Persistent EIS – New User Onboarding Manual

Warm welcome to Persistent Family

Welcome to your first day at Persistent! We hope you're as excited to be here as we are to have you. There's a bunch of stuff you have to do when you first join any company, this document will guide you to setup essential applications and web services.
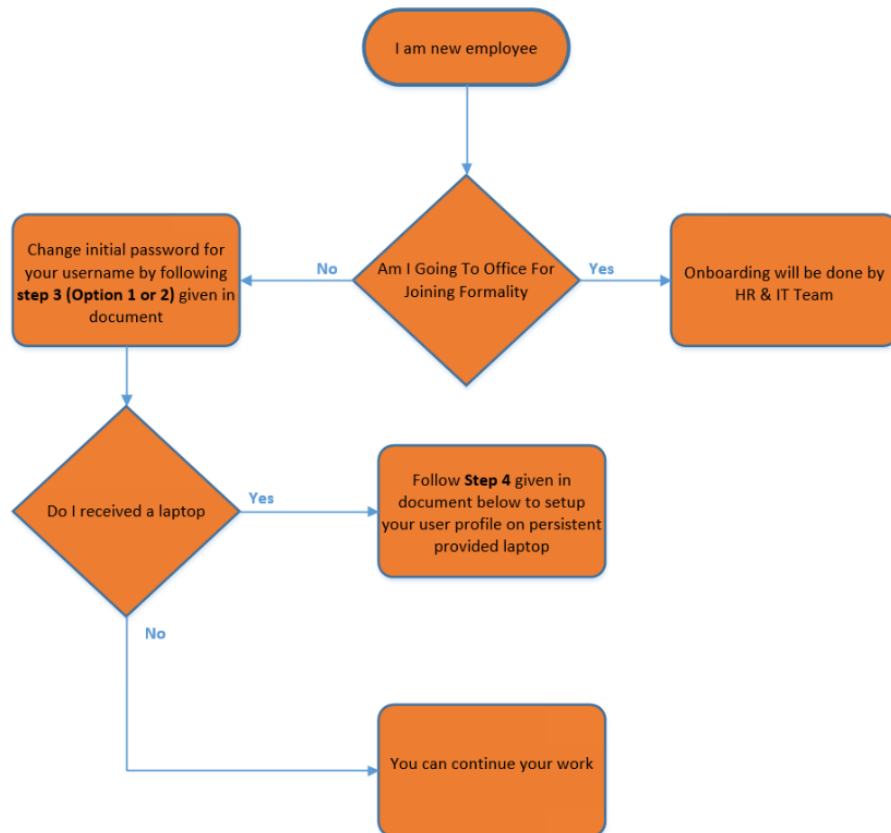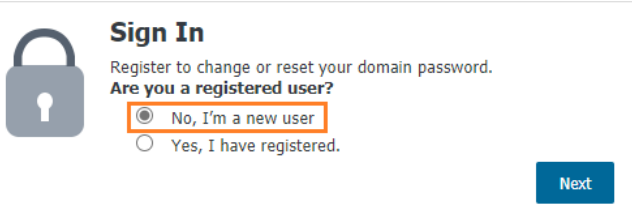
Contents

