

Technical Set-Up Guide

What you do here matters



Welcome to Allianz Life!

We're excited to welcome you and offer you an experience designed to help enrich the future of your career. This guide provides instructions on how you will set up your technology to access our secure systems. **Please work through these instructions in preparation for your first day at Allianz Life!**

Key Action Items

Technology set-up: Set up your access to the Allianz Life systems so you're ready to hit the ground running on day one.

Orientation: Your first day will begin with a New Employee Welcome (NEW) session via WebEx. Remember to sign in at least 5 minutes prior to the start of the session to ensure you are on time, can hear sound and see what's being displayed.

- Make sure you have a webcam so that people can see you.
- Using a headset is recommended (not the built-in speakers), so people can hear you clearly and to avoid "feedback" from disrupting the meeting.
- Always mute when you're not speaking
- Review these [Quick Tips from Webex](#) to maximize the program's effectiveness.

IT Personal Attention Session: You will attend a Webex with IT representatives from Allianz Life and Allianz Technology of America where you will learn about how and where to get support. If you experienced any issues with your initial IT set-up, this session will allow time for troubleshooting.

Payroll: Set up your ADP ESS account and learn how to record your time.

You'll receive separate instructions on how to register for your ADP ESS account, set up direct deposit and record your time. You can't do this until your first week of work as you need to wait for an email with a registration code. We're highlighting it here because these steps are critical to ensure your payroll is processed accurately and on time.

IMPORTANT: If you received equipment from Allianz Life, keep the shipping boxes and the enclosed return labels.

Contents

Here's what you need to get started	4
Checklist for setting up your systems.....	4
INITIAL LAPTOP LOGIN.....	5
Setting up Veridium.....	6
ACCESS OPTION ONE: VPN.....	6
ACCESS OPTION TWO: CITRIX	8
CERTIFICATE INSTALLATION.....	9
Allianz Global Certificate Setup	10
Setting up Outlook	13
Identifying your email address	13
Outlook Resources	13
Create an Outlook Signature	13
Add your photo to Outlook	13
Learning: AllianzU powered by Degreed.....	14
ONEDRIVE.....	15
WEBEX	17
TEAMS.....	18
Requesting access to additional programs.....	19
Troubleshooting network capacity	21
Tips for working from home	22

Here's what you need to get started

Your leader will be setting up time to call you with the following log-in information. If you do not hear from your leader, please reach out to them.

Your Network ID (AZL #):

One-time Network password:

One-time Veridium Activation Code*:

Your Allianz Life email address:

Access Option** (VPN, Citrix)

***The way you'll access our secure systems is based on the work you'll be doing and the applications you'll need to do that work. Talk to your manager to determine which access option they have requested for you. If your manager does not know, call the Service Desk at **763.765.6181**.*

IMPORTANT: For security purposes, do not write down any of your custom passwords (those you use after the one-time password).

Checklist for setting up your systems

Follow the instructions on the following pages to complete these action items. If you run into technical issues, call the Allianz Life Service Desk for support at 763.765.6181.

- Install your RSA (Veridium) Token
- Set up your access option to connect to the Allianz network (VPN)
- Install your Global (SSO) Certificates
- Set up your Allianz Outlook account (email)
- Check with your manager on accessing your team's network drive(s), additional applications, and applicable SharePoint sites
- Access your Webex account (if you have one – check with your manager) and set your photo and other preferences
- Register for ADP ESS (our timecard/payroll system) on Thurs/Friday of your first week to set up your direct deposit and learn how to enter your hours worked so you are paid accurately and on time. *(Directions for these steps will be provided separately).*
- After your first week, log into AllianzU and Degreed to begin your required training.

INITIAL LAPTOP LOGIN

For onsite employees, when you receive your laptop, it will not know who you are. To log into your laptop the very first time, please connect it to a network LAN cable first. Your laptop does not have an Ethernet port; you will need to use a LAN cable with an USB-C Ethernet adapter or connect it to a dock connected to our LAN by Ethernet cable.

Press Ctrl+Alt+Del to log in

- Username = (your AZL-ID)
- Password = (password provided to you by your manager)

If your initial password does not work, you must request a password reset; contact the AZL Service Desk. Password Reset requests must be completed over their recorded phone line.

During your very first login, you should be prompted to create a new Allianz password:

- 10-32 characters
- Must contain 1 item from at least 3 of the following 4 categories
 - UPPER-case letters: A-Z
 - Lower-case letters: a-z
 - Numbers: 0-9
 - Special Characters (above the number keys): !@#\$%^&*()

For security purposes, always **Lock your laptop** (CtrlAltDel-> Lock) before you walk away from it.

If you experience failures during any processes in this packet, contact the Service Desk

- Internal extension 46181 (select option 2)
- US 763.765.6181
- Toll-free +1.866.343.9187

AZL Service Desk office hours

- MON-THU 7:00am – 6:00pm
- FRI 7:00am – 5:00pm

Setting up Veridium

This app is one of the steps used for Multi-Factor Authentication, which allows you to the Allianz network when working remotely. Veridium generates a 6-digit code that changes every 60 seconds. Complete these steps before testing connecting to the network remotely in the next page.



