Information Technology (IT)

RedCarpet Services

BlueYonder
Fulfill your potential™

IT
RedCarpet Services

" Hello There

BYonders

4

IT RedCarpet Service
Introduction to RedCarpet

BlueYonder
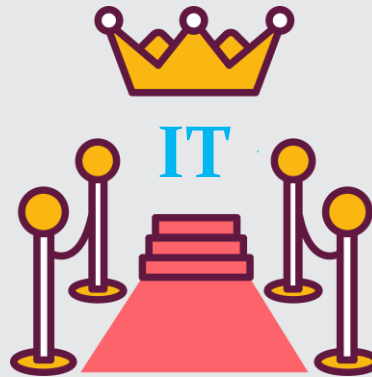
Our Objective

Support all your technology needs end-to-end, and ensure you experience the best when working with Information Technology (IT) systems, applications, and services.

IT RedCarpet Service

Dedicated support from ServiceDesk and Global Technical Services (GTS), on priority for the first two weeks from the day of onboarding.

Rapid fulfilment of IT Service Requests and Incident resolution which will help the New Associate embrace and integrate into BY's culture.
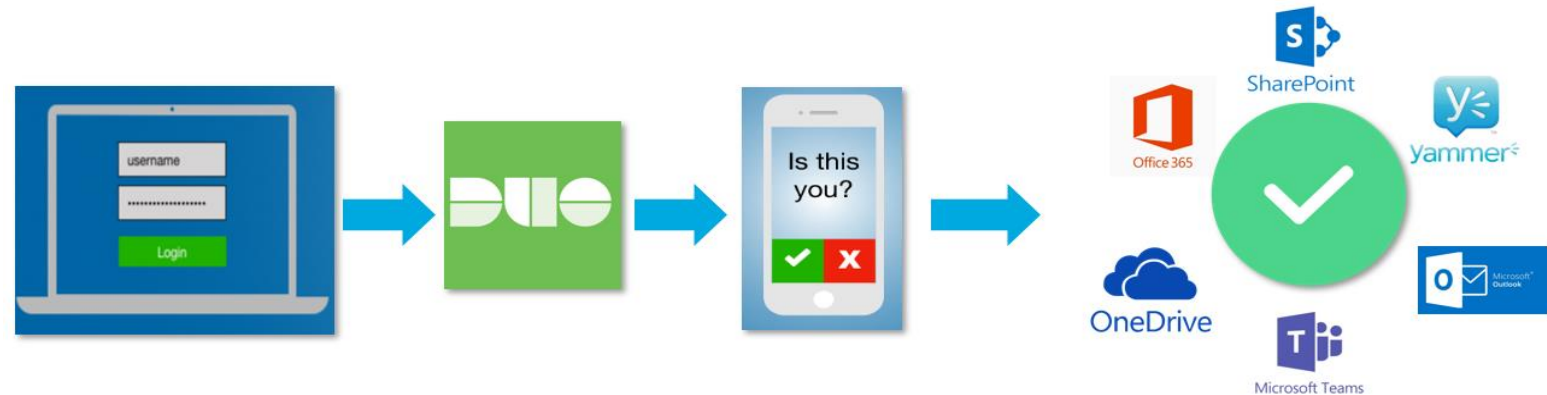
Familiarization and support for common applications and productivity tools, like MS Teams, Workday, ServiceNow, Upland, and Microsoft 365 applications.

IT RedCarpet Service
Mobility

BlueYonder

Duo Mobile
(Multi Factor Authentication)

🎓 **DUO Install Guide**

You must enroll in DUO on Day 1

If you fail to enroll, you will not be able to access any of the Microsoft 365 applications (Email, SharePoint & OneDrive) and VPN, which will impact your productivity.
An enrollment email will be sent from no-reply@duosecurity.com

IT RedCarpet Service
Cloud Hosted Portals

BlueYonder

Workday	Upland PSA/Tenrox	Salesforce

URL https://wd5.myworkday.com/wday/authgwy/jda/login.htmld

LINK Workday Human Capital Management (HCM) Help Site

LINK Workday Financials Help Site

Access is for associates that meet 1 of these criteria: Billable, Hourly or Located in Japan
Submit Access Request here