1. Password and Login Information

- Persistent new employee will get Persistent login credential on their personal email ID and will be sent by HR team.
- Persistent new employee must change their default login password ASAP using appropriate method mentioned in the document below for password change.
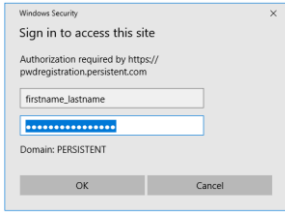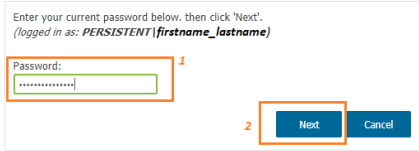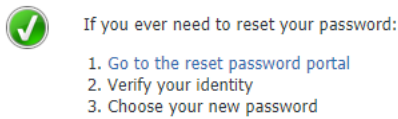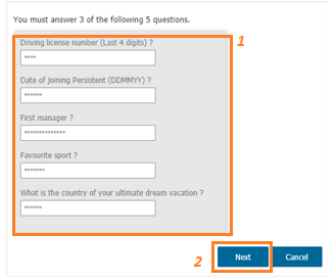
2. User Onboarding Flow Chart
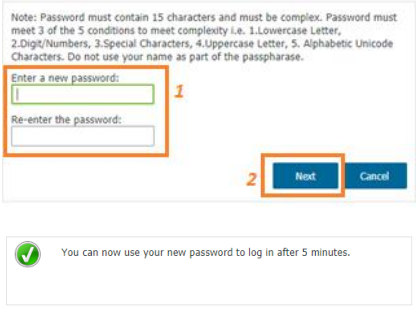
3. Change Initial Login Password for Persistent Username by choosing any one option given below
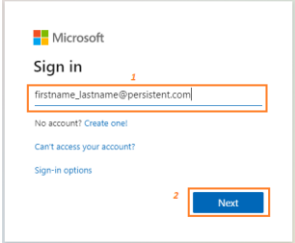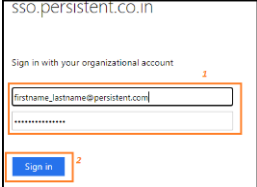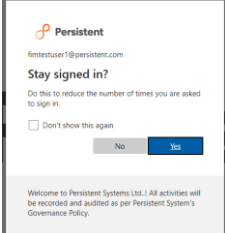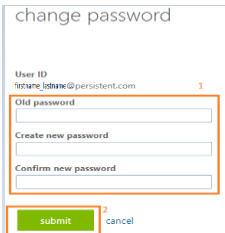
Option 1 - Change your Persistent login password using self-service password reset portal

Step 1:	
- Access self-service password reset web URL on *"https://pwdreset.persistent.com/"* - On **Sign In** page, select option "**No, I'm a new user**" and click on **Next** to initiate the registration process.	**Sign In** Register to change or reset your domain password. **Are you a registered user?** ◉ No, I'm a new user ○ Yes, I have registered. **Next**

Step 2:	
• Enter your ***domain username*** and ***password*** to authenticate URL.	

Step 3:	
• Click on ***Next*** to start the registration process. • Enter your user ***password*** and click on ***"Next"***. As shown in *image 2*	

Step 4:	
• Answering ***Minimum 7*** questions ***out of 10*** are mandatory* to complete the registration process. • Once you filled with all answers, click on "***Next***", as shown in image.	

Step 5:	
• After successful registration, you will see the message as shown in image	

Step 6:	
• Access *weblink* mentioned below; and enter your ***username*** and click on ***Next*** as shown in image "*https://pwdreset.persistent.com/default.aspx*"	

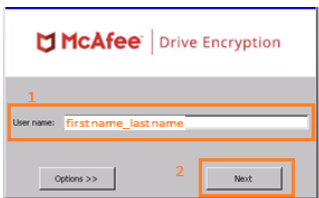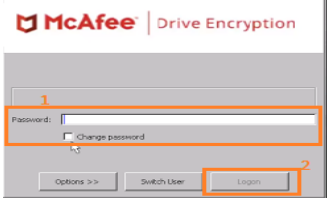| **Step 7:**	
• Answer a challenge questions, ***Minimum 3*** answers ***out of 5*** must be correct. • Once you enter answers, Click on ***Next***, as shown in image.	