ENROLLMENT: CORPORATE EMAIL

Note: You will need access to your Allianz emails for this process.



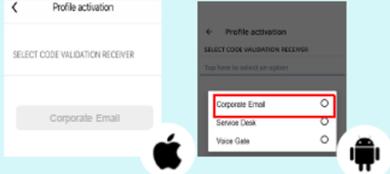
How to Enroll to the MFA Service

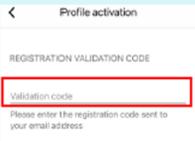
- 1** Install the VeridiumID app from:

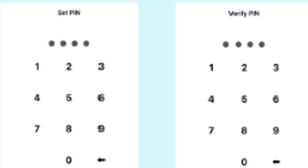
 - App Store (iPhone)
 - Google Play (Android)
 - Intelligent Hub (COBO)

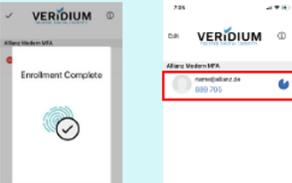
Note: When installing the app, allow it to use the camera & send notifications.
- 2** Scan QR code below as instructed on the app's "welcome" screen and enter your Allianz email address.


- 3** Then, please select your **preferred validation code receiver** "Corporate Email" and click "next".


- 4** Check your inbox for a "Register Validation" **email** from Veridium; enter the registration code in app. Note: The code is valid for 30 minutes.


- 5** In the app, create an **8-digit PIN** containing numbers only & verify it:

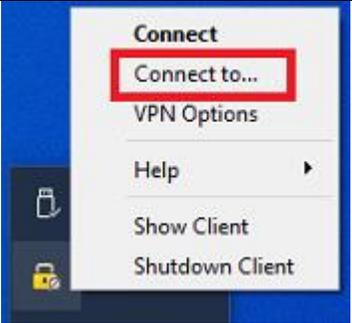
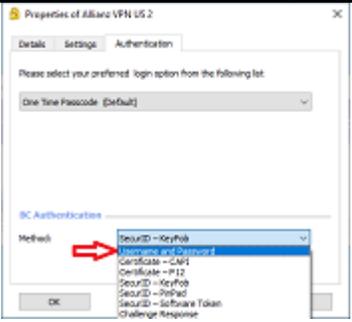

- 6** The app will notify you that you are enrolled & your name will appear:

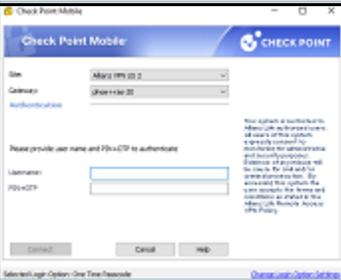
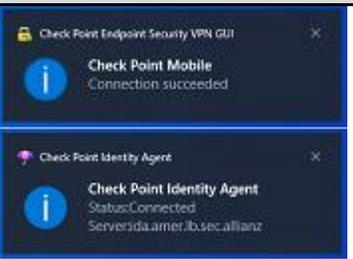


ACCESS OPTION ONE: VPN

Check Point Mobile is an application installed on all Allianz Life corporate managed laptops, and used to remotely access Allianz Life internal networks and systems. It is not available on Allianz desktop computers or mobile devices like smartphones and tablets.

<p>1. Click the "up" arrow in System Tray (area near the time and date) to expand the taskbar icons</p>	<p>2. Right-Click the Check Point padlock icon and select Connect to...</p>	<p>3. The Check Point Mobile logon window might be the "old software". If the window shows 3 prompts, enter the following:</p> <ul style="list-style-type: none"> • Username = (your AZL-ID) • PIN = 1234 • Tokencode = 123456 • Click Connect
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<p>4. Click “Click here to configure Login Option”</p>	<p>5. Ensure that the first dropdown shows “One Time Passcode” and set the Method dropdown to “Username and Password”; click [OK]</p>	<p>6. Click Connect</p>
		

<p>7. Enter credentials: 8. Username = (your AZL-ID) 9. PIN + OTP = your Veridium credentials 10. 14 digits total; 8-digit Veridium PIN followed by the 6-digit code from the Veridium app as one, long number 11. Click Connect</p>	<p>12. Verify connection to VPN: Check Point Mobile and to Check Point Identity Agent</p>
	

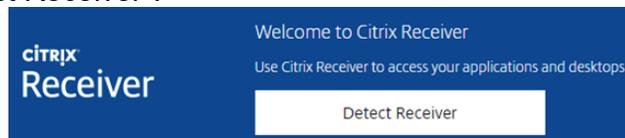
ACCESS OPTION TWO: CITRIX

There is another way to connect to the Allianz network. Use this as an alternative when VPN is down, or if you don't use an Allianz laptop.

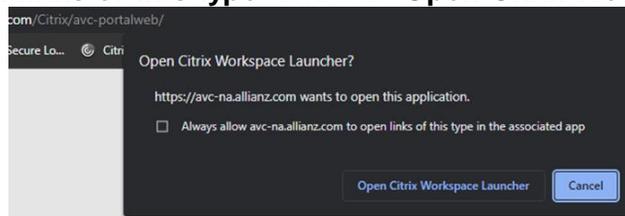
1. If you are using a Allianz Life laptop, skip to Step 2. **Citrix Workspace** software is pre-installed.

