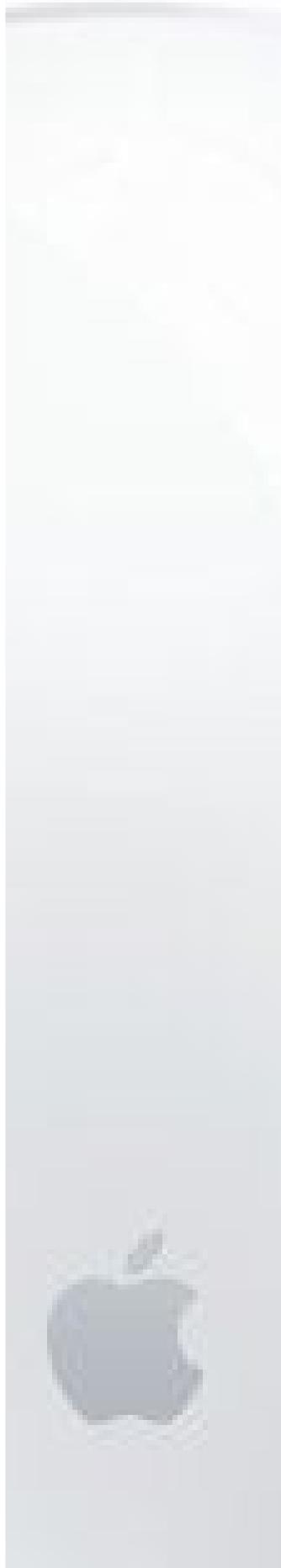


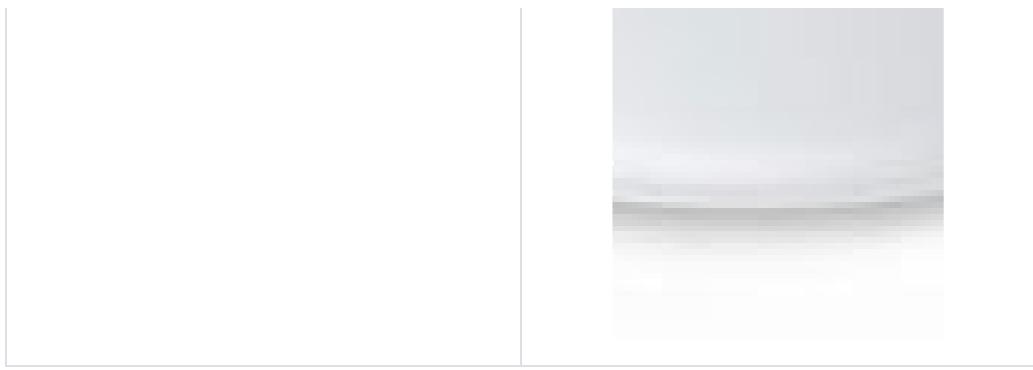
Apple Magic Short Keyboard



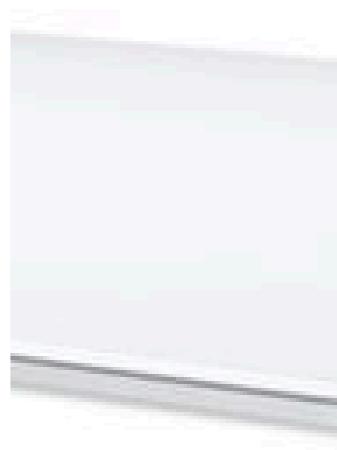


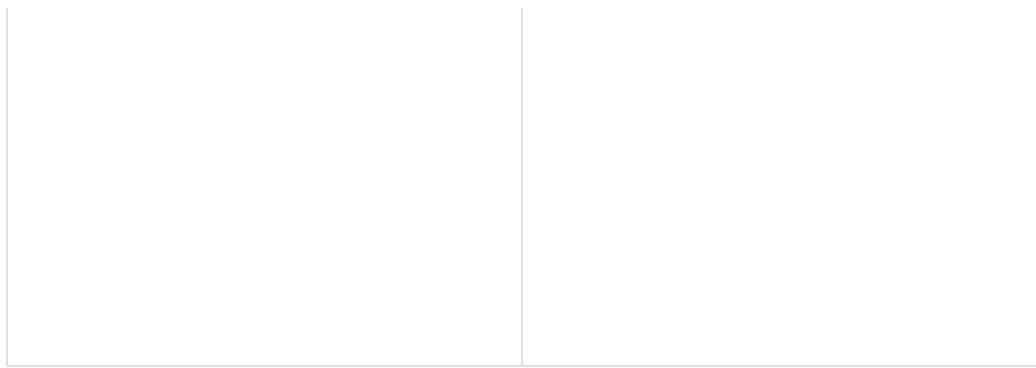
Apple Magic Mouse





Apple Trackpad





Apple USB - C to Digital AV





Anker 555 USB-C Hub



Ergofit Earphones



USB-C Display Cable

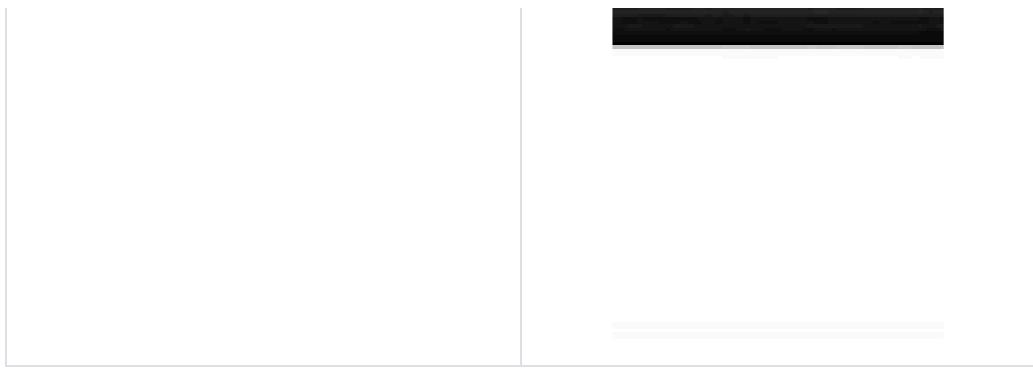


Logitech C920s PRO HD Webcam

Premier Mouse Pad

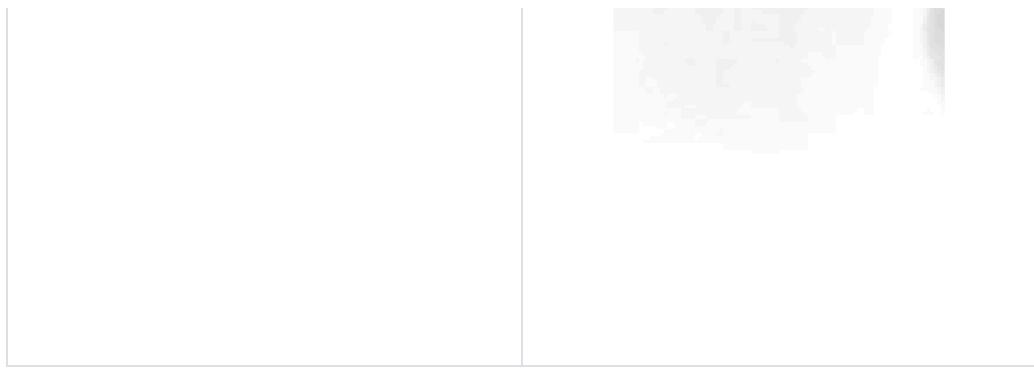
100% cotton fabric, 100% polyester back, 100% recycled plastic





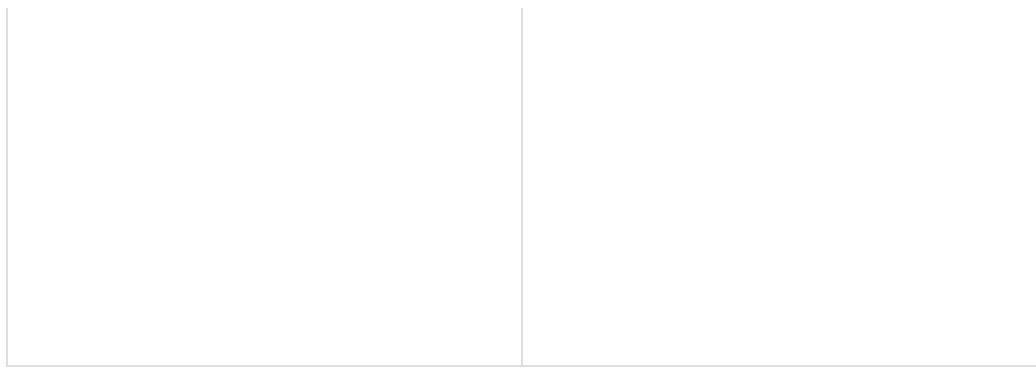
USB A - C converters





USB C - A converters





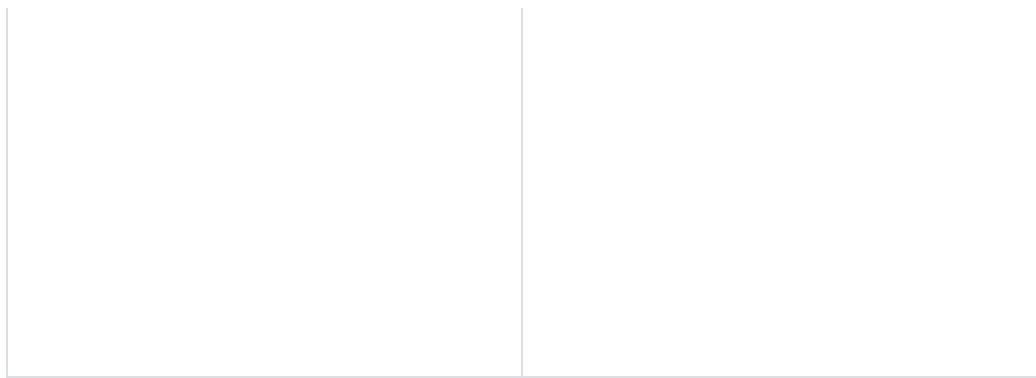
Yubikey (Nano & NFC)





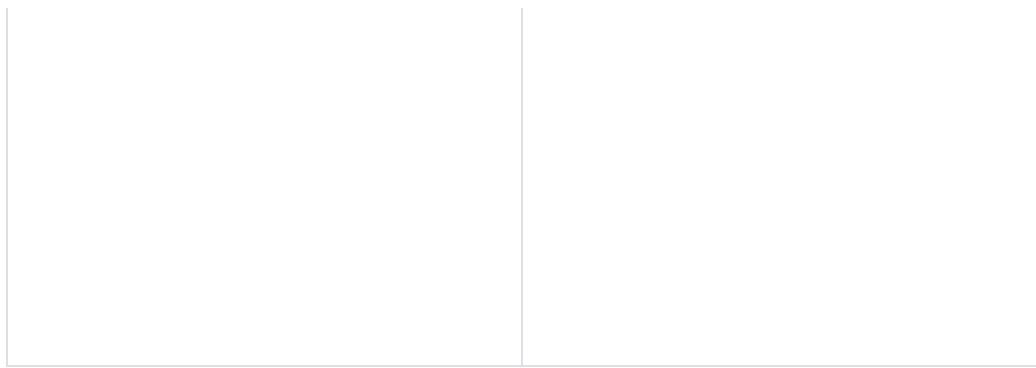
Foam Wrist Rest (mouse)



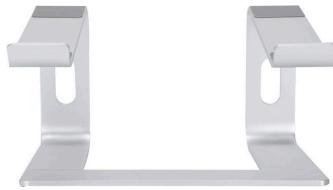


Foam Wrist Rest (keyboards)





