New User Onboarding Instructions:
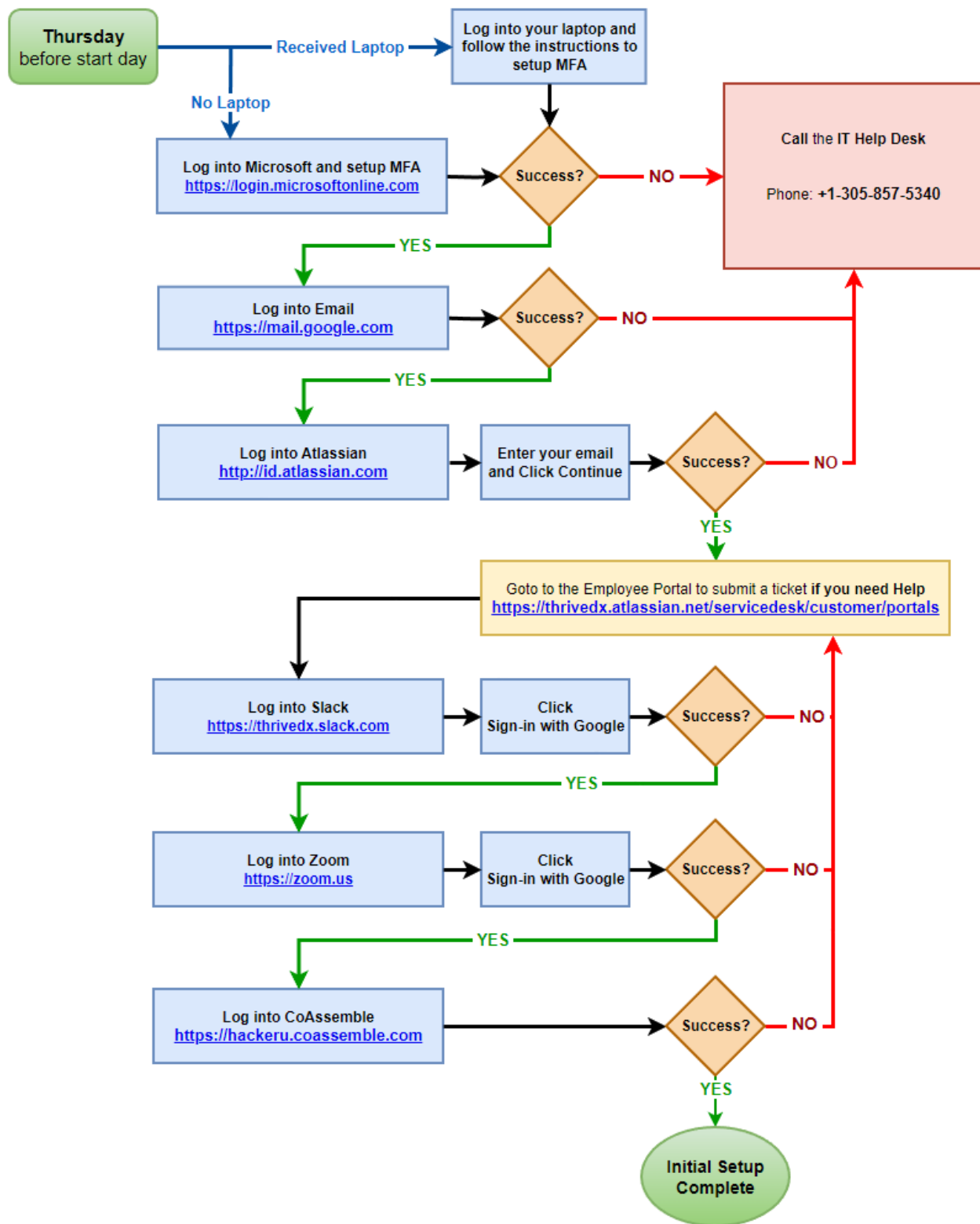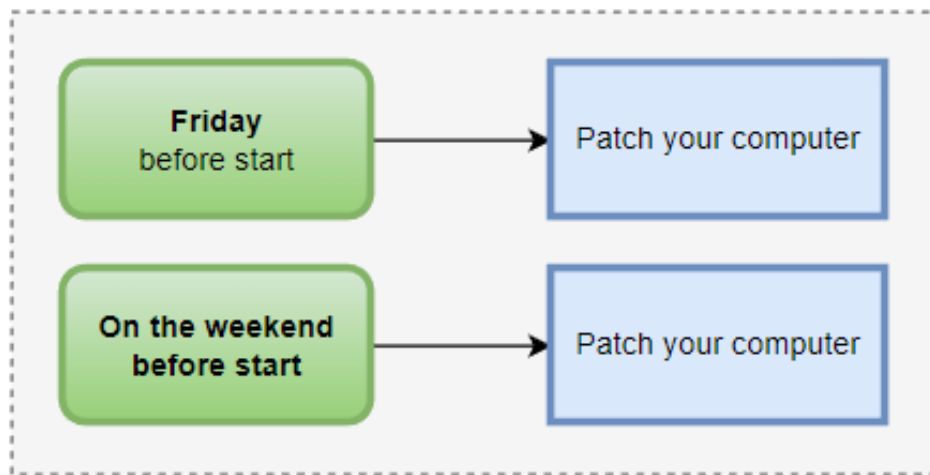
Hello ThriveDX Partner!

