Group **IT** | Agenda

1. **Ask Adam**

2. **Group IT Support**

3. **Connectivity Tools**
   - Wi-Fi
   - MobilePASS & VPN

4. **Communication Services**
   - Meeting Advisor

5. **Ways of Working**
   - Work on the Go
   - Work at home

6. **Cloud Productivity**

7. **Change your CORP Password**

8. **Self Service Deployment Tool**

9. **Group IT Premium Services**

IT Click on this icon for more info on the topic

GIT Support | Ask ADAM

**You may already know that Adam is your virtual assistant...
But did you know all these about him?**

Adam is available **24/7**

Provides support in **English**, **French, Spanish, Portuguese, Italian** and **German**.

If Adam is unable to provide a solution, he redirects you to a **Live-Chat Operator**

By contacting Adam, you spent less time contacting the Service Desk (waiting for ticket updates or email response).

Shares details for a **password reset**, software and hardware requests, **MobilePASS enrollment**, emails on mobile devices, and more.

Tip! Be short and clear with your queries; use simple sentences and words.

Adam can be accessed via **Teams,** and it's always available on <u>GIT website</u>

Adam can help you with operational tasks:
- ⇢ BitLocker recovery key
- ⇢ Create DL
- ⇢ Create XS4Guest account
- ⇢ Check project code details
- ⇢ Check ticket status
- ⇢ Log a new ticket, and more.

Ask Adam
Virtual Assistant

Hello, I'm Adam, your virtual assistant.

I continuously improve my knowledge to help you find answers to your

How can we help you?

IT

Contact Group IT Help Desk for additional support:

Speak to our team 24/7
Skype: 484357 or find your local phone number on our Group IT website

Use our ServiceCentral online portal
⇢ Access **https://servicecentral.capgemini.com/sc/**
⇢ Choose between 'Order a Request' or 'Report an Issue'
⇢ Click on **Tours** at the right top corner on Homepage to have guided overviews of the portal. More information here
⇢ View our Self Help articles. Follow the Link
⇢ Access to the Now Mobile App, helping you whilst on the go.

Send an email and get a response within 4 hours*
ithelp.global@capgemini.com
*not available in Brazil yet

When sending an e-mail to IT Help…

⇢ Make sure your signature has your location information (country)
⇢ Provide the error message and a screenshot (if applicable)
⇢ Attach required approvals (if applicable)
⇢ Make sure your contact details are updated for engineers to be able to reach you
⇢ If a ticket has already been raised for the same/similar issue, do not hesitate to mention the old ticket number (for faster resolution)
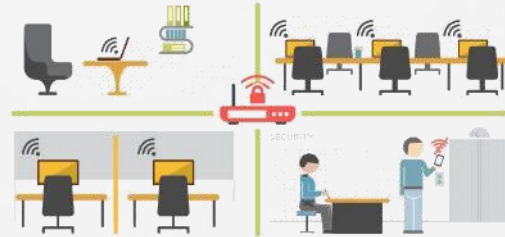
Connectivity | Wi-Fi Profiles

XS4OFFICE

- Available in all Capgemini offices using a corporate device
- Similar connectivity as wired connection
- Good Wi-Fi coverage including meeting rooms
- Centralized support for issues
- Access to all corporate tools

XS4MOBILE

- Available in all Capgemini offices using your smartphone or tablet
- One-time authentication with your CORP credentials
- Full global coverage in all offices
- Access to all corporate web resources (I.E., e-mail through Office 365 portal, Skype, Talent, Yammer, etc)

XS4MAC

- Available in all Capgemini offices using a corporate MacBook device
- **Workspace ONE for MacOS** enrollment is mandatory. Check FAQ
- Similar connectivity as wired connection
- Good Wi-Fi coverage including meeting rooms
- Centralized support for issues
- Access to all corporate tools

XS4GUEST

- Dedicated to partners, clients, visitors, guests...
- One-time registration by any Capgemini employee
- Valid for 3 days following registration
- One login is valid for one device
- Multiple logins can be requested for a group
- Access to internet only

Employee only

Guests only

For more Information, please refer Link

Group IT

Connectivity | MobilePASS & VPN

MOBILE PASS

What is it?!

It's an application that gives you the passcode required to connect to VPN or Single Sign-On (SSO) when you are working remotely.

Do I have it?

Yes! Your laptop comes with Mobile Pass **installed** and you can also download it on your mobile from the App Store or Google Play.

