Updated

Hello [**First Name]**,

Welcome to the **International Rescue Committee**.

Your account information is:

**Username**:

**Temporary Password**:

**Email** **Address**:

***Note:*** Access to some network resources will not be available immediately: RescueNet will be available within 24 hours.

Required First Steps for all New Workers

All New Workers will need to complete the following steps:

1. Change Your Temporary Password
2. Follow the prompts to complete MFA
3. Read and sign the IRC's *Acceptable Use Policy*
4. For **remote** workers: Log in to your IRC Laptop for the first time

Read below for instructions on completing these requirements.

**1. Change Your Temporary Password**

1. Select the **Change Password** tab at the top.
2. Enter your temporary IRC password (provided at the beginning of this email).
3. Enter a new, unique password which conforms to IRC policy:
   * Must be at least eight (8) characters long
   * Must contain characters from **at least 3** of the following 4 categories:
   * English uppercase characters (A through Z)
   * English lowercase characters (a through z)
   * Base 10 digits (0 through 9)
   * Non-alphabetic characters (e.g., !, $, #, %)

***Note:*** After three (3) failed login attempts, IRC accounts are locked for three (3) hours.

**2. MFA Language**

To complete your IT Setup, you will be required to immediately enroll in Microsoft Azure multi-factor authentication (MFA) for your IRC account.

**Learn more and secure IRC** with MFA and the Microsoft Authenticator app by [**reviewing our guidance and follow the step by step process to enroll.**](https://rescuenet.rescue.org/i/mfa)

**If need assistance with your enrolling your IRC account**, please contact the Helpdesk at[**helpdesk@rescue.org**](mailto:helpdesk@rescue.org).

**If you need to request a temporary exception**, please [**complete our request form**](https://nethope.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=484330931b486d10fe460f22604bcba2&sysparm_link_parent=d252320ec611227a011e082eb439e5f6&sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_catalog_view=catalog_default&sysparm_view=catalog_default).

**3. Read and Sign the IRC's *Acceptable Use Policy***

The [Acceptable Use Policy](https://rescuenet.rescue.org/Interact/Pages/Content/Document.aspx?id=7253) is a standard of conduct for use of IRC equipment and technology which all IRC account-holders must adhere to in order to protect our organization's information resources.

**Please visit the Acceptable Use Policy page linked above, select the "Read the AUP on Kaya" button**, read the policy, and record your acknowledgement.

**4. For Remote Workers: Log In to Your IRC Computer for the First Time**

If you received a new laptop from IRC and you are logging on to it for the first time outside of an office, please contact IT Support by emailing [helpdesk@rescue.org](mailto:helpdesk@rescue.org). A technician from our IT Support team will schedule an appointment with you to complete the computer configuration, enable required security features, and assist you with logging in.

**Note: You will not be able to log in to the IRC computer until you have completed your session with an IT Support technician.**

**Important Resources**

* **Outlook on the web** [**https://outlook.office365.com**](https://urldefense.com/v3/__https:/outlook.office365.com__;!!IDEMUsA!Cnenj6H9SaHwqXUA9YkDZleRRECfy8MH7e1PwZQw7fDKDFm0hP8AOpjbqyhbqEg_4CwEbEtnc6SKvEvfoxM_q2y1Gg$): Log in with your *@rescue.org* email address and new password. (*Make sure you've changed your temporary password first!* Review the "Change Your Temporary Password" section of this email above.) For quick tips on using the Outlook desktop app, also see [**Outlook Quick Start Guide**](https://urldefense.com/v3/__https:/download.microsoft.com/download/5/E/7/5E7E239F-B465-4D39-888F-8A5CCEF7A8AD/Outlook*20QS.pdf__;JQ!!IDEMUsA!Cnenj6H9SaHwqXUA9YkDZleRRECfy8MH7e1PwZQw7fDKDFm0hP8AOpjbqyhbqEg_4CwEbEtnc6SKvEvfoxNfTxprxg$).
* **IRC OneLogin** [**https://rescue.onelogin.com**](https://urldefense.com/v3/__https:/rescue.onelogin.com__;!!IDEMUsA!Cnenj6H9SaHwqXUA9YkDZleRRECfy8MH7e1PwZQw7fDKDFm0hP8AOpjbqyhbqEg_4CwEbEtnc6SKvEvfoxPJWfSBGw$): OneLogin is a *single sign-on* service that allows you to access many separate IRC business applications (such as RescueNet, Box, and ADP) using just your IRC username and password.
* **RescueNet** [**https://rescuenet.rescue.org**](https://rescuenet.rescue.org/): Browse IRC's intranet for the latest news and announcements, policies, forms, and other departmental information.
* **Box** [**https://rescue.app.box.com**](https://urldefense.com/v3/__https:/rescue.app.box.com/__;!!IDEMUsA!Cnenj6H9SaHwqXUA9YkDZleRRECfy8MH7e1PwZQw7fDKDFm0hP8AOpjbqyhbqEg_4CwEbEtnc6SKvEvfoxOK0ESHgQ$): IRC uses Box as its document management system
* **Phishing and Suspicious Emails** [**https://rescuenet.rescue.org/i/phishing**](https://rescuenet.rescue.org/i/phishing): Learn about the Phishing Simulation Program, how it may impact you, and the importance of business data security.
* [**IT Service Catalog**](https://rescuenet.rescue.org/Interact/Pages/Section/Default.aspx?Section=3116): Review the services that our IT teams provide.
* [**IT Training Calendar**](https://rescuenet.rescue.org/Interact/Pages/Content/Document.aspx?id=9176): Review information about Technology Training at the IRC and ongoing training for apps such as Box, Microsoft Office, Microsoft Teams, Zoom, BvA, RescueNet, and more.

 If you need assistance, please contact the IT Service Desk using any of the following options:

* [**IT Help Request Form**](https://rescuenet.rescue.org/Interact/Pages/Section/Default.aspx?url=%2FInteract27%2FModules%2FWorkflow%2FForm%2Easp%3Fwid%3D51%26height%3D600)on RescueNet
* Email[**helpdesk@rescue.org**](mailto:helpdesk@rescue.org)
* Call +1-212-551-2747

*Thank you.*