Laptop Stand





Monitor Stand





Standard Mouse





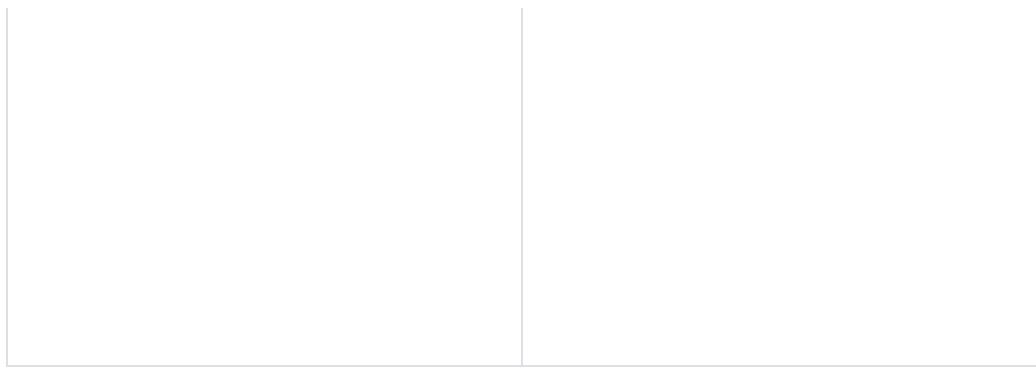
Standard Keyboard





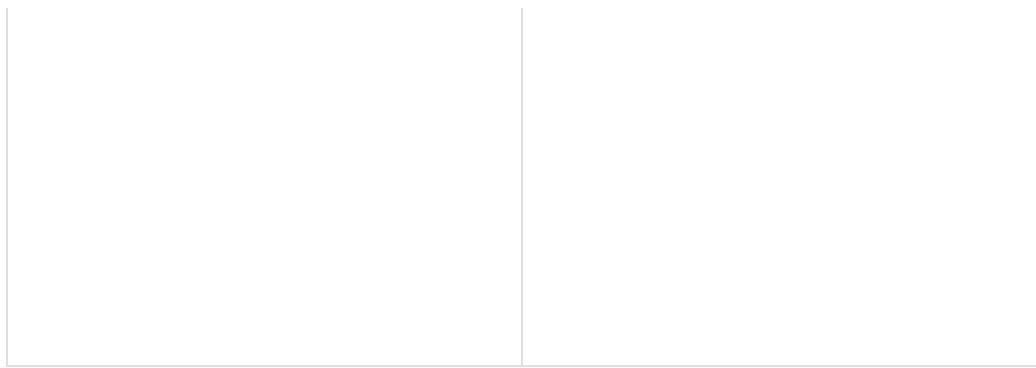
Logitech MX Keys Mini Combo





Logitech MX Keys Long Combo





USB - C to Ethernet adapter





USB - A to Ethernet adapter



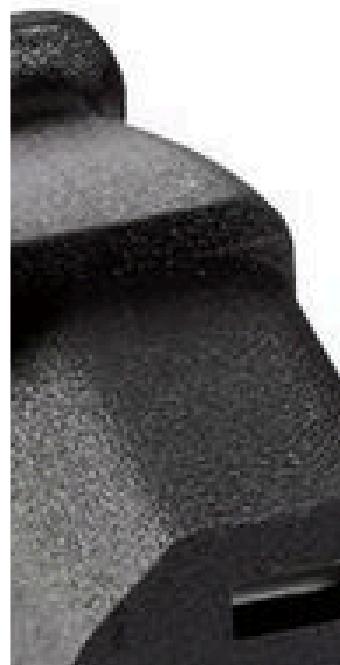


Ethernet Cable CAT6





AC Power Cord





Personal Equipment at Work

 Do not use your personal computers to access any Roblox services (i.e. servers, VPN, Okta, etc.). If your current Roblox issued equipment and software cannot meet your productivity needs, please communicate your needs to corpeng-help@roblox.com.

- Only Roblox issued equipment are allowed on the secure network, Roblox_Secure.
- If you need to connect your personal mobile device to a WIFI network at HQ, you may only connect it to Roblox_Public.
- No VPN access for workstations not managed by Roblox CorpEng.
- Do not authenticate a device onto the secure network with your Active Directory credentials if the end point does not belong to you and if it was not issued by Roblox.

Asset Lost or Stolen - Instructions

Whenever leaving the office with your work laptop, we kindly ask you to be aware of your surroundings and take the appropriate precautionary steps to protect your devices.

If you are using your laptop in public, we ask that you monitor your devices **at all times**.

Please never leave your work laptop in your car, even if it is out of sight.

If you are not going directly home after work and traveling by car, we ask that you **bring your laptop with you wherever you go**.

In the event that your laptop is stolen or lost, please take these steps:

1. Report the loss to italerts@roblox.com immediately, **do not wait**.
 - a. Please use the email subject "Stolen Laptop"
 - b. *Do not send any other requests to this alias.*
2. **Always** get a police report for either loss or theft.
3. Change all your Roblox passwords, in order of importance:
 - a. [Okta](#)
 - b. Active Directory - CorpEng can help with this
 - c. [1Password](#)
 - d. Any other accounts that: Are vaguely similar to either password above, even if this password is in Okta.
4. Log out of all active Gmail sessions - instructions can be found [here](#).
 - a. **NOTE:** You will temporarily lose access to Roblox systems.

If you have any questions, please direct them to corpeng-help@roblox.com.

Slack Communication and Retention Policy

Communication Policy:

Slack is a great tool for internal communication. However, when using Slack, remember that what is written down can generally not be undone. Below are some general guidelines to follow in your written communications, both on Slack and other communication tools within the company. These apply to both public and private Slack channels.

Civility: Respecting the community applies to our communications with each other. Avoid writing anything that could be considered offensive or could cause a recipient undue stress. For example, writing in ALL CAPS to prove a point is generally not necessary, especially if it is directed towards an action that someone has taken (there are of course exceptions such as all caps meant to convey a positive message such as "HAPPY BIRTHDAY"). Swearing and disparaging comments directed towards or about any individual should be avoided at all times.

Sensitivity: Is the information that is communicated highly sensitive in nature? If so, take steps to restrict access to a Slack channel you may have created. If you are seeking advice from Legal, please start the message with "ACP" or "Privileged" to help protect the information being discussed. Also, sensitive information that you may have acquired while working with a former employer should never be shared within the company as you are likely obligated to maintain the confidentiality of that information.

Retention Policy:

Why do we have a Retention Policy?

There are two problems that we are trying to address.

1. As we are scaling operations we need to be sure that we will be able to find important decisions, instructions and insights that we have documented. Slack just isn't an ideal platform for retaining and finding that knowledge and we want to encourage people to use Confluence, Jira or Google Docs to do that.
2. We also want to reduce the amount of both non-business messages or messages that may not further our business interests that are retained on Slack. Channels that cover areas of personal interest to people are encouraged, but retaining information on those channels past 30 days will generally not be approved. Also, in considering extension requests to the Retention Policy, different departments in the company, including Legal, will consider such requests and determine which channels help further Roblox's business interests. Channels that are determined to not further Roblox's business interests will be noted as "Rejected" on the [Public Channel Retention Requests](#).

What is the policy?

1. DMs are retained for 365 days, *this cannot be changed*.
2. Private channels have a *default* retention of 3 months and any member of the channel can extend to retention to 3 years
3. Public channels have a *default* retention of 3 months and you can request CorpEng to extend retention to 3 years
4. Shared Workspace channels are retained for 30 days, *this cannot be changed*.

When does the policy go into effect?

This policy will be in effect come **September 17, 2021 at 9PM PT**. On that date, messages in channels that are older than the retention period will be deleted.

How can I extend the retention period?

- **DMs**
 - If you'd like group DMs to live longer, create a private channel and change the retention policy. For instructions [Click Here](#)
- **Private Channels**

- If you'd like a private channel to live longer, change the retention policy. For instructions [Click Here](#)

- **Public Channels**

- If you'd like a public channel to live longer, submit a request to corpeng-help@roblox.com for consideration
- We are also maintaining a list of all public channels with extended retention [here](#) to avoid spamming CorpEng with multiple requests

If you are not sure what private channels you have created (since Slack hides unused channels that are not favorited), submit a request to corpeng-help@roblox.com and they'll send you a complete list.

More FAQs:

1. What will happen to saved items and pinned messages?

- a. All messages will be subject to the default retention policy unless overridden. We strongly encourage that if you have important information saved, move it into Confluence or Google Drive and update any relevant documentation.

2. Can I change the retention policy for public channels?

- a. Yes, There is **no self-serve capability**, so please [email](#) a request to corpeng-help@roblox.com

3. Are DM's to yourself included in the 30 day policy?

- a. Yes.

4. What happens to group DMs turned into a private channel?

- a. The content would then be subject to the private channel retention policy of 3 months to 3 years.

5. Is there a tool to export Pinned DMs?

- a. No, unfortunately this is a Slack limitation, so copy/paste items elsewhere to save them.

6. Is there a tool or plugin to export messages into a Confluence doc or local txt / PDF?

- a. No, unfortunately this is a Slack limitation, so copy and paste is the best way to save items.

7. Can we add something like a regex check on retention policies, such as #save for important info?

- a. No, unfortunately this is a Slack limitation.

8. Can we export all DMs that a user is involved in (ex: similar to Facebook's massive "export everything about you" functionality)?

- a. No, unfortunately this is a Slack limitation.

9. What happens if a private channels retention is set to greater than 3 years?

- a. We trust that all Robloxians will follow this policy and ensure that private channels are set to a maximum of 3 years retention.

10. Am I able to delete my Slack postings myself?

- a. Yes, this feature has been enabled.

11. Are Shared channels between 2+ Workspaces (Roblox & Luobu) included in the 30day policy?

- a. Yes, shared workspaces do not have the capability to extend retention beyond 30 days.

Slack Retention Options

Channel creator tasks to be completed

1. **Do nothing** - Public/Private channels will default to 3 months of retention on Friday, Sept 17th at 9PM PT
2. **Extend Public channel** - Add your request to this [spreadsheet](#) to be considered for extended retention from 3 months up to 3yrs prior to Friday, September 17, 2021 at 9PM PT. CorpEng will cover this step so there is no action on your end other than listing it on the spreadsheet.
3. **Extend Private channel** - Follow this self-serve [document](#) on how to extend retention from 3 months up to 3yrs.

CorpEng tasks to be completed

1. **Archive channel** - Indicate which channel(s) you want archived by typing “Archive” next to the channel if any on the list.
2. **Delete channel** - Indicate which channel(s) you want deleted by typing “Delete” next to the channel if any on the list
3. Reply to this email if you require any CorpEng tasks for any of your channels - This will automate a corpeng-help ticket on your behalf for us to complete

Requesting a Secondary Machine (Desktop/Laptop/Test Machine)

At Roblox, we strongly encourage you and your managers to select a machine that will be sufficient for all of your day to day work. If certain duties require you to switch your laptop to a different model, please reach out to corpeng-help@roblox.com and we will assist you.

If there is a strong business justification to have a secondary machine due to having job responsibilities requiring both MacOS and Windows, please e-mail corpeng-help@roblox.com and we will work with you to find a solution.

It will be likely that the secondary machine will be gently used and in some cases, a model 1 - 2 generations back from what we currently deploy (due to availability).

Keep in mind, we may also suggest other alternatives such as a VM, or Parallels (On MacOS).

Secondary Machine Requests for a Desktop/Laptop/Test Machine

These requests require:

- business justification
- manager's approval
- Finance approval

NOTE: Tech Refreshes (TR) for secondary desktops/laptops/test machines follow the same guidelines as a TR for a primary machine (see above). However, if the guidelines are met, it will be replaced with a gently USED machine from our stock.