For non-Allianz computers, download and install **Citrix Workspace** software directly from Citrix here: www.citrix.com/products/receiver.html Open the file from your Windows Downloads folder and proceed with the installation. After installation, **close the Citrix Workspace window**; we do not use it and the Service Desk will not provide support for it.

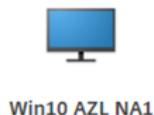
2. Open a new tab in your browser and navigate to the AVC website:
 - <https://avc-na-mfa.allianz.com>
3. You will be prompted to scan the QR code or authenticate manually using your email address and Veridium credentials
 - To use the QR code method,
 - Launch the Veridium app on your mobile device
 - Tap the 6-digit code (will activate the camera)
 - Scan the QR code on the webpage
 - Provide secondary authentication (FaceID or fingerprint)
4. If prompted, click "Detect Receiver".



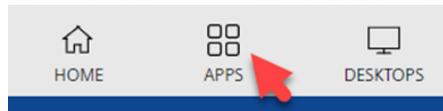
A prompt will appear to Open Citrix Workspace Launcher. Click the box to **"Always allow avc-na.allianz.com to open links of this type"** and click **Open Citrix Workspace Launcher**



5. You will be brought to the Favorites page. Upon first login, this may be blank, or your AVC (if you have one) will be listed there as "Win10 AZL NA1". To open the AVC, click Win10 AZL NA1 (may also say Dedicated).



Click the Apps tab at the top of the screen to see all available Citrix apps.



6. When opening AVC or a Citrix app, an .ica file will be downloaded in your Downloads folder. Click on the downloaded .ica file to launch the Citrix app. Depending on the browser you use, you may be able to set it so it will automatically open these types of files upon download.

CERTIFICATE INSTALLATION

Allianz Global Certificates allow users to connect to:

Corporate Wif-fi (az_cert_cn)	Salesforce
Guest Wi-fi portal	Webex
Employee Central	Jabber
AllianzU	ALIP

Installing Certificates

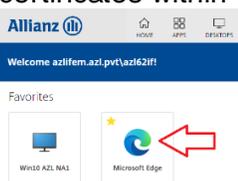
1. Launch an **Edge** browser window (**do NOT use Chrome** – the installation will end in failure if you use Chrome)
2. Navigate to : <https://userca.allianz.de.awin/UserCAV/pintan/>
3. Type your **email address**, click the button [**Suchen**]
4. Enter the Captcha, press the button [**Get PIN**]
 - Look for an email from “ZERTIFIKATSANTRAG@Allianz.de”
 - Launch Outlook from the laptop taskbar or Start Menu, OR
 - In another browser tab, navigate to <https://outlook.office.com>
 - Acquire the **TAN#** from the email and enter it into the Authentication prompt back in Edge, click the button [**Absenden**]
5. When the page refreshes, click the button [**request certificate**]
 - Wait for the webpage to refresh and show that “Certificate selection has been completed successfully”; proceed to Step 6.
 - **The most common failure at this step is “Plugin failed to load”.**



- Check to see if you used the Chrome browser; if you did, close the Chrome window and restart the certificate installation using the Edge browser
 - If you used the Edge browser and received this error, contact the Service Desk for assistance (phone# at the front page of this document)
6. Close all browsers
 7. Test your certificates by launching Edge or Chrome by navigating to **Employee Central** from Blue Pages

If you use an AVC, be sure to install certificates within your AVC environment, using the same process within your AVC (Edge browser in your AVC).

If you use Citrix apps that require certificates, use the same process but use the Citrix Edge app to install certificates within the Citrix RAPPS environment.



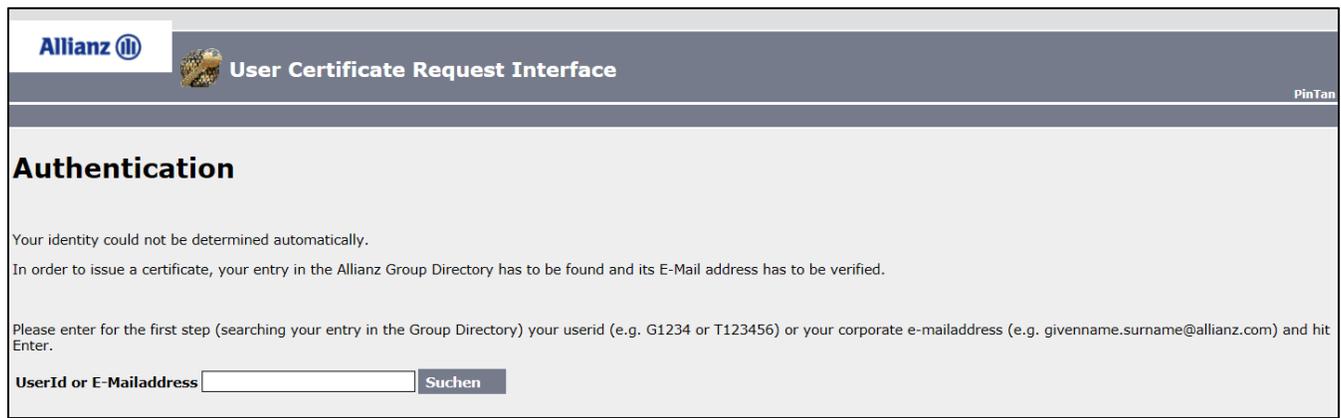
Allianz Global Certificate Setup

Once you have logged in to the network and have access to your Outlook email, install your Global Certificate (aka Single Sign On SSO Certificate). This certificate is required to access many systems.