We aim to provide a smooth and easy onboarding process as you start you journey here at ThriveDX. In that effort we have provided the following instructions to prepare you for your first day of onboarding/training. Completing these instructions is vital for your success in completing your training program and long term success at ThriveDX!

It is important to note that your preparation will differ depending on whether or not you were provided a TDX Laptop. Below you will see a flow chart to help you understand what steps you need to complete to ensure you are fully prepared.
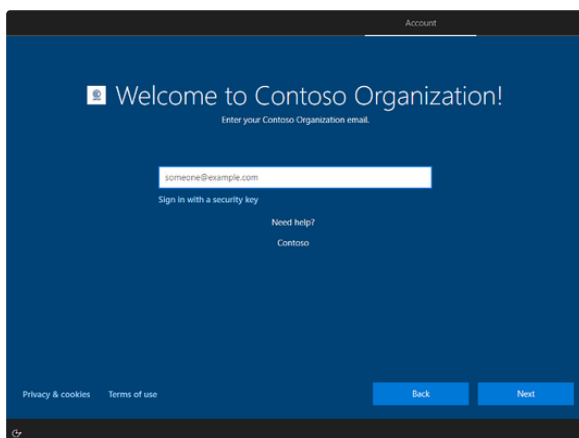
Thursday
before start day

Received Laptop → Log into your laptop and follow the instructions to setup MFA

No Laptop →

Log into Microsoft and setup MFA
https://login.microsoftonline.com

Success? — NO → Call the IT Help Desk

Phone: +1-305-857-5340

YES

Log into Email
https://mail.google.com

Success? — NO →

YES

Log into Atlassian
http://id.atlassian.com

Enter your email and Click Continue

Success? — NO →

YES

Goto to the Employee Portal to submit a ticket **if you need Help**
https://thrivedx.atlassian.net/servicedesk/customer/portals

Log into Slack
https://thrivedx.slack.com

Click Sign-in with Google

Success? — NO

YES

Log into Zoom
https://zoom.us

Click Sign-in with Google

Success? — NO

YES

Log into CoAssemble
https://hackeru.coassemble.com

Success? — NO

YES

Initial Setup Complete

IF you received a laptop

I have received a TDX Laptop

1. **Set up TDX Laptop.**

   a. Power on TDX device.

   b. Ensure you connect the device to the internet.

       i. Do **not** select, "I don't have internet".

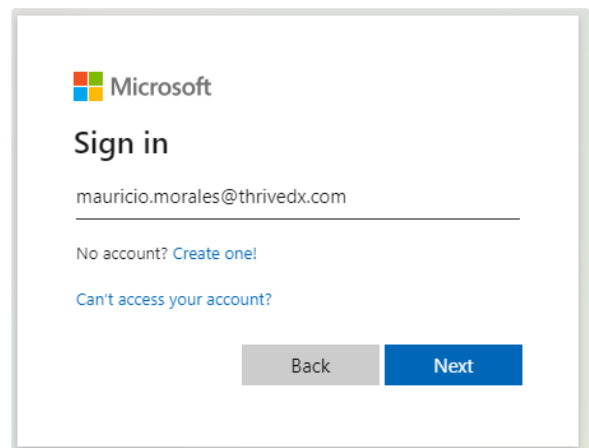   c. Enter your @thrivedx.com email when prompted for an email.

   d. Set up MFA by installing **Microsoft Authenticator** on your phone.

I have NOT received a TDX Laptop

> ℹ️ If you are Full Time Employee of ThriveDX and you have not received a Laptop by the Thursday before your first day, please contact IT by calling 305-857-5340. In any case, please proceed with the following instructions.