Step 8:	
• Once your answers are validated by system, you will get option to reset the password.	Note: Password must contain 15 characters and must be complex. Password must meet 3 of the 5 conditions to meet complexity i.e. 1.Lowercase Letter, 2.Digit/Numbers, 3.Special Characters, 4.Uppercase Letter, 5. Alphabetic Unicode Characters. Do not use your name as part of the passpharase.
• Enter **new password** in the box and click on **Next,** as shown in image	Enter a new password: Re-enter the password: 1
• *Wait for 5 min. before making use of new password*.	2 Next Cancel
Make sure your new password is complying with password complexity requirement, such as character, letters, numbers etc.	✓ You can now use your new password to log in after 5 minutes.
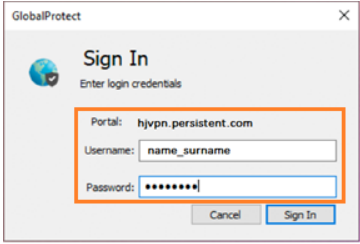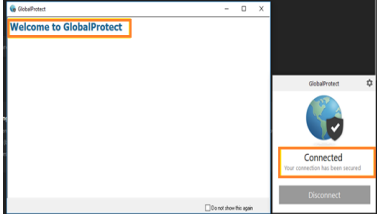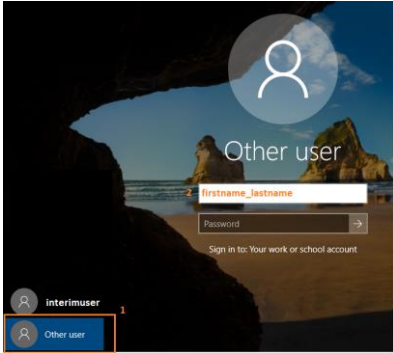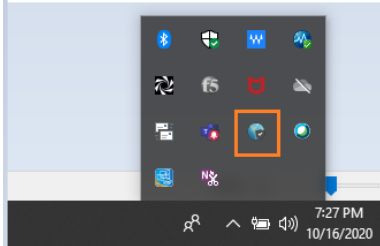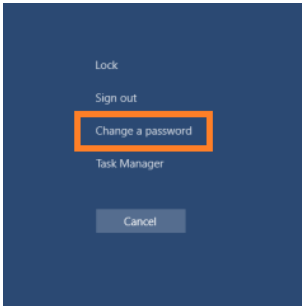
Option 2 - Change you login password using Office 365 portal
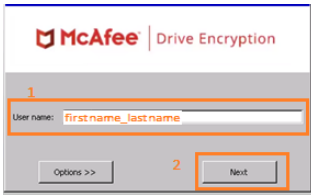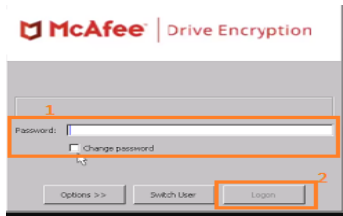
Step 1:	
• Access Office 365 password reset weblink as mentioned below; "*https://account.activedirectory.windowsazure.com/ChangePassword.aspx*"	■ Microsoft Sign in 1 firstname_lastname@persistent.com No account? Create one! Can't access your account? Sign-in options
• Enter your **domain username** and click on **Next**	2 Next
Step 2:	
On the **SSO login** web page ;	sso.persistent.co.in Sign in with your organizational account 1 firstname_lastname@persistent.com
• Enter your **username** and **password** as shown in image and click on **Sign In**.	•••••••••••• Sign in 2
Step 3:	
• It's advisable, not to store login data on personal laptop or desktop, thus click on **No** if its your personal system.	℘ Persistent fimtestuser1@persistent.com **Stay signed in?** Do this to reduce the number of times you are asked to sign in. ☐ Don't show this again No Yes Welcome to Persistent Systems Ltd.! All activities will be recorded and audited as per Persistent System's Governance Policy.
Step 4:	
On the *change password* page ;	change password User ID firstname_lastname@persistent.com 1 Old password
• Enter your **current (old) password** and **new password**, And click on **submit** for reset the password.	Create new password Confirm new password
You can immediately use new password for Office 365 login.	submit 2 cancel

4. Login to Persistent provided laptop

Login to Persistent provided laptop with Windows 10 (*remote user only*)