Username Policy

Table of contents

- [Username restrictions and global requirements](#)
- [Username selection order](#)
- [Username changes](#)

Username restrictions and global requirements

- The username nomenclature is based on the first and last name provided by the People Team.
- The username must be **no longer than 15 characters** (Periods “.” are considered a character)
 - If a username exceeds 15 characters, CorpEng will either truncate the username to exactly 15 characters or reach out to the user to see what is most appropriate.
- Username selection must follow the order from “Username Selection Order”
- If someone has multiple first or last names, including names with hyphens, the username will be based on the first part of the name(s).
 - If someone has multiple first names, the username selection will be created based on the first portion of the “First Name” (i.e. Full Name: Henry George Williamson; Username: hwwilliamson)
 - If someone has multiple last names, the username selection will be created based on the first portion of the “Last Name” (i.e. Full Name: Emily Pena-Montero; Username: epena)
- A **display name** change does not constitute a username change. You must have an approved reason (below) for changing your username.
 - Example: Jane Doe recently got married and took on her partner's last name.

Username selection order

1. first initial of the first name + last name
 - a. dduck
2. full name combined
 - a. donaldduck
3. [first name].[last name]
 - a. donald.duck

Username changes

- The following information needs to be provided before change can occur:
 - Business use case/justification
- Approved reasons for a username change
 - Legal name change
 - The current username is an inappropriate word (any language)
 - If you have HR and your Manager's approval for a username change

 If a request for a username change meets one of the acceptable reasons, the new username must fall within our Username Policy.

When changing your username...

Please be aware that a username change will cause delays in your work and may also cause blockers with the below systems

- Laptop - users need to meet with a member from IT to change the username. In some cases, a new profile needs to be created on Macs

- Slack - Slack super admin needs to make the username change
- Okta - all apps and tiles tied to the individuals account will need to be updated, some need to be done manually by the teams that own the app.
- GSuite - known issues with the old email being cached on end users inboxes

Windows Updates for Corporate Endpoints

Summary

This document is to illustrate the current configuration for automated patching for corporate Windows endpoints.

TOC

- [Summary](#)
- [TOC](#)
- [FAQ](#)
- [Related Docs](#)
- [RACI](#)
- [Helpful Links](#)
- [Short-Term Approach](#)
 - [Summary](#)
 - [Objectives](#)
 - [Deployed Windows Update Group Policy in the roblox.local AD Domain](#)
- [Long View Options](#)
 - [MDM agent + MS hosted update servers](#)
 - [MDM agent + internal WSUS](#)
 - [MDM agent + Azure hosted WSUS](#)
 - [GPO + Azure hosted WSUS](#)
 - [MDM agent + internal WSUS](#)
 - [GPO + internal hosted WSUS](#)

FAQ

Will I be able to defer updates, and if so, how for how long?

- Windows Updates will not be deferrable, but users will have the option to delay the host restart (if it is required).

What is the schedule for automatic installation of patches?

- Every day at 4AM local time.

Will my machine be restarted automatically?

- If a restart is required, it will notify you. The application of the patch can be delayed.

How will updates be distributed?

- Downloaded from public Windows Updates servers hosted by Microsoft.

Is WSUS being used to distribute updates?

- Not currently.

Related Docs

[macOS OS Patching \(WIP\)](#)

RACI

Responsible		Accountable	Consulted	Informed
Creator and maintainer of policy, objectives, and requirements	InfoSec	InfoSec	CorpEng	Robloxians
Implementor and maintainer of policy, objectives, and requirements	CorpEng	CorpEng, InfoSec	InfoSec	Robloxians
Communication to community of policy,	InfoSec, CorpEng	InfoSec, CorpEng	Comms	Robloxians

objectives, and requirements				

Helpful Links

For more information with Corporate Engineering's Endpoint Management policies, please check out this Confluence Doc for more information. Topics include:

- Maintenance/open windows/"working hours"
- OS patching
- Software distribution

Short-Term Approach

Summary

Since all Microsoft machines (physical or virtual) need to be joined to the roblox.local domain per company policy, a quick win would be to:

1. Build a GPO on the roblox.local domain that downloads Windows Updates directly from Windows Update Server (no WSUS since this isn't built)
2. Include corporate endpoints to this GPO, *excluding production endpoints*.

More information into what the GPO looks like and the policy and comm's backing can be found below.

Objectives

- Patching gets applied to employee laptops and workstations
- We have high confidence if they are getting patched
- Users can postpone for a certain amount of time via Windows prompt
- Without a WSUS server it is understood that Problem Statements #3 and #4 are not being addressed this time:
 - The measurement of installation status across fleets with the existing tools isn't ideal
 - We are unable to block updates that could potentially cause friction due to buggy updates

Deployed Windows Update Group Policy in the roblox.local AD Domain

As of May 17, 2022

The screenshot shows the 'Enable Auto Updates' GPO settings in the Group Policy Management Editor. The 'Policies' tab is selected under 'Administrative Templates'. The 'Windows Components/Windows Update' section contains the following policies:

Policy	Setting	Comment
Allow Automatic Updates immediate installation	Enabled	
Configure Automatic Updates	Enabled	
Configure automatic updating:	4 - Auto download and schedule the install	
The following settings are only required and applicable if 4 is selected.		
Install during automatic maintenance	Enabled	
Scheduled install day:	0 - Every day	
Scheduled install time:	04:00	
Delay Restart for scheduled installations	Enabled	
Wait the following period before proceeding with a scheduled restart (minutes):	30	
Enabling Windows Update Power Management to automatically wake up the system to install scheduled updates	Enabled	
No auto-restart with logged on users for scheduled automatic updates installations	Enabled	
Re-prompt for restart with scheduled installations	Enabled	
Wait the following period before prompting again with a scheduled restart (minutes):	5	
Tum on recommended updates via Automatic Updates	Enabled	

Turn on recommended updates via Automatic Updates Enabled

Extra Registry Settings

Display names for some settings cannot be found. You might be able to resolve this issue by updating the .ADM files used by Group Policy Management.

Setting	State
SOFTWARE\Policies\Microsoft\Windows\Windows Update\ActiveHoursEnd	17
SOFTWARE\Policies\Microsoft\Windows\Windows Update\ActiveHoursStart	8
SOFTWARE\Policies\Microsoft\Windows\Windows Update\AU\AllowMUIUpdateService	1
SOFTWARE\Policies\Microsoft\Windows\Windows Update\SetActiveHours	1

User Configuration (Enabled)

No settings defined.

Enable Auto Updates

Scope Details Settings Delegation Status

Links

Display links in this location: roblox.local

The following sites, domains, and OUs are linked to this GPO:

Location	Enforced	Link Enabled	Path
Computers	No	Yes	roblox.local/Teams/Computers
Ops	No	Yes	roblox.local/Teams/Ops
Teams	No	Yes	roblox.local/Teams

Security Filtering

The settings in this GPO can only apply to the following groups, users, and computers:

Name
Authenticated Users

Enable Auto Updates

Scope Details Settings Delegation Status

Domain: roblox.local

Owner: Domain Admins (ROBLOX\Domain Admins)

Created: 2/14/2013 9:42:53 AM

Modified: 9/15/2020 3:16:06 PM

User version: 0 (AD), 0 (SYSVOL)

Computer version: 19 (AD), 19 (SYSVOL)

Unique ID: {F0149A7F-6CEB-474F-8F34-B22E1025B735}

GPO Status: Enabled

Comment:

Long View Options

MDM agent + MS hosted update servers

[Workspace ONE - Windows Updates and Security Patches](#)

MDM agent + internal WSUS

MDM agent + Azure hosted WSUS

GPO + Azure hosted WSUS

MDM agent + internal WSUS

GPO + internal hosted WSUS

Test Windows Update GPO

Windows Update - Without WSUS																										
General																										
Collected on: 5/13/2022 4:00:53 PM																										
Details																										
<p>Domain: rbx-test.local</p> <p>Owner: RBX-TEST\Domain Admins</p> <p>Created: 5/12/2022 1:36:32 PM</p> <p>Modified: 5/13/2022 3:51:06 PM</p> <p>User Revisions: 0 (AD), 0 (SYSVOL)</p> <p>Computer Revisions: 37 (AD), 37 (SYSVOL)</p> <p>Unique ID: {c2faa103-fb1a-49f3-94bf-ca5b8f3be9b5}</p> <p>GPO Status: Enabled</p>																										
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Policy	Setting	Comment
Reschedule Automatic Updates scheduled installations	Enabled	
Wait after system startup (minutes):	30	
Policy	Setting	Comment
Specify deadline before auto-restart for update installation	Enabled	
Specify the number of days before a pending restart will automatically be executed outside of active hours:	2	
Policy	Setting	Comment
Turn off auto-restart for updates during active hours	Enabled	
Active Hours		
Start:	5 AM	
End:	12 PM	
Policy	Setting	Comment
Turn on recommended updates via Automatic Updates	Enabled	

User Configuration (Enabled)

No settings defined

Duo Request Verification

Due to security concerns, Duo Restore has been disabled in our environment.

If you are replacing your mobile device and need to set up Duo Mobile, you can request a new Duo Enrollment Invitation:

- In person (fastest way, please let CorpEng know you plan on stopping by)
- By emailing corpeng-help@roblox.com
 - This requires identification verification via Zoom

All enrollment invitations will be sent to the mobile number we have on file. If your number has changed, please let us know.

If you are willingly upgrading your phone, please plan ahead if possible.

To avoid an interruption to your ability to authenticate with Duo Mobile, we suggest transferring over to your new phone during business hours.

Tech Refresh Policy

- ✖ • Damaged or lost systems DOES NOT constitute a new laptop. Having hardware issues? Please see [Hardware Issues](#). Upon CorpEng's assessment, we may provide a used replacement system from our stock whether it be the same model or older. If you are in urgent need of a replacement machine, please email corpeng-help@roblox.com so we can assist you further.
- Contractors (non-CFTE) are not eligible for Tech Refreshes. If you are a non-FTE contractor and you need assistance troubleshooting your system, consult with an IT tech by emailing corpeng-help@roblox.com. Please note that a Roblox manager's approval may be needed if an IT tech recommends a replacement computer.

i Supported Hardware

Check out our [Supported IT Hardware](#) page for the systems we currently have in stock.

As of April 1st 2023, Roblox supported laptops and desktops are eligible for a Tech Refresh after 3 years from the date a Roblox employee receives their system.

- Example: Jane Doe receives their laptop in **April 2023**. They will be eligible for a Tech Refresh in **April 2026**.

If you have had your system for a minimum of 3 years, please email corpeng-help@roblox.com with the following template:

Subject: Tech Refresh

CC: Your Manager (to provide approval)

Description:

- Your Name:
- Date you received your system:
- Current system brand:

- Asset tag number (sticker on the back of system):

Afterward, an IT team member will assess the history of your system and determine if it's eligible for a Tech Refresh. If your system is not due for a Tech Refresh, but your system is under performing, please let us know and we can diagnose and troubleshoot it. Please keep in mind that due to the high demand of new laptops, we may not have your requested system in stock.

Offboarding Process

All offboardings, must go through a formal termination by following the attached articles below. By submitting an offboarding, HR will work with the CorpEng to disable the accounts and retrieve their Roblox assets. If you run into any issues or you have any questions regarding the offboarding process, please contact hr@roblox.com to assist you.

- **Full-Time Employee** - [Initiate a Termination](#)
- **Contractors** - [How to Offboard a Contractor](#)

Exiting Employee IT Checklist | Untitled excerpt

This checklist is recommended for employees and contractors to reference before they exit the company. Please go through the checklist and complete all the items that apply to you. Be aware that your Roblox assets will be wiped and all saved data will be permanently deleted.

- Apple ID - sign out of your Apple ID from your Roblox Apple assets
- Turn off Find my Mac on Company Owned Machine
- 1Password - transfer any personal passwords to your personal password manager
- Transfer your personal pictures and videos to yourself
- Transfer ownership of necessary files to colleagues or your manager
- GitHub - make sure your personal GitHub account is unlinked from Roblox's GitHub. If you run into issues, you can contact GitHub Support - <https://support.github.com/request>
- Cancel or transfer important meetings to your colleagues
- Test devices: remove PIN codes

Please drop off your Roblox IT equipment to CorpEng on your last day.

