

## EMPLOYEE SUPPORT IT TOOLS KIT

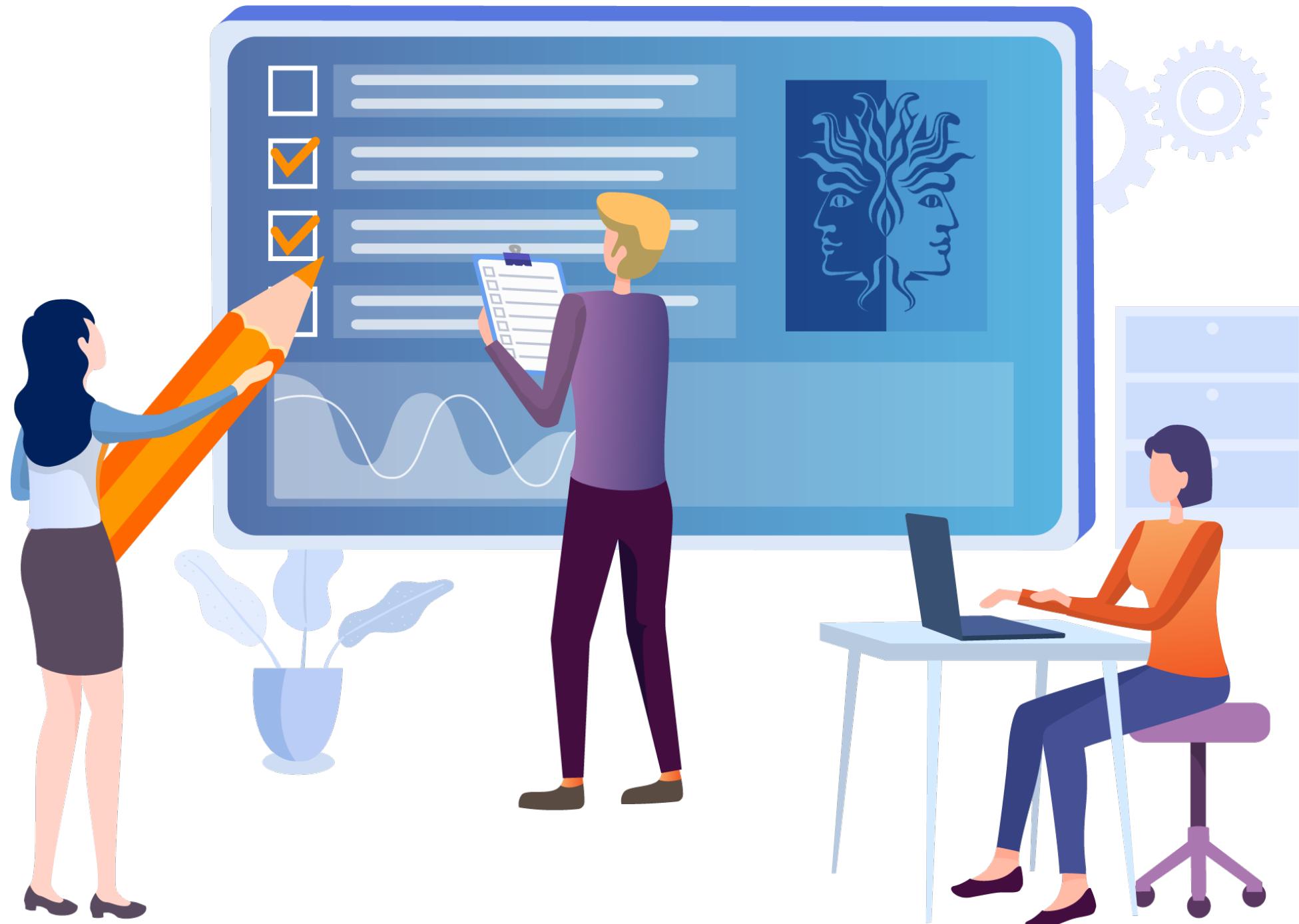
Allowing agencies to focus what they do best:  
**innovate and transform for their clients**

Re:Sources is the Groupe's Shared Service Center (SSC)

We provide platforms and services to nearly 90,000  
Groupe employees worldwide



# POLICIES



## Janus

Janus is the Groupe's guide on operations, procedures and behaviors  
Represents a binding policy framework for the whole Groupe, globally  
Janus can be found [here](#).

