



IT Information & Training

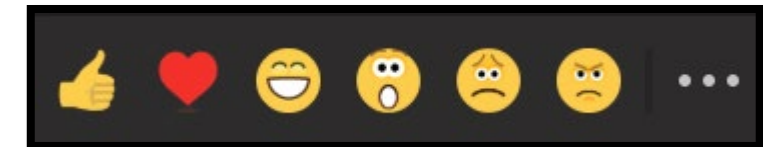
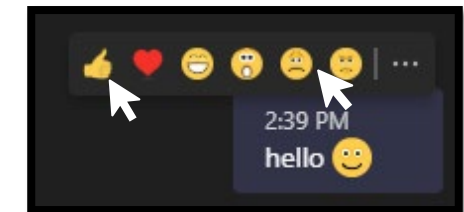
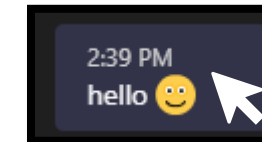
IT Technician



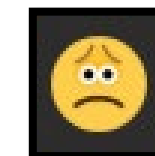
PNNL is operated by Battelle for the U.S. Department of Energy



Microsoft TEAMS



YES



NO



Network Password



One Password - Microsoft Office 365

Network Password: One Log In



Read/Send Email from Outlook
Email address is listed in your Outlook App

- **PowerPoint**
- **Outlook**
- **Excel**
- **Word**
- **OneNote**

You're already logged in!

Password Security

Complexity Requirements

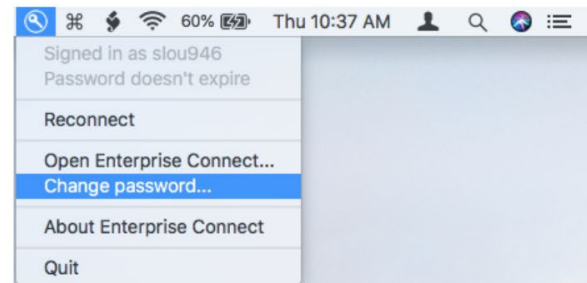
1. Must contain 1 of each:
 - uppercase letter, lowercase letter, number, and symbol
2. Eight or more characters
3. First character can not be a number
4. No character repeated more than half the length
5. Does not contain your name or part of your PNNL username
6. Last change occurred more than 24 hours ago

*Even though it might fit the complexity requirements, some common words are blocked from use: password, logmein, qwerty, P@\$word or Qw3rt7 and similar as well as locations or PNNL related wording

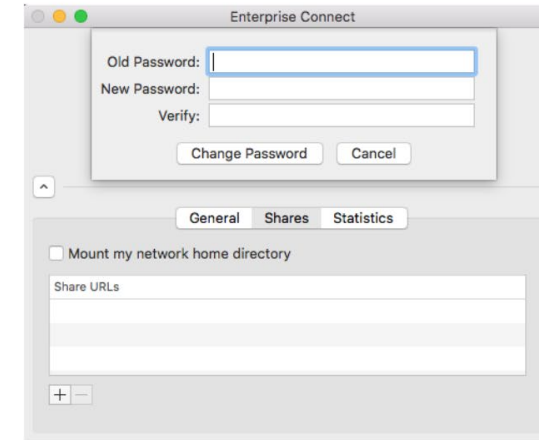
- ✓ Connect to VPN
- ✓ Meet Complexity Requirements
- ✓ Change by Friday *this week*

MacOS – connect to VPN

1. Log in with your OneKey
2. Click the Enterprise connect icon
3. Click **Change Password...**



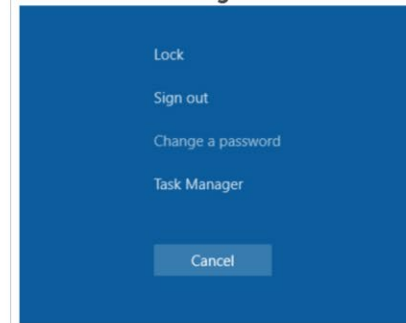
4. Enter your current password and then a new password



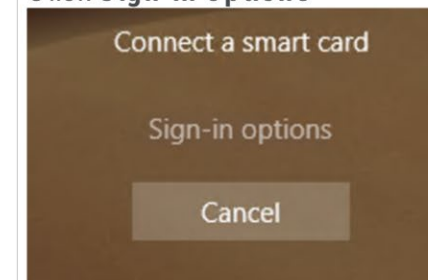
5. Click OK to confirm

Windows – connect to VPN

- Log in with your OneKey
1. Press **Ctrl-Alt-Del**
 2. Click **Change a Password**



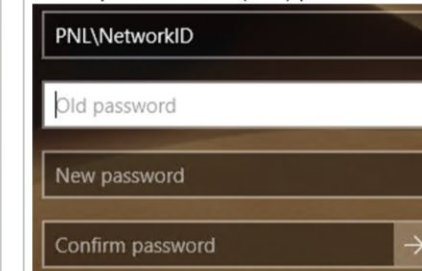
- Click **Sign-in options**



- Click on the **key icon**



- Enter your current (Old) password and then a new password



- Click the **Arrow button** to confirm



OneKey



OneKey

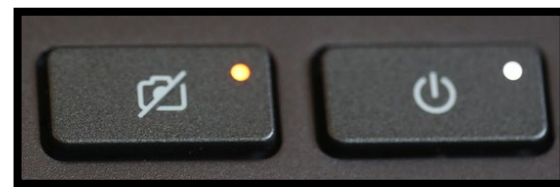


- 2 Factor Authentication
- Provides Government Grade Encryption
- DOE requirements for enhanced security mandates
- Flexible – work, home, travel