Step 1: When first time you **powered-on** the laptop, and on the **Drive Encryption page**, • Enter your domain **username** and click on **Next**. (*image 1*) • On the password page (*image 2*), enter initial default password is **Mc@FeeDEPa$$2oo2** and click on **logon**.	**Image1**: *Username* **Image2**: *Password*
Step 2: • Enter a **new password**, confirm it, and click on **OK** *This will be temporary password and can be used until your actual login password gets synced to McAfee.*	
Step 3: • Answer the password recovery challenge question and make sure to remember it, this will help you to change the password for McAfee login if in case you forgot the same. & Click on **Finish**	
Step 4: On the Windows login screen, • Enter **temporary username** and **password** for login as mentioned below, Username: **.\interimuser** Password: **Onboard@pspl20**	
Step 5: Once you successfully login to windows, • Click on **Windows** button and search for **GlobalProtect** VPN client and *launch* the same. *VPN access is already enabled for your login ID.*	

Step 6: On the GlobalProtect **sign In** page, • Enter your **Persistent username** and **password** shared by HR. • After you enter login details, Click on **Sign In** to connect the VPN.	
Step 7: On the successful VPN connection, • You will see **welcome** popup window and VPN connection status as **Connected**. *As shown in image.*	
Step 8: • Make sure VPN is still connected. • Press **Windows + L** key together on your keyboard to lock the windows screen. • Press **Enter** button on the keyboard. And select "**Other user**" option, *as shown image.* • Enter your **Persistent username** and **password** for login and hit **Enter** button on your keyboard for login.	
Step 9: Once you successfully login to the desktop, • Please confirm If VPN is still connected, if not then connect it again. ***You can find Global Protect VPN icon on system tray as shown in image, if not then search it in programs.**	
Step 10: ***Important: *You can skip step 11, 12 & 13* *if you have already changed initial password for your username which was shared by HR.*** Once you confirmed on VPN connection is still live, • Press **Ctrl+Alt+Del** keys together on your keyboard and Click on "**Change a password**" as shown in *image.*	

Step 11:

- Enter your **username** and specify **current** and **new password** for your user account and press **Enter** key on keyboard. *Refer image 1*

- Password will get changed in few seconds, Click on **OK** and you will have access to your desktop.

New password must be minimum 15 characters and complex.

Step 12:

- To verify if the new password is working, press **Windows + L** key together on your keyboard for lock the screen.

- Enter **username** and **new password** as shown in *image* and hit **Enter** key on your keyboard for the login.

- After *30 min approx.*, reboot your laptop.

  In meantime, you may setup outlook and other mandatory apps on your laptop.

*Important: Make sure to keep laptop logged-in **at least for 30 min**. to get new password sync to windows and McAfee disk encryption (pre-boot) login as well.*

Step 13:

- After reboot, on the McAfee login screen, enter **username** and **new password,** as shown in image 1 & 2

*If in case you are facing issue while login with new password, please try to login with temporary password i.e. **Mc@FeeDEPa$$2oo2**.*

Once you login with temporary password for McAfee and new password for windows login, next time onward, you will have to use new password for McAfee login as well.

Image1: *Username*   **Image2**: *Password*

## Login to Persistent provided Apple MacBook

• Power-On the MacBook. • On the login screen, Select your **username** and enter **password** and press **Enter** key on keyboard for login.	
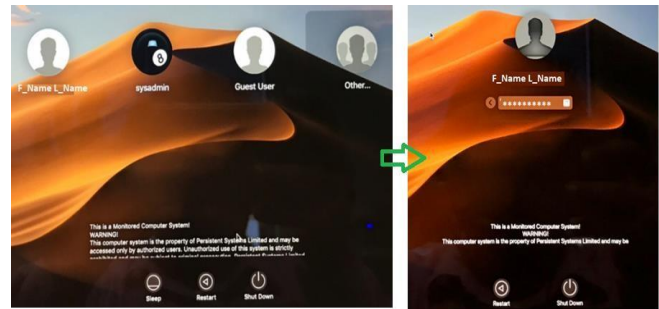
5. Accessing and configuring Office 365 mail

