

# 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.

**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 you 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
Setting up your RSA Token	5
A. Downloading the RSA Token App	5
B. Receiving your RSA Token QR Code and Activation Code	5
C. Installing the RSA Token app on your mobile device	6
E. Setting your Token PIN	6
ACCESS OPTION ONE: CITRIX for Personal PC/Laptop	7
ACCESS OPTION ONE: CITRIX for Mac Computers	8
ACCESS OPTION TWO: Access an Allianz workstation remotely	9
ACCESS OPTION THREE: Setting up Allianz Wyse Terminal	10
ACCESS OPTION FOUR: VDI Access	10
Launch the VDI	12
VDI Tips and Tricks	13
When to restart	13
Setting up VPN for your AZL Device (Applicable to Laptop Users)	17
How to Disconnect from the VPN	20
Setting up Outlook	20
Your email address	20
Outlook Resources	20
Create an Outlook Signature	20
Add your photo to Outlook	20
Allianz Global Certificate Setup	21
Learning: AllianzU powered by Degreed	22
Teleconferencing	24
Using a Conference Bridge	24
Tips for using Webex	24
Setting up Webex	24
Requesting access to additional programs	26
Troubleshooting network capacity	28
Tips for working from home	29

## 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 #):

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One-time Network password:

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One-time RSA Activation Code\*:

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Your Allianz Life email address:

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Access Option\*\* (Citrix, Remote workstation or VDI):

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*\*You'll need to initiate the RSA Token process on page 5 prior to your start date your leader will receive this code by email.*

*\*\*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 Token
- ☐ Set up your access option to connect to the Allianz network
- ☐ Set up your Allianz Outlook account (email)
- ☐ Request/download your Global (SSO) Certificate
- ☐ 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.

## Setting up your RSA token

### Set up your RSA token on your mobile device

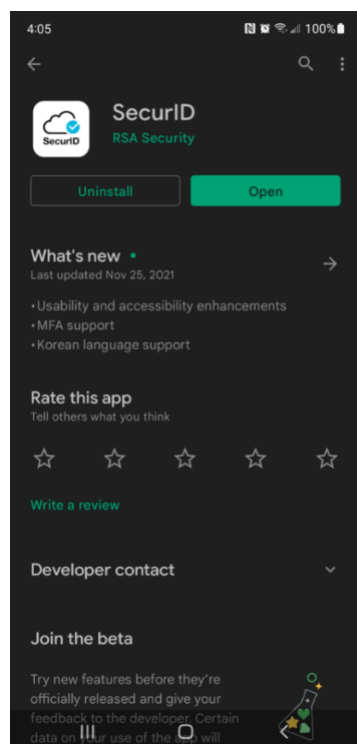
**Note:** The screen captures provided in this article pertain to Android. However, the installation steps are the same for iPhone & Android devices.

This article will walk you through:

- A. Downloading the RSA token application
- B. Receiving your RSA token QR code and activation code
- C. Installing the token on your mobile device
- D. Setting a token PIN

### A. Downloading the RSA token app

If you have an iPhone, use the App store; for an Android device use the Google play store. Search for keyword “SecureID”, the application is published by “RSA Security”



### B. Receiving your RSA token QR code and activation code

1. Once the request is submitted, set-up instructions (including an activation code and a QR code) will be sent to **your manager** via email from the Allianz Life Service Desk team.
2. To set-up your token, you will need
  - a. a one-time activation code unique to you.
  - b. a QR code. The QR code is specific to your phone type (iPhone, Android or Windows).

Both of these will be included in the email instructions sent to your manager. Your manager will relay your activation code to you over the phone, but will send you the QR code to your personal email.

## C. Installing the RSA Token app on your mobile device.

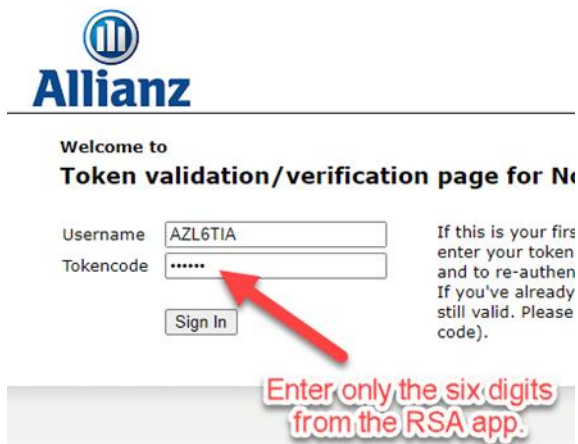
- Open the app and accept the license agreement, if prompted.
- Select the **plus sign** in the upper right.



Then the ability to scan the QR code to enter a URL will appear

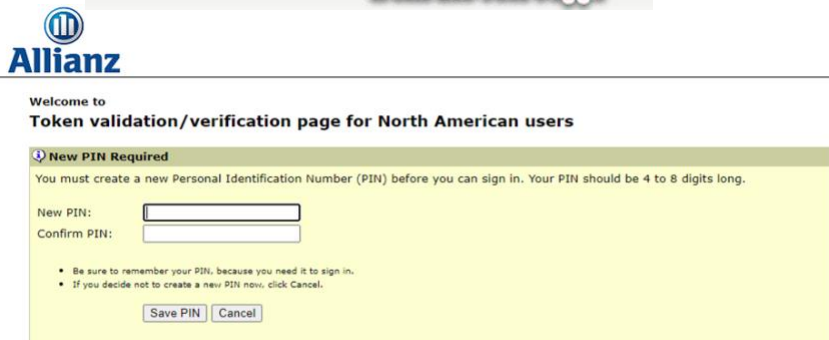
- Accept the usage of your phone camera if prompted.
- Scan the QR code provided by the Service Desk via email.
- When prompted, enter the one time activation code provided by your manager.