1. Login to your TDX Microsoft account and setup MFA via login.microsoft.com

   a. Enter your @thrivedx.com email and click **Next**.

   b. You will be redirected to the ThriveDX sign-in page, enter your password (or temp password) and click **Sign in**.
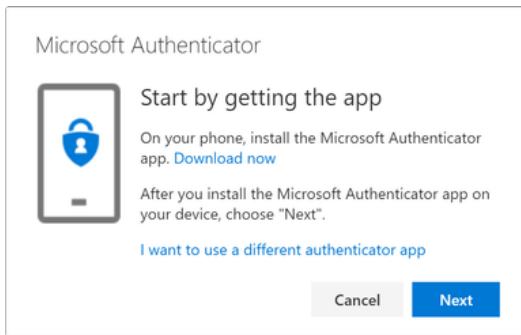
i. When prompted install the app on your phone then click **Next** on your ThriveDX Laptop.

ii. Open the app and hit the plus icon **+** on the top right corner of your screen.
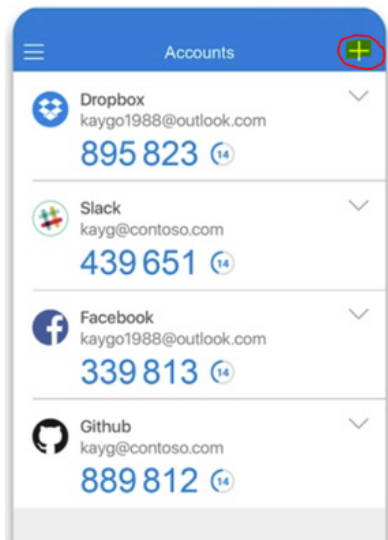
iii. Select **Work or School** account, and renter your @thrivedx.com email and password on your phone.

iv. On your TDX Laptop you should see a QR code, if not click next until you see one.
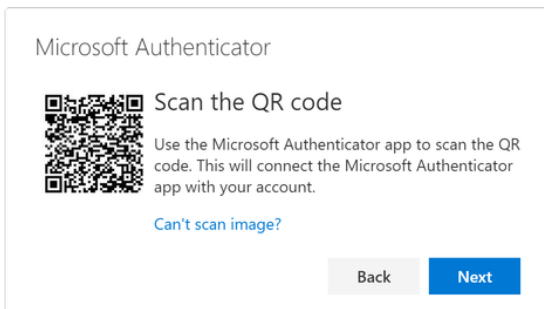
v. Scan the QR code with your phone.

vi. Verify your MFA Setup with the on screen instructions.

e. Once you have the MFA set up you can continue with the on screen instructions until the device completes set up.

2. **Request Laptop Updates.**

This section should be repeated Friday and Saturday

This step will ensure your TDX Device will have all necessary updates, preventing interruptions while you are onboarding.
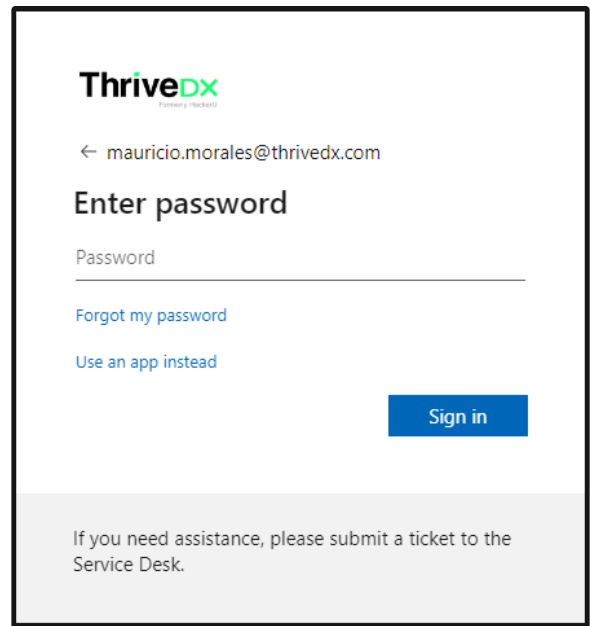
c. Download **Microsoft Authenticator** onto your phone and set up Multifactor Authentication.