## Security & Privacy Policies

Offer guidance regarding the Groupe's information systems  
Give direction on how to react if an incident occurs  
Provide details about how personal information should be used or disclosed to outside individuals and organizations  
You can view the official versions of each policy [here](#).

## Acceptable Use Policy

Provides direction on the acceptable use of information assets  
Encourages responsible information safeguarding.  
You can view this policy at [Lion.box.com/AcceptableUsePolicy](http://Lion.box.com/AcceptableUsePolicy)

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# ACCOUNT



## Lion Login

Lion Login is your key to most of the Groupe's technologies and services

If an IT staff member asks for your username, they may sometimes call it

- Lion Login
- Your “Short Name”
- “LLID”

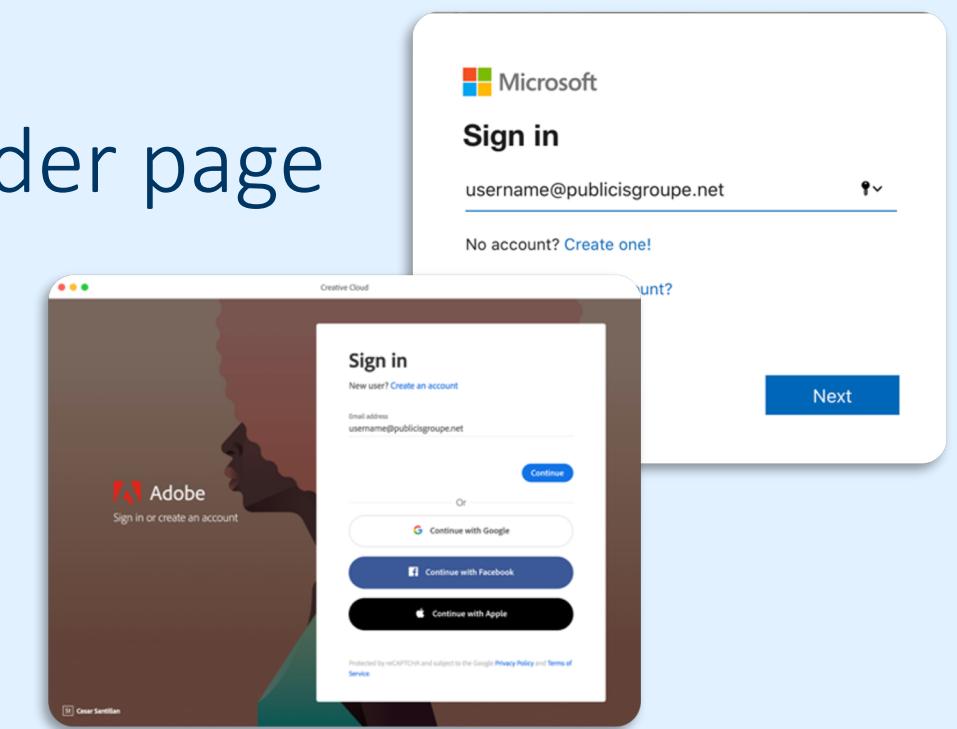
When you see the Groupe login page

Log in using your full Lion Login or “LL\username”

When you see an external provider page

Log in with “username@publicisgroupe.net”

Examples include Office 365, LionBox, or Adobe Creative Cloud



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# ACCOUNT Passwords



## Password Requirements

8 characters in length and a mix of the following:

- 1 upper case, 1 lower case, 1 number, 1 special character
- Passwords may not include part of your first or last name or previous (10) passwords

Your initial, default password will be provided by your local field team

## Changing your Password

### From outside the Groupe's network:

1. Go to
  - For a PC: <https://update.publicisgroupe.net>
  - For a Mac: <https://publicisgroupe.sharepoint.com/sites/RIN/QL/Pages/Lion-Login-Password.aspx>
2. Login using your current password
3. Follow the instructions to change your password

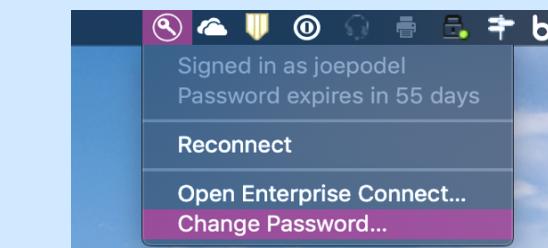
On your first logon, you will be asked to create security questions

### PC - Inside the Groupe network:

1. Press "Ctrl", "Alt", and "Del" at once
2. Click "Change Password"
3. Type your current password, and your new password.

