# Starting to work with Corporate Workstations

Dear User,

You have already received your Luxoft account details in your personal email as well as instructions on how to activate your account. Please ensure you have done this before continuing to the next steps (otherwise, please move to the Welcome Instructions section at the end of this document):
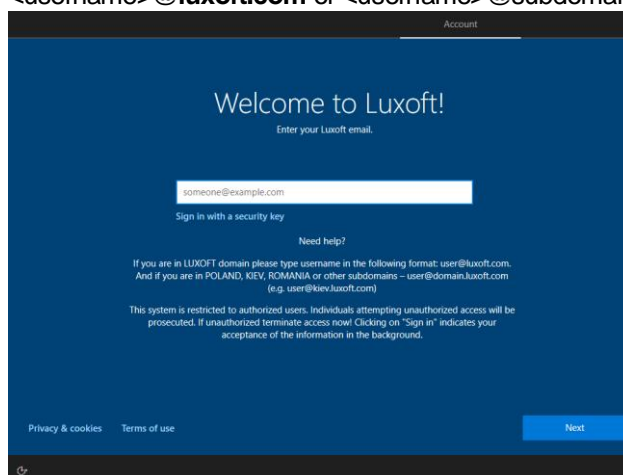
1) Switch on your Luxoft computer.

2) Select the correct Region and Keyboard layout
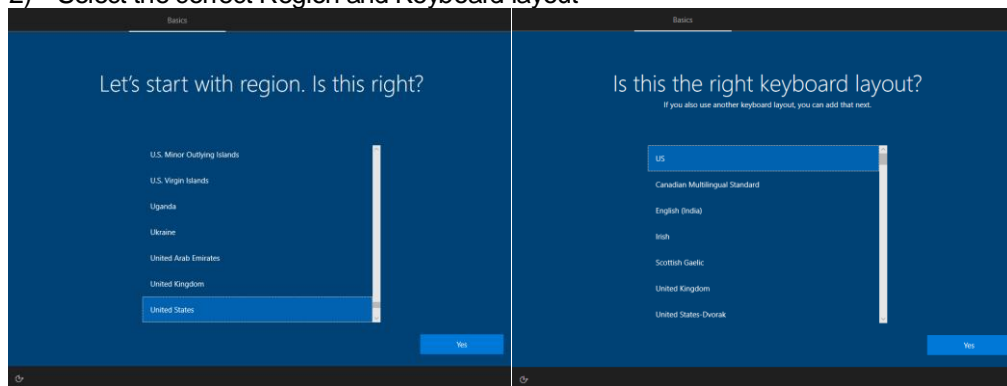
3) At the next step, select a wired or wireless network with unrestricted internet access
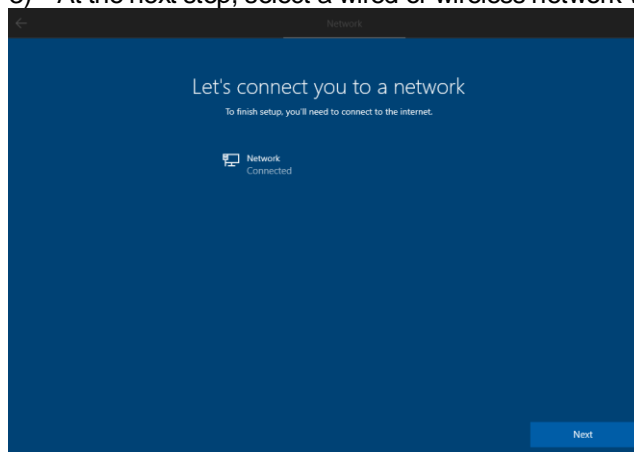
4) You`ll then need to enter your **Luxoft** credentials in the corresponding format e.g., <username>@**luxoft.com** or <username>@subdomain.**luxoft.com** if you are in a subdomain.

5) In the next window, enter you Luxoft credentials and password and click on the `Sign In` button.


6) Approve the MFA request or setup MFA **if this step has not been completed yet**.