IT equipment that MUST be returned are:

- Laptops
- Desktops
- QA devices
- Monitors provided by IT
- IT Peripherals

 Assets not returned will be escalated to HR and Legal to take action.

Exiting Employee IT Checklist

This checklist is recommended for employees and contractors to reference before they exit the company. Please go through the checklist and complete all the items that apply to you. Be aware that your Roblox assets will be wiped and all saved data will be permanently deleted.

- Apple ID - sign out of your Apple ID from your Roblox Apple assets
- Turn off Find my Mac on Company Owned Machine
- 1Password - transfer any personal passwords to your personal password manager
- Transfer your personal pictures and videos to yourself
- Transfer ownership of necessary files to colleagues or your manager
- GitHub - make sure your personal GitHub account is unlinked from Roblox's GitHub. If you run into issues, you can contact GitHub Support - <https://support.github.com/request>
- Cancel or transfer important meetings to your colleagues
- Test devices: remove PIN codes

Please drop off your Roblox IT equipment to CorpEng on your last day.

IT equipment that MUST be returned are:

- Laptops
- Desktops
- QA devices
- Monitors provided by IT
- IT Peripherals

 Assets not returned will be escalated to HR and Legal to take action.

CorpEng Offboarding Procedures

i If you are from HR and would like to notify CorpEng and Facilities about an upcoming offboarding, please use one of the two offboarding Google Groups below:

- corpoffboardings-involuntary@roblox.com - confidential emergency terminations
- corpoffboardings-voluntary@roblox.com - planned offboarding

Involuntary offboarding

- Click the link to view the Involuntary Offboarding procedure - [!\[\]\(734ae4e444b4736911e8fdfddc26e380_img.jpg\) CorpEng Involuntary offboarding](#)

Voluntary offboarding

1. CorpEng will be notified by HR in two different ways
 - a. Workday report - generated every business day at 4:30pm
 - b. email to corpoffboardings-voluntary@roblox.com

i CorpEng should be notified directly for same-day offboardings

2. The CorpEng Offboarding Tech will term the accounts on the specified time and day from HR
3. 24 hours after termination, Facilities will create a ticket for desk repo/asset(s) collection

Roblox Supported Software

*As part of a company initiative to audit and reduce duplicative or like-software offerings, we are encouraging users to adopt tools from the list of approved applications. This is a list of supported software which include apps that IT can purchase on behalf of employees and free apps have been approved by Infosec, Finance, Legal, and IT.

If you wish to have a software or app be included on this list, you can visit the Okta tile "ZIP" or click the link here - [Request Unsupported Software](#) for consideration.

It is recommended to seek guidance from CorpEng through a Zendesk Ticket BEFORE downloading or installing any software. Many of the software listed have pre-established volume licensing.

- If a listed app is available in Okta self-service, you can request for the app by visiting this [catalog](#).
- List of Rolesets can be found - [here](#)

Application Name	Company	How to get access to the app	ZIP approved workflow	Approvals Required FTE	Approvals Required Contractor	Download	Point of Contact
3D Coat	Pilgway	Ticket to IT		Manager approval		https://3dcoat.com/download/	IT
3D Studio Max	Autodesk	Ticket to IT		Manager approval		https://www.autodesk.com/support/download-install/individuals/download/where-to-download-products-and-updates	IT
Figma	Figma	Okta Self-Service		None		Okta tile	IT
Acrobat Acrobat Pro	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
Asana	Asana	Ticket to IT		• Manager approval • PPS only no approval needed		Okta tile	IT
Creative Cloud (All Apps)	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
Premier Pro	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
Photoshop	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
Illustrator	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
After Effects	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
Substance 3D Collection (3D Painter and 3D Designer)	Adobe	Ticket to IT		Manager approval		https://www.adobe.com/creativecloud/desktop-app.html	IT
All Products Pack	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
CLion	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
DataGrip	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
dotUltimate	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
GoLand	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
IntelliJ IDEA Ultimate	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
PyCharm	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
ReSharper	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
Rider	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
RubyMine	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
WebStorm	JetBrains	Ticket to IT		None		https://www.jetbrains.com/toolbox-app/	IT
Maya	Autodesk	Ticket to IT		Manager approval		Maya Download Alternatively, an email with the installer is sent to the user when a license is installed.	IT

Mudbox	Autodesk	Ticket to IT		Manager approval	Mudbox Download Alternatively, an email with the installer is sent to the user when a license is installed.	IT
Dropbox	Dropbox	Ticket to IT		Manager approval	Okta tile	IT
robloxreadonly SQL access (MS SQL)	Roblox	Ticket to IT		Manager approval	N/A	Gopal Anand
MailChimp	MailChimp	Ticket to IT		Manager approval+ Hannah Lowry	https://mailchimp.com/	IT
TalentWall	TalentWall	Okta Self-Service		Miguel Cardenas	https://talentwall.io/	Miguel Cardenas
Abstract	Abstract	Okta Self-Service		App owners	Okta tile	IT
Adsense	Google Analytics	Ticket to IT		Manager approval	N/A	Walter Hsueh
Anaplan		Okta Self-Service		App owners	Okta tile	IT
Anzovin - The Setup Machine 3	Maya	Ticket to IT		Manager approval	Plugin for Maya (Must have Maya to download)	IT
Appbot	Appbot	Ticket to IT		Manager approval	Purchase 1 license per user	IT
Astrill VPN	Astrill	Ticket to IT		Manager approval	https://www.astrill.com/download/windows	IT
AWS		Ticket to IT		Managers approval	AWS Legacy Accounts (Specify what access is needed)	IT
Balsamiq Cloud	Balsamiq	Ticket to IT		Manager approval	https://balsamiq.cloud/	Matthew Dean
Be Focused - Focus Timer	None	None		None	https://xwavesoft.com/be-focused-pro-for-iphone-ipad-mac-os-x.html	None
Beyond Compare	Scooter Software	Ticket to IT		Manager approval	https://www.scootersoftware.com/	IT
Boomerang	Boomerangfor gmail	None		None	https://www.boomeranggmail.com/	None
Admin Website	Roblox	This is a default app for all FTE. If you are not an FTE and this app is required, file a Ticket to IT		Manager approval for roleset requests	https://admin.simulprod.com/	Toby Teel and Walter Hsueh
Backtrace	Sauce Labs	Okta Self-Service		App owners	Okta tile	IT
Brave Browser	Brave	Free		N/A	https://brave.com/	IT
CoderPad	CoderPad	Okta Self-Service		N/A	Okta tile	IT
AuditBoard	AuditBoard	Okta Self-Service		App owners	Okta tile	IT
CockroachDB	Cockroach Labs	Okta Self-Service		App owners	Okta tile	IT
DataPeople	DataPeople	Okta Self-Service		App owners	Okta tile	IT
DevOps		Okta Self-Service		App owners	Okta tile	IT
EatClub	EatClub	Okta Self-Service		App owners	Okta tile	IT
FireHydrant	FireHydrant	Okta Self-Service		App owners	Okta tile	IT
Floqast	Floqast	Okta Self-Service		App owners	Okta tile	IT
HackerOne	HackerOne	Okta Self-Service		App owners	Okta tile	IT
Kentik	Kentik	Okta Self-Service		App owners	Okta tile	IT
LightStep	LightStep	Okta Self-Service		App owners	Okta tile	IT

NetSuite	NetSuite	Okta Self-Service		App owners	Okta tile	IT
Notion	Notion	Okta Self-Service		App owners	Okta tile	IT
PagerDuty	PagerDuty	Okta Self-Service		None	Manager approval	IT
PractiTest	PractiTest	Okta Self-Service		N/A	Okta tile	IT
PlusPlus	PlusPlus	Okta Self-Service		App owners	Okta tile	IT
Sauce Labs	Sauce Labs	Okta Self-Service		N/A	Okta tile	IT
Security Portal		Okta Self-Service		N/A	Okta tile	IT
Stack Overflow	Stack Overflow	Okta Self-Service		None	Okta tile	IT
TeamRetro		Okta Self-Service		App owners	Okta tile	IT
BullseyeCoverage	Bullseye	Ticket to IT		Manager approval	https://www.bullseye.com/product.html	IT
Burp Suite	PortSwigger	Ticket to IT		Manager approval	https://portswigger.net/burp/pro	IT
Camtasia	Techsmith	Ticket to IT		Manager approval	https://www.techsmith.com/video-editor.html	IT
Charles Proxy	Charles	Ticket to IT		Manager approval	https://www.charlesproxy.com/download/latest-release/	IT
CircleCI	CircleCI	Service Desk Ticket to ProdEng	-		Request here: https://jira.rbx.com/servicedesk/customer/portals	ProdEng
Confluence	Atlassian	This is a default app for all FTE. If you are not an FTE and this app is required, file a Ticket to IT. Okta tile to be added if the user does not have it.		None	Manager approval https://confluence.rbx.com/	ProdEng
Jira	Atlassian	This is a default app for all FTE. If you are not an FTE and this app is required, file a Ticket to IT Okta tile to be added if the user does not have it.		None	Manager approval https://jira.rbx.com/	ProdEng
Atlassian Partner	Atlassian	Okta Self-Service		App owners	Okta tile	IT
CrashPlan	CrashPlan	Ticket to IT		No	CrashPlan download	Jose Ordonez
Grammarly	Grammarly	Free		N/A	https://www.grammarly.com/	
Crazy Bump	Crazy Bump	Ticket to IT		Yes	https://crazybump.com/mac/	
Dean, Mop & Moderation Website	Roblox	This is a default app for all FTE/Mod/T&S Mod base. If you are not an FTE and this app is required, file a Ticket to IT		Manager approval (if you are not an FTE)		Toby Teel and Walter Hsueh
DisplayFusion	Binary Fortress Software	Ticket to IT		Manager approval	https://www.displayfusion.com/Download/	IT

Docker		Self Managed, User needs to create their own account	None		https://www.docker.com/get-started	Self-Serve
DocuSign	DocuSign	Ticket to IT	Manager approval		https://support.docusign.com/en/downloads	IT
dotTrace	Jetbrains	Ticket to IT	Manager approval			IT
Drone.io	Harness	Ticket to Servicedesk	N/A		Request access via Servicedesk: https://jira.rbx.com/servicedesk/customer/portals	ProdEng
Dropbox	Dropbox	Ticket to IT	Manager approval		https://www.dropbox.com/install	IT
Eat Club	Eat Club	Ticket to Facilities				Facilities
EFax	EFax	Ticket to IT	Manager approval + Business justification		https://www.efax.com/efax-help-center/efax-messenger/download-efax-messenger	Karen Neyman
Elastic Search	Elastic	Ticket to IT	Manager approval		https://www.elastic.co/downloads/elasticsearch	IT
Element 3D	Video CoPilot	Ticket to IT	Manager approval			IT
Entrain Solutions	Entrain	Ticket to IT	Manager approval		http://entrain.com/source-search/download.html	IT
Expensify Admin	Expensify	Ticket to IT, And CC Judd Manuel to give Access after approval	Manager approval		Okta tile	Finance
ExpressVPN	ExpressVPN	Ticket to IT	Manager approval		https://www.expressvpn.com/vpn-software	IT
Firefox (optional browser, but not recommended)	Firefox	Free	N/A		https://www.mozilla.org/en-US/firefox/new/	IT
Flinto	Flinto	Ticket to IT	Manager approval		https://www.flinto.com/download	IT