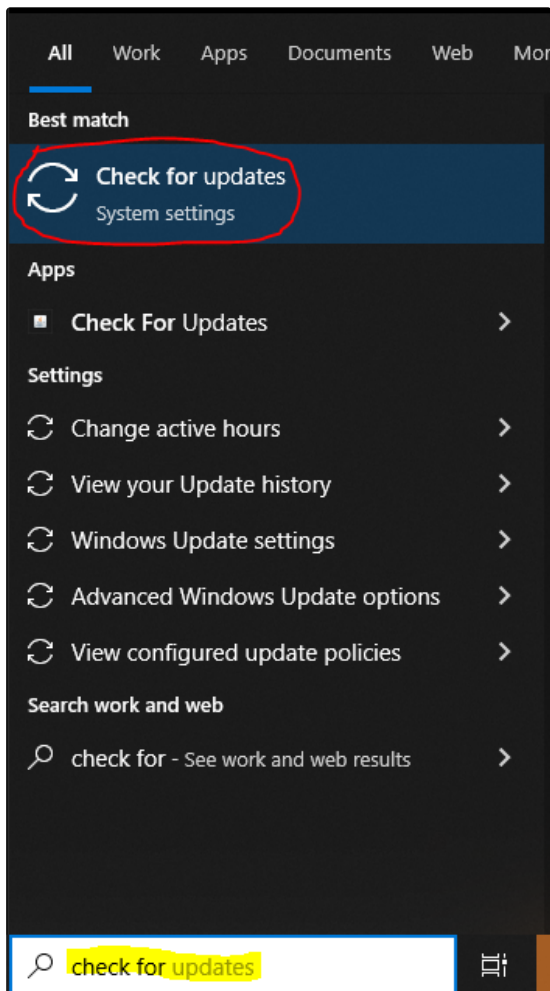d. Once you have the authenticator installed on your phone click **Next**.
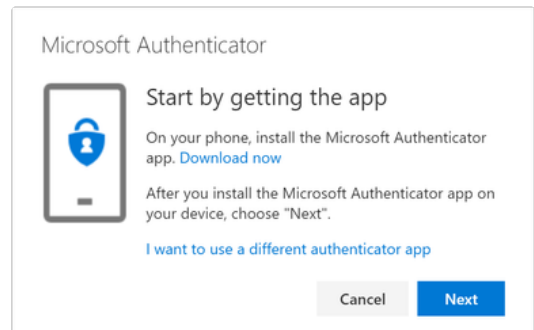
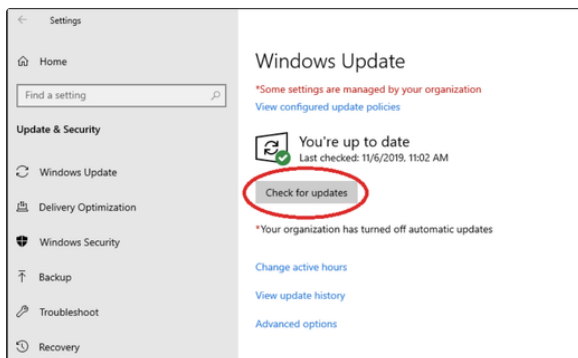e. Open the app and hit the plus icon **+** on the top right corner of your screen.
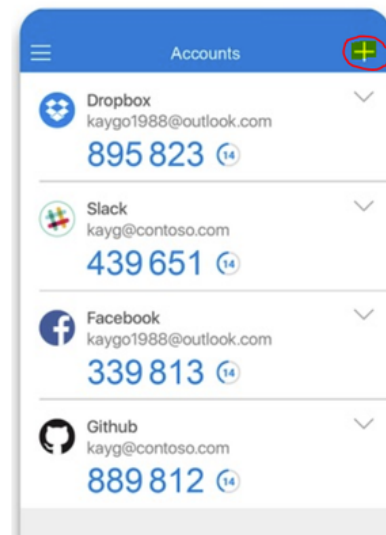
f. Select **Work or School** account, and renter your @thrivedx.com email and password on your phone.

a. In the search bar on the bottom left corner search for **"Check for Updates"**

b. Click on **Check for Updates** in the following window.


c. Accept the update.

d. Once the update has been completed, restart the machine.

e. Repeat the process until updates or no longer needed.

3. **Request Company Portal Sync**.

Requesting a company portal sync will ensure you have all the required operational and security application installed to your TDX device.

a. Enter **Company Portal** in the search bar on the bottom left corner of your desktop.

g. On your TDX Laptop you should see a QR code, if not click next until you see one.
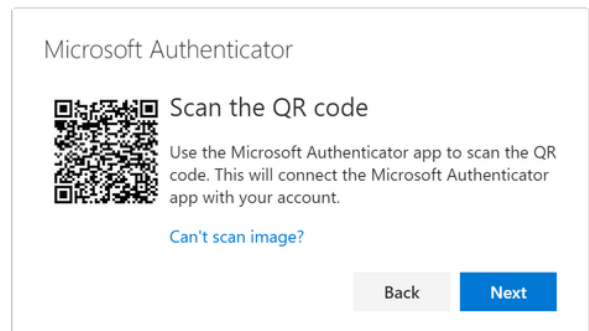
h. Scan the QR code with your phone.

i. Verify your MFA Setup with the on screen instructions.