The Allianz Global Certificate is one of the key items you need to access many of the secure portals available to employees, including MyHR, which is where you'll go to access our recognition and timecard tools, etc. Please follow these steps to set up your certificate and call the Service Desk at **763.765.6181** if you need support.

Setting up the Certificate

1. Browse to certificate download link: <https://userca.allianz.de.awin>
The certificate download link only works with **Edge**. It will **not** work with Google Chrome.
2. Enter your Allianz Life email address (this is displayed at the top of your Outlook window), then click **Suchen**.
IMPORTANT: Although the screen you see says you can enter your ID or your email address; **enter your Allianz Life email address** and press **Suchen**.



The screenshot shows the 'User Certificate Request Interface' with the Allianz logo. The main heading is 'Authentication'. Below it, there is a message: 'Your identity could not be determined automatically. In order to issue a certificate, your entry in the Allianz Group Directory has to be found and its E-Mail address has to be verified.' Below this message, there is a prompt: 'Please enter for the first step (searching your entry in the Group Directory) your userid (e.g. G1234 or T123456) or your corporate e-mailaddress (e.g. givenname.surname@allianz.com) and hit Enter.' At the bottom, there is a text input field labeled 'UserId or E-Mailaddress' and a button labeled 'Suchen'.

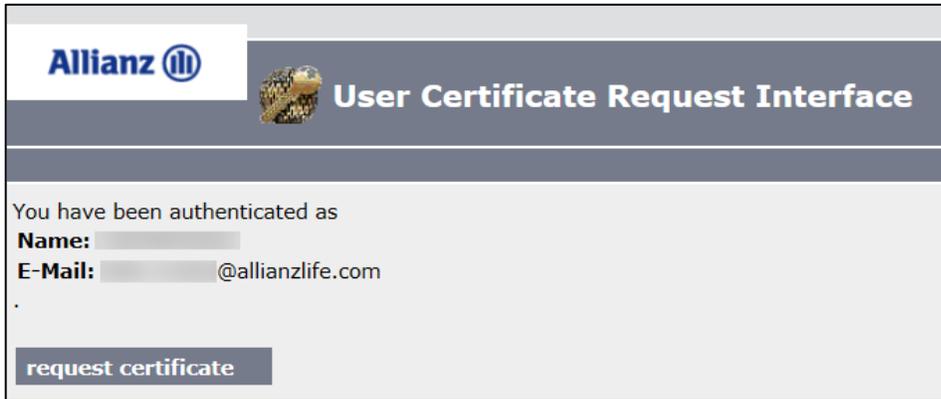
3. Enter the characters in the Captcha image and click on **Get PIN**. To refresh the Captcha image, click on it.

2. An auto generated PN and the corresponding TAN will be sent to your Allianz Life email address.

3. Enter the TAN sent to your email and click on **Absenden**.

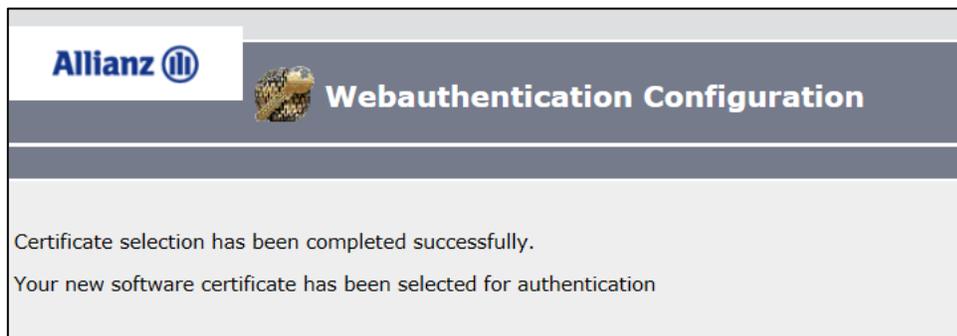
4. The authenticated **Name** and **E-Mail** address is displayed. Click on the **Request certificate** button to download certificates.

5. A plugin is used to download the certificates.



6. Successful installation of certificate.

7. Your authentication data will then be confirmed and you can install the certificate by pressing the **request certificate** button



This success page indicates that a certificate has been installed successfully. You will need to close ALL Internet Explorer windows in order for the changes to take effect. You should now have automatic access to

many of our secure systems, including Success Factors and Allianz Connect.

Setting up Outlook

Identifying your email address

Your email address is displayed in the blue bar located at the top of your Outlook window after you launch Outlook.

Outlook Resources

Once you are logged in to our systems, view [this Outlook support SharePoint site](#) to help you with customizing settings and provide answers to frequently asked questions about Outlook.