Framer (Framer Cloud)	Framer	Ticket		Manager approval		https://www.framer.com/downloads/	IT
Gamebench	Gamebench	Ticket to IT		Manager approval		https://docs.gamebench.net/downloads/	IT
Git	Git	Free		None		Download: https://git-scm.com/download/win Using Git for Development	IT
GitHub Enterprise	Github	Ticket to IT		Manager approval	Roblox manager to approval + a Roblox laptop must be issued	IT provides the Okta tile. Requires VPN to access https://github.rbx.com/ . See more info here .	IT
GitHub Cloud	GitHub	Ticket to IT		Manager approval	Roblox manager to approval + a Roblox laptop must be issued	IT provides the Okta tile. To complete account setup, see more info here .	IT
GitKraken Pro	GitKraken	Ticket to IT		Manager approval		https://www.gitkraken.com/	IT
Google Analytics		Ticket to IT		Walter Hsueh			Walter Hsueh
Google Chrome (Recommended Browser)	Google	Free		N/A		https://www.google.com/chrome/downloads/	IT
Greenhouse	Greenhouse	Contractors need to send a ticket to IT		Manager approval		Okta tile is assigned to all FTEs. https://www.greenhouse.io/	IT
Greenhouse Karat	Greenhouse	Reach out to Miguel Cardones					
Homebrew	Homebrew	Free		None		https://docs.brew.sh/installation	IT
Houdini FX	SideFX	Ticket to IT		Manager/Finance Approval		Will be provided with License key	IT
HubSpot	HubSpot	Reach out to the Developer Relations team		N/A			Developer Relations team
iMindMap	AYOA	Ticket to IT		Manager approval		https://www.ayoa.com/Previously-iMindMap/?utm_medium=301&utm_source=imindmap.com	IT
Incredibuild	Incredibuild	Ticket to IT		Manager approval			IT

Invision App	Invision App Inc.	Ticket to IT		Manager approval	https://www.invisionapp.com/studio/learn/welcome-to-invision-studio	IT
Kibana	Elastic NV	Ticket to IT		Manager approval	Okta tile	IT
Kite	Kite	Free		N/A	https://www.kite.com/	
LinqPad 5	LinqPad	Ticket to IT		Manager approval	https://www.linqpad.net/CustomUpgrade.aspx	IT
LucidChart Editor	Lucid Software	Ticket to IT		Manager approval	Okta tile	IT
LucidChart	Lucid Software	Ticket to IT		Manager approval	Okta tile	IT
Mailchimp	Mailchimp	Ticket to IT		Manager approval		IT
Marksman	Mark Eel	Ticket to IT		Manager approval	http://www.getmarkman.com/	IT
Marmoset	Marmoset	Ticket to IT		Manager approval	https://marmoset.co/toolbag/	IT
Maxmind	Maxmind	Ticket to IT		Manager approval		IT
MetricsConfigurations		Ticket to it		Manager approval	Okta tile	IT
MindNode	MindNode	Ticket to IT		Manager approval	https://www.mindnode.com/	IT
Navicat Essentials Premium	PremiumSoft	Ticket to IT		Manager approval	Navicat Download	IT
NDepend Build	NDepend	Ticket to it		Manager approval	https://www.ndepend.com/download	IT

NDepend Dev	NDepend	Ticket to it		Manager approval		https://www.ndepend.com/download	IT
Nessus Professional	Nessus	Ticket to Infosec		Infosec			Infosec
Go Lynx	Go Lynx			None		https://go.simulpong.com/	
Go Lynx (ADMIN)	Go Lynx	Ticket To IT		Manager approval		https://go.simulpong.com/_/Redirect/list Prerequisite: Access to GitHub Enterprise	IT
Notepad++	Notepad	Free		None		https://notepad-plus-plus.org/downloads/	IT
OBC		Reach out to Trust and Safety		N/A			Trust and Safety
Microsoft Office 365	Microsoft	This is a default app for all FTE. If you are not an FTE and this app is required, file a Ticket to IT		None		https://www.office.com/?auth=2 You can also access your Office 365 account through Okta	IT
OmniGraffle	Omnigroup	Ticket to IT		Manager approval		https://www.omnigroup.com/omnigraffle	IT
Global Protect	Palo Alto Networks	This is a default app for all FTE. If you are not an FTE and this app is required, file a Ticket to IT		None	Roblox manager to approval + a Roblox laptop must be issued	https://vpn.rbx.com (ONLY ALLOWED FOR ROBLOX ASSETS)	IT
Parabol.co	Parabol, Inc.	Free		N/A		https://www.parabol.co/	IT
Parallels	Parallels	Ticket to IT		None		Parallels Download Alternatively, when a license is assigned to an account, the user will receive an email with the installer.	IT
Perforce	Perforce	Reach out to Client DevOps		N/A		https://www.perforce.com/downloads/helix-visual-client-p4v	Client DevOps
Postman	Postman, Inc.	Ticket to IT		Manager approval		Access through Okta	IT
Principle	Core Animation	Ticket to IT		Manager approval		https://principleformac.com/	IT

ProCreate	Savage Interactive	Expense the subscription in Expensify		ap@roblox.com		https://procreate.art/ipad	
Protopie	ProtoPie	Ticket to IT		Manager approval		License assigned via Okta https://www.protopie.io/	IT
Smartsheets	Smartsheet Inc.	Ticket to IT		Manager approval		Access through Okta	IT
Slido	sli.do s. r. o.	Ticket to IT		None		Access through Okta	IT
Slido Extension for Google Slides	sli.do s. r. o.	Free		N/A		https://workspace.google.com/marketplace/app/slido_for_google_slides/240609050747 Must have Slido access	IT
Slido Admin	sli.do s. r. o.	Ticket to IT		IT manager and HR		Access through Okta	IT
Clockwise	N/A	Free		N/A		https://www.getclockwise.com/	IT
Snagit	TechSmith	Ticket to IT		Manager approval		https://support.techsmith.com/hc/en-us/articles/360004908652-Desktop-Product-Download-Links	IT
Status Hero	Status Hero	Ticket to IT		None		Access through Okta	IT
Steam Spy	Steam Spy	Ticket to IT		Manager approval		https://www.patreon.com/join/steamspy	IT
Sublime Text	Sublime Text	Ticket to IT		None		https://www.sublimetext.com/	IT
Superset	Apache	Ticket to IT		Manager approval		Access through Okta Tile	
Survey Gizmo	Survey Gizmo	Ticket to IT		Business justification			Christofer Oberst
SurveyMonkey	SurveyMonkey	Ticket to IT		Manager approval		Access through Okta Tile	IT
Swarm		N/A		Reach out to #client-devops		https://swarm.simulpong.com	Client Devops
Swifttype	Swifttype	Ticket to IT		Manager approval		https://swiftype.com/	IT
Vitess	PlanetScale	Free		None		https://vitess.io/docs/13.0/get-started/local/	

VLC	VideoLAN	Free		None		https://www.videolan.org/vlc/	
VMProtect	VMP	Ticket to IT		Manager approval		https://vmpsoft.com/support/download/	IT
VMware Desktop 15 Pro	VMware	Ticket to IT		None		https://customerconnect.vmware.com/downloads/#all_products	IT
VMware Fusion	VMware	Ticket to IT		None		https://customerconnect.vmware.com/downloads/#all_products	IT
Vshell	VanDyke Software	Ticket to IT		Manager approval		https://www.vandyke.com/download/vshell/download.html	IT
RightInbox	RightInbox	Free		N/A		https://chrome.google.com/webstore/detail/rightinbox-email-reminder/mflnemhkomgploogccdmcloekbloobgb	IT
TextExpander	TextExpander	Ticket to IT		Manager approval		TextExpander New Account https://textexpander.com/download	IT
Glean	Glean	Ticket to IT		Manager approval		https://app.glean.com/login?redirect=%2F	IT
ReleaseEngineer, TranslationContributor, and Soothsayer	Roblox	Must have a Roblox account		Specific Managers can grant these rolesets		List of RoleSets	Toby Teel and Walter Hsueh
IronClad	App Sunset	App Sunset		App Sunset		App Sunset, replaced by ZIP	Legal
Calendly		Ticket to IT		Manager approval		https://calendly.com/	IT
TextExpander		Ticket to IT		Manager approval		https://auth.textexpander.com/sign-in	
Visual Studio		Ticket to IT		None			
Visual Studio Code		Ticket to IT		None	None		
Intel VTune	Intel	Free		N/A		Download the Intel® VTune™ Profiler	

AD, Okta, 1Password Password Update FAQ

Table of contents:

- [Questions](#)
- [Support:](#)
 - [Email/Tickets corpeng-help@roblox.com](#)
 - [Slack Channel #roblox-password-policy](#)
- [Guiding Principles for Security + Compliance \(subject to approval/evolution or auditor regulatory requirements\):](#)

Questions

1. Why use 1Password instead of Chrome browser password saves?

▼ Click to expand...

- a) way more secure than saving passwords in browser (cached credentials in browsers etc. can be scraped by malware or intruders on your host)
- b) can save a wide variety of auth passwords/hints (not just for browsers)
- c) easy safe shares with other user/groups (i.e. credit cards etc.)
- d) auto-generation tool for complexity etc.!
- e) you can program against it w/ the API: <https://support.1password.com/connect-api-reference/>

Roblox's New Password Policies for AD, Okta and 1Password | Untitled excerpt

- [Support:](#)
 - [Email/Tickets corpeng-help@roblox.com](#)
 - [Slack Channel #roblox-password-policy](#)
- [Email:](#)
 - [Call To Action - Updating Your Password](#)
- [Doc Detail:](#)
 - [Purpose](#)
 - [Scope](#)
 - [Policy](#)
 - [General - Expiration and Privileged/Production Account Passwords](#)
 - [Updated Password Construction Guidelines:](#)
 - [Common Mistakes to Avoid](#)

Support:

Email/Tickets corpeng-help@roblox.com

For user support questions, please send a request to corpeng-help@roblox.com.

Slack Channel #roblox-password-policy

Ad hoc questions can also be directed to the team at Slack channel #roblox-password-policy.

Email:

Hi All Robloxians,

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in a compromise of Roblox's entire network. As such, all Roblox employees (including contractors and vendors with access to Roblox systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their password. (See [Acceptable Use Policy](#) for additional information).

Call To Action - Updating Your Password

As mentioned in Town Hall Aug. 19, we are adding updated expiration terms to passwords on Wed. Sept. 22, 2021 to support SOX compliance requirements. After the update, AD passwords will have an 180 day expiration while Okta and 1Password have a 1 year expiration term. This means that any password older than the defined expiration will be automatically disabled.

So, we are asking you to proactively change your password before Sept. 22 to account for the new expiration terms.

- Please Update Your Password for Active Directory (AD) if it was set before April 2021 this year.
- Please Update Your Password for Okta and 1Password if it was set before October 2020 of last year.
- Wherever possible, enable Multi-Factor Authentication (MFA/2FA) to add a significant layer of protection to your accounts.

Helpful links

Also see [Updated Password Construction Guidelines](#) and [Access Control Policy](#)

- AD
 - How to change your AD password on a [Windows Machine](#)
 - How to change your AD password on a [Apple Mac](#)
- Okta
 - [Unlock & Password Reset Options](#) for Okta
- 1 Password
 - How to change your password on [1Password](#)
 - [1Password Help](#) - 1Password can help you store many complex passwords with more ease.
 - [1Password - Enabling 2FA/YubiKey](#)
 - Also see <https://1password.community/discussion/99873/i-want-to-change-the-master-password-for-1password-account-which-method-is-best>

Remember passwords are how we identify **YOU**:

- If someone uses your password, they can do things as **YOU**.
- If they do something bad as **YOU**, no one will know the difference except maybe **YOU!**

Best regards,

InfoSec & CorpEng

Doc Detail:

Purpose

The purpose of this policy is to establish a standard for the creation of strong passwords, the protection of those passwords, and the frequency of change.

Scope

The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any Roblox facility, has access to the Roblox network.

Policy

General - Expiration and Privileged/Production Account Passwords

1. All user-level passwords must be changed at least every maximum of **180 calendar days for AD and 365 for Okta and 1Password**
2. All systems-level privileged user passwords (e.g., root, enable, network administrator, application administration accounts, etc.) must be changed at least every 180 days.
3. All production system-level passwords must be part of the Information Security administrated global password management database.
4. All passwords are a **SECRET - Confidential Roblox information**.