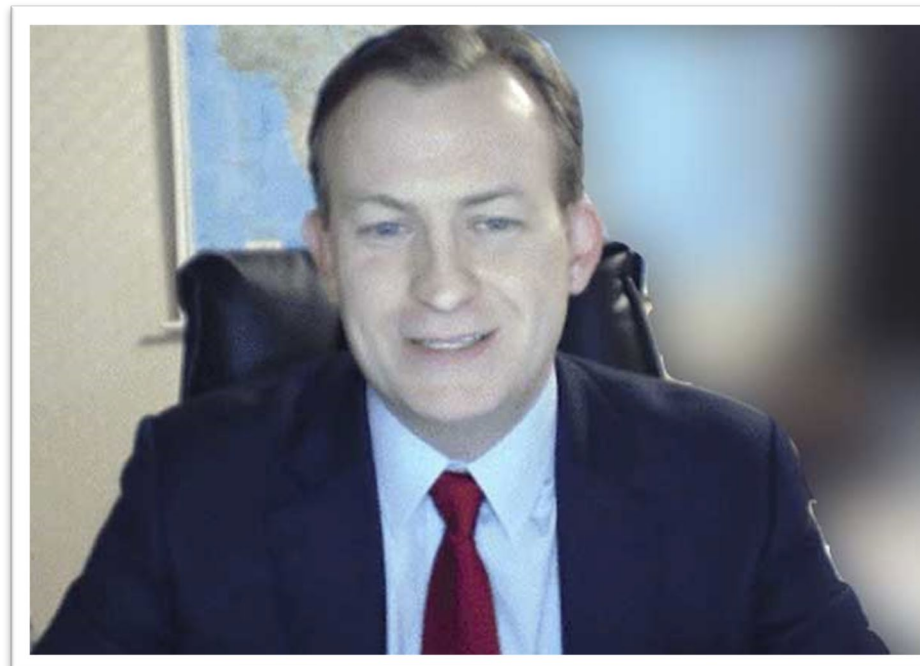
- You get 2
 - ✓ One stays in your laptop
 - ✓ The other one is a backup
 - They only work if they are registered
 - Specific instructions to register are sent with the OneKeys
 - Log In first required

OneKey Registration with IT Technician

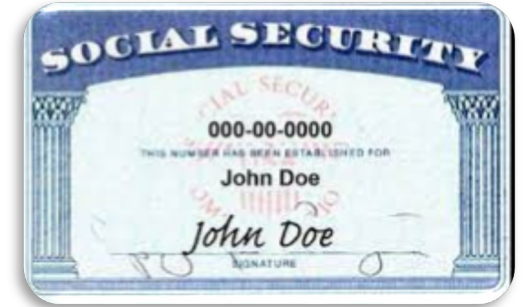
Camera On



No Blur Background



Original
Identification Documents



Your Name - Remote Onekey Setup
(2 pieces of ID Required for ID Proofing)
Teams

You're in control

- We're going to give you **remote control of our laptop** to enter private information
 - Your Network ID
 - Your Network Password
 - You enter a OneKey PIN
 - Don't tell us your PIN

You can control Jose OneKey machine's screen

View Options ▾

Log In

Please enter the Network ID and password you normally use to log in to the PNNL network.

PNNL Network ID:

Password:

[What is this?](#)

[Go Back](#)

Log In

6 Digit Confidential PIN

Choose a 6 digit numerical OneKey PIN

OneKey PIN Requirements

- ✓ Must be 6 digits, using numbers only.
- ✓ Cannot be all the same digit (ex. 111111).
- ✓ Cannot be all sequential digits (ex. 123456 or 765432).

Guidance

- The PIN should not include part of a Social Security Number or phone number.
- The PIN should not be individually identifiable in nature or otherwise easily guessed.

OneKey PIN

Confirm OneKey PIN

OneKey PIN Security

Under no circumstances will anyone ask you for your OneKey PIN, including Help Desk.

- ☐ I understand and agree to never share my OneKey PIN with anyone.

Create OneKey PIN

- **Never expires!**
- **Use to login**
- **No more *Help! I need to use my password...***
- **NEVER share your PIN with anyone**
 - **Not even with the TechDesk**

Just a **simple, six-digit PIN** for everything—one that you never have to change.

Preparation & Receiving

- ✓ Verify address with Technician
 - Bargaining Unit – [TechDesk Appointment](#)
- ✓ FedEx shipment within 1 week of Registration Meeting
- ✓ Use your log in instructions until you get the OneKeys and register