## E. Setting your Token PIN



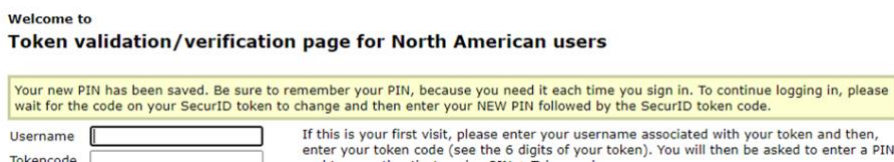
Navigate to this website on any computer or mobile device:  
<https://src-eu1.allianz.com/pin>

- Enter your AZL ID in the **Username** field
- Enter the current 6 digit token code from the RSA app on your mobile device into the **Tokencode** field. Click Sign-in.



- You will be prompted to create a new PIN. The PIN must be 4-8 digits long, cannot start with 0, cannot be anything trivial like 1234, 7777, etc. and cannot be any PIN you have used previously with RSA.

- You will return to the username and tokencode page with a notice saying "your new PIN has been saved. To continue logging in, please wait for the code on your SecurID token to change and then enter your NEW PIN followed by the SecurID token code."



Refer to the notes you took during your manager call to understand which access option you have and follow the instructions for that option.

## ACCESS OPTION ONE: CITRIX for Personal PC/Laptop

The portal is an internet web page accessible by most browsers (i.e. Chrome, Safari). You may need to install a Citrix component the first time. Reboot your computer when you use this program for the first time.

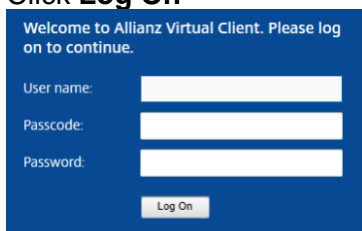
Prerequisites:

1. A PC, Apple, or other device running a common internet browser connected to the internet.
2. The ability to permit installation of updates that may depend on Citrix, if needed.
3. Your AZL ID, and network password.
4. Your RSA token, including your Pin.
5. The URL shown below.

1. Enter this URL into your Internet Browser: <https://avc-na.allianz.com/vpn/index.html>.

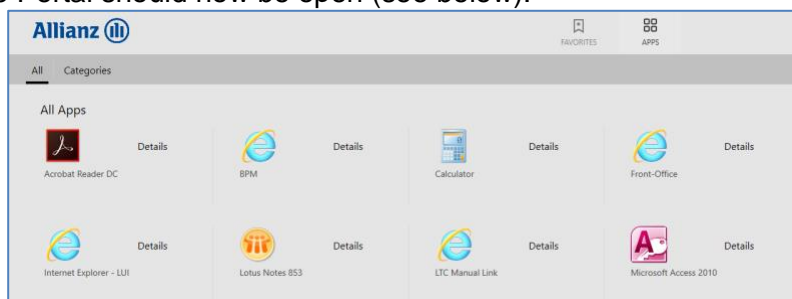
2. Enter your credentials as shown below and check the **I accept** box, if prompted.

- a. User name: enter AZL6XXX ID.
- b. Passcode: enter RSA Pin + RSA Passcode from app.
- c. Password: enter Network Password.
- d. Click **Log On**

A blue login window titled "Welcome to Allianz Virtual Client. Please log on to continue." It contains three input fields labeled "User name:", "Passcode:", and "Password:". Below the fields is a "Log On" button.

- a. Click **Allow** and/or **Agree** on any Security Windows that open.
- b. Click **Run, Install, Download, Allow**, and/or **Agree** as needed on any Citrix Installation windows that open.

4. The Portal should now be open (see below).



a. If nothing appears, go to: <https://avc-na.allianz.com/vpn/index.html>

b. Click **Already Installed** on the Download Window.

5. Each application shown will run individually after clicked – start those which you need.
  - a. Network drives should show up within applications normally for **Open** and **Save As** functions.
6. Browse network drives by opening the Windows Explorer application.

## ACCESS OPTION ONE: CITRIX for Mac Computers

1. Download the Citrix receiver for Macs here: <https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html>
2. Navigate to the AVC – [avc-na1.allianz.com](http://avc-na1.allianz.com)
3. Type in your network ID, network password, and then your 4 digit pin and RSA token number in the passcode. Pick one of the below options.
  - i. Avcpci-portal-na1
  - ii. Avc-portal-na1
  - iii. Avc-ffic
4. You will be brought to the home page and can open an app.
5. When you click, the app will be downloaded in your **Downloads** folder. You should be able to right click and always open files of that type so you don't have to always go there to open it.



## ACCESS OPTION TWO: Access an Allianz workstation remotely

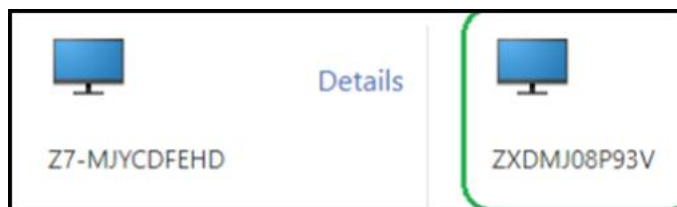
Note: This access option enables you to connect to an Allianz Life laptop or PC from your location. Not everyone will have this remote application available on their portal.