Updated Password Construction Guidelines:

1. **Password Age**
 - a. **AD: No older than 180 days.**
 - b. **Okta or 1Password: No older than one (1) year.**
2. **Not be the same as the User ID.**
3. **Not be a dictionary word or proper name.**
4. **Password Length: Minimum of 12 characters on all systems.**
5. **Password Complexity: Use at least 3 character types of uppercase, lowercase, numbers, symbols, and/or special Unicode.**
6. **Password History: Not identical to the previous (24) passwords.**
7. **Password Retries: No password retries beyond 6 after that account is locked out.**

Pro Tips:

- Use a memorable passphrase w/ character complexity, instead of arbitrary passwords: e.g. "4 Tigers Took Timmee To The Tank!"
- Wherever possible, enable Multi-Factor Authentication (MFA/2FA) to add a significant layer of protection to your accounts.
- Use a Password Manager like 1Password (available through CorpEng) on mobile as well as desktop - to assist w/ laptop pwds
 - On mobile 1Password, once you authenticate, you can refresh your session going forward with thumbprint on your trusted device (no passwords!)
- We also encourage you to take advantage of new modern access tooling BeyondIdentity which enables passwordless authentication via stronger user and device trust models. Enroll by following [this how-to](#) or inquire w/ CorpEng.

Common Mistakes to Avoid

- Not be transmitted in the clear or plaintext outside the secure location.
- Not be displayed when entered.
- Revealing a password over the phone to anyone

- Revealing a password in plaintext an email message or other written communication
- Revealing a password to others
- Hinting at the format of a password (e.g., "my family name")
- Revealing a password on questionnaires or security forms
- Sharing a password with family members
- Revealing a password to a co-worker while on vacation
- Using the "Remember Password" feature of applications
- Writing passwords down and store them anywhere in your office
- Storing passwords in a file on ANY computer system unencrypted.

Support:

Email/Tickets corpeng-help@roblox.com

For user support questions, please send a request to corpeng-help@roblox.com.

Slack Channel #roblox-password-policy

Ad hoc questions can also be directed to the team at Slack channel #roblox-password-policy

Guiding Principles for Security + Compliance (subject to approval/evolution or auditor regulatory requirements):

1. All critical login systems either are or expedited work-in-progress to be behind MFA like Okta or Yubikey etc.
2. Hence b/c MFA mitigates better, let us go to a more reasonable 1/yr password update
3. Scrutinized accounts limited to a smaller subset of critical core accounts, where controls over those give us more flexibility regarding policies on secondary dependent accounts (i.e. anything leveraging AD/Okta/GSuite AuthN on the front-end.). Hopefully this will lighten the burden internally.

Roblox's New Password Policies for AD, Okta and 1Password

Table of contents:

- [Support:](#)
 - [Email/Tickets corpeng-help@roblox.com](#)
 - [Slack Channel #roblox-password-policy](#)
- [Email:](#)
 - [Call To Action - Updating Your Password](#)
- [Doc Detail:](#)
 - [Purpose](#)
 - [Scope](#)
 - [Policy](#)
 - [General - Expiration and Privileged/Production Account Passwords](#)
 - [Updated Password Construction Guidelines:](#)
 - [Common Mistakes to Avoid](#)

Support:

Email/Tickets corpeng-help@roblox.com

For user support questions, please send a request to corpeng-help@roblox.com.

Slack Channel #roblox-password-policy

Ad hoc questions can also be directed to the team at Slack channel #roblox-password-policy.

Email:

Hi All Robloxians,

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in a compromise of Roblox's entire network. As such, all Roblox employees (including contractors and vendors with access to Roblox systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their password. (See [Acceptable Use Policy](#) for additional information).

Call To Action - Updating Your Password

As mentioned in Town Hall Aug. 19, we are adding updated expiration terms to passwords on Wed. Sept. 22, 2021 to support SOX compliance requirements. After the update, AD passwords will have an 180 day expiration while Okta and 1Password have a 1 year expiration term. This means that any password older than the defined expiration will be automatically disabled.

So, we are asking you to proactively change your password before Sept. 22 to account for the new expiration terms.

- **Please Update Your Password for Active Directory (AD) if it was set before April 2021 this year.**
- **Please Update Your Password for Okta and 1Password if it was set before October 2020 of last year.**
- **Wherever possible, enable Multi-Factor Authentication (MFA/2FA) to add a significant layer of protection to your accounts.**

Helpful links

Also see [Updated Password Construction Guidelines](#) and [Access Control Policy](#)

- AD
 - How to change your AD password on a [Windows Machine](#)
 - How to change your AD password on a [Apple Mac](#)
- Okta
 - [Unlock & Password Reset Options](#) for Okta
- 1 Password
 - How to change your password on [1Password](#)
 - [1Password Help](#) - *1Password can help you store many complex passwords with more ease.*
 - [1Password - Enabling 2FA/YubiKey](#)
 - Also see <https://1password.community/discussion/99873/i-want-to-change-the-master-password-for-1password-account-which-method-is-best>

Remember passwords are how we identify **YOU**:

- If someone uses your password, they can do things as **YOU**.
- If they do something bad as **YOU**, no one will know the difference except maybe **YOU!**

Best regards,

InfoSec & CorpEng

Doc Detail:

Purpose

The purpose of this policy is to establish a standard for the creation of strong passwords, the protection of those passwords, and the frequency of change.

Scope

The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any Roblox facility, has access to the Roblox network.

Policy

General - Expiration and Privileged/Production Account Passwords

1. All user-level passwords must be changed at least every maximum of **180 calendar days for AD and 365 for Okta and 1Password**
2. All systems-level privileged user passwords (e.g., root, enable, network administrator, application administration accounts, etc.) must be changed at least every 180 days.
3. All production system-level passwords must be part of the Information Security administrated global password management database.
4. All passwords are a **SECRET - Confidential Roblox information**.

Updated Password Construction Guidelines:

1. **Password Age**
 - a. **AD: No older than 180 days.**
 - b. **Okta or 1Password: No older than one (1) year.**
2. **Not be the same as the User ID.**

3. *Not be a dictionary word or proper name.*
4. *Password Length: Minimum of 12 characters on all systems.*
5. *Password Complexity: Use at least 3 character types of uppercase, lowercase, numbers, symbols, and/or special Unicode.*
6. *Password History: Not identical to the previous (24) passwords.*
7. *Password Retries: No password retries beyond 6 after that account is locked out.*

Pro Tips:

- Use a memorable passphrase w/ character complexity, instead of arbitrary passwords: e.g. "4 Tigers Took Timmee To The Tank!"
- Wherever possible, enable Multi-Factor Authentication (MFA/2FA) to add a significant layer of protection to your accounts.
- Use a Password Manager like 1Password (available through CorpEng) on mobile as well as desktop - to assist w/ laptop pwds
 - On mobile 1Password, once you authenticate, you can refresh your session going forward with thumbprint on your trusted device (no passwords!)
- We also encourage you to take advantage of new modern access tooling BeyondIdentity which enables passwordless authentication via stronger user and device trust models. Enroll by following [this how-to](#) or inquire w/ CorpEng.

Common Mistakes to Avoid

- Not be transmitted in the clear or plaintext outside the secure location.
- Not be displayed when entered.
- Revealing a password over the phone to anyone
- Revealing a password in plaintext an email message or other written communication
- Revealing a password to others
- Hinting at the format of a password (e.g., "my family name")
- Revealing a password on questionnaires or security forms
- Sharing a password with family members
- Revealing a password to a co-worker while on vacation
- Using the "Remember Password" feature of applications
- Writing passwords down and store them anywhere in your office
- Storing passwords in a file on ANY computer system unencrypted.

New Hire Onboardings

› Username Policy

Username Policy

Username restrictions and global requirements

- The username nomenclature is based on the first and last name provided by the People Team.
- The username must be **no longer than 15 characters** (Periods “.” are considered a character)
 - If a username exceeds 15 characters, CorpEng will either truncate the username to exactly 15 characters or reach out to the user to see what is most appropriate.
- Username selection must follow the order from “Username Selection Order”
- If someone has multiple first or last names, including names with hyphens, the username will be based on the first part of the name(s).
 - If someone has multiple first names, the username selection will be created based on the first portion of the “First Name” (i.e. Full Name: Henry George Williamson; Username: hwilliamson)
 - If someone has multiple last names, the username selection will be created based on the first portion of the “Last Name” (i.e. Full Name: Emily Pena-Montero; Username: epena)
- A **display name** change does not constitute a username change. You must have an approved reason (below) for changing your username.
 - Example: Jane Doe recently got married and took on her partner's last name.

Username selection order

1. first initial of the first name + last name
 - a. dduck
2. full name combined
 - a. donaldduck
3. [first name].[last name]
 - a. donald.duck

Username changes

- The following information needs to be provided before change can occur:
 - Business use case/justification
- Approved reasons for a username change
 - Legal name change
 - The current username is an inappropriate word (any language)
 - If you have HR and your Manager's approval for a username change

⚠️ If a request for a username change meets one of the acceptable reasons, the new username must fall within our Username Policy.

↳ When changing your username...

Please be aware that a username change will cause delays in your work and may also cause blockers with the below systems

- Laptop - users need to meet with a member from IT to change the username. In some cases, a new profile needs to be created on Macs
- Slack - Slack super admin needs to make the username change
- Okta - all apps and tiles tied to the individuals account will need to be updated, some need to be done manually by the teams that own the app.
- GSuite - known issues with the old email being cached on end users inboxes

› Onboarding Standards

Onboarding Standards

Summary

This document was created with the collaboration of the Facilities, People, and CorpEng Teams to provide standards and expectations regarding the onboarding of:

- contractors
- interns
- contract to full-time conversions
- full-time hires

- Onboarding Standards
- Roblox Onboarding FTE Overview
- Onboarding Contractors (Manager Process)

ⓘ Note

- CorpEng should not create accounts (Okta, email, etc) and/or build machines for new hires which have not been submitted via the New Hire Survey from Workday. For any questions, please email corpeng-help@roblox.com.
- 1 Week = 5 business days
- The clock starts for CorpEng to create accounts and machines after CorpEng receives the NH Survey or necessary info for creation.
- **Exceptions for the following are for new hires with the following titles:**
 - C-Level
 - VP Level
 - Director
 - Managers
 - Principal Engineers

Onboarding Access

Active Directory Access

Group memberships to systems that leverage Active Directory for authorization will need to be requested via a ticket post hire.

Requests that need access to **groups in scope of SOX** a ticket with manager approval is needed [in Jira](#) with the Infra-Compute Orchestration team (ICO).

All other requests can be sent via an email CorpEng-Help@roblox.com while CC'ing their manager.

For any questions please email CorpEng-Help@roblox.com.

Onboarding SLA's

	Accounts Only	Accounts + Hardware	Notes
Roblox FTE	1 Week	2 Weeks	
Conversion (Contract to FTE) Example: TargetCW to Roblox FTE	1 Week	2 Weeks	(New hardware may be requested if user has had their current laptop for more than 1 year)
Rehire Applies to any new hires that have worked at, or contracted with, Roblox previously. See Notes section for examples.	1 Week	2 Weeks	Examples: <ul style="list-style-type: none">• Former Roblox FTE > Roblox FTE/Contractor/Intern• Former Intern > Roblox FTE/Contractor/Intern• Former Contractor > Roblox FTE/Contractor/Intern
Contractor Example: Roblox direct like TargetCW etc.	1 Week	2 Weeks	
Internship	1 Week	2 Weeks	
Third Party Contractors Example: Like FogOps, Binc, Amber etc.	1 Week	2 Weeks	
Trust and Safety BPO Contractors iEnergizer, Telus, Concentrix, and Acquire BPO	1 Week	N/A	
Luobu	1 Week	N/A	

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Trust and Safety BPO Contractors iEnergizer, Telus, Concentrix, and Acquire BPO	1 Week	N/A	

Luobu	1 Week	N/A	
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Roblox Onboarding FTE Overview

✖ IT REQUIRES 2 weeks to prepare the accounts and hardware. The onboarding clock begins after IT receives the New Hire Survey from Workday, submitted by the hiring manager. Learn more about our [Onboarding Standards](#).