Envelope Contents

- ✓ Instructions to register the OneKeys
- ✓ 2 OneKeys in package

Setup both OneKeys right away

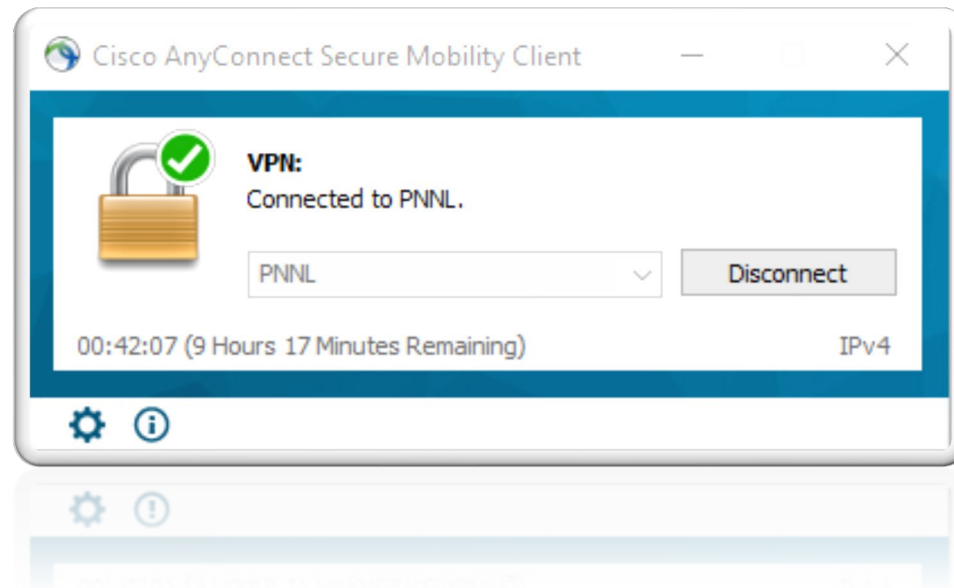




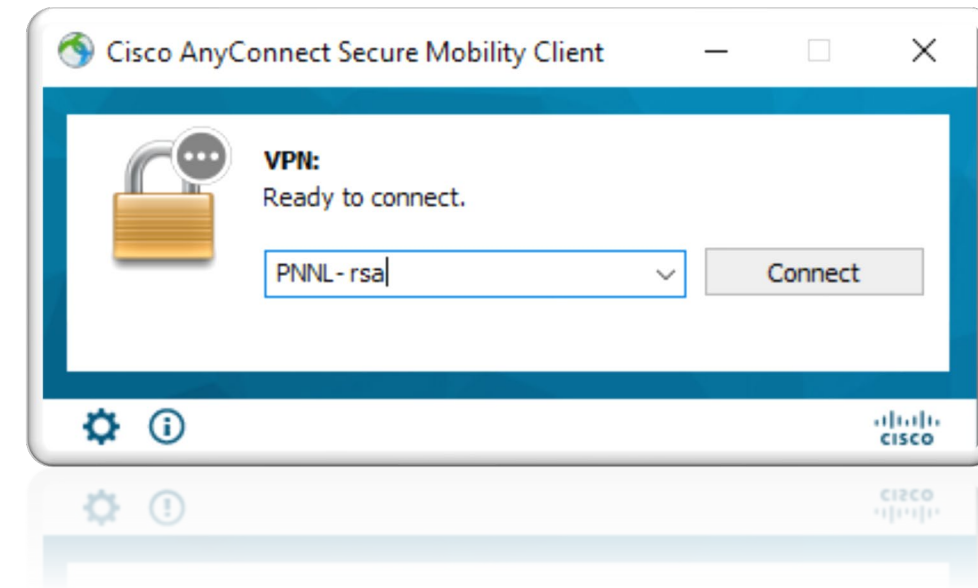