Prerequisites:

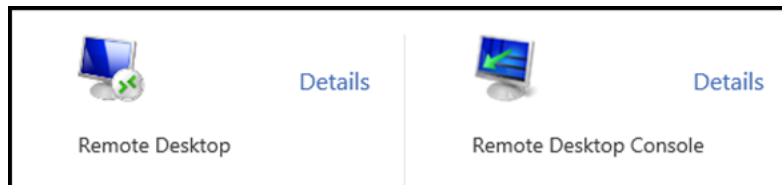
1. A company PC or laptop at Allianz Life running (turned on) and connected to our network.
2. Access rights for Remote Desktop capability requested and approved from Service Now.
3. A PC, Apple, or other device running a common internet browser connected to the internet.
4. The ability to permit installation of updates that may depend on Citrix, if needed.
5. Your AZL ID, and network password.
6. Your RSA token code, including your PIN.
7. The Portal Address URL shown below.
8. The name of your Company laptop or PC (i.e., Z1X2ABCDEFGG).

Steps:

1. To access the portal, *enter* the following URL into your Internet Browser: (<https://avc-na.allianz.com/vpn/index.html>)
  - a. In the Portal, click on the **Remote Desktop Icon** (not Remote Desktop Console)



NOTE: First time users will see this.



2. Enter your AZL ID, Network Password, and Computer Name. Click **Log in**.
  - a. Your computer name is typically labeled on your Allianz computer and usually starts with a Z.
3. How to find your Work PC/Laptop Name.
  - a. You must know the PC/Laptop name before you try access remotely. The manager or Service Desk will be able to tell you this information.
  - b. Go to your Windows Icon/Start Menu, right-click and then **Select System**.

## ACCESS OPTION THREE: Setting up Allianz Wyse Terminal

### Equipment set up

#### Monitors

For a step-by-step video to help with your monitor set-up: <https://bit.ly/2yzyCnp>

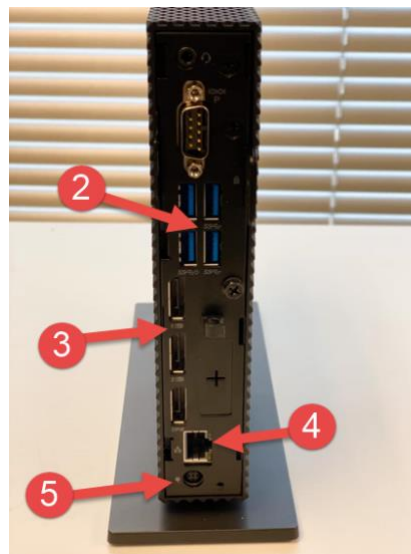
1. Remove all parts from the box. We recommend setting up one monitor at a time.
2. Attach the rectangular pole to the square base by lining up the holes on the base with the screws on the pole and twisting to the right to tighten.
3. Snap the monitor to the newly created base by lining up the back of the monitor with the back of the base.
4. Plug the monitor into a power outlet.
5. Use the provided cable to connect the monitor to the Wyse terminal. (see image)
6. Repeat steps 1-5 for the second monitor.



#### Wyse terminal

The Wyse terminal is the “brain” of your work from home set-up.

1. Attach the three prongs to the base and slide into place. (see image)
2. Connect the mouse and keyboard through the USB port. (see image)
3. Connect the two monitors to the display ports. (see image)
4. Insert one end of the Ethernet cable into the network port and the other end into your router. (see image)
5. Insert the power cable into the power port. (see image)
6. Power on your Wyse terminal.



## Wyse terminal log on

Your log on screen should automatically prompt you to enter your log on information after powering on the terminal. If not, check the cables and internet connection.

Username: AZL6xxx

Password: Network password

Passcode: PIN + RSA token number



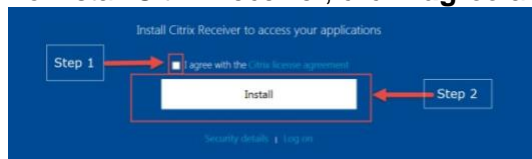
The list of applications is available in a menu on the left side. Hover the cursor for 3-5 seconds on the far left side of the screen to make the menu pop up.



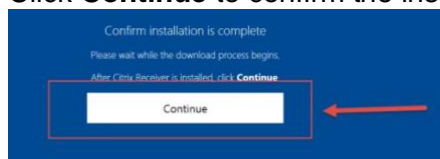
## ACCESS OPTION FOUR: VDI Access

Go to <https://www.citrix.com/products/receiver/> to install Citrix Receiver 4.5 or above. A Citrix Receiver Account is not needed. Once installed, simply close the window and follow the steps below.

1. Use this link to log into the VDI from **outside** the Allianz Global Network: <https://avc-na.allianz.com/vpn/index.html>
2. To install Citrix Receiver, click **I agree** and then click **Install**.



3. Click **Continue** to confirm the installation is complete.

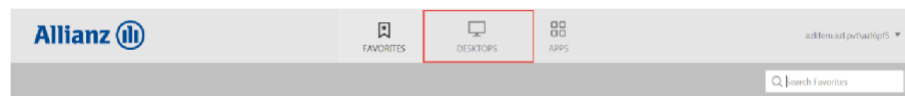


4. In the **User name** field, enter your AZL ID provided by your manager.
5. In the **Passcode** field, enter your four-digit PIN followed by the 6-digit number displayed on the RSA app you downloaded to your phone. Do not enter any spaces between your PIN and the token numbers.
6. In the **Password** field, enter your network password.
7. Click **Log On**.