How do I use it?

Before using the app, you need to **activate it**. **You'll need to be connected to a Capgemini network (office or VPN).**

🎬 Watch this two-minute video to quickly learn how to activate and use your MobilePASS or click here to read step-by-step instructions

Did you know? You can have MobilePASS active on up to two devices simultaneously (e.g. laptop and smartphone). **We recommend you to activate it on both**, in case you can't access your computer.

The activation portal is accessible only within the Capgemini network.

CISCO ANY CONNECT | VPN

What is it?

The Virtual Private Network (VPN), is your connection to a safer Internet experience if you work remotely and need access to Capgemini applications and services.

Do I have it?

Yes! All Capgemini laptops come with VPN installed by default (unless you're using a client image).

Are there any prerequisites?

Your laptop/PC must have the corporate image and latest VPN software. You must also have the MobilePass active.

How do I use it?

1. Open the VPN app and connect to your Wi-Fi network
2. Then select the profile accordingly:
   a. Windows PC > select **CG World**
   b. MAC device > select **CG MAC BYOD**
3. Enter your 6-digit passcode generated by **Mobile PASS**
4. Click 'Connect'

🎬 Detailed instructions on how to connect here (2 min video)

Please only use VPN if your application is not on this list.

For more Information, please refer Link

B. Busquet

Communication Services

Group IT offers different tools to enable seamless communication with your colleagues. Some of them are perfect for daily meetings with your colleagues and team, some others are better for large audiences or meetings with clients, partners, etc…

Teams enables you to communicate and work together with your colleagues in one dedicated space – your "team". Enjoy advanced functionalities: discussion streams organized by topics, a file repository, task management, video-conferencing, private messaging, etc.

Skype for Business

Features:

✓ voice and video calls

✓ instant messaging

✓ online meetings for up to **350** participants

✓ Application/desktop sharing

✓ online file sharing

✓ alliance with partners

✓ works without VPN

Microsoft Teams

Features:

✓ voice and video calls
✓ instant messaging (chats)
✓ online and offline file sharing
✓ works without VPN
✓ Threaded conversations
✓ @mention people and 'like' conversations
✓ Persistent chat before, during and after a meeting
✓ online meetings for up to **350** participants
✓ + screen sharing
✓ Search feature for files, people or content

Click here to learn more about Teams

Enhanced Services
Enterprise Voice* enables you to **make and receive external phone calls** and other features such as call forwarding. So it works as your regular phone.
*Check the availability of this feature in your region by contacting the Service Desk

Enhanced Services
Microsoft Teams - Dial In Conference service enables the user to host a Teams meeting that would have phone numbers of various countries, these numbers allows the participants to join the teams conference call using a phone number of their region. Place a request on
Group IT Premium Services

For more Information, please refer Link

Communication Services

In Capgemini, you can collaborate using tools such as **Teams**, **WebEx**, **Skype** or **Momindum** to host virtual meetings.

To help you find the right tool to host your next meeting with clients or colleagues, you can take a look at the comparison of features table available here.

Still not sure know which meeting tool to use? Use our new Meeting Solution Advisor that can advise you to the best meeting tool for your requirements in just 5 questions!

For more Information, please refer Link

Welcome to the Meeting Solution Advisor app

Find the right meeting solution for your needs amongst the 7 available by clicking the button below.

Find your meeting solution

Free
Teams Meeting
Up to 300 participants

Free
Skype Meeting
Up to 100 participants

€
Webex Meeting
Up to 250 participants

€
Webex Event
Up to 350 participants

€
Skype Broadcast
Up to 10,000 participants

€
Teams Live Event
Up to 10,000 participants

€
momindum
Momindum TV Studio Setup
Unlimited participants

For more information and questions about the 7 meeting solutions you can contact the LVIS team: lvis.support@capgemini.com

Ways of Working

Work on the go

As a Capgemini employee, you have access to a range of mobile devices and solutions that enable you to work more productively wherever you are.

Before you start using your own device to work, please read our BYOD Policy and then contact the Service Desk to check your eligibility for this service.

Workspace ONE

Access your email, calendar, contacts and Capgemini mobile applications instantly and securely.

More information here

Benefits

→ Keeps your corporate data separate from your personal data on mobile devices

→ Provides a secured container for email, calendar and content

→ Enables seamless access to Capgemini intranet sites and other corporate applications (without requiring a MobilePASS login)

→ One password to access all Capgemini apps and intranet – without a VPN.

