Sales Device Initiative Q&A

★ What is the sales initiative?
  - o The initiative is to provide sales with a new device to improve their overall efficiency and selling capabilities.
★ What is SMC Service Desk supporting?
  - o The new laptops (hardware and software) that will be provided by the sales initiative.
  - o These laptops are for work only.
★ How do I contact the Service Desk?
  - o Call 317-688-0050 option 2 or email support@1smc.com
★ What time can I expect the Service Desk to respond to my calls or emails?
  - o The phones are fully staffed from 6 am to 5 pm Eastern time Monday through Friday. Most emails receive a response within 24 business hours.
  - o Outside of those hours, there is an IT representative on call to assist with emergencies and to start any necessary support tickets.
★ What information does the Service Desk need from the salesperson?
  - o First and last name
  - o Phone number
  - o Computer name (also known as Device Name)
    - ▪ Found by clicking on the start menu then selecting Settings
    - ▪ From there select System
    - ▪ Next select About
    - ▪ The top entry under Device specifications is Device Name
    - ▪ (The full device name may be the Device Name plus .smcusa.com)
  - o Issue with the computer
  - o Other information as requested by technician
  - o If the technician needs to remote into your computer, they will discuss this with you and determine the best way and time to do so with you.
★ Is there any self-help documentation available?
  - o Free Microsoft training is available at https://support.microsoft.com/en-us/training
  - o More Office training is available in Actuate
  - o The Zendesk Guide can be found at https://usit.1smc.com/hc/en-us
  - o Below is the site of current and future documentation.
    - ▪ https://1smc.sharepoint.com/sites/NAM-SP-InformationTechnology
★ How do these Microsoft applications aid me in my job at SMC?
  - o Teams helps you to communicate with fellow employees
  - o OneDrive allows you to save and access your files anywhere
  - o Files on OneDrive can be shared with others for collaboration
★ How do I reach Okta?
  - o 1smc.okta.com on your preferred browser (Chrome, Edge, Firefox, etc.)

- ★ Why would I want to bother with Okta vs looking all over my computer for applications?
  - o Okta has most of the apps you will be working with daily. Okta can manage many of your passwords for you, leading to better account security.
- ★ Does Okta work with other SMC applications?
  - o Most SMC applications can be accessed through the chiclets on the Okta page. You can add many that are assigned to you through the "Add apps" section with no need to contact the service department.
    - ▪ Examples of applications available through the Okta portal:
      - • Outlook
      - • Other Microsoft applications
      - • Actuate
      - • E-learning
      - • Sales Connect
      - • Dayforce
      - • KnowBe4
      - • SMCWorld
      - • Tangoe
  - o To add an application to your Okta portal, log into Okta, then on the left side click Add apps. Search the app catalog and add the application you wish to add. If you are unable to find the one you are looking for, contact the service desk for assistance.
- ★ What if the app I want is not available in Okta?
  - o If the application is not available in Okta, you can log into the VDI environment through The VMWare Horizon Client app on your SMC computer or via web https://na-vdi.1smc.com/
  - o Through the VDI environment you can access IBM Notes, Syteline Client, AS400 and other legacy applications.
  - o If the application you desire to use is not available through Okta or VDI you can request that the application be added to your device by submitting a ticket to support@1smc.com. Please include your supervisor on this ticket, as they may have to authorize the application.
- ★ I've submitted a ticket, why don't I get Netflix installed on my device?
  - o The device you will be receiving is for work use only and will have only company-managed applications.
  - o Applications that are not managed or approved by IT will not be allowed on the device.
    - ▪ Applications are regularly reviewed by IT to keep our network environment healthy and stable.
- ★ Can a salesperson make changes to certain settings? Why/Why not?
  - o Windows updates and application installations require admin rights to maintain a healthy network environment.
  - o If you need to install anything not already on the computer or change any setting that requires administrative rights, you will need to create a ticket with the support desk.
  - o The service desk will seek approval for any tickets and notify the user of the outcome.
- ★ How do you add a printer?
  - o You can add a printer by IP address, that is on the same Wi-Fi network, or seek the assistance of the support desk.

- o If you call during normal business hours (8-5 eastern) we can help you over the phone connect a home printer to your device, but we do not support the printer past that.
- ★ What is the difference between the Email address and Network ID – when to use and where?!
  - o ***Your email address*** will (usually) be listed as your first initial followed by your last name (i.e. jsmith@smcusa.com - there will be some people with different emails) and is used for communicating in and outside of SMC with other people.
  - o ***Your Network ID*** is always 6-8 digits long, usually your last name followed by your first and middle initials (If you have them, i.e. smithj). A Network ID may have a number at the end, indicating that someone at some point had a similar spelling for their Network ID. The fully qualified Network ID will sometimes end with @smcusa.com but should not be confused with your email as it is never used to send email or communication to people.
  - o When to use:
    - ▪ Some logins use your Network ID (Okta, VDI)
    - ▪ Microsoft uses your email as a Network ID so only Outlook and Teams will ask for your email address.
  - o You will need to log into Okta or VDI at least once a month to maintain your network credentials, otherwise your device will only need to connect to the internet to allow you to log in.
- ★ Where should I store my documents?
  - o The best place to store your work documents is OneDrive. If stored on OneDrive, you can access these documents on any device once you have authenticated with your Microsoft ID.
  - o These documents can be shared with anyone in SMC easily without losing them or causing them to be duplicated. You can even all work on them at the same time.
  - o Documents stored locally on the device risk being lost in the case of hardware failure.
- ★ Wi-Fi – When to use it and why?
  - o Public "free" Wi-Fi is generally not secure or safe, even with the tools we have in place to protect the information on your devices, so it is generally recommended to limit using them.
  - o The Wi-Fi at your home is usually more secure than public Wi-Fi because there are fewer people using it, meaning there are fewer people who may potentially cause harm to your device.
- ★ What other security precautions do you suggest or are in place for these devices?
  - o The screen will lock if left unattended.
  - o Once you have your SMC laptop, for security reasons do not use your personal accounts on the laptop.
- ★ What can I do to prepare for the SMC laptop?
  - o Move important files to OneDrive – You should be keeping your work documents there anyway.
  - o Move any files in your P drive to your OneDrive for easy access
  - o Learn about Microsoft collaboration tools (OneNote, Teams, OneDrive, etc.)