URL https://jda.tenrox.net/

LINK Upland PSA/Tenrox Help Site

Check with your manager if you require a license and submit a Service Request

URL https://blueyonder.my.salesforce.com

LINK Salesforce Training

IT RedCarpet Service
Collaboration Tools

Microsoft Teams	Viva Engage

Web App URL
https://teams.microsoft.com/

LINK Teams Resource Center

Teams training videos

Web App URL
https://web.yammer.com/main/feed

Viva Engage training videos

IT RedCarpet Service
Mobility

Intune Company Portal

Intune Install Guide

IT RedCarpet Service
One Drive for Business
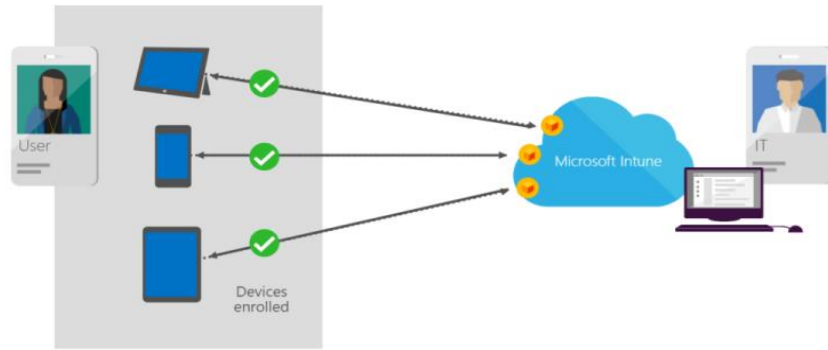
The power to manage your data is now in your hands

One Drive for Business is provided to all Associates with Microsoft 365; we request all Corporate/Critical data reside in One Drive for Business, as per Information Security Data Policy.

Benefits of OneDrive

- Anytime, Anywhere Access to Files
- Collaborative Office Document Editing
- User-Friendly Interface
- Document Sharing
- Local File Synchronization
- Security

IT RedCarpet Service
One Drive for Business

BlueYonder

🗄 IMPORTANT: ONLY data stored on OneDrive will be backed up if something happens to your computer. Do not store data locally.

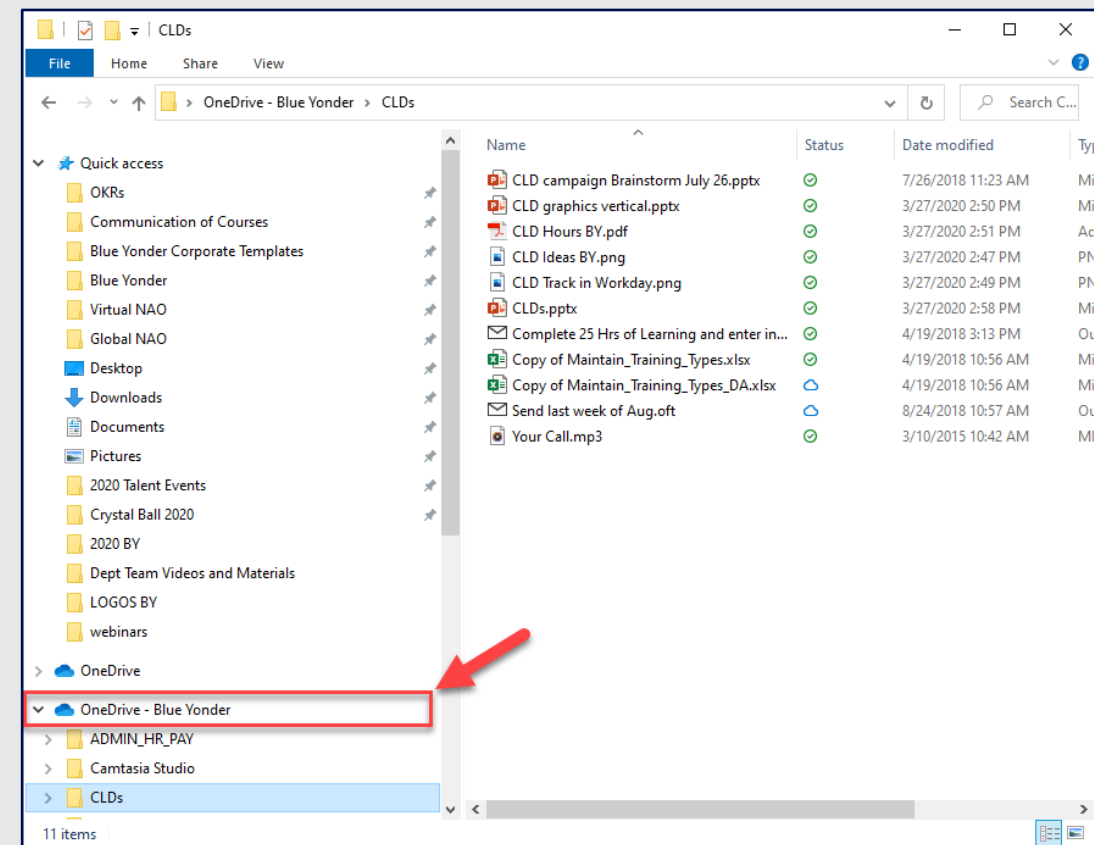Copy or store files in your **"OneDrive – Blue Yonder"** folder