7) Wait until all the configurations and applications have been applied to your PC, do not turn off your PC or disconnect it from Internet during this process. Make sure that it's connected to a power source while the computer is being configured. The setup may take up to 30 minutes, depending on your internet connectivity. We recommend using a stable internet **connection.**
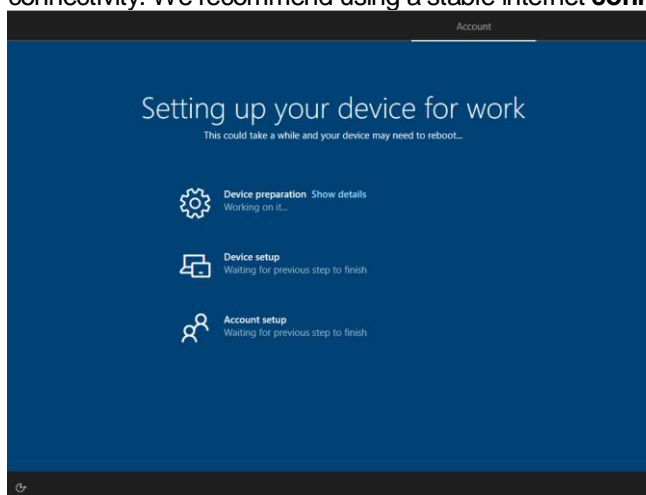
8) When everything has completed, login to your PC with your **Luxoft** account credentials in the same format as you used at Step 4. e.g., <username>@**luxoft.com** or <username>@subdomain.**luxoft.com** if you are in a subdomain.
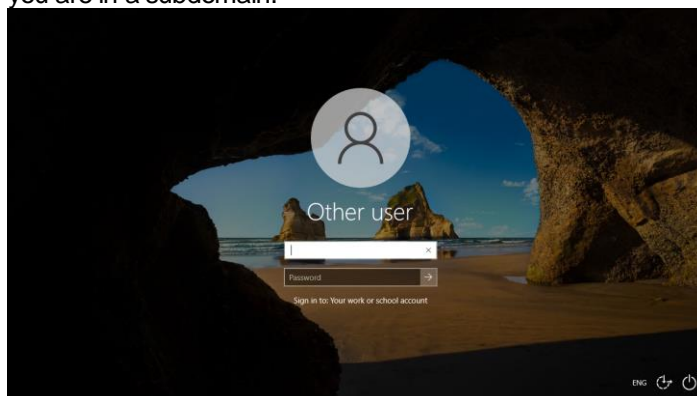
Welcome letter instructions

Dear User,

Please keep in mind, that you have two sets of credentials: Luxoft and DXC (the passwords are not synchronized). You can find them in the e-mail which was sent from your manager to the personal e-mail address you provided to HR. Please use your Luxoft account to log in to the computer. To get started, please follow the steps below in order to activate and finish setting up your account:

1. **Activate your account:**
   In order to activate your account:
   a. If you are in one of Luxoft's offices: use the provided username and temporary password when logging in to your workstation. Please ensure it is connected to a wired or wireless network.
   b. If you are at a client's premises or working remotely: please go to https://home.luxoft.com and use the provided credentials.
      In both cases, a password change will be prompted during the first login. Please complete the first login and change the password you were provided with no later than 3 days after your first working day; otherwise, your password will expire, and your account will be locked.
      If you have any problems at this step, please contact the Luxoft 24x7 support hotline service via one of the numbers at the end of this email.
2. **Multi-factor authentication (MFA) enrolment procedure**
   After completing your first login, you will be asked to complete the MFA enrollment procedure. Please follow the *MFA Setup and Usage Guide* (you'll find it attached to the welcome letter from your manager) and configure the MFA user and device settings.
3. **VPN access**
   By default, all Luxofters have access to a VPN. A VPN is needed to access the Company network and internal business applications.
   a. Download the Cisco AnyConnect client from https://vpn.luxoft.com/ and then install it
   b. Start the Cisco AnyConnect Secure Mobility Client and connect to vpn.luxoft.com.
   c. Use your Luxoft credentials to get connected.

   Please note that you will not be able to access Luxoft's internal corporate services in the following cases:
   a. Without a configured MFA (see step 2)
   b. If your computer does not pass a compliance check (see step 4)
4. **Compliance Checks**
   In order to access the Corporate VPN, Your computer must have the latest OS updates and the supported anti-virus should also be up to date.
   These checks will not be performed for mobile devices, Mac, and *nix-based machines. More details can be found in welcome letter or can be requested via Service Desk.

If your password has been locked or you are having any difficulties when starting to work with your Luxoft account, please contact the Luxoft 24x7 support hotline service via one of the numbers below and then extension 3777:

- Australia +61 2 9052 8097
- Bulgaria +359 2 904 3977
- Germany +49 711 490 480 77
- India +91 80 4623 9677
- Malaysia +60 4 218 5077
- Mexico +52 3 33 001 9537
- Poland +48 22 502 0437
- Romania +40 21 655 0507
- Russia +7 495 647 3077
- Singapore +65 6511 4177
- Sweden +46 31 357 7777
- Switzerland +41 41 726 4577
- Ukraine +380 44 481 2937
- United Kingdom +44 203 818 3877
- USA +1 347 809 6077
- Vietnam +84 28 3965 1777

If you have any other technical issues, please raise a ticket via https://home.luxoft.com/servicedesk