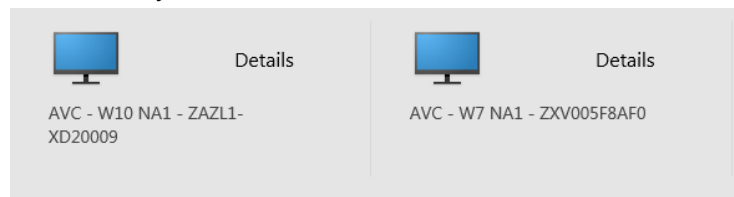


## Launch the VDI

1. Click **DESKTOPS** to see the VDI Desktop.

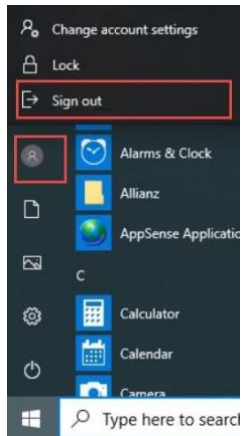


2. Click on your VDI to launch it.



## VDI Tips and Tricks

**Remember: Sign out every day**



Signing out saves and closes the VDI session. Please save all data to a network drive before signing out. Signing out should be done at the end of each day.

- Click **Start**, and click the **person icon** in the start menu.
- Click **Sign out**.

If you have not saved your data, you may lose work if the system signs you out or disconnects you.

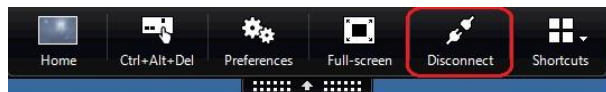
### When to disconnect

**Disconnecting puts the VDI session in stand-by. All programs remain running but data isn't automatically saved. After a certain duration of inactivity, the VDI will be restarted, and data which hasn't been saved will be lost.** Save all documents before disconnecting.

1. Open the taskbar by clicking on the **arrow** in the upper area of the screen.



2. Click **Disconnect** from the Taskbar.

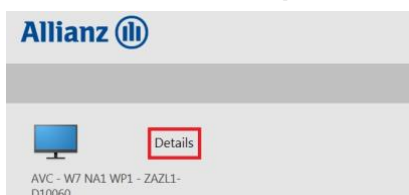


3. A Desktop Viewer message will display, check **Disconnect**.

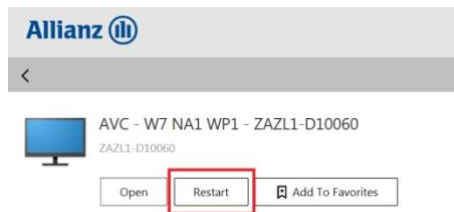
### When to restart

A restart should only be used if a VDI stops responding or cannot be accessed in a timely manner (within 5 minutes).

1. Go to the **Desktops** tab, click **Details**.



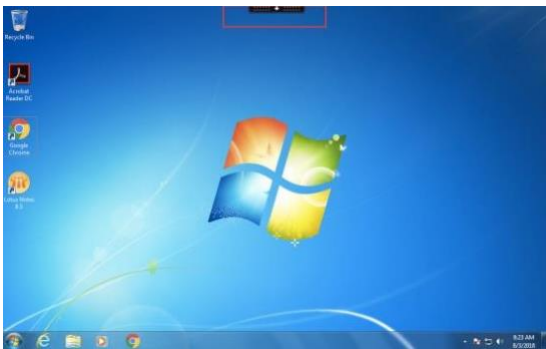
2. Click **Restart**.



3. When asked if you want to restart, click **Restart**. Wait 5 minutes before restarting your VDI again.

## What's on your VDI taskbar

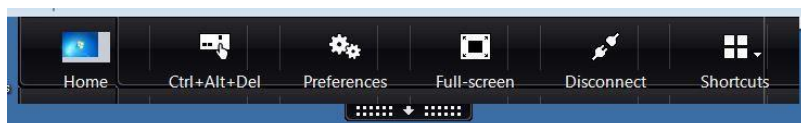
Your taskbar is located at the top of your VDI desktop



Access the taskbar by clicking on the **arrow** in the upper area of the screen.



The following functions are available on this taskbar. **Please note that you have to click on the Ctrl-Alt-Del button to lock and unlock your VDI. Using the keyboard locks and unlocks your actual workstation (not the VDI).**



- Home** - Returns to Desktop or Laptop
- Ctrl+Alt+Del** - Locks and unlocks VDI
- Preferences** - *Do Not Use*
- Full Screen** - Toggles between window view and full-screen view
- Disconnect** - Puts VDI in stand-by
- Shortcuts** - Preset shortcuts



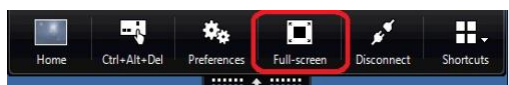
## Full screen toggle

To toggle between a re-sizeable window screen and a full-screen display:

1. Open the taskbar by clicking on the **arrow** in the upper area of the screen.



2. Click **Full Screen** from the taskbar.

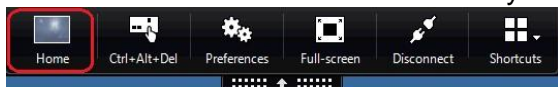


## Switch between VDI and the Desktop or Laptop

1. Open the taskbar by clicking on the **arrow** in the upper area of the screen.



2. Click **Home** on the taskbar to take you to your desktop screen.



3. To reactivate the VDI, click the **VDI icon** in the windows taskbar.



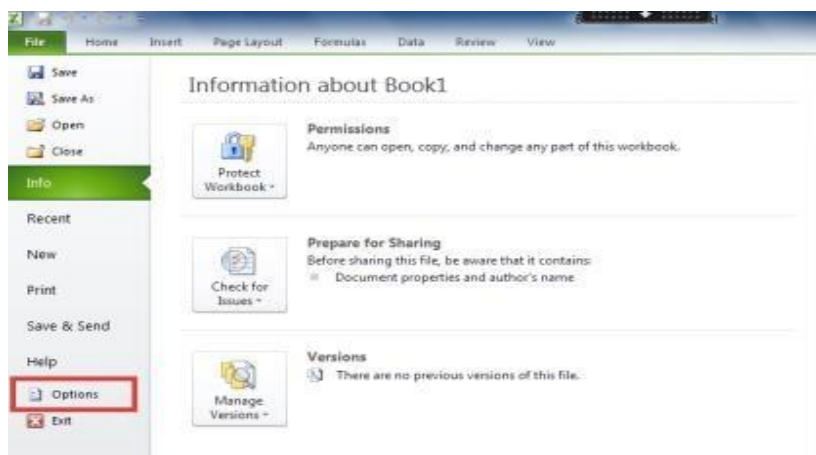
## Data Storage

Always use the H: Drive, a shared drive, SharePoint, or OnBase to save files. Never store data on the VDI.

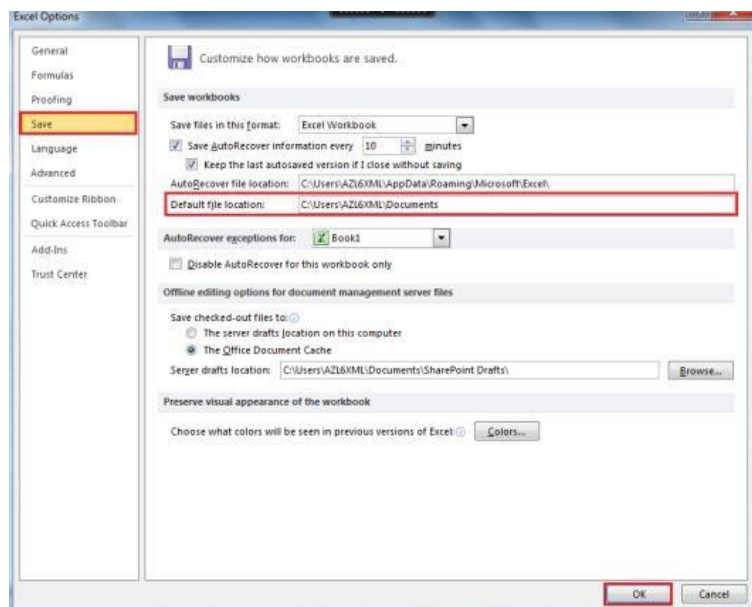
### Optional: MS Office default file location

To use a network drive as the default storage location within the MS Office tools. Repeat these steps in each Office application.

1. Open the **File** tab at the top left corner of the page.
2. Select **Options**.



3. Select **Save**, enter the exact path for the default file location. (Example: “H:\”)





## Setting up VPN for your AZL Device (Applicable to Laptop Users)

### Welcome to Check Point VPN!

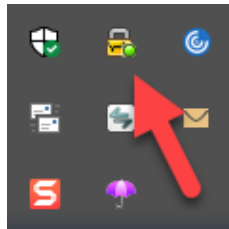
Check Point Mobile VPN is used to remotely access Allianz Life internal networks and systems. The application is **only** available on all Allianz corporate managed laptops. It is not available on desktop computers or mobile devices like smartphones and tablets.

### How to Connect to VPN

1. Open the Taskbar Notification Area (near the time and date section)



2. **Right-Click** the Check Point lock icon and select **Connect**



3. Click **Connect To...**

The Logon window will appear for you to enter your credentials:

**Username:** AZL6 ID

**PIN:** RSA PIN (the pin that you created and memorized)

**Passcode:** Passcode (the rotating 6 digits on the mobile device or FOB)

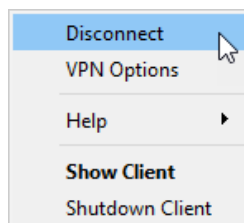
Click **Connect** button (*Note-icon stays grayed out until username and password fields are populated*)

## How to Disconnect From the VPN:

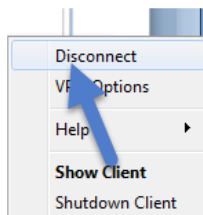
1. Open the Taskbar Notification Area



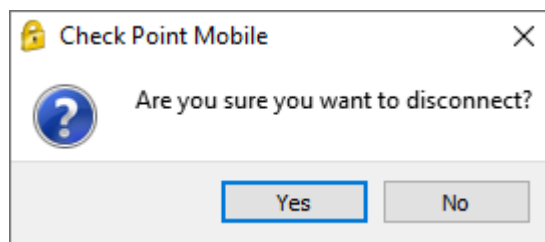
2. **Right-click** the Check Point lock icon



3. Click **Disconnect**



4. Click **Yes** if you are sure you want to disconnect

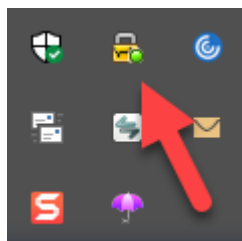


## To Validate you are connected to the VPN

1. Open the Taskbar Notification Area



2. Find the Check Point lock icon



If you are connected, you will see a green dot on the lower right side of the pad lock icon.