### Mac - Inside the Groupe network:

1. Click the Enterprise Connect icon in the menu bar.
2. Select "Change Password"
3. Type your current password, and your new password



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# ACCOUNT

## Multi-Factor Authentication



## Multi-Factor Authentication (MFA)

MFA adds a second layer of security to your Lion Login account

Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in

Detailed instructions can be found at <http://lion.box.com/mfa-guide>

### MFA Registration:

You need to be on the Groupe network or connected to VPN

1. Go to <https://mfaportal.publicisgroupe.net>
2. Enter your Lion Login and password
3. Use your mobile number or the Microsoft Authenticator to verify your identity

### Recommended MFA Authentication Method

For the best user experience, Re:Sources recommends using the “Microsoft Authenticator” App

Link up to two devices to your account

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# CONNECTIVITY



## Mobile First (M1)

Publicis Groupe's Wireless Network

Allows you to seamlessly connect and collaborate from anywhere in a Groupe office, at any time, from any device



### LionWiFi

Secure wireless connection for laptops to the internal Publicis Groupe network  
Enter your Lion Login credentials and connect

### LionMobile

Access to the network for your phone or tablet  
Enter your Lion Login credentials and connect

### LionGuest

Create accounts for authorized visitors to access the Internet  
Enable your guests, contractors, consultants or customers to connect  
Visit <https://sponsor.publicisgroupe.net/>

### Learn more about Wireless Networks

<https://publicisgroupe.sharepoint.com/LA/TA/mobile-first/Pages/mobile-first.aspx>

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# CONNECTIVITY

## VPN



## Virtual Private Network (VPN)

Allows you to connect to services and systems that are only available inside the Groupe network.



### How do I connect?

CheckPoint VPN is pre-installed on all Groupe laptops. Look for the lock icon in your menu bar (Mac) or task bar (Windows). Sign in with your Lion Login credentials and then verify your identity with MFA.

### What systems require VPN?

Local file servers or highly secure systems hosted within the Groupe network likely require VPN.

The most common tools used in the Groupe **do not require** an active VPN connection, including...



Lionbox

Email & Calendar

Teams

Creative Cloud

If you're not sure if something requires VPN, try connecting to the service without it first. As more people connect to VPN the slower it becomes.

- If your internet connection is interrupted, your VPN will also drop.
- Performance is dependent on the speed of your connection and Internet conditions.
- CheckPoint VPN automatically disconnects after four hours, or when your computer goes to sleep

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# LION STORE



## Lion Store

Download and install Groupe-approved software applications!

Offers a variety of apps – all you have to do is select what you want to install



### What applications are available?

Check out the list of all applications currently available for [Windows](#) and [Mac](#)

You can access the site using your Lion Login credentials

### How do I use Lion Store?

You will find a shortcut to the Lion Store on your desktop

You can also search for it using the Start menu / Spotlight

If you do not see the Lion Store icon, contact your local IT team

### What if I don't see software that I need in Lion Store?

The app you wish to install may be licensed and require approval. Please submit a software installation request in Service Now Once approved, the application becomes available in Lion Store