Access office 365 mail using browser

- Open office 365 url in any browser that you wish to *https://outlook.office.com/mail*
- On login page, enter you login name i.e. *firstname_lastname@persistent.com* and click on login.
- On the SSO login page, enter username and password and click on *Sign In*
- After you click on sign-in, you will have access to your office 365 mailbox. Below image for reference.
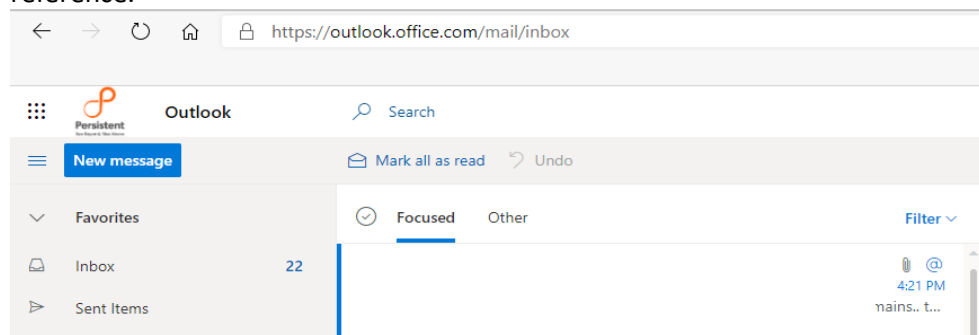
Configure Microsoft Outlook on Persistent provided laptop

• Login to laptop with your Persistent username & password. • Search & open for **Outlook app** on your laptop	
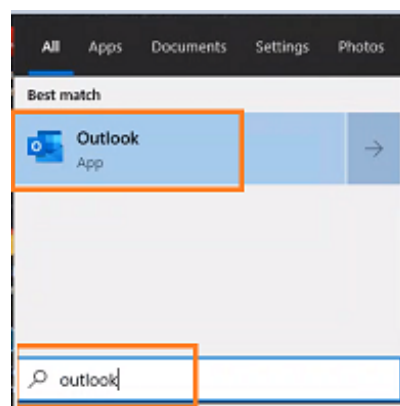
- On Add Account, click on **Next**
- On Congratulation page, click on **Finish**
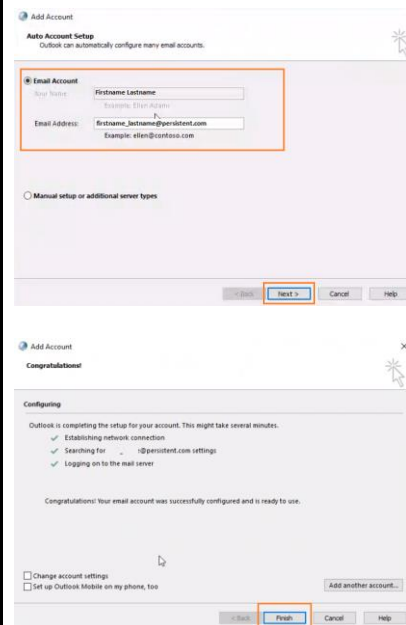- You will have access to your mailbox.

6. Managing expense reimbursement, book business travel

- Access below weblink;
  https://eu1.concursolutions.com/UI/SSO/p0
  603813mber
- Enter your username like
  abc_xyz@persistent.com & click on **Next**
- Page will redirect the organization sign in page
- Enter username as
  persistent\firstname_lastname & Domain password
- Once credentials is verified, you will redirected to the concur page, where you can submit the request.