### If you are having issues, try these simple troubleshooting tips:

- Make sure the computer is connected to the internet (WIFI or Ethernet/LAN Cable) and verify access to external sites (Example: CNN.com)
- Make sure you are typing your Network ID (AZL ID), RSA PIN, & RSA passcode correctly
- Try selecting the other VPN Gateway in **Gateway** drop down menu. For example, try selecting the option that starts with **Edi** site instead of **Phoe**

If you continue to have issues, please contact the Allianz Life Service Desk at x46181, 763-765-6181

## 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.**

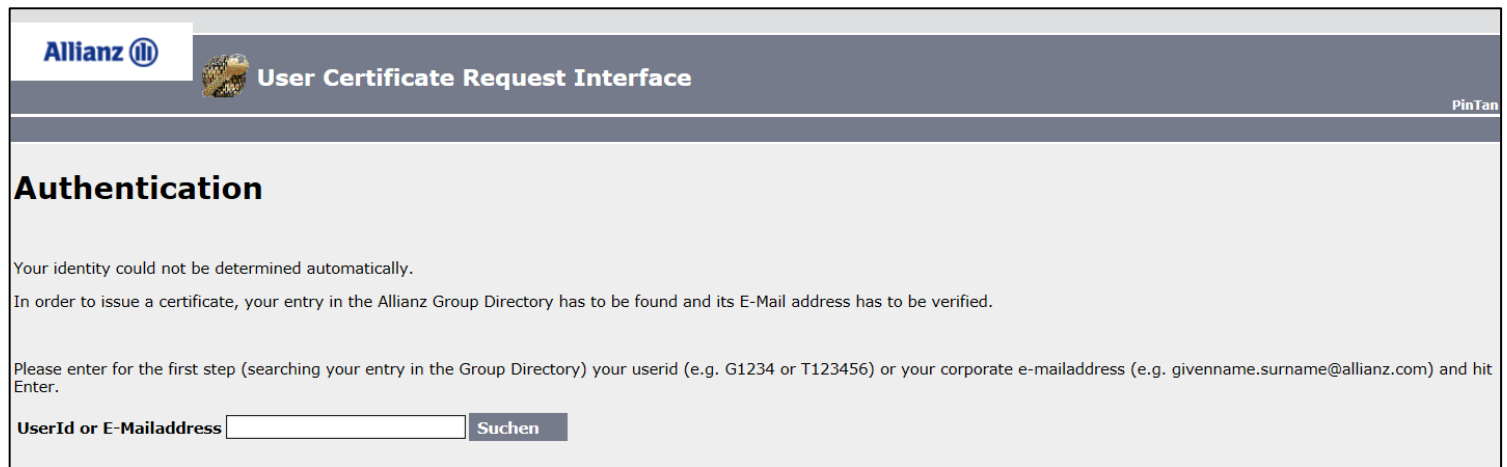
## Allianz Global Certificate Setup

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.

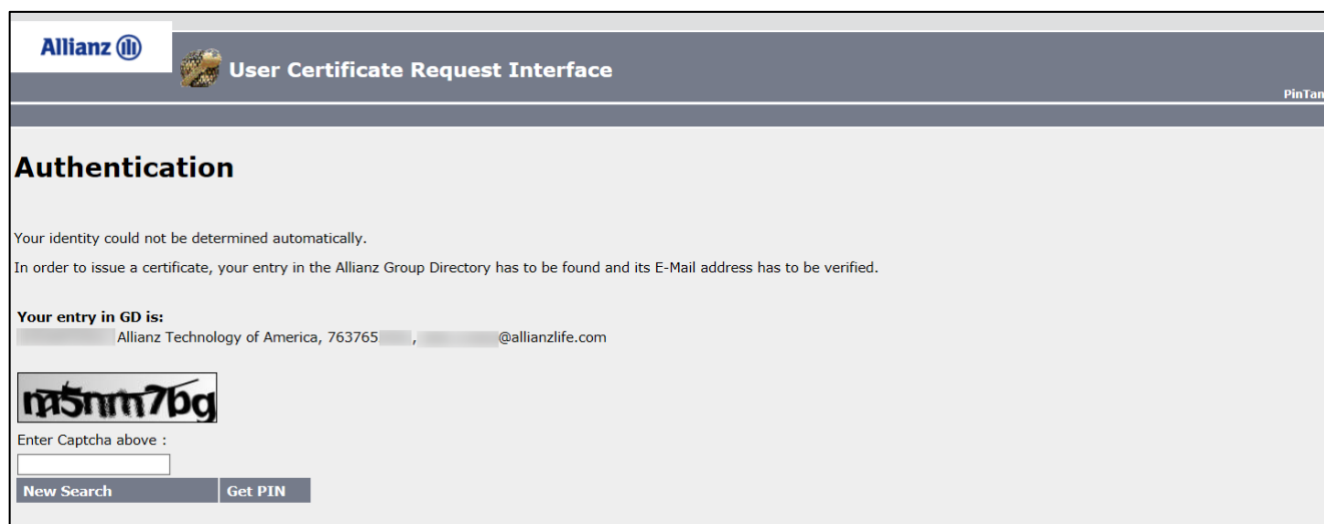
### Setting up the Certificate

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 page title is 'Authentication'. Below the title, it states: '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.' It then instructs the user to enter their userid (e.g., G1234 or T123456) or their 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.



This screenshot shows the same 'User Certificate Request Interface' but at a later stage. It displays the user's entry in the Group Directory: 'Allianz Technology of America, 763765', followed by a redacted email address ending in '@allianzlife.com'. Below this, there is a captcha image showing the characters 'm5nm7bq'. The text 'Enter Captcha above :' is followed by a text input field. At the bottom, there are two buttons: 'New Search' and 'Get PIN'.

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



**User Certificate Request Interface**

**Authentication**

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.

Your entry in GD is:  
Allianz Technology of America, 763765, @allianzlife.com

44epgrfb


Enter Captcha above :  
44epgrfb

To verify the e-mail address dale.crosby@allianzlife.com a signed mail, containing a transaction number (TAN) has been sent.  
You can enter that TAN from the mail here, OR you can enter your personal identification number on the intranet page that is linked in the mail.  
This PIN/TAN pair is usable only once!