PNNL Network Access



Connecting to Cisco AnyConnect

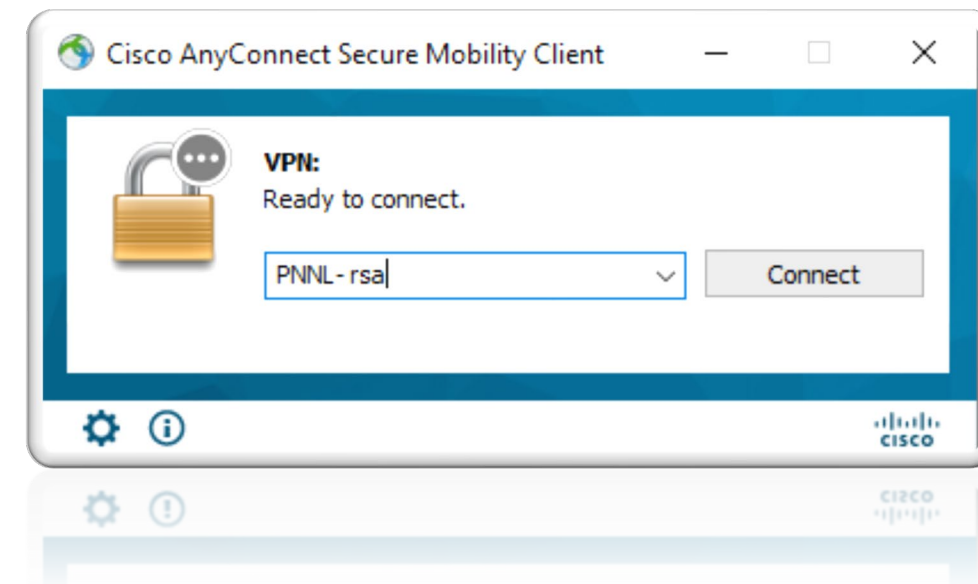
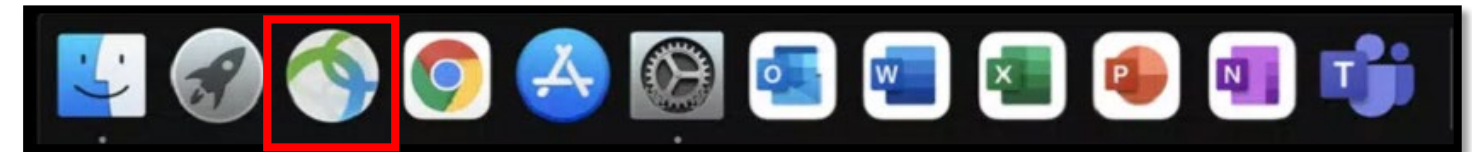
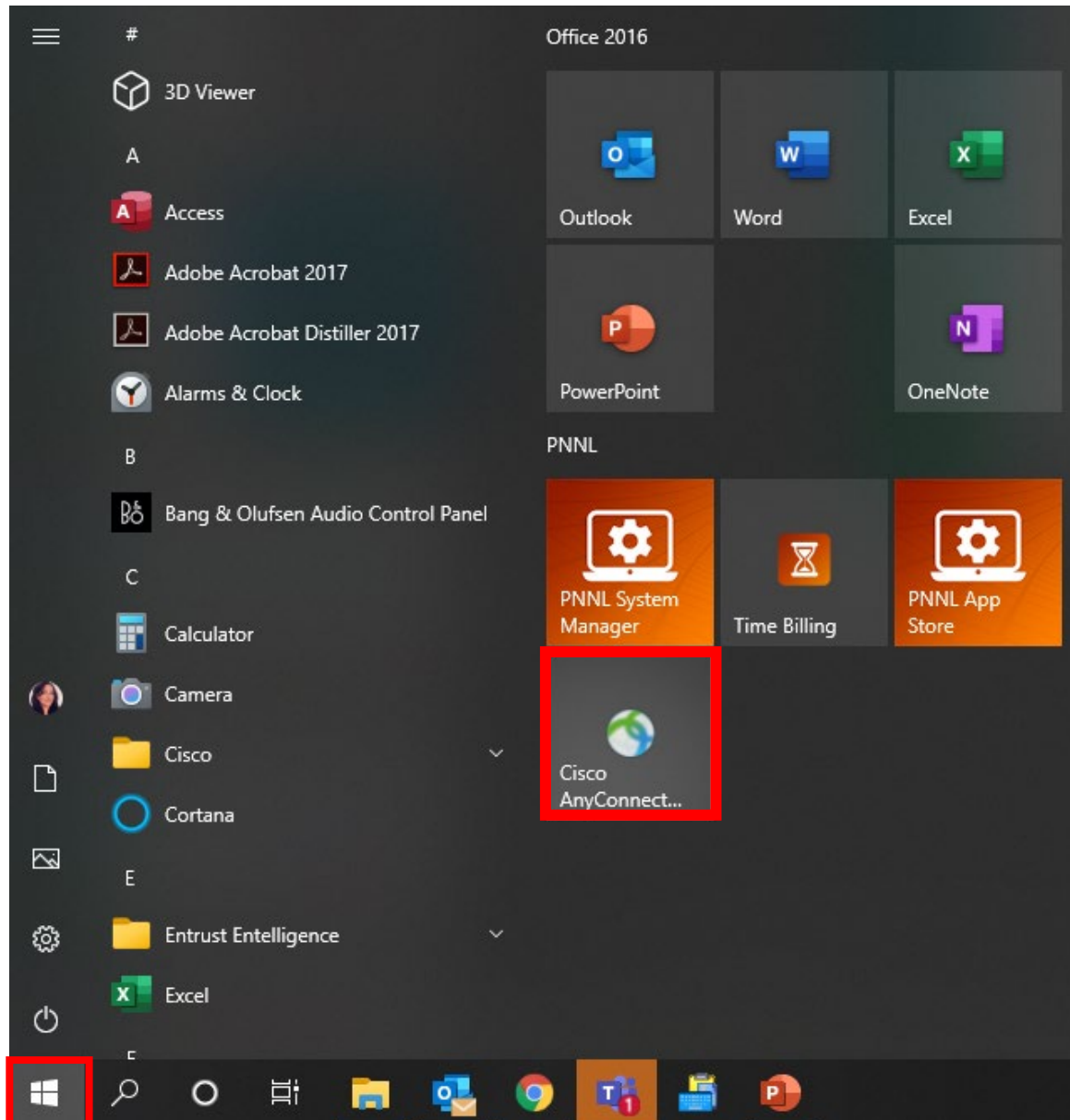