Files will automatically synchronize to the cloud with an internet connection

Files over 10GB will not upload

🌐 **Microsoft 365 URL**

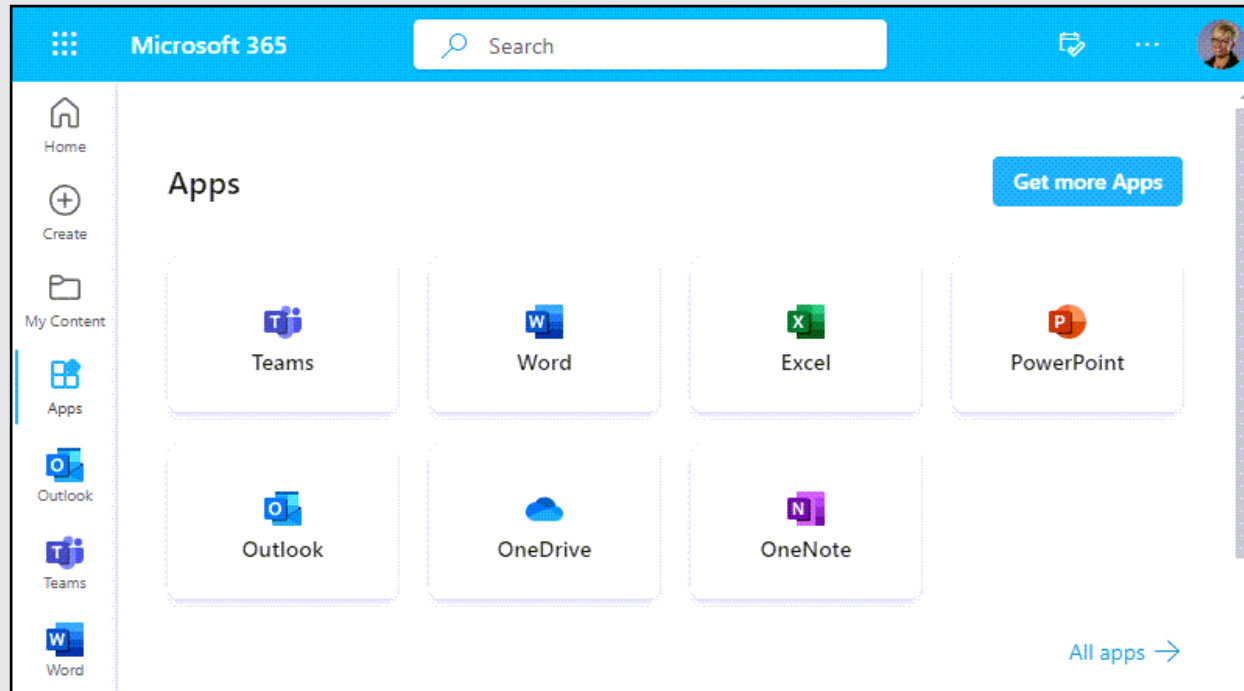https://portal.office.com

OneDrive

IT RedCarpet Service
Microsoft 365 Applications

✦ BlueYonder

Be productive from anywhere

Get work done with productivity solutions and stay connected

Microsoft 365

🌐 **URL**

https://portal.office.com

IT RedCarpet Service
## Cisco AnyConnect VPN Client

BlueYonder

Establish secure, encrypted connections to Blue Yonder networks remotely

---

- Connect to VPN when working remotely to provide full and secure access to Blue Yonder's networks