Boxer – will give you access to your mails, calendar, files and contact.

Web – Allows you to access the Capgemini intranet.

Content – Allows you to access your OneDrive repository and to sync your OneDrive files. This also means that your data is protected and copy/paste features are restricted with this app.

Intelligent Hub – Your application catalogue which allows you to see what applications you have installed and additional corporate applications you have available to you that you can install.

Tunnel – This application is required to establish a secure connection between your mobile device and the Capgemini network.

Privacy – This is for information only. It includes privacy information including what is captured from Workspace One.

For more Information, please refer Link

Cloud Productivity Suite

Office 365

Microsoft Office 365 provides a set of tools and services that facilitate office documentation, communication and management tasks

Access Office 365 from your web browser (laptop or mobile devices)

You'll be redirected to Capgemini Office 365 with emails and all other software and productivity tools (Teams, Yammer, SharePoint, office online, etc.)

- External sharing is disabled/restricted for outside users.
- All Capgemini employees
- Accessible from Capgemini network or internet with CORP credential + Mobile Pass

One Drive for Business

Store, sync and share your work files in the Cloud.

Save your data in the OneDrive – Capgemini folder on your PC to sync to the Cloud

- Easily drag and drop files for saving (except Capgemini or client restricted data)
- Work on the same documents at the same time.
- Easily restore data you have synced in the event of a PC crash/break/fix.
- Access your files from your PC or through a web browser from any device
- Data management/sync is your responsibility.

For more Information, please refer Link

Change your CORP Password

Group IT's new Password Self-Service makes this whole process easier by enabling you to reset your Capgemini CORP password yourself, without having to contact anyone else. It's quick, convenient and most importantly, gets you back online.

How it works

Select one of these reset methods:

- Have your MobilePASS available
- SMS - (applicable for an external user)
- Email - (applicable for an external user)

Note: When a Capgemini employee with corporate devices uses this password change/reset service for the first time, they may be asked to select a certificate. Click OK.

Prerequisites

- Please update your mobile number in the Capgemini Corporate Directory so that you can receive SMS passcode on your mobile number when you forget your password and do not have access to your corporate email.
- As per the Capgemini Password Policy, you can change/reset password only once a day.
- Connect to Capgemini Intranet (or VPN) once in a month for the Capgemini policies to push into your Capgemini devices.

…IF YOU DON'T REMEMBER your CORP password or if you're having troubles resetting your CORP password, contact a live agent from the Group IT Service Desk.

Change password

- **For Capgemini devices**
- Step 1: Visit this link. Click Change Password. Enter your CORP domain username and current password and click Next step.
- Step 2: Enter your new password and re-enter the new password to confirm. Click Next step.
- Note: Click See Password Requirements to know the parameters of a valid and safe password.
- Step 3: Upon successful password change, a confirmation notification appears. You will also receive a Password Change Notification email in your corporate email ID.

- **For non Capgemini devices**
- Step 1: Visit this link Click Change Password. Enter your CORP domain username and current password and click Next step.
- Step 2: Select a validation method. Enter the validation code according to your chosen validation method. Click Sign On.
- Step 3: Enter your new password and re-enter the new password to confirm. Click Next step.
- Note: Click See Password Requirements to know the parameters of a valid and safe password.
- Step 4: Upon successful password change, a confirmation notification appears. You will also receive a Password Change Notification email in your corporate email ID.
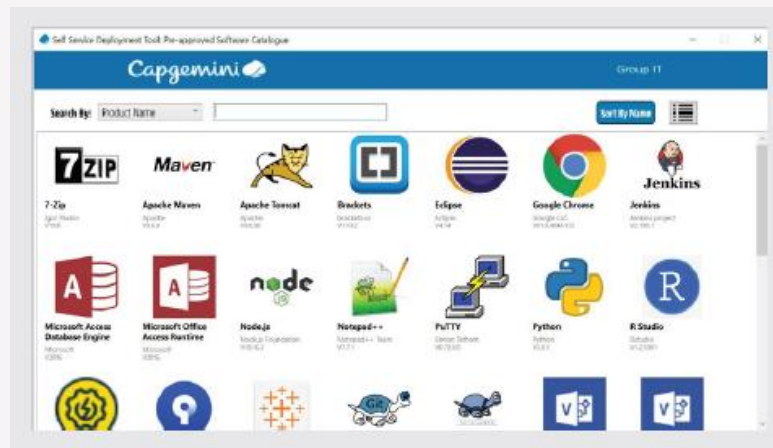
Self Service Deployment Tool