Your PIN is: 010070

The TAN from your Mail is:  **Absenden**

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




**User Certificate Request Interface**

You have been authenticated as  
**Name:**   
**E-Mail:** @allianzlife.com

Initialising Plugin

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

7. A plugin is used to download the certificates.




**User Certificate Request Interface**

You have been authenticated as  
**Name:**   
**E-Mail:** @allianzlife.com

**request certificate**

8. Successful installation of certificate.

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



**Webauthentication Configuration**

Certificate selection has been completed successfully.  
Your new software certificate has been selected for authentication

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.

## 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.

## Teleconferencing

### Using a Conference Bridge

A conference bridge allows you to set up conference calls.

- a. Dial the conference bridge phone number (631-267-4890).
- b. Enter the meeting code or meeting number.
- c. Enter the host code and PIN (host only).

### Tips for using Webex

Webex is the approved tool for video conference meetings at Allianz Life. We have a lot of content on AllianzU about how to use Webex effectively. Until you have access, here are a few tips to get you started:

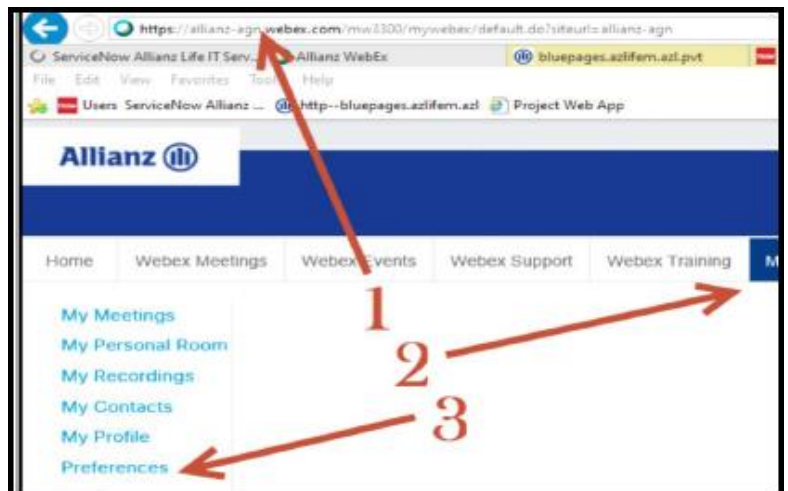
- Review these [Quick Tips from Webex](#) to maximize the program's effectiveness.
- Make sure you have a webcam so that people can see you.
- Always use a headset and not the built-in speakers so people can hear you clearly and to avoid "feedback" from disrupting the meeting.
- Always mute when you're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

### Setting up Webex

A Webex account allows you to set up conference calls. It also includes a virtual meeting room with additional functionality: screen sharing, doc and video sharing, chat, polls, etc. Ask your manager if he/she requested a Webex account for you; and if not, determine with your manager whether you need your own account to set up meetings. If you need to request one, do so through [ServiceNow](#).

### Use these instructions to set up your Webex account.

1. Webex link: <https://allianz-agn.webex.com>
2. Click on **My Webex** tab.
3. Click on **Preferences** on navigation button



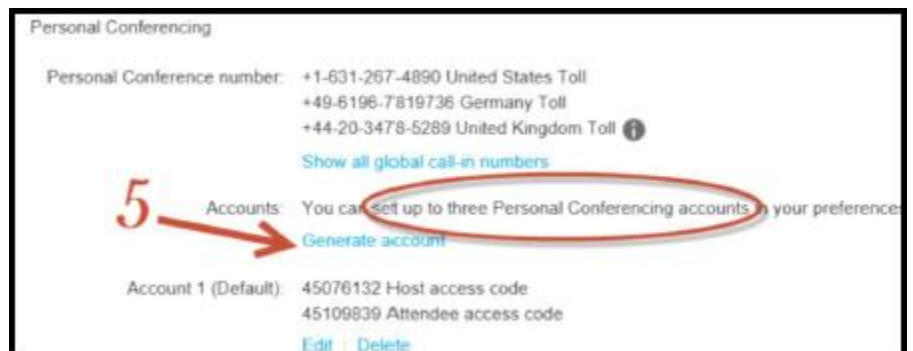


4. Click on **Audio Setup** link.



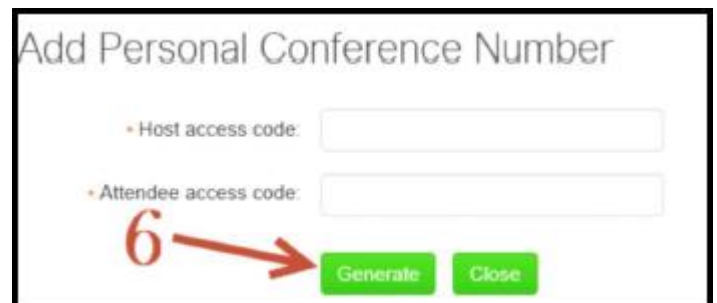
5. Scroll down to **Accounts** and click on the **Generate account** link.

NOTE: The option to generate additional accounts will not appear if you already have three bridges



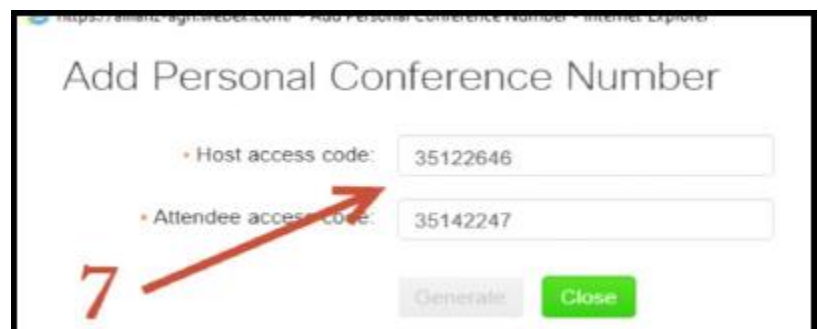
6. Click green **Generate** button to create the additional audio bridge.