Please add your signature and photo to outlook using these instructions:

Create an Outlook Signature

1. Click the **Signature Templates** for Outlook link on the [Outlook SharePoint page](#). It is listed in the menu on the left side of the page. You can also [click here](#) and it will download to your computer.
2. Open the downloaded file and copy the appropriate template based on your role.
3. Follow these instructions: [Setting up your Outlook Signature](#). **Do not change the font size, color or add any other elements to the signature.**

Add your photo to Outlook

As a result of working virtual, we're asking all employees to add a personal photo to their Outlook and Webex accounts. To add your photo to Outlook, follow these instructions:

1. Open Outlook and select **File** from the top menu.
2. In the **Account Settings** section, select **Change** below the square photo icon.
3. When you click **Change**, you'll be prompted to log into Outlook Web App (OWA).
4. For your user ID, add **AZLIFEM** before your user ID. All employees should use this domain.
5. If your login page auto-populates with your domain and user ID, check to ensure the domain displays as above.
6. Your password will be the same as the one you use to log into your computer.
7. Once logged in, upload a photo of yourself and click **Save**. You may not notice any changes after clicking **Save**.

NOTE: After following these instructions, wait 24 hours for the system to display your image. It will not appear immediately.

Learning: AllianzU powered by Degreed

Toward the end of your first week, you'll have access to AllianzU powered by Degreed (our learning program) to start your required courses. In addition to courses specific to Allianz Life, Degreed also gives you access to a wide variety of educational resources designed to help you build your knowledge and skills. After logging in, you'll be prompted to answer a series of questions and Degreed will create a personalized learning plan for you.

Chrome is the preferred browser for accessing Degreed. Once you access Degreed, save it to your bookmarks or favorites.

Through VPN –

- Use this SSO link <http://eu.degreed.com/?orgsso=allianz>
- Click **OK** when your global certificate appears

Through Citrix –

- Use this link <https://eu.degreed.com/account/login>
- Enter your Allianz email
- Select **Log in using password** and select **Set/Reset password**. Follow prompts to set password.

Via mobile device

You can also use your mobile device to tap into all of the training offered through Degreed. Search for the **Degreed - Daily Learning Habit** app in your app store.



Log in with your Allianz Life email and Degreed password. If you have not created a password yet, follow the steps to create one (you will need access to your work email to complete the steps).

Explore:

We've curated pathways (collections of learning content) to help support you during this pandemic. Simply choose whatever is relevant or interesting to you.

- Follow a pathway that interests you or follow one of the skills in the plan to receive content in your feed
- Set up your profile
- Search for content that interests you
- [Click here for tips and FAQs](#)

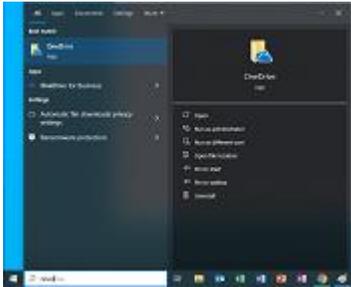
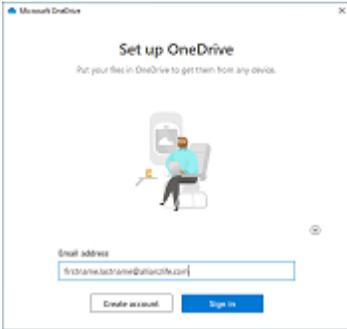
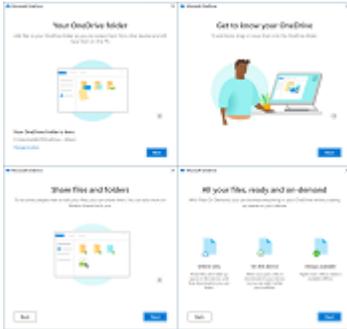
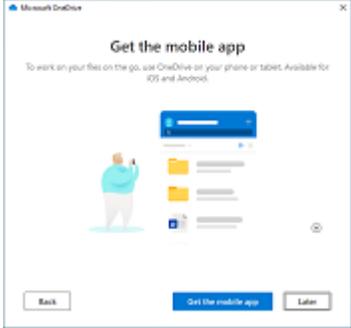
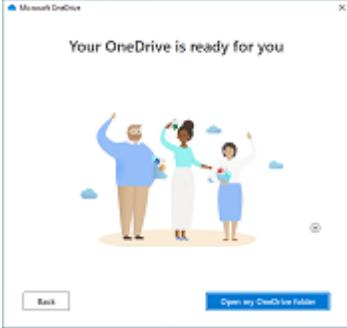
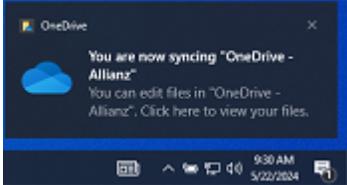
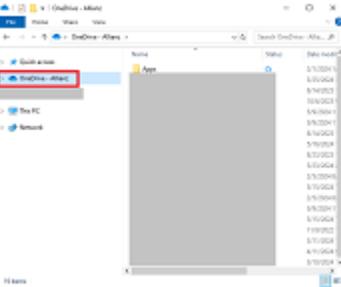


One of the Degreed courses you'll want to check out is Webex Resources (Allianz Life). This course will give you a quick start on using Webex efficiently and effectively.