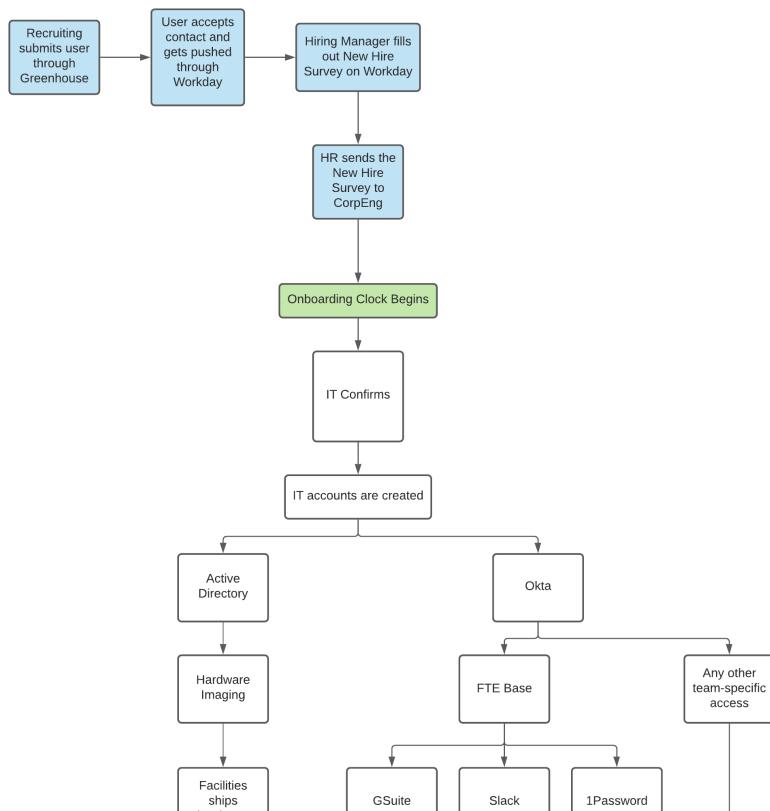
For urgent requests that do not meet the 2-week policy, a ticket must be created to corpeng-help@roblox.com and we can determine if the exception can be met.

i Need to create a new onboarding template for your team?

Fill out this [form](#) to create a team-specific new hire template that IT will follow for any new hires you bring on.

If you have any questions related to any topics covered in this page, please open an IT ticket by sending an email to corpeng-help@roblox.com or by utilizing the Zendesk app found in your Okta portal.

Visual Onboarding Workflow



Example of New Hire Survey notification from Workday

roblox@myworkday.com

to me ▾

Confirm Start Date: 08/01/2022

Org: Growth

Team: Growth > Omnisearch

DEV Environment: [not available]

Workflow touches Web Platform: [not available]

Workflow compatible with ARM: [not available]

Laptop: Engineering MacBook Pro 16" (ARM) - note: not compatible with BEDEV1/ Web Platform

Engineering Bootcamp(s): [not available]

Business Process: Hire: [REDACTED]

Subject: Software Engineer

Details: Hire (Hire Employee > Hire Employee > Rehire) for [REDACTED] effective on 08/09/2022

Accounts Creation

CorpEng abides by the [username policy](#) when creating new accounts.

New hire Gmail accounts will go live by Wednesday before their start date.

Each new hire gets onboarded with standard FTE and team-specific access.

If CorpEng doesn't manage a requested app or tool, that tool will not be included in onboarding.

▼ Roblox FTE Standard Access

CorpEng:Roblox FTE Standard Access | Untitled excerpt

Okta tiles	AD Groups	Google Groups
Greenhouse	Security User Password Policy	roblox-fte@roblox.com
1Password		
Zendesk	AD Confluence General	
Expensify	AD Jira Users	
Zoom	Roblox - FTE	
Docusign		
Global Protect - VPN		
Slack		
Roblox JIRA		
Roblox Confluence		
Office 365		
Ironclad		
Slido		
Workday		
Shareworks		
Envoy		
TripActions		

Park Place Cafe Menu
Navia Benefit Solutions
Fidelity 401k
Benefit
Superset
Kibana
Grafana
Diag/Rcity
Admin Website
Roblox Moderation
Roblox Customer Service
Admin Website - Test Environments
Roblox Moderation - Test Environments
Roblox Customer Service - Test Environments
PlusPlus
Figma

▼ Team-Specific Access

CorpEng currently maintains the list of team-specific access.

You'll find the list in this [Google Sheet](#)

For any changes or additions to this list, please fill out this [form](#).

Hardware Selection

Hardware selection is determined by what is selected in the New Hire Survey highlighted above.

Engineers, Data Scientists, and Designers automatically receive either the latest 15.6" Dell or 16" Macbook Pro.

Non-engineers automatically receive either the latest 14" Dell or 13" Macbook Pro.

▼ List of pre-installed applications

- 1Password
- Zoom
- Office365
- Slack
- GlobalProtect
- Google Chrome

- See Hardware Specifications here...

Excerpt is from Supported IT Hardware

Supported IT Hardware | Untitled excerpt

Apple Macbook Laptops

2022 Apple MacBook Pro 13" (G&A Build)	2023 Apple Macbook Air 13.6" (G&A Build)	2021 Apple MacBook Pro 16" (Engineering Build)	2023 Apple MacBook Pro 16" (M2 Max) (Engineering Build)	2023 Apple MacBook Pro 16" or 14" (M3 Max) (Engineering Build)
				
AVAILABLE PRE-OWNED <ul style="list-style-type: none"> Apple M2 chip with 8-core CPU 16GB Memory 1TB SSD storage Touch Bar 13-in. Retina display with True Tone Weight: 3.0 pounds 	DEPLOYING <ul style="list-style-type: none"> Apple M2 chip with 8-core CPU, 10-core GPU, 16-core Neural Engine 16GB unified memory 1TB SSD storage 13.6-inch Liquid Retina display with True Tone 1080p FaceTime HD camera MagSafe 3 charging port Two Thunderbolt / USB 4- ports Weight: 2.7 pounds 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> Apple M1 Max with 10-core CPU, 32- core GPU, 16-core Neural Engine 64GB unified memory 1TB SSD storage 140W USB-C Power Adapter 16-inch Liquid Retina XDR display Three Thunderbolt 4 ports, HDMI port, SDXC card slot, MagSafe 3 port Weight: 4.8 pounds 	AVAILABLE PRE-OWNED <ul style="list-style-type: none"> Apple M2 Max with 12-core CPU, 38- core GPU, 16-core Neural Engine 64GB unified memory 1TB SSD storage 140W USB-C Power Adapter 16-inch Liquid Retina XDR display Three Thunderbolt 4 ports, HDMI port, SDXC card slot, MagSafe 3 port Weight: 4.7 pounds 	DEPLOYING <p>Note: All MacBook Pro M3 Max will come with MacOS Sonoma installed. Please make sure your workflow does not have any blockers before upgrading.</p> <ul style="list-style-type: none"> Apple M3 Max chip with 16-core CPU, 40-core GPU, 16-core Neural Engine 64GB unified memory 1TB SSD storage 16-inch Liquid Retina XDR display² 140W USB-C Power Adapter Three Thunderbolt 4 ports, HDMI port, SDXC card slot, headphone jack, MagSafe 3 port Weight: 4.8 pounds

Windows Laptops

Dell Latitude 5420 (G&A Build)	Dell Precision 5480 (G&A Build)	Dell Precision 5680 (Engineering Build)	MSI Stealth GS77 (12UGS-084US)	MSI Stealth 16 AI Studio
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<p>DEPLOYING</p> <ul style="list-style-type: none"> • Intel i7 Processor • 16GB memory • 512GB SSD • 14.0-in. display with Touchscreen • Battery (4-cell) 63WHR • Weight: 3.60 pounds 	<p>DEPLOYING</p> <ul style="list-style-type: none"> • Intel i7-12800H • 32GB memory • 512GB SSD • 14.0-in. display • Battery (4-cell) 70WHR • Weight: 3.26 pounds 	<p>DEPLOYING</p> <ul style="list-style-type: none"> • Processor: Intel Core i9-13900H (24M Cache, up to 5.00 GHz) • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA GeForce RTX A2000 GPU 8GB GDDR6 • Storage: 1TB NVMe SSD Gen 4x4 • LAN/WiFi: NO ETHERNET / Intel Wifi 6E (6GHz) AX211 2x2 • Battery: 130w, 56 Whr Capacity • Screen Size: 15.6" FHD+, 60Hz • Resolution: 1920 x 1200 (16:9) • Ports: x1 USB 3.2 Gen 2 Type-C, x 2 Thunderbolt 4 Type-C, x1 SD Card Reader, x1 Audio • Weight: Approx. 4.06 lbs. (1.84 kg) 	<p>AVAILABLE PRE-OWNED</p> <ul style="list-style-type: none"> • Processor: Intel Core i9-12900H (24M Cache, up to 5.00 GHz) • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA GeForce RTX 3070 Ti Laptop GPU 8GB GDDR6 • Storage: 1TB NVMe SSD Gen4x4 • LAN/WiFi: Killer LAN E3100G / Killer WiFi 6E AX1675 (2x2) • Battery: 240w, 99.9Whr Capacity • Screen Size: 17.3" QHD, Anti-Glare Wide View Angle 240Hz 3ms • Resolution: 2560x1440 (16:9) • Ports: x2 USB 3.2 Gen 2 Type-A, x1 USB 3.2 Gen 2 Type-C, x1 Thunderbolt 4 Type-C, x1 SD Card Reader, x1 Audio • Weight: Approx. 6.17 lbs (2.80 kg) <p>DEPLOYING</p> <ul style="list-style-type: none"> • Processor: Intel Ultra9 185-H • Memory: 64GB DDR5 4800MHz (32GBx2) • Video: NVIDIA RTX™ 4070 Laptop GPU 8GB GDDR6 • Storage: 1TB NVMe SSD • LAN/WiFi: Killer Gb LAN (Up to 2.5G) Intel® Killer™ AX Wi-Fi 6E + Bluetooth 5.3 • Battery: 240w, 99.9Whr Capacity • Screen Size: 16" QHD+ (2560x1600), 240Hz, 100% DCI-P3, IPS-level • Ports: 1x Type-C (USB3.2 Gen2 / DP) 1x Type-C (USB / DP / Thunderbolt™ 4) with PD charging • 1x Type-A USB3.2 Gen2 • 1x Micro SD Card Reader • 1x HDMI™ 2.1 (8K @ 60Hz / 4K @ 120Hz) • 1x RJ45 • Weight: Approx 4.40lbs (1.99 kg) 	

Desktops

Dell Precision Tower 3650 (Engineering Build)	Titan Workstation (Engineering Build) - Approvals Needed	MTA Desktop (Engine & Creator Group ONLY) - Approvals Needed
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DEPLOYING	AVAILABLE PRE-OWNED	DEPLOYING
<ul style="list-style-type: none"> Processor: Intel Core i9-11900 (16MB Cache, up to 5.20 GHz) Memory: 128GB DDR4 Non-ECC (4x32GB) Video: NVIDIA RTX A4000 Storage: 2TB SSD NVMe SSD Gen4 LAN/WiFi: Intel I219-LM 1Gbps / Intel Wi-Fi 6 AX210 802.11ax Dual Band (2x2) Dimensions: 13.19" (H) x 6.95" (W) x 13.58" (L) Weight: 18.74 lb (8.5 kg) 	<ul style="list-style-type: none"> Motherboard: Gigabyte TRX40 AORUS PRO WIFI Cooler: 240mm AIO CPU Liquid Cooler Processor: AMD Ryzen Threadripper 3970X (32-Core/64 Threads up to 4.5GHz Turbo) Memory: 128GB DDR4 ECC (8x16GB) Video: EVGA GeForce RTX 3060 XC 12GB GDDR6 PCIe 4.0 (3584 CUDA Cores 1882 MHz Boost Clock) Storage: 500GB M.2 (C:) 2TB M.2 (D:) 4TB HDD (E:) LAN/WiFi: Intel GbE LAN / Intel Wi-Fi 6 AX200 Audio: Realtek ALC4080 CODEC Dimensions: 18.66" (H) x 8.27" (W) x 16.81" (L) Ports: x1 HDMI 2.1 HDR (8K@60Hz, 4k@120Hz), x3 DisplayPort 1.4a (8K@30Hz, 5K@60Hz 4K@120Hz), x4 USB 2.0, x5 USB 3.2 Gen2 Type-A, x1 USB 3.2 Gen2 Type-C Weight: 33.40 lb (15.15kg) 	<ul style="list-style-type: none"> Yeyian Gaming PC Case ODACHI AMD Ryzen 9 7950X MSI 360mm AIO Liquid Cooler 4 x 140mm ARGB Fans + 3 x 120 mm ARGB Fans ASUS X670-P Wi-Fi DDR5 Motherboard 64GB DDR5 5200MHz ARGB RAM KITS NVIDIA RTX 3050 1000W 0+ PLATINUM PSU NVME SSD Gen 4 4TB

Final Steps

Once hardware and accounts are completed, a Welcome Letter is sent to new hires' personal email addresses on the Friday before their start date.

