TECHNICAL ASSISTANCE
NETWORK & SYSTEMS SUPPORT

Welcome to Cognizant! Through the use of technology, it is our goal to help you perform your specific job function with the greatest success. This document serves as a useful guide to the various IT resources at Cognizant, and will also help set your expectations with regard to IT services available to you. It will not answer all of your questions, however it will point you to the various resources that can.

Please see details on how to access the following:

- **Global Service Desk**
- **Cognizant E-Mail**
- **CWorld (Cognizant Intranet)**
- **PeopleSoft Timesheet Reporting System**
- **Peoplesoft Self Service panel**

Global Service Desk (GSD):
Should you need technical assistance (account, password, laptop and network related questions or issues), below is the contact information for Cognizant's centralized 24x7 support team:

- Phone: **1-866-822-2024**   or
           973-368-9500 Ext: 56666
- Email: gsd@cognizant.com
- Website: https://gsd.cognizant.com/

Cognizant E-mail access:
You need to have a valid login ID and password to access Cognizant resources. Your login ID is same as your employee ID. This also serves as your Network ID for accessing the Cognizant network. You will receive an email advising you when your employee ID has been generated, and how to retrieve it. First time users will need to change their password at site https://identity.cognizant.com/enrole

- User ID for this site is your **Employee ID**
- Password is of the format **VyyyyTIM#** (Where **yyyy** is your year of birth)
  E.g. **V1974TIM#**
- Once you login the site will prompt you to change password which is meant for this site alone. (Old password is again VyyyyTIM#)
- Once you change the password it will ask you to select 3 challenge response questions from the list and answer them.
- Then you get a screen, in this screen go to Left panel and click on Manage Passwords.
- Here type in your New Password and Confirm Password and click on Submit.

Note: The option AD is for your Network Password (mail and Cognizant sites access) and the option ITIM Service is for the site https://identity.cognizant.com/enrole

Accessing your email via Outlook Web Access (OWA)
- Open your web browser (IE or Netscape) and type the URL https://mail.cognizant.com or https://nawebmail.cognizant.com/exchange
- It will prompt for user name (Network ID) and password. After entering a valid user id and password, it will provide access to your web based e-mail.

Notes:
1. Your mailbox storage size is limited and you will have to do a regular housekeeping to maintain the allocated space.

2. The mail server will not allow you to send or receive specific attachment types. This is done to safeguard against virus outbreak via e-mail attachments. These include, but are not limited to:

   ade; adp; bas; bat; chm; cmd; com; cpl; crt; dbx; dll; eml; exe; hlp; hta; inf; ins; isp; js; jse; lnk; mdb; mde; mp3; mpa; mpe; mpeg; mpg; msc; msi; msp; mst; pcd; pif; pl; pot; reg; scr; sct; scx; shs; url; vb; vbe; vbs; wab; wsc; wsf; wsh;

Cognizant Intranet (CWorld) access:
The URL for CWorld is https://cworld.cognizant.com. Please provide your network ID and password for the site authentication.

PeopleSoft TimeSheets and Expense (ESA):
The URL is https://peoplesoft.cognizant.com.

Use your network id and password to login in to the site. Click on ESA to enter into the Time Reporting system.

In case of any issues with Peoplesoft or the Timesheet raise a request at esa@cognizant.com.

PeopleSoft Self Service System (HCM):
This system will help you to update your latest personal details regarding address, location, direct deposit, contact numbers, emergency contact, and passport details.

The URL is https://peoplesoft.cognizant.com, provide your network id and password to login into the site.