Given many of our interactions are facilitated with Webex, learning how to use the features it offers will improve your experience and enable you to fully participate in meetings.

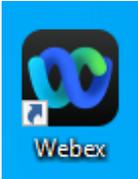
ONEDRIVE

Cloud storage is available to all Allianz users using Microsoft OneDrive. **Please, do not save work-related files on the Desktop nor Documents folder on your computer.** In the event that something happens to your computer (hard drive failure, laptop theft, physical damage, etc), files that are saved on the Desktop or in the Documents folder may not be recoverable. Saving files to OneDrive is secure and is easily accessible between multiple Allianz device platforms (laptop, desktop PC, AVC, COBO mobile devices).

<p>Press , search for OneDrive and then open the OneDrive.</p>	<p>Sign into OneDrive with your AZL email address</p>	<p>Click Next in the next four screens</p>
		
<p>Click Later</p>	<p>Click Open my OneDrive folder</p>	<p>A Windows File Explorer window will open, and your OneDrive will begin sync'ing to your laptop</p>
		
<p>OneDrive is now ready!</p>	<p>Save files in OneDrive-Allianz in the left navigation pane</p>	
		

WEBEX

Webex is the Allianz-approved software solution for web conferencing and virtual meetings. There will be three places to sign into Webex: the **Webex app**, internet and **Outlook**. Because your Allianz certificates have been installed (page2)

Launch the Webex app from your Desktop, Start Menu or taskbar	Sign into Webex with your AZL email address	If prompted to select a certificate, click the certificate and click [OK] .
		

In Outlook, switch to your calendar and Add a New Meeting

- Click [**Add Webex Meeting**] on the ribbon



- IF you get a configuration page asking for a URL, enter: **allianz-agn.webex.com**
 1. You will also be prompted for your AZL email address and AZL password

Outlook/Webex configuration is complete when you see Webex information populate in the body of the meeting invitation.

If you want to use a Webex through a browser, the URL to sign into your Allianz Webex account is:

- **allianz-agn.webex.com**

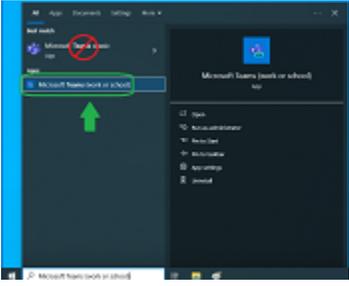
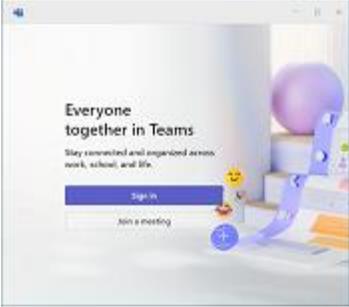
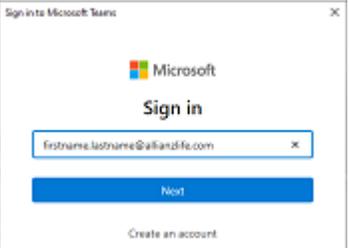
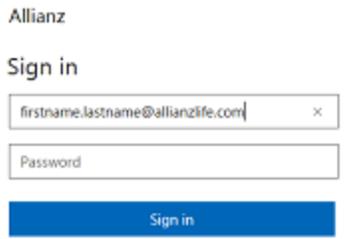
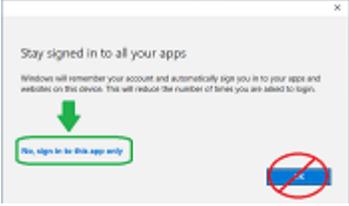
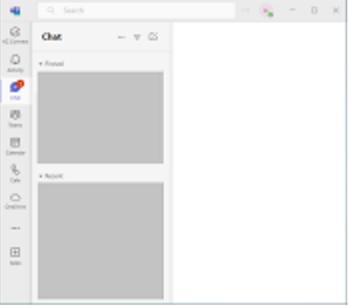
Allianz desktop PCs and laptops, can use the Allianz Certificate to log in.

If you want to use Webex on a nonAllianz machine (personal PC, mobile device), you must first create an Allianz Webex password; refer to the “**Your New Audio and Web Conferencing Account is Ready**” email in your Inbox for instructions. Then you can log into Webex using your AZL email address and your Allianz Webex password.

If you encounter an error, contact the Service Desk.

TEAMS

The default workplace instant messaging software is Microsoft Teams, available in two platforms: app or web.

<p>Press , search for "teams" and then open the Microsoft Teams (work or school) app</p>	<p>Click Sign In</p>	<p>Enter your AZL email address and click Next</p>
		
<p>Enter your AZL password</p>	<p>Do NOT click OK! Click No, sign in to this app only</p>	<p>Click on the Chat button in the left navigation pane</p>
		

Requesting access to additional programs

This process is used once you're in your role and need additional access to do your job. Your manager will help guide what requests you may need to submit.

