

Technology Services Quick Start Guide



Contact our 24X7 Service Desk

For non-urgent technical issues, please use the [Service Portal](#).

You can also [submit a support request](#) to the McAfee Service Desk .

For urgent issues, please call the new McAfee Service Desk.

U.S.	Dial: 300 7774	US: Toll Free +1 877 300 0777 US: +1 972 963 7774
All Other Countries	Service Desk contact numbers by region / office are listed on the Contact Us page .	

Passwords

Minimum requirements for your password: 10 characters, combo of special characters, numbers, and upper and lower letters, cannot be like your past 24 passwords.

- Ensure that you are connected to the McAfee network – either by cable (office), Wi-Fi or VPN connection.
- Place any McAfee-registered Android or Apple devices into airplane mode.
- On your PC, press the **ctrl, alt & delete** keys on your keyboard. This should display the Security screen. Click on **Change a password**.
- On the ensuing screen type in your current password, then your desired new password twice to confirm in the appropriate fields. When finished, click the button to submit your new password.
- Please keep your PC connected to the corporate network for at least 10 minutes

Click [HERE](#) for full instruction on how to properly change/reset your password.

Wi-Fi

MFE.CORP is the corporate Wi-Fi that our laptops use in McAfee offices. Your laptop will automatically connect to this Wi-Fi when you take it off your docking station.

MFE.BYOD - McAfee provides employees with wireless internet access for personal devices at most offices through the Bring your Own Device or BYOD network. The intent is to allow personal devices to connect to the internet to allow our employees to avoid using cellular data plans, or to allow for coverage in areas where cell service is poor. More details [here](#) on how to connect your devices.

MFE Guest is used for visitors to the site to get connection on their personal laptops. You can set up a guest account on [guest.mcafee.com](#).

Ordering Accessories

Click here to find a list of Technology Services Recommended Accessories: <https://mcafee.sharepoint.com/sites/ITservices/SitePages/Recommended-IT-Peripherals.aspx>

Checkout [this link](#) for further training on how to order the accessories you want.

Technology Services Portal

You can get all types of important information from the IT Portal, such as information on how to contact IT as well as how to request additional certain items like desk phones.

[Technology Services Home Page](#)

Data Backup - OneDrive

OneDrive will automatically synchronize all their contents of Documents, Pictures, and Desktop to Microsoft OneDrive. Some useful links/videos can be found in Skillpaths. Copy this below link and past it in your browser, the search for OneDrive.


<https://app.quickhelp.com/McAfee/skillPaths>

Add Email on your Mobile device

To configure your mobile phone for McAfee Email:

- [Android](#)
- [iPhone](#)

DUO and VPN Access

To connect to additional corporate resources, you will need to connect to the McAfee VPN using the Cisco AnyConnect icon  located on your desktop. McAfee uses Duo Two Factor Authentication (2FA) for your logon. New hires should automatically receive an email from Duo Security - noreply@duosecurity.com which contains a link to enroll your phone for 2FA.

Printers + Printing

- To print, select 'CloudPrint 2' from the available list of printers/devices on your computer and click print.
- To collect your print jobs, walk to the any office printer and scan your McAfee badge to authenticate, Select 'HP AC Secure Pull Print' you will see all the documents you have sent.

Additional Email Request Forms

[Distribution List Request form](#) - This form should be used to create a new or modify an existing distribution list.
[Shared Mailbox Service Request](#) - This form should be used to create a new or modify an existing shared mailbox
[Display Name/Email Address Change Request](#) - Request a name change for a display name or email address

AWS AppStream

AWS AppStream can be used to access Siebel, POST, Insight and Jira.
[AWS AppStream](#)

A separate license is needed, and you must request this by completing this request: [AppStream Request](#)

Using MyApps Portal

Microsoft Azure [MyApps](#) is used at McAfee for identity and access management and allows you the:

- Ability to self-unlock your account
- *Alternate* McAfee password change (Recommended: use [KB0011275](#))
- Establish secondary authentication/verification methods
- Use this link to find out what else it can do: [MyApps](#)