



# IT user guide



**Dear Colleague,**

India IT Services team warmly welcomes you to KPMG.

We hope you have received your laptop in a good condition. To get your login username and password, please reach out to below mentioned IT Support Person. It is also recommended to change the password after your first login.



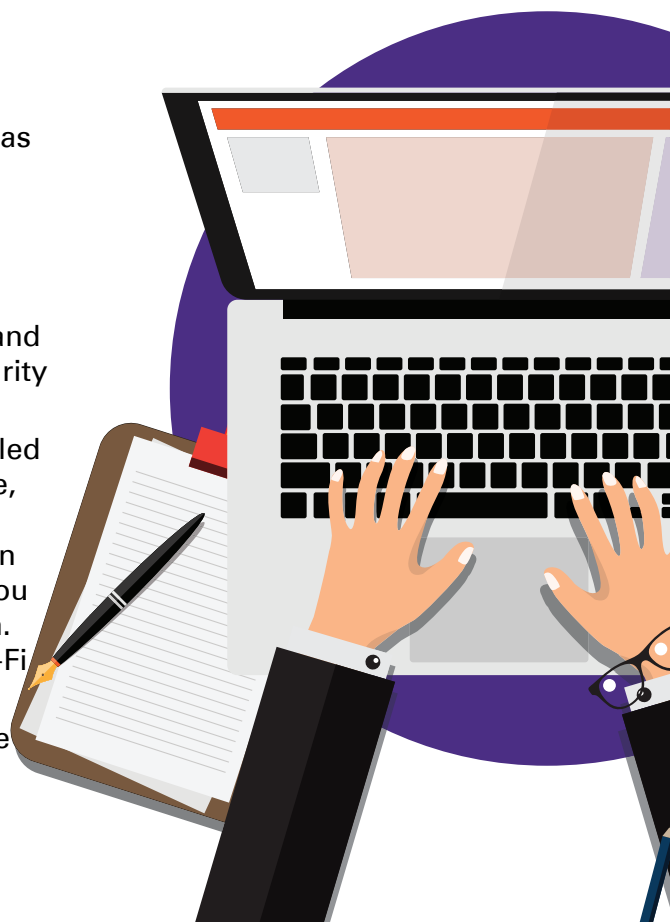
**Primary Contact**

Kinshuk Bhagat  
(IT Asset Executive)

**+91 95845 83507**

**To familiarise you with our IT environment and ensure seamless onboarding process, we have prepared a brief overview:**

- Your laptop has **Windows 10 Enterprise Edition** installed as standard operating system.
- **Office 365 ProPlus** is installed with MS Teams for instant messaging, audio, and video calling.
- **Microsoft Outlook** is the default email client.
- System hard disk is encrypted using **BitLocker** software and **USB ports** are disabled in compliance with KPMG IT security policy.
- **Cisco AnyConnect Secure Mobility Client** has been installed so you can connect to the firm's network from your home, Secure public Wi-Fi, or a client site. This will remotely enable access to all KPMG services otherwise available on wired LAN or Wi-Fi at KPMG Office. It is recommended you connect to the VPN profile based on your closest location. Please do consult with your client if you can use their Wi-Fi to access the internet.
- **Intune Company Portal** can be configured on your mobile device to get access to Outlook, Teams and other O365 applications. You may please raise a Service Request via Support Central for '**email activation on phone**'.





### Password Policy

- Your account will get locked after 3 failed attempts. To unlock, contact Central IT Service Desk.
- Password should be minimum of eight (8) characters and contain at least three (3) of the following (4) classes:
  - Uppercase letters (e.g. A,B,C, ...Z),
  - Lowercase letters (e.g. a,b,c, ...z),
  - Numbers (e.g. 1,2,3, ...0),
  - Special Characters (e.g. !,@,#,\$,%,^,& etc.)
- Windows password expires every 90 days. You will be notified five days before password expiry. Please reset within the timeline.
- Memorise the password and do not share it with anyone else.
- To change your login password, it is mandatory to connect to KPMG network via Cisco AnyCONNECT VPN or if you are in office, use an Ethernet cable and connect to ITWireless.
  - Press Ctrl + Alt + Del simultaneously.
  - Click on change password.
  - Key in the new password as specified in the password policy.
  - Click on OK.

### User Responsibility

All the IT assets assigned by the firm must be taken care of by the users. **Cost of repair resulting from damage to KPMG ITS assets due to user's negligence will be borne by the user only.**

#### Do's

- Protect all the IT assets provided to you
- Ensure antivirus is updated in your system
- Connect VPN daily to avoid non compliance
- Use your system in a cool area
- Provide ventilation space to laptop vent to prevent overheating.
- Shutdown your system daily
- Keep liquids away from your system
- Hold and carry the system by its base
- Plug-in accessory devices into proper slots
- Clean the area around the exhaust fan & screen frequently
- Lock it as and when you step away

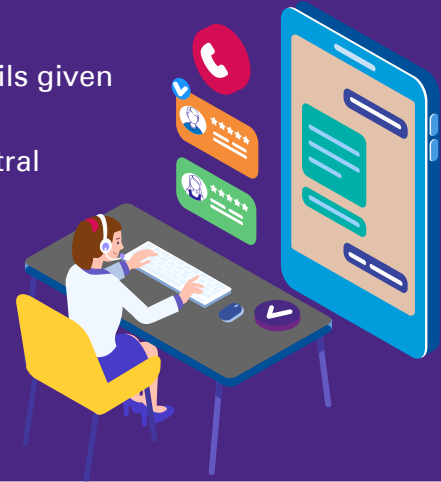
#### Don'ts

- Install any unauthorised software
- Disassemble your machine by your own or at nearest store.
- Leave it unattended
- Rotate or open the screen beyond its limit
- Keep small items on your keyboard
- Stack heavy items such as notebook on it
- Use it directly on the bed or pillows
- Hit it against a solid object
- Leave it plugged-in for charging all the time
- Place it near strong magnetic field or heat
- Shutdown the system forcefully

## IT Support Availability and Contact Details

For any IT query, please get in touch with Central IT Service Desk via details given below:

- Raise your IT query / Service Request ticket via Summit / Support Central
- Call at 080-6941-8444 from your mobile or at
- Mail at [in-fmcsd@kpmg.com](mailto:in-fmcsd@kpmg.com) for any feedback / IT queries
- Always mention Incident / Service Request number in the email when following up
- Follow the Escalation Matrix provided on IT intranet page, if required



To raise a Service Request, **Visit Support Central via Desktop > Go to 'Request' > New Service Request > Select IT department > Select the relevant category > Fill in all the required fields and submit.**

To raise an incident, **Visit Support Central via Desktop > Go to 'Incident' > New Incident > Select IT department > Fill in all the required fields and submit.**

Please go through the IT guidelines and policies and adhere to the same. We wish you good luck and look forward to serving you with the best of IT services and support.

Warm Regards,  
India IT Services

Enabling Business. Empowering You.

[home.kpmg/in](https://home.kpmg/in)

**#KPMGjosh**

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