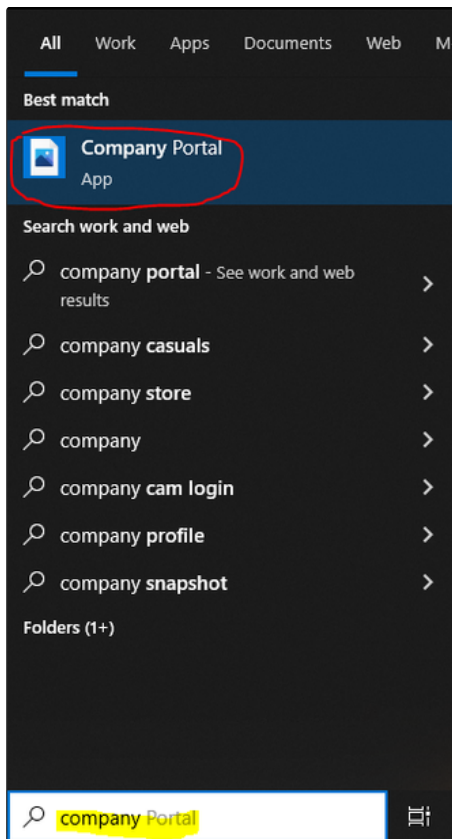2. Login to your Gmail by using your TDX Microsoft credentials via gmail.com

a. Go to gmail.com

b. Sign in with your @thrivedx.com email.

c. You will be redirected to a ThriveDX login page, sign in with the same credentials you used for login.microsoft.com

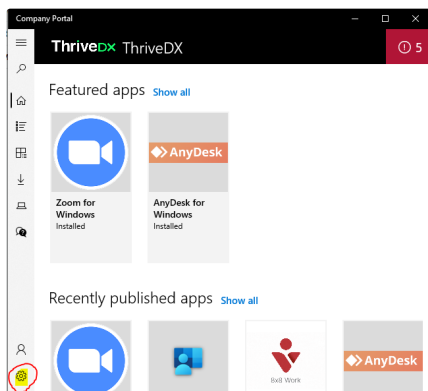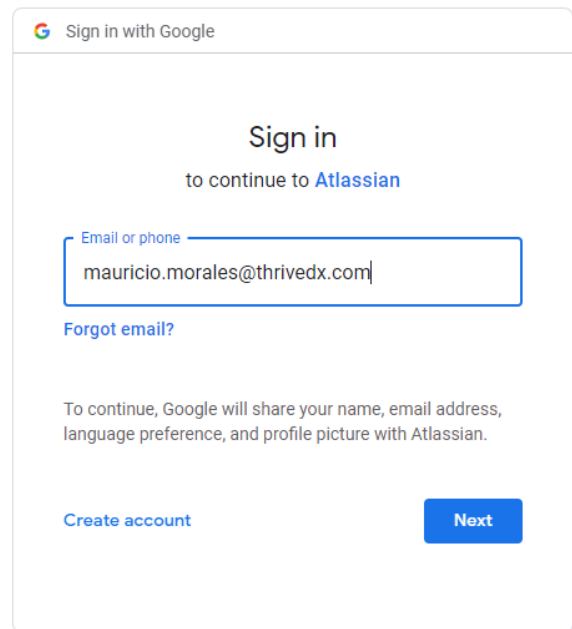3. Login to Atlassian via id.atlassian.com

a. Select **Google**.
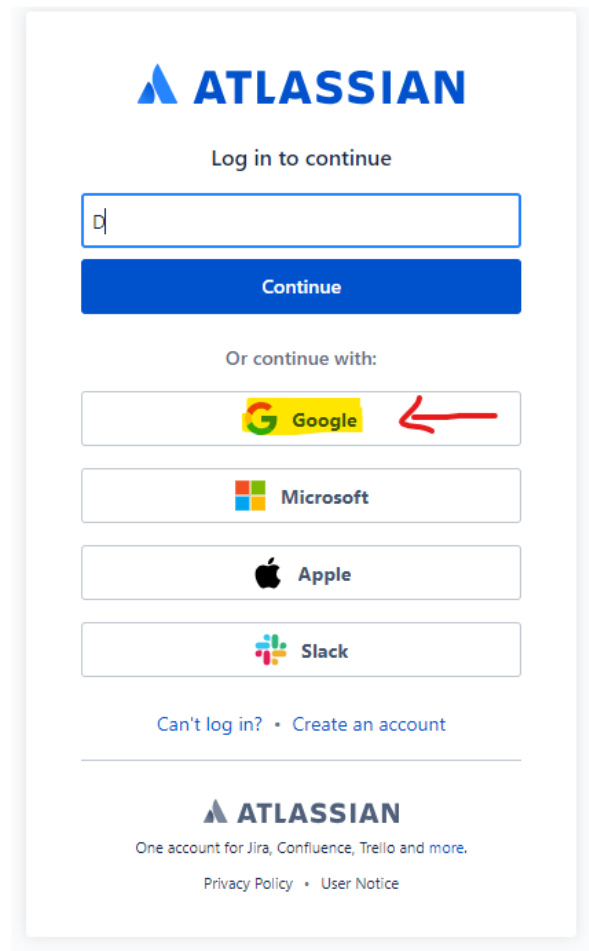

b. Enter your @thrivedx.com email and click **Next**.

b. Once the company portal application is open, select the top option: **This device is a ThriveDX US device.**

c. On the next screen click on the cog on the bottom left corner.

d. Click Sync on the next page.

c. If needed, sign in again with your Microsoft credentials.