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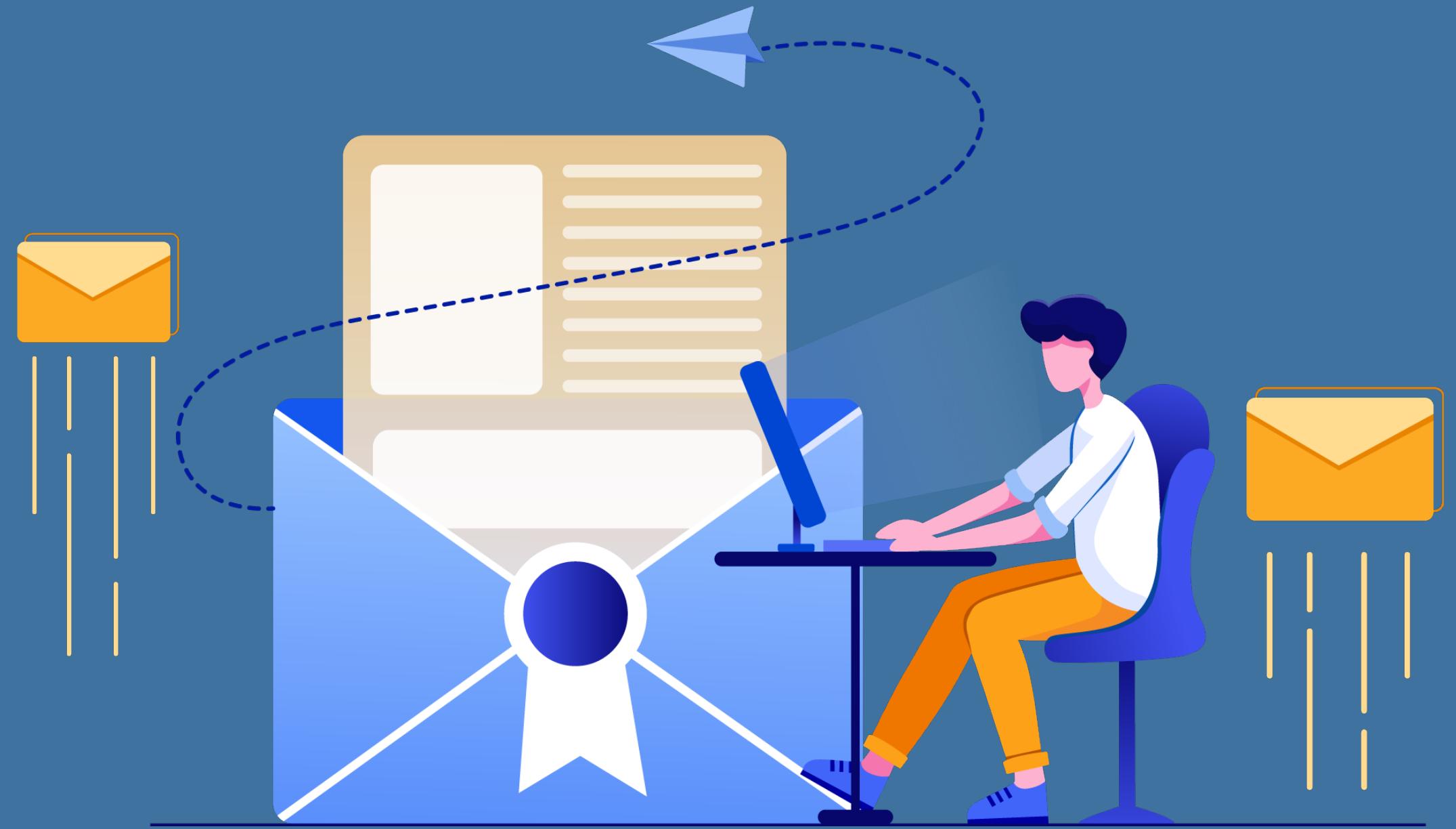
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# COMMUNICATION



## Microsoft Outlook



Access on your PC, Mac or mobile device

- Organize and transmit email
- Manage your calendar and schedule meetings and appointments
- Access to a mailbox capacity of 50GB

### Learn more about Outlook:

<https://publicisgroupe.sharepoint.com/LA/TA/microsoft/Pages/outlook.aspx>

### Access on your Mobile Devices

[Instructions for Android](#)

[Instructions for iOS](#)

### Creating an E-Mail Signature

- Go to the signature tool through this [Link](#)
- Enter your Lion Login and password
- Select your brand e.g.: "RES-WW-Re:Sources" template
- Click "COPY, SAVE OR EDIT SIGNATURE"
- Check your details and edit as needed before you copy
- Select "Copy to Clipboard".
- Place Signature in MS Outlook

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# COMMUNICATION



## Microsoft Teams

The Groupe's next generation Unified Communications platform

Connect with co-workers or business anywhere in the world

- Start conversations with IM, voice or video calls
- See when contacts are available online, in a meeting or presenting
- Broadcast online to a large audience
- Present your screen during meetings or give control to others
- Chat, call or join a meeting with a click

### Learn more about Teams

<https://publicisgroupe.sharepoint.com/sites/RIN/QL/Pages/microsoft-teams.aspx>

### Logging in to Teams:

- Teams should automatically launch and log you in. If it doesn't, or if your password has recently changed, use Lion Login [username@publicisgroupe.net](mailto:username@publicisgroupe.net) to log in.