- Keep your computer up to date with important company security and application updates

- To connect to VPN

  - Username: Employee ID number

  - Password 1: Network password

  - Password 2: Type "Push" or your PIN from your DUO key fob to receive authentication
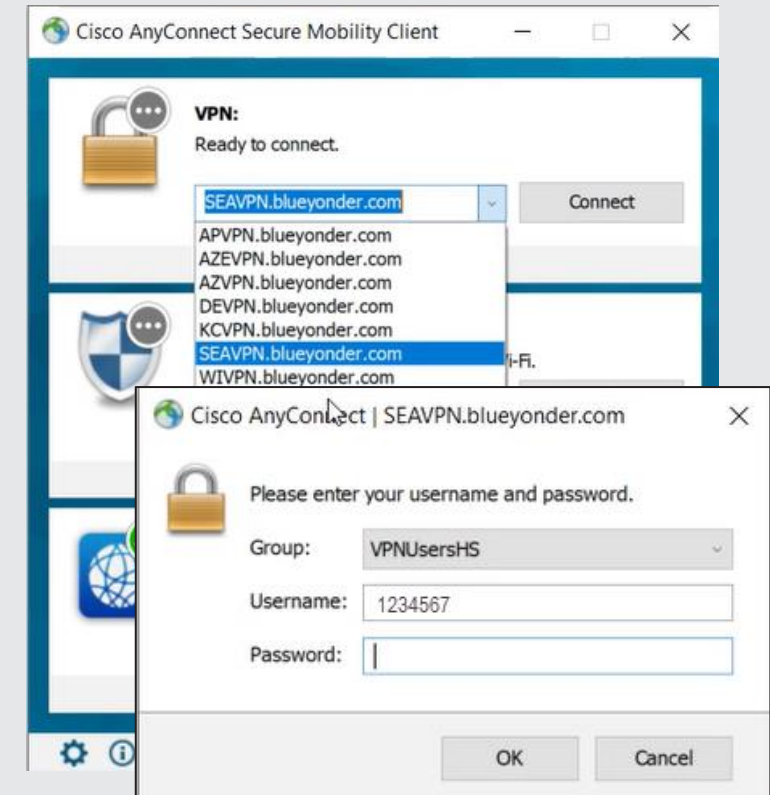
IT RedCarpet Service
Single Sign-On (SSO)

Access multiple applications through a single login with 1 set of credentials

Use Single Sign-On with

- Workday
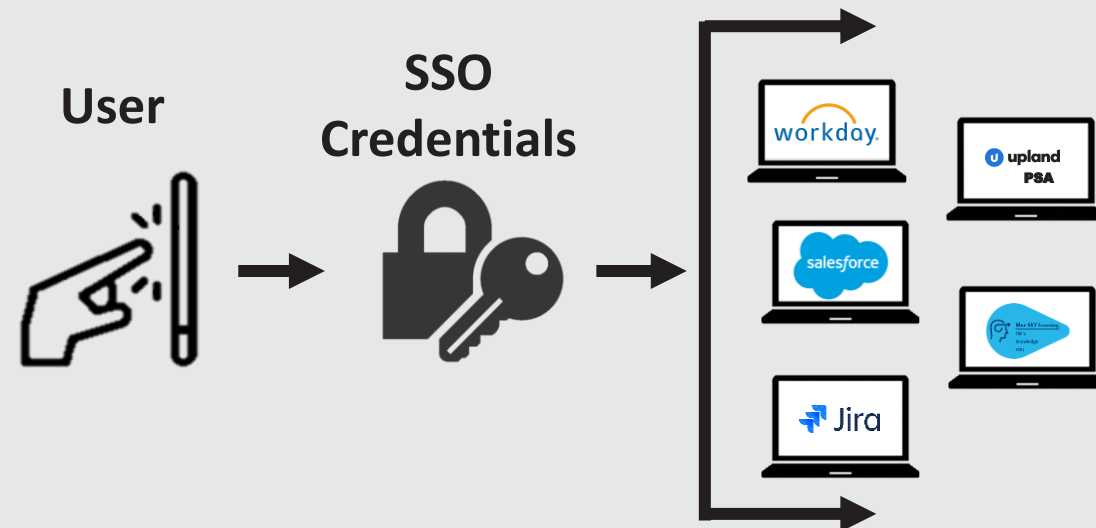- Upland/PSA
- Salesforce
- SKY Learning Portal
- Jira