4. Login to Slack via thrivedx.slack.com or the Slack Desktop Application

a. Open the Slack app

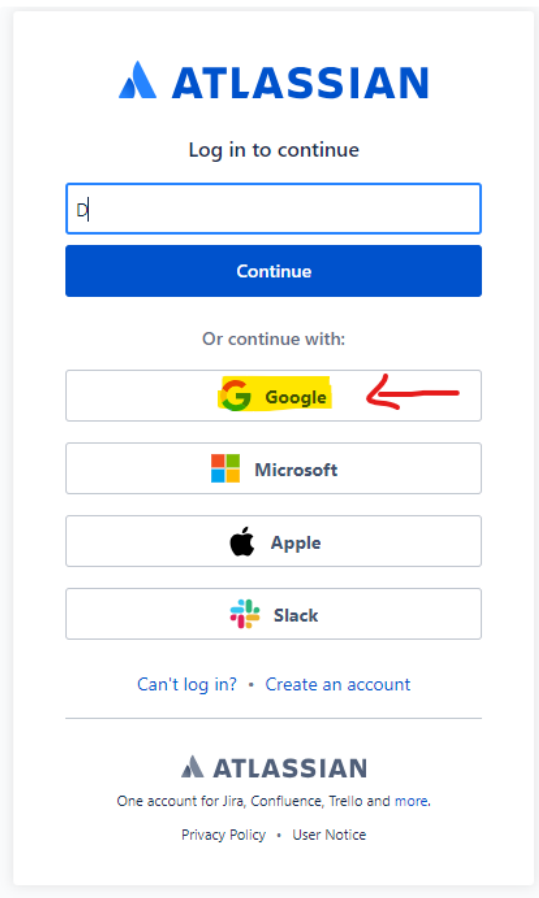b. Click **Sign in to Slack**, a new window in your browser will appear.
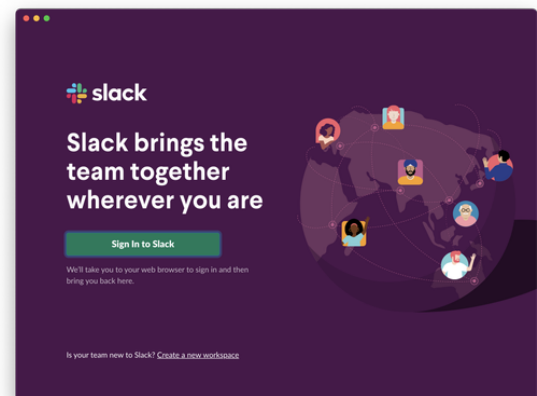
c. Click **Sign-In with Google**

d. Select a ThriveDX under Your Workspaces and click Launch in Slack. You will be redirected back to your Slack desktop app, where you will now find the workspace.