Launch The Self Service Deployment Tool

The tool is still launched from SCCM Software Center. To launch it, please perform the following steps:

- Type **Software Center** into the search box on your taskbar, and then select **Open** to launch Software Center
- In Software Center select the item entitled **Pre-Approved Catalogue Launch (Self Service)**
- A blue **Install** button will be displayed if this is the first time you have used the tool, or a **Reinstall** button will be displayed, if you have used it previously. Select whichever button is displayed, and after a short while you will see a screen similar to the one below:

Install An Application via the Self Service Deployment Tool

To install an application, please follow the steps below:

- Double-click the application you wish to install from the list
- Select **Install**, and then **Yes** to the additional confirmation prompt that appears
- You may receive a license prompt, as per the screenshot below. If you do, read through the terms, and if you accept them, select the box, and then select **Continue** to allow the application to install
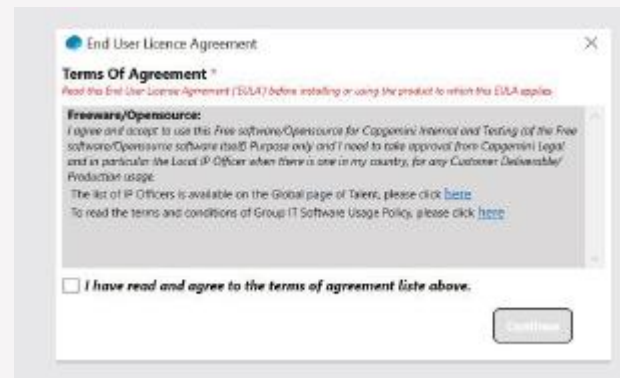
The application will now install. Depending on the application there may be additional prompts to go through

Uninstall An Application via the Self Service Deployment Tool

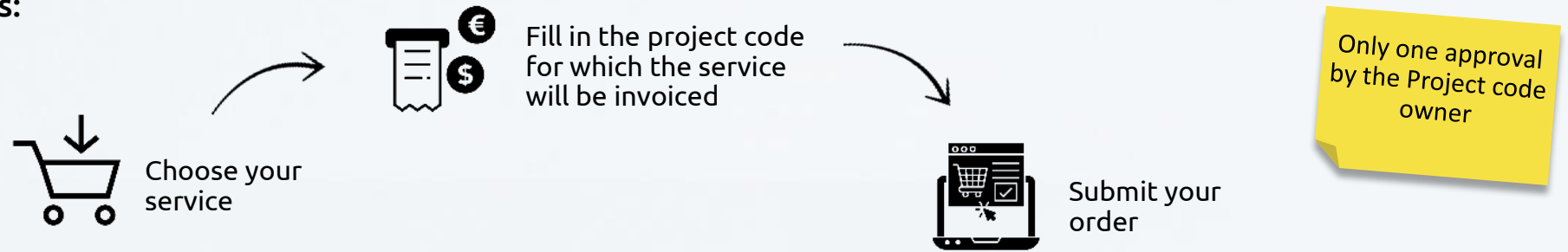To uninstall an application, please follow the steps below:

- Launch the Self-Service Deployment tool, if it is not already launched
- Double-click the application you wish to uninstall
- Select **Uninstall**, and then **Yes** to the additional confirmation prompt that appears
- Again, you may receive additional uninstallation prompts, depending on which application you are uninstalling

Group IT Premium Services

Group IT Premium Services is the one stop shop for additional Group IT services chargeable to Capgemini Business units and is available to all Capgemini employees. The catalog is always expanding to cover all business needs – so keep checking back for the latest news!

3 step ordering process:

Choose your service

Fill in the project code for which the service will be invoiced

Submit your order

Only one approval by the Project code owner

Example of items you will find on the catalog:

⇢ Microsoft applications (Visio, Project, Access)

⇢ Adobe Software solutions

⇢ Wireless headset

⇢ SQL Server license

⇢ Virtual Machines

⇢ Citrix Access

⇢ Wi-Fi for project devices

⇢ Mouse & keyboard combo

To find out what's available in your region* visit the Group IT Premium Services and browse through the categories.

• Not ALL items are available in ALL regions

• The Premium Services and Standard Services catalogs have now been merged! For better convenience for you and your project, you can now access all Group IT services in one place.

Group IT

How can we help you today?