plus, more!

Username: Blue Yonder email
Domain: @jda
Password: Network password
DUO authentication prompt

User → **SSO Credentials** → workday / upland PSA / salesforce / Jira

IT RedCarpet Service
Self Service Password Reset - SSPR

BlueYonder

Quickly and Easily Reset Your System and Network Password

BlueYonder

Self Service Password Reset
To unlock your BY Domain Account or Reset Password

Register Accounts
One time registration for account and password services

Reset Password
To reset your forgotten password or unlock your account

Change Password
To set a different password at any time

Note:
- Please refer to the **FAQ's** for any queries
- For any technical support contact the **ServiceDesk**.

Disclaimer: Clicking on **reset.blueyonder.com** will redirect you to Microsoft Azure hosted website.

URL **https://reset.blueyonder.com/**

- 90-day password expiration policy
- You will be notified in advance on how to re-set your system/network password
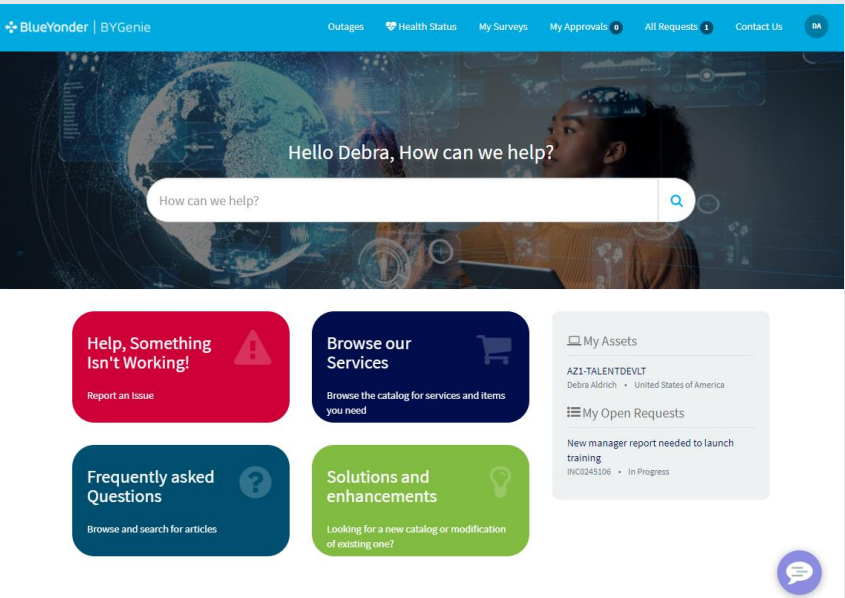- You may also reset at any time

IT RedCarpet Service
ServiceNow Service Desk Portal

BlueYonder

The IT Support portal where you can raise tickets related to any Service Request or Issue you are facing

URL https://servicedesk.blueyonder.com
Username: Blue Yonder email
Password: Network login password

Service Request: Choose from a catalog of services offered by IT Service Desk; i.e. request a new Outlook distribution list or access to Salesforce

Frequently Asked Questions: Browse through the repository of self-service articles and frequently asked questions

Report an Issue: Report any IT issues as an incident ticket so that the Service Desk team can take corrective action