No code needed



Network ID: Username
Passcode: AnyConnect Passcode

Connecting to Cisco AnyConnect



Network ID: Username

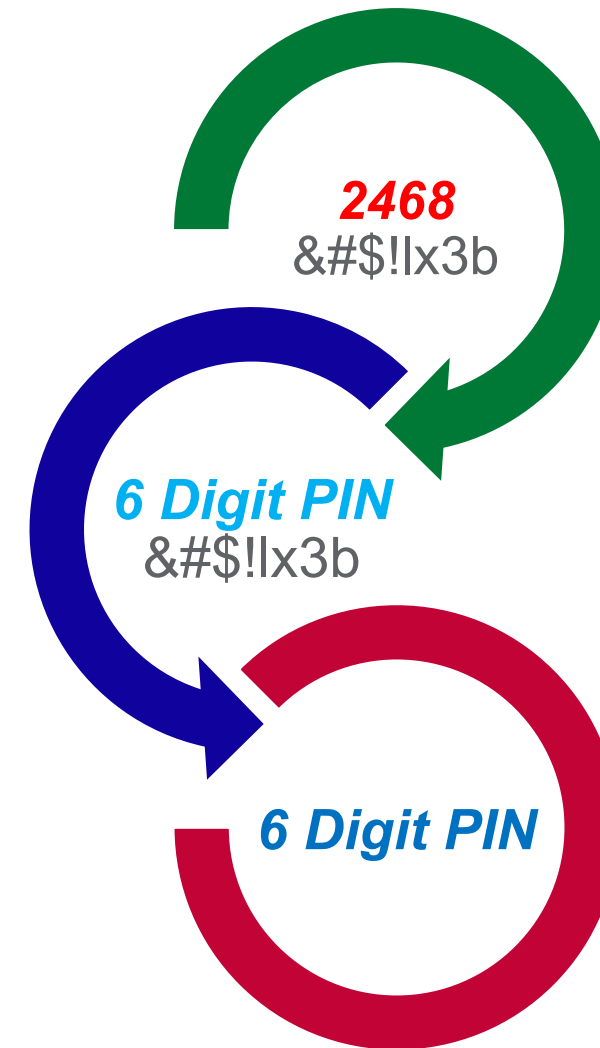
Passcode: AnyConnect Passcode

VPN Passcode Changes

Temporary PIN 2468 + Random Characters

New PIN + Random Characters

PIN Only – no random characters



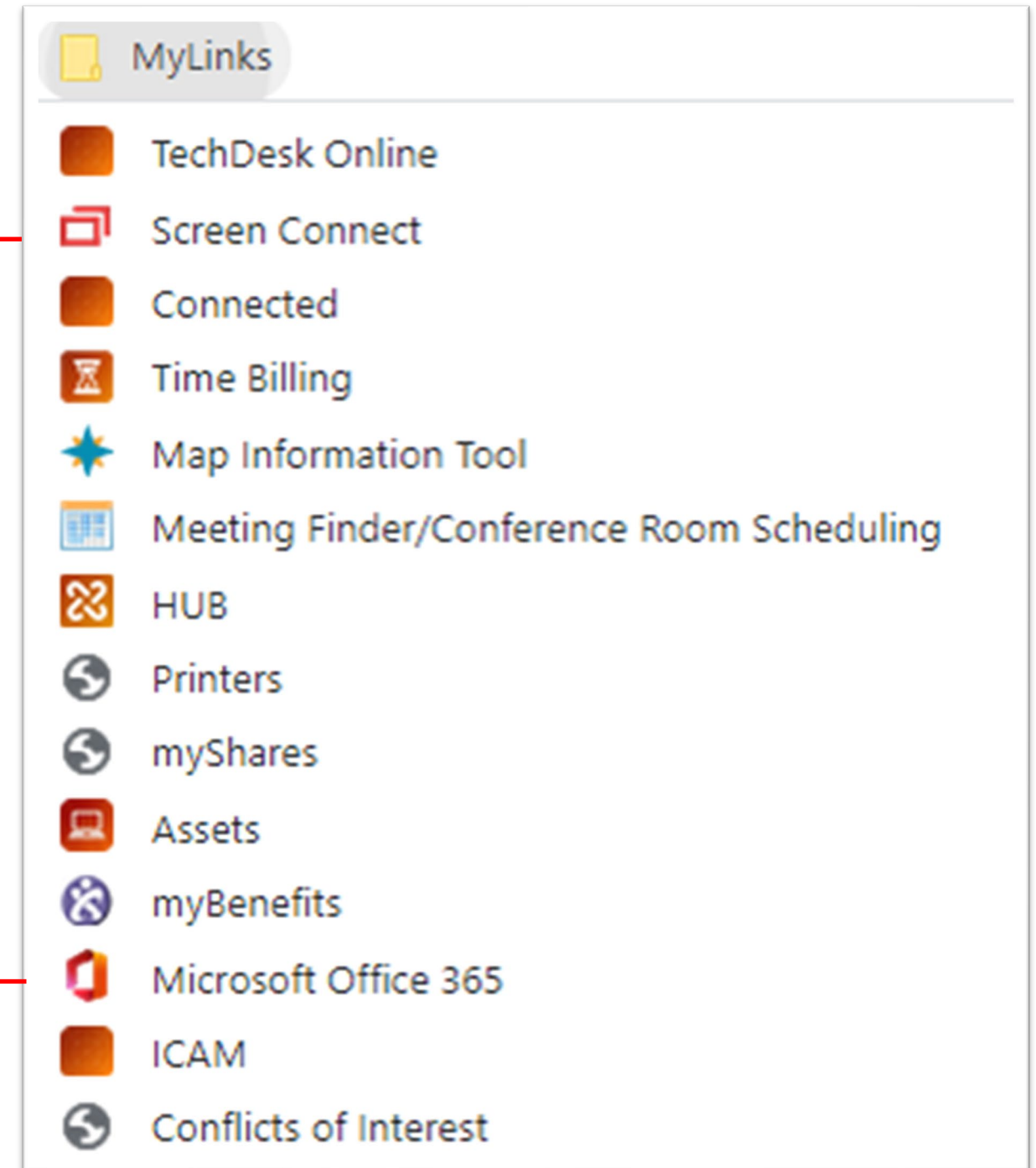
Bookmarks



Remote Access for Tech Assistance

Access is delayed while your profile loads
- Wednesday

Cloud Access to Microsoft Office as backup



Full Time Staff - Assigned IT Coach



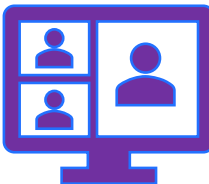
IT Coach has been assigned to you



Personal IT mentor for your first two weeks



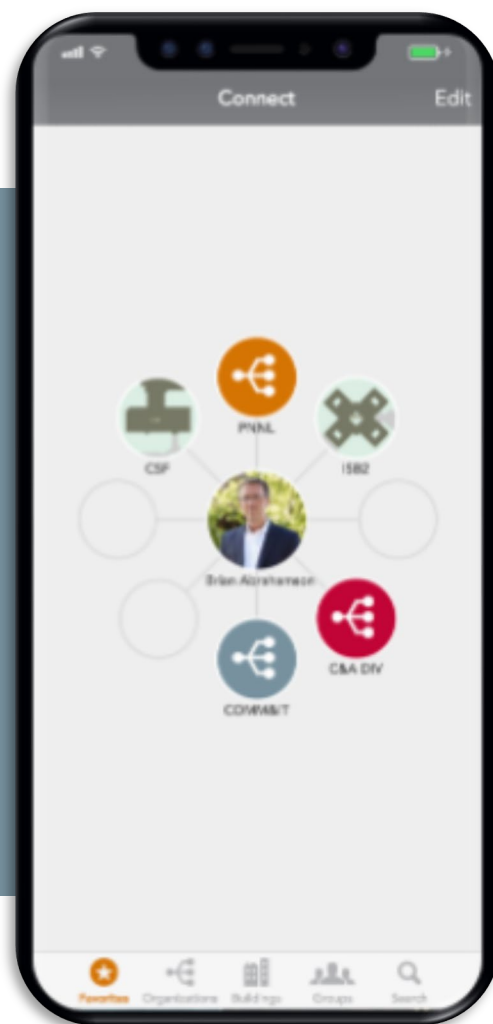
Call the TD if you need assistance and can't get ahold of your mentor



Check your Outlook calendar to see when your virtual meeting is

IT Onboarding Coach
Your Name - Teams Meeting
*PNNL TechDesk OnBoarding

connected.pnl.gov/mobile



Accessing your work email and calendar, updating your timecard, and finding someone's office location are now as simple as a swipe and a tap of your finger. Benefits of using the Connected Mobile apps include increased flexibility, convenience, and improvements in efficiency and productivity.

Connected Mobile

Accessing your work email and calendar, updating your timecard, and finding someone's office location are now as simple as a swipe and a tap of your finger. Collaborate. Save time. Increase Productivity. Be happy with Connected on your mobile devices.

[Download Now!](#)

Enroll Your Mobile Device

You can enroll any personal or PNNL-owned mobile device running iOS 10.x or higher software (which includes most iPhone & iPad models) or Android 5.x or higher software (which includes most Motorola, HTC, Samsung, and LG smartphones & tablets).

[Enroll your device now!](#)

TechDesk Contact Information



techdesk@pnnl.gov



509-375-6789



VPN Needed for TD Online



Outlook available without VPN



Call us from any phone

TechDesk Online: techdesk.pnnl.gov

TECHDESK ONLINE

SCOUT How can I help you?

Home Answers

✓ All systems are operational

Hi, Liliana, how can we best help you?

Search Available Now

Email 1-2 Day Response

Live Chat Available 7:30am - 4:30pm, M-F

(509) 375-6789 Available 7:30am - 4:30pm, M-F

We found the following items relating to your inquiry

Can I install software on my computer?