Note: Concur solution is integrated with your Persistent login.
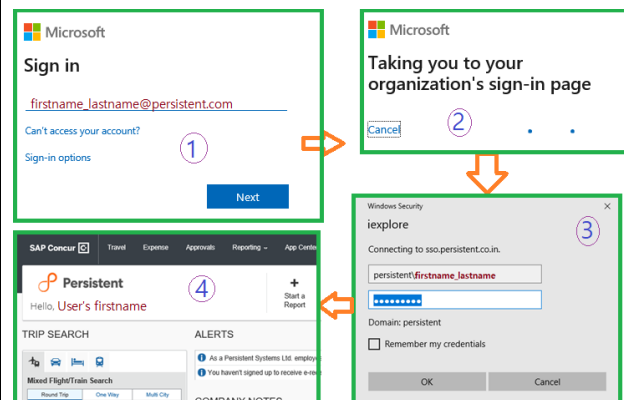
7. Complete an important Information Security and IT awareness program

This is mandatory course to keep you updated with information security and IT awareness guideline at Persistent. Request you to complete the course within 15 days from joining.

You would receive an email with details but If you have not received or not have access to mail, then please follow below steps and complete the course ASAP.

- Click *here* to access the weblink
- Enter your username and password for the login.
- Complete the course ASAP.

8. Access Leave and Attendance Management Systems

- Click *here* to login
- Click on **Company Single Sign-On**
- Enter your username & password on the next page if prompted.
- You will have access to leave management dashboard
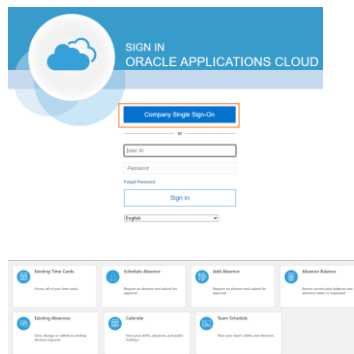
9. How can I get support?

- Remedy is a web-based tool which is used to raise a support ticket for any type of support required for IT, HR, Admin, Software etc.

- Each support ticket will be assigned to designated department with the help of Service Desk. At persistent we have 24 X 7 Global Service Desk which help to users for all IT related Issues.

Please access *service desk* to raise a support ticket, refer below flow chart and details for more information.
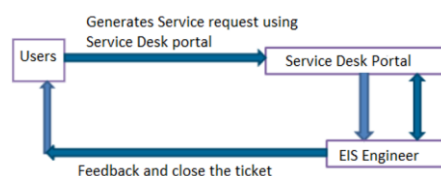
- Click *here* to open service desk application
- Enter your username and password if prompted.
- You will have access to service desk dashboard, from here you can choose appropriate category to raise a **service ticket** if you have any query or need any support.
- You will get system generated mail with Support Ticket Number.
- This ticket will be assigned to designated team with Engineer by Service Desk & you will be updated & contacted with the progress of ticket.
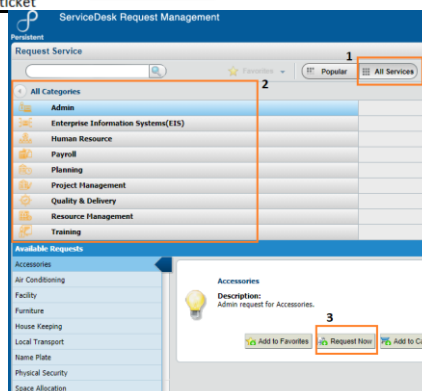
If you need any further assistance or have a Question? We've got an answer for that.

\ **Service Desk Application** - https://servicedesk.persistent.com/ (available over the internet)

\ **Email** - EIS-ServiceDesk@persistent.com

\ **Teams** - @Ask_EIS

\ **WhatsApp** - +91 86699 58473 (For chat only)

\ **Yammer** - EIS - Global Service Desk

Some Important Links:

Persistent Intranet @ https://pi.persistent.co.in/

Persistent EIS @https://persistentsystems.sharepoint.com/sites/Pi/PersistentIT/SitePages/Home.aspx

IT POC contacts
@https://persistentsystems.sharepoint.com/sites/Pi/PersistentIT/ServiceExcellence/SitePages/Customer-Relations.aspx