IT RedCarpet Service
How to Contact IT Service Desk 24/7
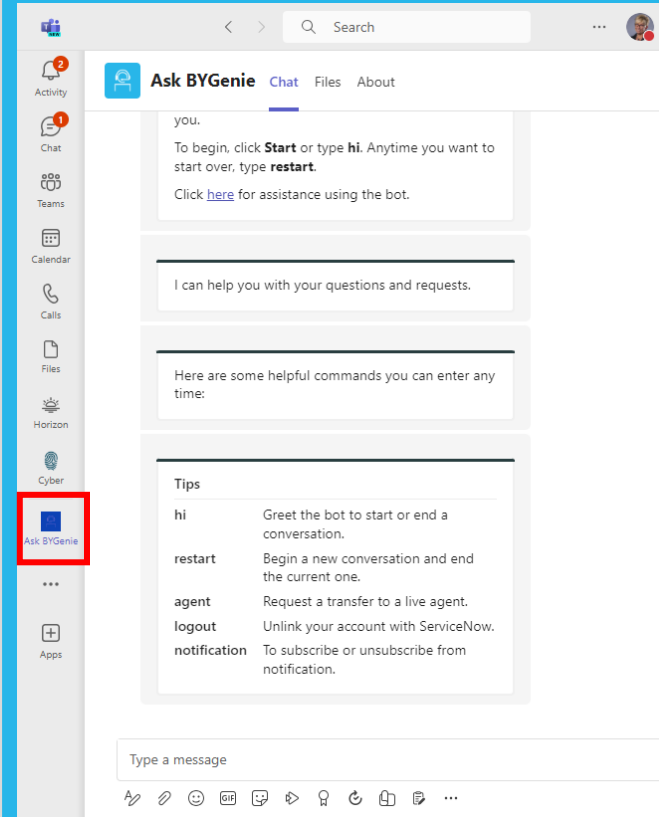
BlueYonder

Dial-In Numbers:

United States:
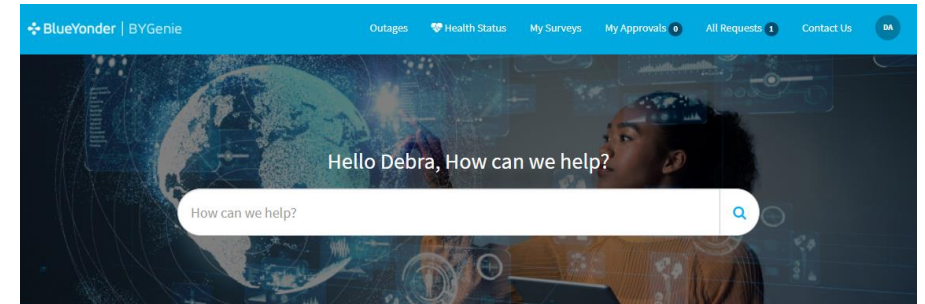+ 1 480-308-3400

India:
1800 419 1200 -Toll Free

Tokyo, Singapore & All other Offices:
+1 301-255-5060;
+ 1 480-308-3400

EMEA - All Offices:
+ 44 (0)1344 56 3599

Ask BYGenie

Ask BYGenie Chat Files About

you.
To begin, click **Start** or type **hi**. Anytime you want to start over, type **restart**.

Click here for assistance using the bot.

I can help you with your questions and requests.

Here are some helpful commands you can enter any time:

Tips

hi	Greet the bot to start or end a conversation.
restart	Begin a new conversation and end the current one.
agent	Request a transfer to a live agent.
logout	Unlink your account with ServiceNow.
notification	To subscribe or unsubscribe from notification.

Type a message

Chat Link

BlueYonder | BYGenie   Outages Health Status My Surveys My Approvals 0 All Requests 1 Contact Us DA

Hello Debra, How can we help?

How can we help?

The ServiceNow Service Desk portal can be accessed on browsers via the URL :
https://servicedesk.blueyonder.com

You do not need VPN to access Service Desk
It is directly accessible over internet

Escalation:
Please drop an email to escalate any concerns at:
ServiceDesk.Escalation@blueyonder.com

IT
RedCarpet Services

"Providing personalized service, because you deserve the best solution