

# Onboarding Documentation

## First time Laptop Configuration

- **Before you begin**

Please have the following before you begin this section:

- Your Anthem US Domain ID (ex. AF55555) (Shared by Lead / Manager)
- Your Anthem password (Shared by Lead / Manager)
- Please make a note of your IT PIN, it is required when you seek IT assistance (IT PIN will be Shared by Lead / Manager)

**Note:** For your first login, you must connect to the internet through a network cable. Wi-Fi connection is not allowed for first time login.

- **Connect to the network**

1. After turning your computer on press **Ctrl+Alt+Delete**
2. Click **Network sign-in** on the bottom right corner
3. From Cisco AnyConnect Secure Mobility Client dropdown select **Open**.
4. Close the pop-up box

- **Logging in for the first time**

1. Login with the US Domain ID and Password provided by your manager or their proxy.
2. Create a valid new password as per the guidelines.

- **VPN configuration**

**Note:** Before connecting to VPN, your manager should raise the VPN access request for you. Once you get access follow the steps.

1. Go to Start Pulse Secure, open the application
2. Click on the "+" to add new connection, enter the below details there  
Name: Welcome  
URL: <https://myconnection.antheminc.com/welcome>
3. Once welcome is connected open internet explorer and access <https://certportal.mo.anthem.com>
4. Login with your Domain ID and Password
5. Click on request certificate and install the certificate
6. Once the certificate is installed restart your system, try to connect usercert-user-after-desktop on pulse secure.

## Different Access Requests

- **Request for badge and building access**

1. IT ServiceConnect Search for "Building Access"
2. Select "Building Access Request"
3. Add the following inputs  
Type of badge request: Create a badge  
Badge Type: New Badge  
Select office location and submit request

- **Update contact details in InSync**

1. Login to InSync using Domain ID and Password
2. Go to profile and update contact number and current address

URL: <https://insync.legatohealth.com/legatobcp/login/login>

- **Complete required learning**

Go to Workday and complete the assigned learnings before due date.

URL: <https://www.myworkday.com/elevancehealth/learning/mylearning>

- **Complete health insurance enrollment**

1. Go to insurance portal <https://legato.paramounttpa.com>
2. Login using Employee ID (1234567) and Password
3. Update required details and submit.

- **Update tax and payment details**

1. Go to Pulse and select IND Payroll Portal
2. Check and update personal details, tax declarations etc.

- **Bitbucket access request**

1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools BitBucket Service
2. Select Request Type as New Access and submit the request

URL: <https://bitbucket.anthem.com/>

- **Confluence access request**

1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools Confluence Service
2. Select Request Type as New Access and submit the request

URL: <https://confluence.elevancehealth.com/>

- **Jira access request**

1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools Enterprise Jira Service
2. Select Request Type as New Access, add project name and role and submit the request

URL:

- **Artifactory access request**

1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools Artifactory Service
2. Select Request Type as New Access and submit the request

URL: <https://artifactory.anthem.com/>

- **AWS account access**

1. Create **HA**(Heightened domain account) account request.  
IT ServiceConnect Service catalog System Access HA Account Creation
2. Register your workstation with **PingID** - It is a Multi-Factor Authentication (MFA) solution. [Refer here](#)
3. PingID **CyberArk** login process using the desktop application.  
CyberArk is Anthem's enterprise password vault and credential manager. [Refer here](#)
4. Once your HA account created and US Domain vaulted, login to **CyberArk** using PingID.
5. Raise request for **Network Active Directory Group User Access**
  - a. IT ServiceConnect Service Catalog System Access Network Active Directory Group User Access
  - b. Select Request Type as *New* and select proper Domain and group name.