5. Login to Zoom via desktop application or web browser.

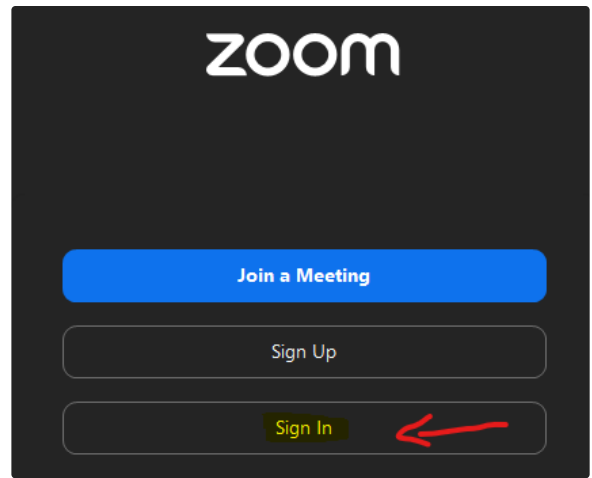a. Open Zoom application

b. Select **Sign in**.
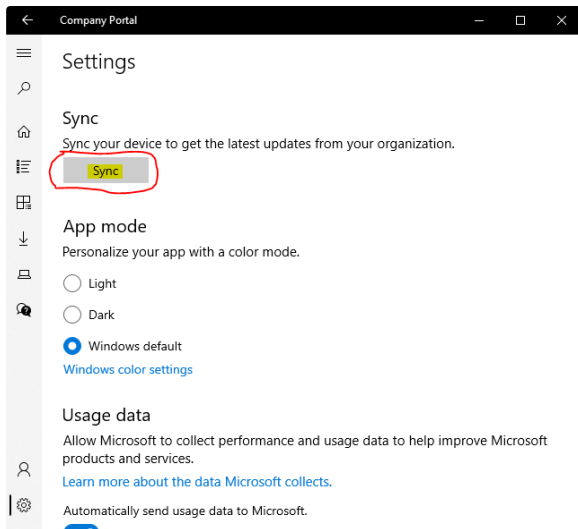
e. The computer sync can take up to an hour, do not turn off the computer until the sync is complete.
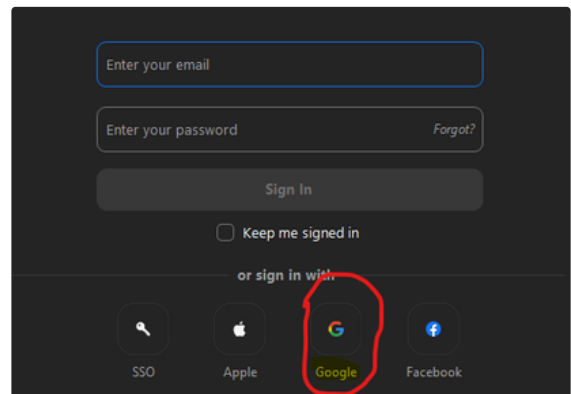
4. **Login to all of your Desktop applications:**

   a. Login to your Gmail by using your TDX Microsoft credentials via gmail.com

   b. Login to Atlassian via id.atlassian.com

      i. Select **Google**.

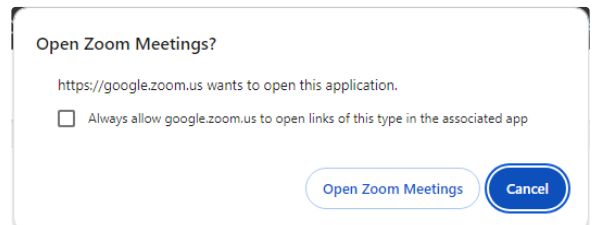

   c. Enter your @thrivedx.com email and click **Next**.

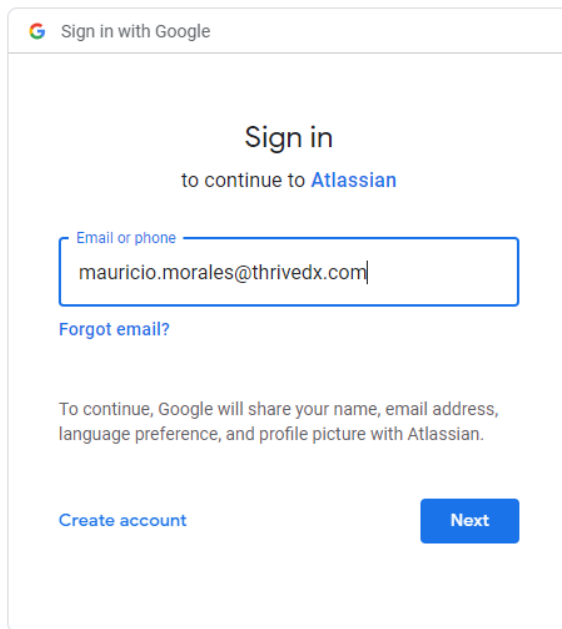c. Select the Google Symbol.

   d. A new window in your browser will appear, sign in with your @thrivedx.com email.

   e. After logging in a pop-up will appear, click **Open Zoom Meetings**.

6. Login to CoAssemble via hackeru.coassemble.com

   a. Click **Sign in with Google.**

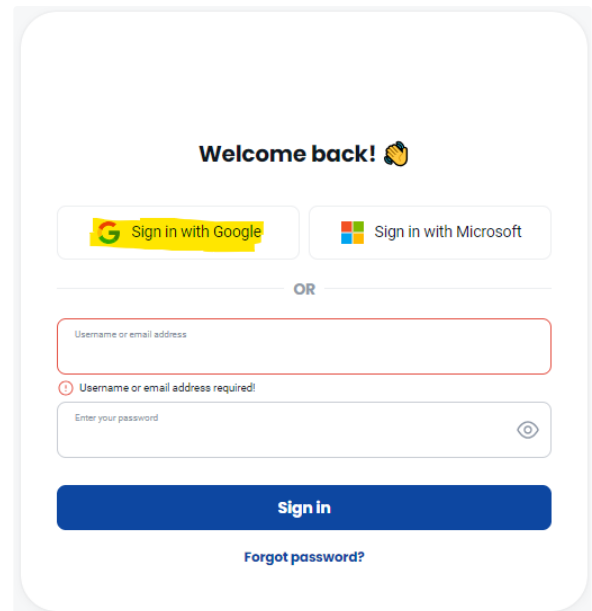b. Enter your Microsoft Credentials created/used in step 1.