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# COMMUNICATION Options



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## Microsoft Teams

**Teams is the new standard in Unified Communications**

- Instant Messaging
- Peer-to-Peer (audio/video/screen share)
- Multi-party...less than 250 participants (audio/video/screen share)

## Skype

**Skype is the legacy Unified Communications platform**

*Continues as a communication option while migration to Teams takes place*

## Technical Support

For technical support, please visit the Re:Sources support page [here](#)

# COLLABORATION



## LionBox

File collaboration for Publicis Groupe Employees, Contractors and Clients

Share files, add comments, view versions and assign tasks - anywhere from any device

- Share files up to 15GB each securely
- Organize, view and edit files in a convenient folder structure from any device
- Use BoxSync to sync files to your desktop when you are offline or on your mobile device
- Access unlimited storage space
- Lion Box Acceptable Guidelines document is available at <https://lion.app.box.com/v/AcceptableUseGuidelines>

### Learn more about LionBox

<https://publicisgroupe.sharepoint.com/LA/TA/lb/Pages/Lion-Box.aspx>

WATCH: [Learn LionBox in 5 Minutes](#)

“Getting Started with LionBox” folder is your resources for how-to videos and training

### Local Shared Folders

Country and location Specific. Contact IT support for more information

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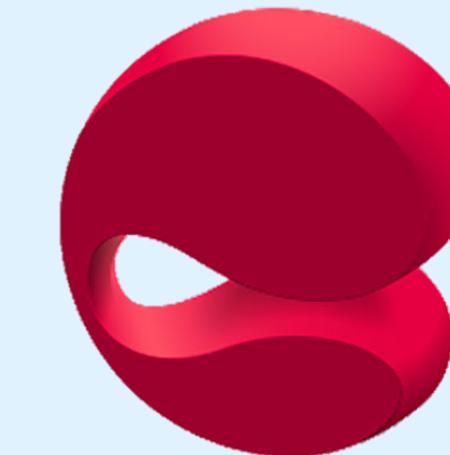
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# PRINTING



## Cirrato

Print on demand

Walk up to Cirrato enabled printer

Use your company assigned ID badge or  
Unique printing PIN

### Learn more about Cirrato

<https://publicisgroupe.sharepoint.com/LA/TA/cirrato/Pages/cirrato.aspx>

WATCH: [Setting Up Cirrato](#)    [Printing with Cirrato Follow Print](#)

### Cirrato Registration

- Walk up to a printer and select the Cirrato icon on the home screen
- Swipe your ID badge
- A registration page will be printed
- Go to <https://printam.publicisgroupe.net/Cirrato/SelfService/>
- Sign in using your Lion Login credentials
- Follow the instructions on the print-out to complete registration

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# NAVIGATION



## Places

Web application delivering tailored URL links to all Groupe users

Installed on both Mac and PC desktops

### Accessing Places:

1. Places is located in the system tray on Windows devices, and in the menu bar on Mac
2. Click the icon to display the available links
3. Links for your agency are displayed in the “My Agency Links” category
4. General links are displayed throughout the application

PC -Windows



Mac



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# SUPPORT



## IT Support

The Solution Center is here to support you in all your technical issues. Please make sure to describe the nature and urgency of your incident or request.

Be ready to give the team as much information as you can, such as:

- What technology has failed or is not working as expected?
- What were you doing at the time this issue occurred?
- Any other information you can provide to help the team quickly resolve your issue?

### Phone

Locate the IT Solution Center for your country [HERE](#).

### Email

Send an email to [servicedesk@lionresources.com](mailto:servicedesk@lionresources.com) and a ticket will be logged automatically in our system .

### ServiceNow

is a self-service Portal where you can log issues and be contacted by our team.  
<https://servicedesk.publicisgroupe.net>

Publicis Sapient uses its own self-service portal to log tickets. If you work with Publicis Sapient log your issue by visiting <https://help.sapient.com>

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# SUPPORT - GSO



## Global Security Office (GSO)

Provides the Groupe with a competitive advantage in a marketplace where the strong protection of intellectual property and other client data is important and a mandatory requirement of doing business.

**General Enquiries**  
[askgso@publicisgroupe.com](mailto:askgso@publicisgroupe.com)

**Reporting suspicious emails**  
[phishing@publicisgroupe.com](mailto:phishing@publicisgroupe.com)

**Reporting Security Incidents**  
[Reportincident@publicisgroupe.com](mailto:Reportincident@publicisgroupe.com)

**Security Policy Enquiries**  
[securitypolicies@publicisgroupe.com](mailto:securitypolicies@publicisgroupe.com)

**Find out more about GSO**

<https://publicisgroupe.sharepoint.com/GSO/Pages/Global-Security.aspx>

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