Updated: Sep. 3, 2019

Can I install software on my PNNL computer?

Key Words: Cyber Security

Can I install software on my computer?

Updated: Sep. 3, 2019

Issue

Can I install software on my PNNL computer?

Resolution

- Yes, as long as management is aware and approves of the activity. Also, consider the following:
 - The [Managed Software Program](#) offers a wide variety of tools through a subscription-based service; check out the offerings to see if one of them
 - Read the license agreement before you install software. Not all open source software can be included/used by PNNL or PNNLs sponsors
 - It must adhere to the appropriate use of computers and equipment policy
 - Every PNNL staff member is responsible to safeguard their computer from physical theft as well as virtual harm (e.g., malware, virus, data theft)
 - If downloading software from the Internet, obtain it from a reputable site
 - Reputable sites include websites of major manufacturers as well as websites/tools recommended by colleagues or verified third parties (e.g., a top-tier news or technology review website)

If the use of a software application causes a security vulnerability, the staff member is responsible for corrective actions as required by UCS and any associated costs. **UCS has the authority to block websites or remove any type of software or applications from PNNL-managed systems and workstations that are deemed to be a security risk.**

Key Words: Managed Software Program

REQUEST AN EMAIL FROM THE TECHDESK

What do you want to tell us?

Who needs help?

Liliana Huerta

IT Technician

Change

Please describe the issue you need help with:

You may send your message now, or take a few moments to help expedite our response by providing some additional information below.

Add more information

Cancel

Send Message

PNNL TechDesk Chat

We're here to help

SYSTEM_MESSAGE 2:34 PM

Thank you for contacting the TechDesk.

SYSTEM_MESSAGE 2:34 PM

All network resources are currently available.

SYSTEM_MESSAGE 2:34 PM

Please stand by, a technician will be with you shortly. While you wait, you can click the Answers tab to search for your solution or tell us how we can help. Our agent will see what you type when they join.

Hi, I need help changing my network password

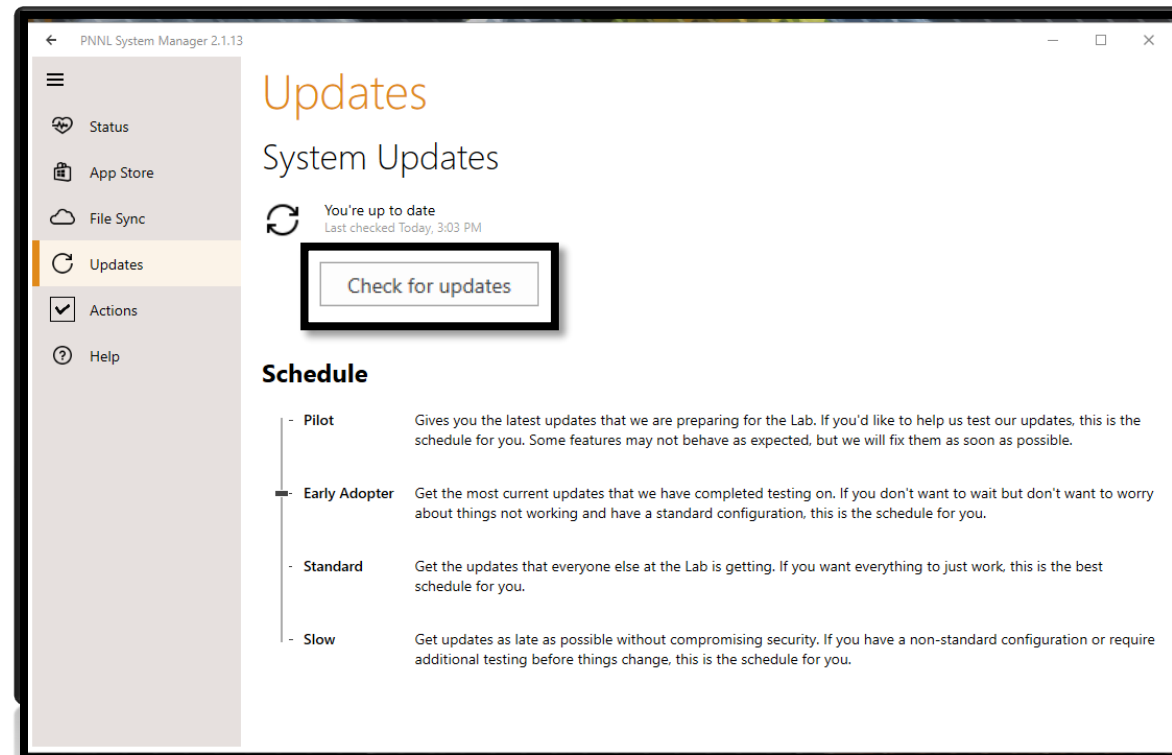


Pick Up Badge Access Control Office

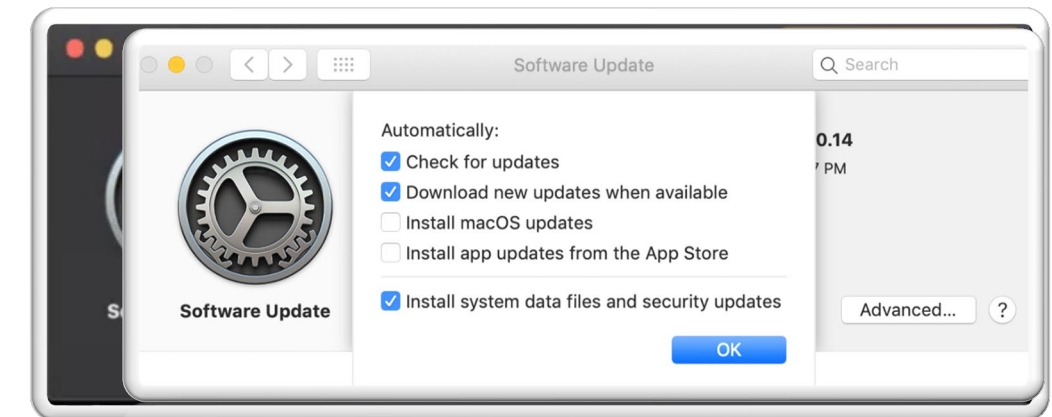
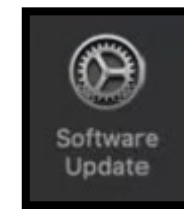
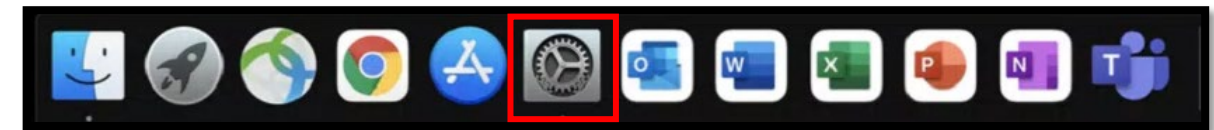
**Go to
Appointment
Time/Location**