## IT Issues/ Support

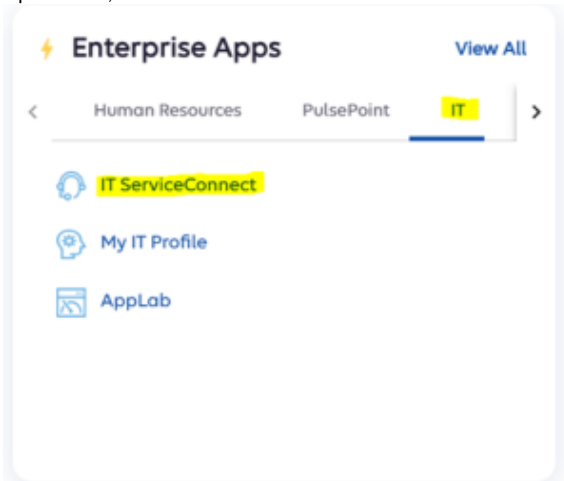
- **First Point of contact**

If you don't have access to legato applications then use this method

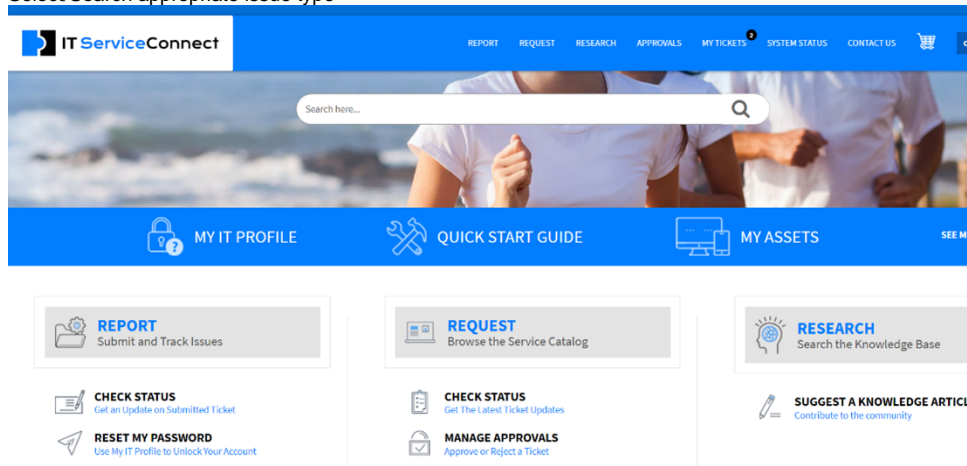
1. Dial AT & T Direct access code number **000-117**
2. Wait for IVR to respond
3. Then Dial **833-319-8243**
4. Press **3** for IT issues, then choose appropriate issue type

- **IT ServiceConnect enterprise app**

1. Open Pulse, Select IT ServiceConnect



2. Select/Search appropriate issue type



- **Connect with HR**

For all HR related assistance use this

Pulse MyHR

**Elevance Health** Pulse MyHR

ELV 492.34 COVID Updates MyHR My Shortcuts My Pulse

Our Company Our Focus Our Resources News

Search for information or people...

**Manage My Career**

- Develop My Career
- Understand Benefits, Time Away, and Wellness Programs
- Retire or Exit Legato
- Associate Relations
- Associate Listening
- Legato Policies
- RHR - Passport Program Launch Article

Our associates are the key to improving the health of humanity. Elevance Health's Human Resources team is here to support your career and teams.

Now you can easily navigate human resources content through a refreshed associate experience approach - aligning content to different career journeys and phases from your first day to retirement. Use the navigation menu on the left to find relevant content, including detailed guides and resources, and links to take action and complete the next step.

[See All](#)

**HR Support**

Submit an HR Service Request for additional support. [HR Service Request](#)

Live chat with HR to help answer questions or resolve issues. [HR Chat](#)

We have two methods to resolve HR related issues

- HR Service Request - Raise tickets for different HR support
- HR Chat - Live chat with HR to help answer questions or resolve issues

## Quick Links

- [Pulse](#)
- [Workday](#)
- [InSync](#)
- [IT ServiceConnect](#)
- [Workday Learning](#)