How to make a request to add access

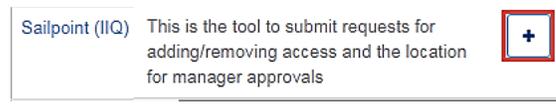
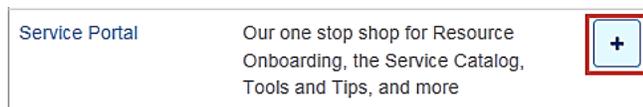
1. Go to the **Security Access Request (Sailpoint) Home Page.**

Click on the Service Portal App (Blue Pages) > Service Catalog > Security and Access > select Request Security Access Go to Blue Pages > Workplace Tools > Applications and Websites and click the "+" to add Service Portal as a Favorite Application. (so it will be on your home page)

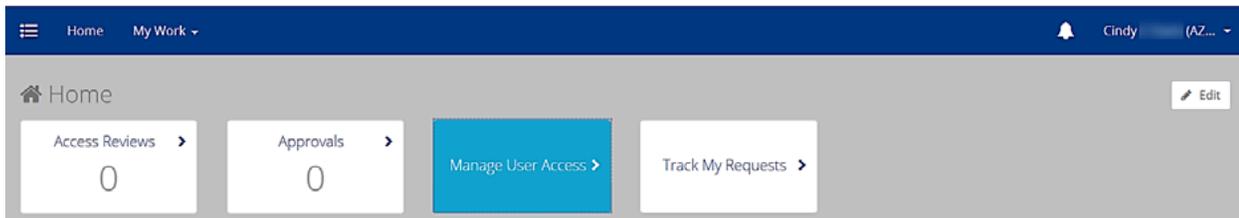
OR

Click on the Sailpoint IIQ App (Blue Pages)

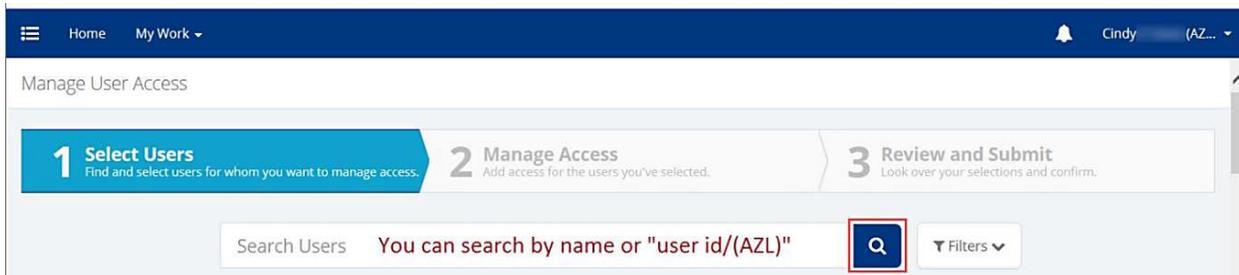
Go to Blue Pages > Workplace Tools > Applications and Websites and click the "+" to add Service Portal as a Favorite Application. (so it will be on your home page)



2. From **Home** page, select **Manage User Access.**



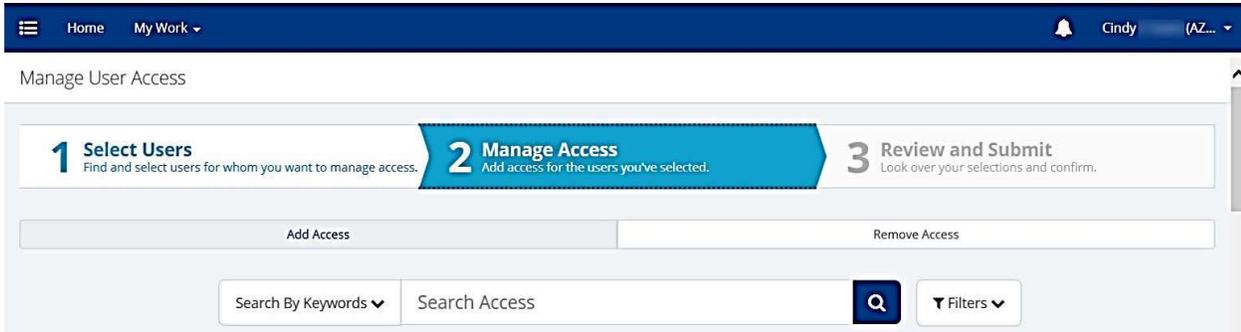
3. Search for User(s) – You can also refine your search using the **Filters** function.



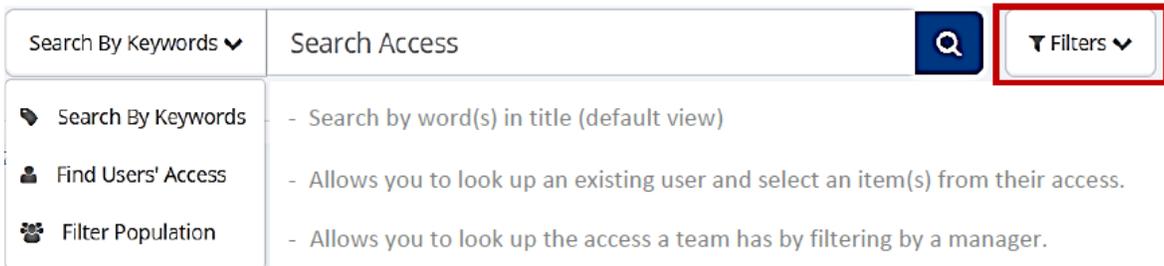
4. Once you've found the user(s), select by clicking  . Once selected, it turns green  .