d. If needed, sign in again with your Microsoft credentials.

e. Login to Slack via the Desktop application.
   i. Open the Slack app
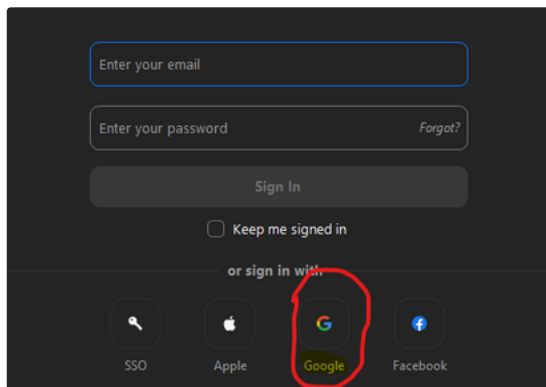   ii. Click **Sign in to Slack**, a new window in your browser will appear.
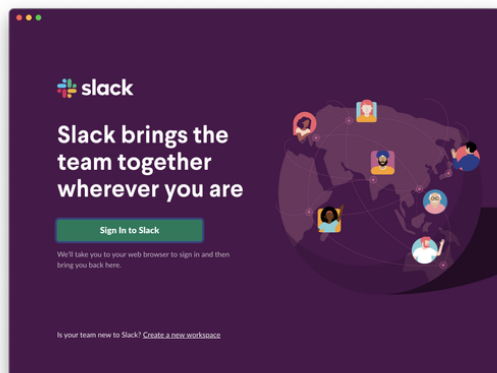
   iii. Click **Sign-In with Google**
   iv. Select a ThriveDX under Your Workspaces and click Launch in Slack. You will be redirected back to your Slack desktop app, where you will now find the workspace.

f. Login to Zoom via desktop application.
   i. Open Zoom application
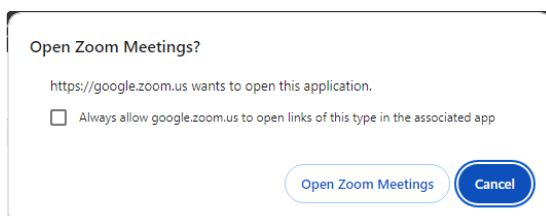   ii. Select **Sign in**.
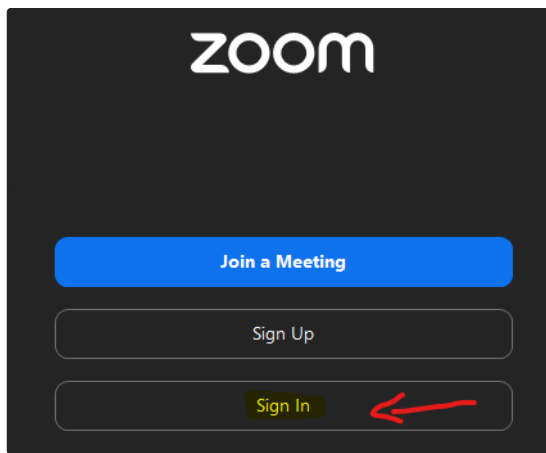
iii. Select the Google Symbol.

iv. A new window in your browser will appear, sign in with your @thrivedx.com email.

v. After logging in a pop-up will appear, click **Open Zoom Meetings**.

g. Login to CoAssemble via hackeru.coassemble.com

i. Click **Sign in with Google.**

ii. Enter your Microsoft Credentials created/used in step 1.

5. **Friday** and **Saturday** before your first day please repeat step 3 and sync your device to the **Company Portal**.

Glossary:

If you are unfamiliar with any of the platforms ThriveDX uses, we have included the following glossary to provide you a brief overview.

Name	Brief Description
Azure	Microsoft system used to provide Single Sign-On (SSO) with other systems.
Dayforce	HR system with your details, benefits, and pay information.
Google	Email system used at ThriveDX.
Zoom	Video / Conference calling platform.
Slack	Chat platform for text based communication with other employees.
Atlassian	Collaboration platform where work tickets, projects, and knowledge are stored (Jira / Confluence).
Jira	Atlassian product for working on Tickets or Projects.
Confluence	Knowledge repository for documents.
CoAssemble	Training platform.
Company Portal	Device Management application which provides updates, configurations and installations required by ThriveDX.
Multifactor Authentication (MFA)	Security feature which requires you to sign into an account using multiple devices (i.e. text message or authentication app on a mobile phone).