- [illegible]

Security Updates and Operating System Upgrades



- ✓ Install Updates
- ✓ Reboot Computer



- ✓ Security Updates
- ✓ PNNL Image Operating System



macOS Catalina



macOS Big Sur



macOS Monterey

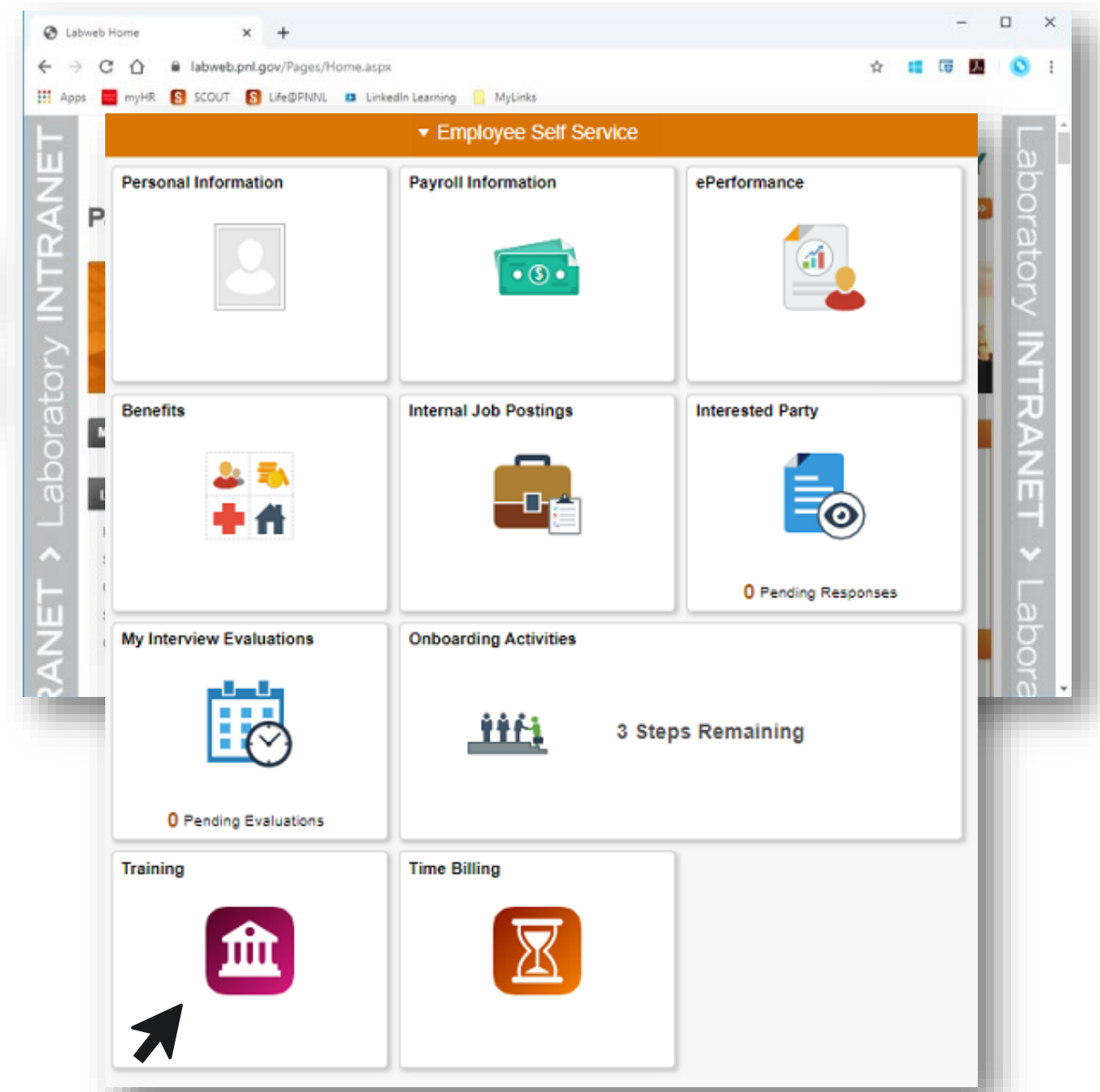
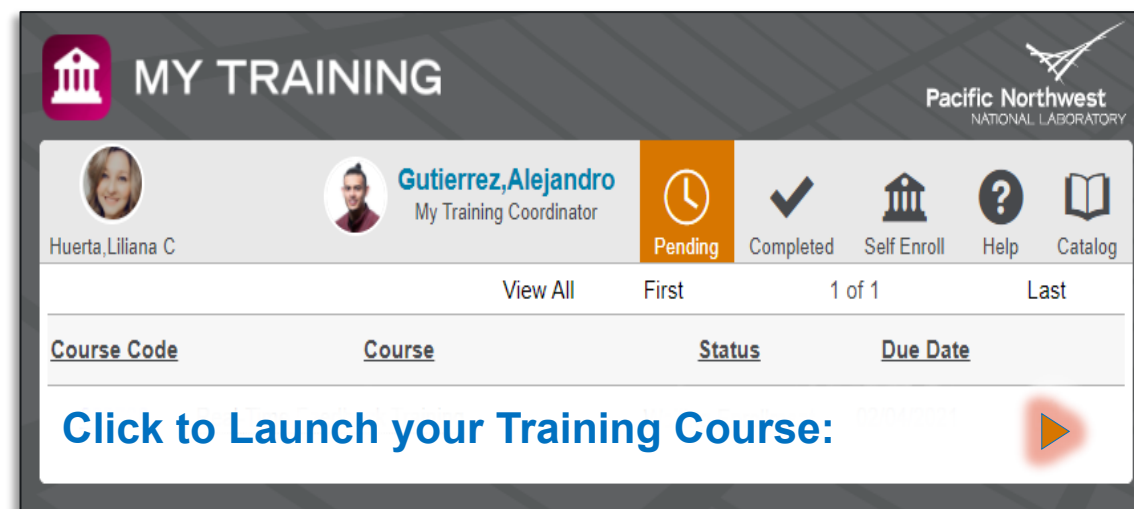
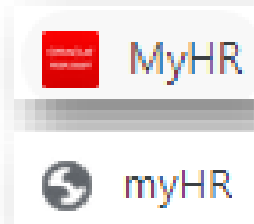
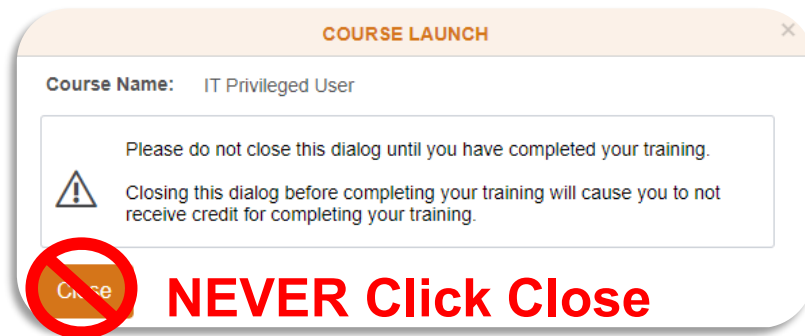
Do **not** update the OS to Big Sur or Monterey to avoid your machine being out of service