5. Click **Manage Access**, to select the access you need.



Find the access you are looking for by either:

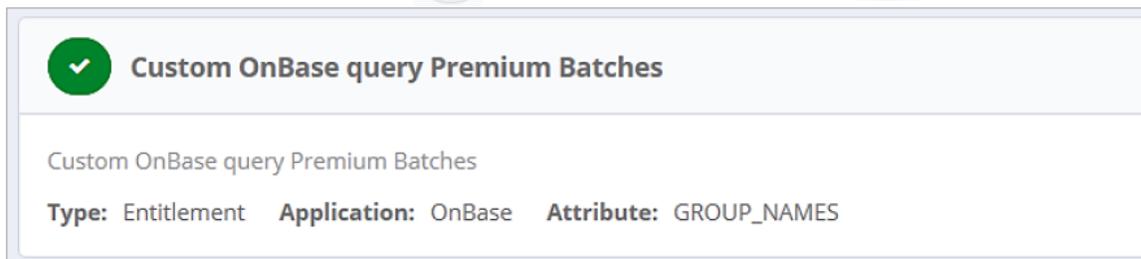


Or using the **Filters** dropdown. This allows you to search by: role, application, fileshare pathname,

Note: There are two types of access:

- Entitlement – individual access to something specific. Look at the descriptions for help in determining which entitlement to choose.
- Role – bundled group of entitlements (*previously known as a profile*)

6. Select desired access by clicking  Once selected, it turns green 



Troubleshooting network capacity

Remember to consider your home network capacity and that of your current Internet service provider. Here are some tips below that we suggest you consider when working from home.

Also, as a reminder, given our capacity/network constraints, **DO NOT** use corporate devices for high band-width non-work activities (e.g., don't stream Netflix on your corporate laptop...)

<p>Activities that affect your internet speed</p>	<ul style="list-style-type: none"> • Every connected device in your home uses some of your internet speed. • Having many devices connected to your home Internet at the same time. • Doing multiple things that use a lot of Internet speed at the same time, like streaming, gaming, video-conferencing, and downloading large files. • Connecting to Wi-Fi. • Using a wired connection tends to be faster.
<p>How can I get the most out of my internet speed?</p>	<ul style="list-style-type: none"> • Restart your gateway on a regular basis. • Keep your gateway and devices away from obstructions (like metal) and common sources of interference (like baby monitors and microwaves). • Move Wi-Fi devices closer to your gateway. The farther away they are, the weaker the signal and the slower the speed. • Place your Wi-Fi gateway in a central location in your home or office. Keeping it upright and off the floor improves coverage. • Only use Wi-Fi with devices that don't have wired connection ports, like smartphones, tablets, and home assistants. Use a wired connection for other devices like PCs. • Add a Wi-Fi extender to improve coverage and signal strength, if needed.
<p>What else affects my internet speed?</p>	<ul style="list-style-type: none"> • Interference from other Wi-Fi networks, especially in crowded areas or buildings with high Wi-Fi use. • Too many people connecting to a network, website, or app at once. • Connecting at peak hours.
<p>If you have difficulty connecting to Webex or conference calls</p>	<ul style="list-style-type: none"> • Start your meetings at 10 minutes after the hour or 10 minutes before the hour to avoid the rush of calls into the system at the top of every hour. • Consider using your cell phone to add multiple calls. Here's how: <ul style="list-style-type: none"> ○ Call the first person. ○ After the call connects, click the Add Call (+) icon. ○ Call the next person (this will temporarily put your first person on hold). ○ When the second call connects, click the Merge icon to merge the two calls. ○ Repeat this for up to 5 participants. ○ For more details on conference calls from your cell phone – Check out this video for iPhone and this video for Android.

Tips for working from home

Be Productive	<ul style="list-style-type: none">• Set aside a dedicated space (if possible) that you can separate from your home life and leave at the end of the work-day.• Create your normal work routine at home, (e.g., set ground rules with people in your space, keep calendar up to date).• Create a checklist of daily/weekly action items.• Remember that Webex and other communication tools do not have to be used on the Allianz Life network. When the network is at high usage, disconnect for meetings and non-business related computer use.
Stay Connected	<ul style="list-style-type: none">• Over communicate (e.g., what you are working on, your availability, key priorities).• Support and hold each other accountable (e.g., recap actions, who's responsible, by when).• Host a "virtual watercooler" to maintain team connection (e.g., via email, phone, Webex).• Continue regular 1-1s, whiteboards, team meetings – virtually.• "Show up" to meetings and be heard.
Keep work/life balance	<ul style="list-style-type: none">• Schedule breaks. Get up, stretch, take a walk.• Eat lunch away from your work space.• Create transition rituals to help "switch on" and "switch off."• Create a clear routine in the morning and evening, (e.g., walk around the block), to signal your transitions.

Thank you! We hope your position at Allianz Life is full of experiences that enrich your career and your life.