The Welcome Letter will include the [IT Orientation Slides](#) to give them an opportunity to set up their laptop and accounts before they start.

During IT Orientation, new hires are instructed to open the Welcome Letter and start setting up their accounts (at their own pace) while IT stays on the Zoom call with them to provide assistance if needed.

Onboarding Contractors (Manager Process)

✓ As of October 2023, CorpEng and HR have created a new onboarding process for contractors. All contractors must go through the workflow under the section "Getting started" and must adhere to the onboarding standards listed. This new workflow utilizes Workday to notify CorpEng of your new contractor.

✗ CorpEng **REQUIRES** 1 week to prepare the accounts and, if requested, an additional 1 week to set up hardware (2 weeks total for accounts + hardware). The onboarding clock begins after the IronClad request has been fully approved and a ticket has been submitted to IT from HR. Learn more about our [Onboarding Standards](#).

Additionally, filling a ticket to IT without following the below processes will not start the onboarding clock. A ticket must be submitted by HR in order to meet the [Onboarding Standards](#).

⚠ Note: Hiring managers are responsible for ensuring the following information is filled out accurately and is submitted within the time range listed on our [Onboarding Standards](#). Also, this process is only onboarding Contractors, including Contractors through third-party agencies. If you are onboarding an FTE, please follow the steps from Workday. If you need additional assistance, you can reach out to hr@roblox.com.

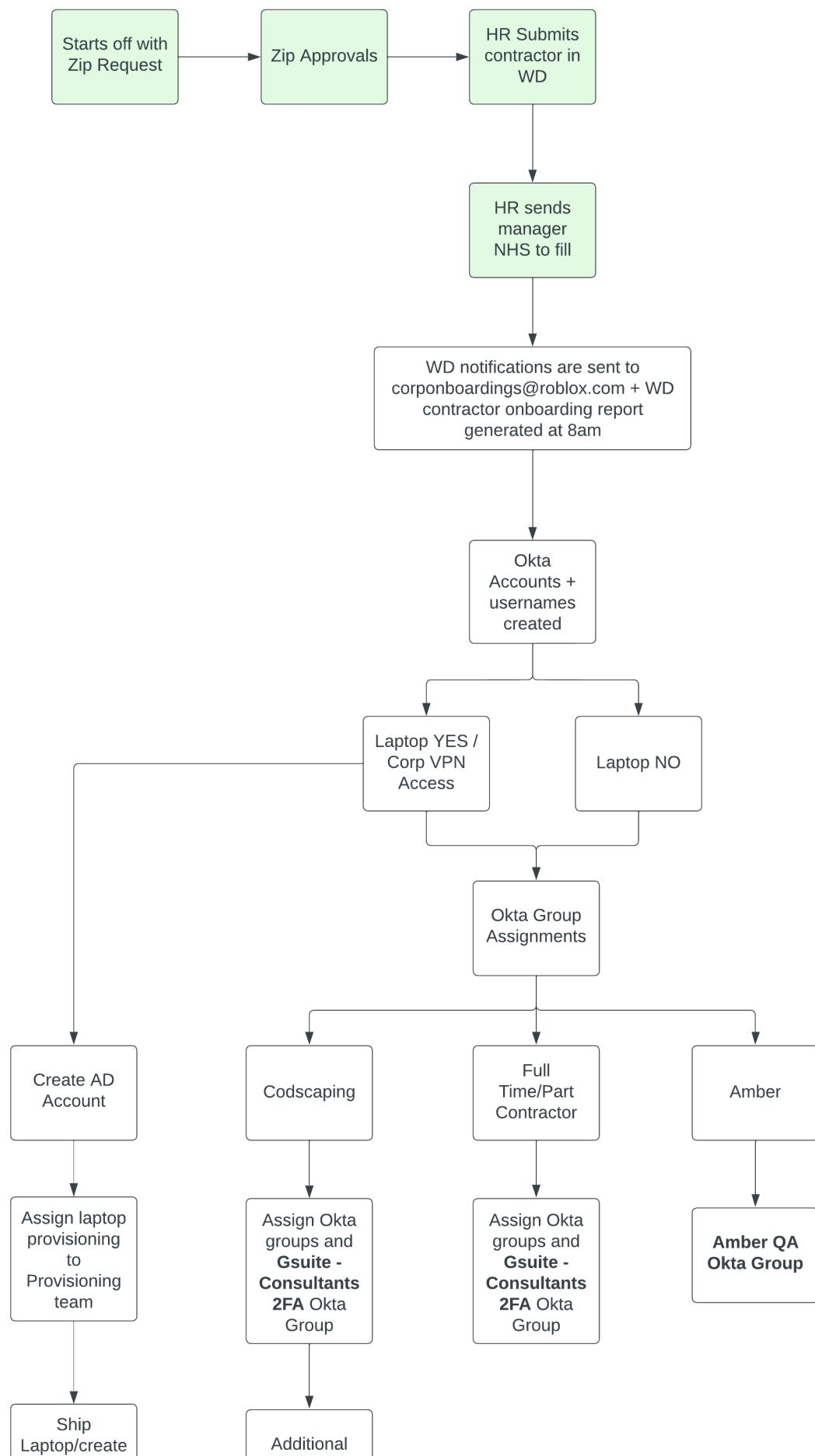
Table of Contents:

- [Getting started](#)
 - [Visual Onboarding Workflow](#)
 - [Contract Renewals](#)
 - [Parties currently involved](#)
-

Getting started

1. Follow the process from the HR article - [How to Engage a Contractor](#)
2. After the Zip request is **fully approved**, HR will submit the user in Workday where a new hire survey will be initiated for the manager to fill out.
 - a. Onboarding standards
 - i. **Account Access only**: 1 week notice
 - ii. **Account Access + Laptop**: 2 weeks notice
3. Once the New Hire Survey is submitted to CorpEng, the Okta account will be created and all listed accesses requested on the survey will be granted to the contractor.

Visual Onboarding Workflow



ticket to facilities

Okta Groups

Contract Renewals

If a contract needs to be renewed, it is the manager's obligation to submit an IronClad request following the HR procedure. It is recommended to complete the IronClad request ASAP so the contractor has no interruption in work - [Renewing or Updating Contracts and Pay Rates in Ironclad](#)

Parties currently involved

Below are the parties involved in the process. Keep in mind that none other than what is listed above will need to be pinged in regard to onboarding due to existing shared directories.

- Hiring Managers: Submit the requests for adding headcount to their teams with Contractors
- People Team (HR): Drives this process, tracks the hire, and notifies the responsible parties
- Finance: Approves the budget
- Legal: Handles all the paperwork - drafting contracts
- Facilities: Enables/Disables badge access to control physical access into the building
- CorpEng: Creates accounts, configures hardware, off-boards Contractors when they finish their term
- InfoSec: Audits terminations and shuts down specific account access

When a manager approval is needed for a CorpEng ticket

✓ All of the requests listed below require your manager's approval in your Zendesk ticket.

- elevated permission requests (i.e. Active Directory)
- Okta apps
- non-Okta software requests (i.e. Adobe and Jetbraines)

⚠ Hardware requests (i.e. replacements and tech refreshes) do not follow the same approval requirements listed in this article. Please refer to these suggested articles for more information:

- [Tech Refresh Policy](#)
- [Hardware Purchases](#)
- [Requesting a Secondary Machine \(Desktop/Laptop/Test Machine\)](#)
- [Supported IT Hardware](#)

ℹ Take a look at [Apps Available In Okta Self-Service](#) for the list of our available Okta tiles in our self-service portal.

Ticket submitted for **yourself**

Job	Do you need your manager's approval?
non-manager	⚠ approval is required from the requestor's manager
Manager	⚠ approval is required from the requestor's manager
Director	⚠ approval is required from the requestor's manager
VP and above	✓ no approval needed

Tickets submitted for a colleague on the **same team**

Does your request require your manager's approval?	Ticket submitted by...			
	non-manager (same team)	Manager (same team)	Director (same team)	VP and above
Requesting access for...	non-manager (same team)	⚠ approval is required from the requestor's manager	✓ no approval needed since the manager is submitting on behalf of their employee	✓ no approval needed since the skip level is submitting on behalf of their employee

	Manager (same team)	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	✓ no approval needed since the manager is submitting on behalf of their employee	✓ no approval needed
	Director (same team)	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	✓ no approval needed
	VP and above	✓ no approval needed	✓ no approval needed	✓ no approval needed	✓ no approval needed

Tickets submitted for a colleague on a **different team**

Does your request require your colleague's manager's approval?	Ticket submitted by...				
	non-manager (different team)	Manager (different team)	Director (different team)	VP and above	
Requesting access for...	non-manager (different team)	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	✓ no approval needed
	Manager (different team)	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	✓ no approval needed
	Director (different team)	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	⚠ approval is required from the requestor's manager	✓ no approval needed
	VP and above	✓ no approval needed	✓ no approval needed	✓ no approval needed	✓ no approval needed

Locking Your Computer

Whenever you are not within immediate reach of your computer or any endpoint that has been assigned to you, please always remember to lock the device's screen. This is to protect potentially privileged information or PII from being leaked and to ensure the integrity of anything produced from an endpoint that was assigned to you.

This includes when you are:

- going to the bathroom
- getting a drink or snack from the kitchenettes
- going to lunch
- taking to someone a few pods over
- leaving for the night

Please also ensure your computer screen is locked and nothing is displayed whenever guests are within your vicinity, especially during the Behind the Blox tours.

Windows Users can lock their machines with **Windows Key + L**.

OSX Users can lock their machines with **Control + Command + Q**.

If you have any questions about this policy and what its aiming to achieve, please feel free to reach out to infosec@roblox.com. Thanks.

System naming convention guidelines

i All Roblox computers use the following naming conventions. If your computer does not follow the below guidelines and you wish to change it to meet our current standards, please file a ticket to corpeng-help@roblox.com and one of our techs can assist you.

- San Mateo Windows - **HQ-<SERIALNUMBER>**
- San Mateo Mac - **hq-<serialnumber>**
- San Mateo Bootcamp - **HQ-BC<INITIALS><1,2,3...>**
- San Mateo Virtual Machines - **HQ-VM<INITIALS><1,2,3...>**