Training



How to Start your Training



Priority Courses

New Hire

- **PNNL New Hire Orientation – You are here**
- **914 - Annual Security Briefing**
- *2928 - Enhanced Safety Measures*
- Time Billing

Returning

- **PNNL Refresher Training - You are here**
- **2939 - Annual Security Briefing Refresher**
- *2928 - Enhanced Safety Measures*
- Time Billing



Missing Training?
new.hires@pnnl.gov

Trouble Loading/Audio
Contact TechDesk

*Do these first, finish the rest by the due date

Who to Contact - Your Guide

HR - new.hires@pnnl.gov

- Missing Training
- Disclosure Forms
- Benefits
- Payroll
- MyHR
- New Hire Checklist

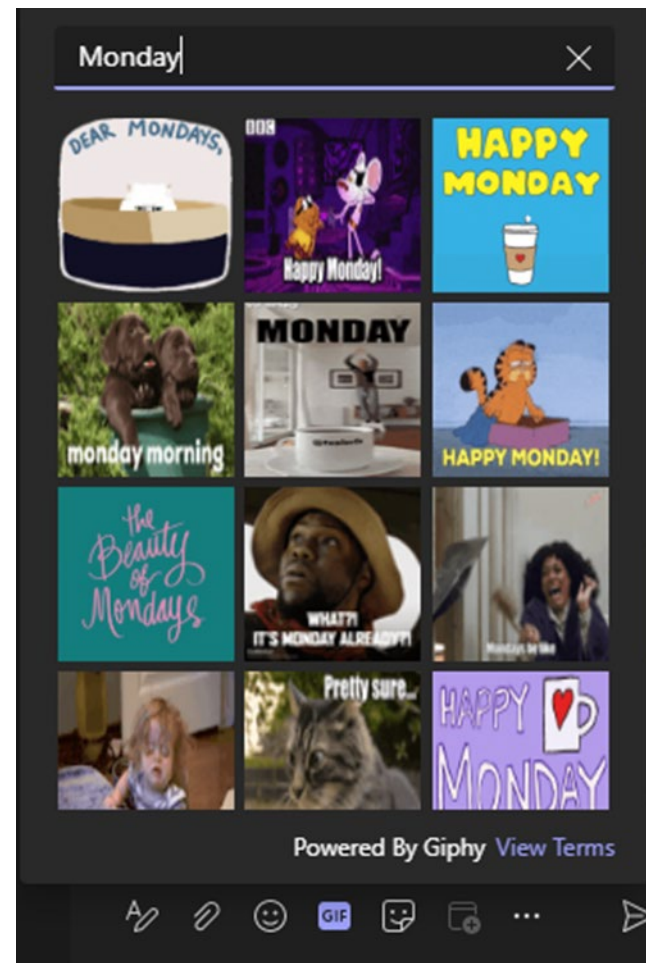
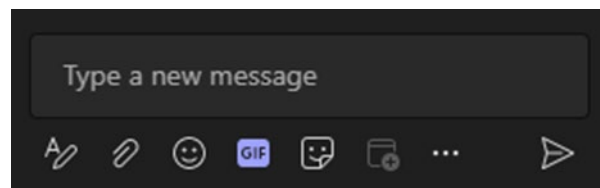
TECHDESK - Phone/IM/Email/techdesk.pnnl.gov

- Training Site
- Application Support
- Computer Support
- Password Reset
- Entrust Enrollment
- Log In Assistance
- Software/Hardware

ADMIN - [group/project](#)

- Meetings
- Time Billing
- Charge Codes
- Work Package
- Org Charts
- Tasks

TEAMS Testing – GIF WAR



- ☐ Start Your Training Courses now
 - ☐ If you have errors while on this call
 - ☐ Ask for help
 - ☐ If this call is over – contact TechDesk
 - ☐ Phone
 - ☐ IM
 - ☐ Email
- ☐ Change Your Password this week
- ☐ OneKey Registration Meeting
- ☐ Register your OneKeys as soon as you receive them
- ☐ Restart your computer regularly
- ☐ Keep your computer updated



If everything is working for you, you may exit orientation and start your training