NOTE: You cannot set your own codes, they must be system generated.



7. Screen will update with your new host and attendee audio bridge access codes.

Click on green **Close** button.



8. All your available personal audio bridge numbers are displayed on your preferences page.

## 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

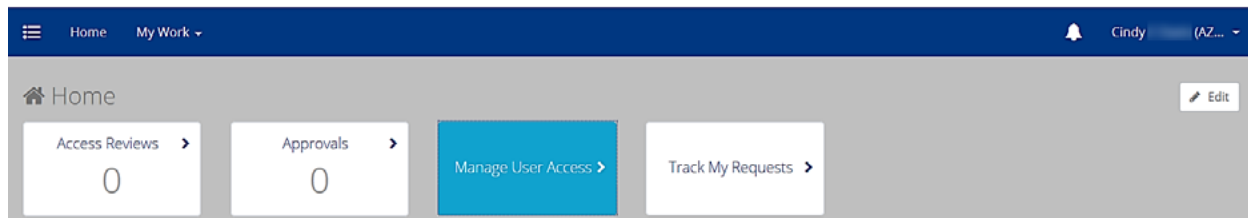
Click on the Sailpoint IIQ App (Blue Pages)

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)

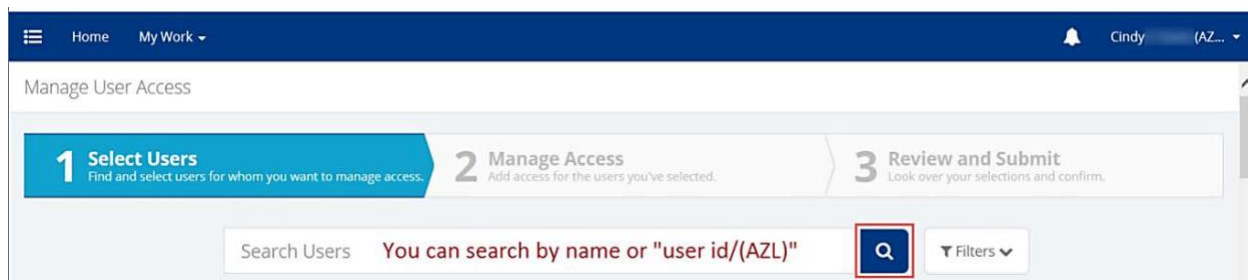
Service Portal	Our one stop shop for Resource Onboarding, the Service Catalog, Tools and Tips, and more	
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Sailpoint (IIQ)	This is the tool to submit requests for adding/removing access and the location for manager approvals	
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#### 2. From **Home** page, select **Manage User Access**.



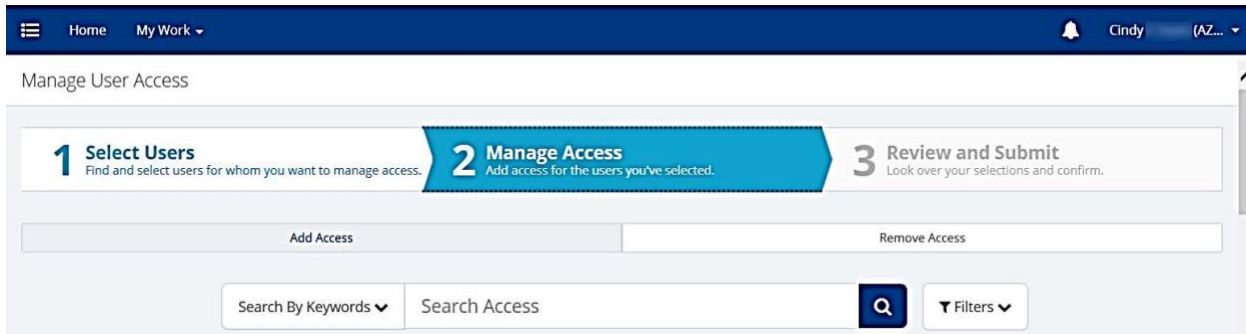
#### 3. Search for User(s) – You can also refine your search using the **Filters** function.



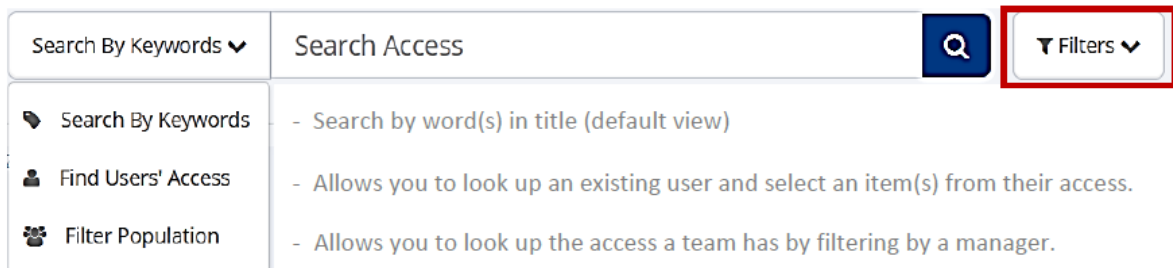
4. Once you've found the user(s), select by clicking . Once selected, it turns green .



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



Find the access you are looking for by either:

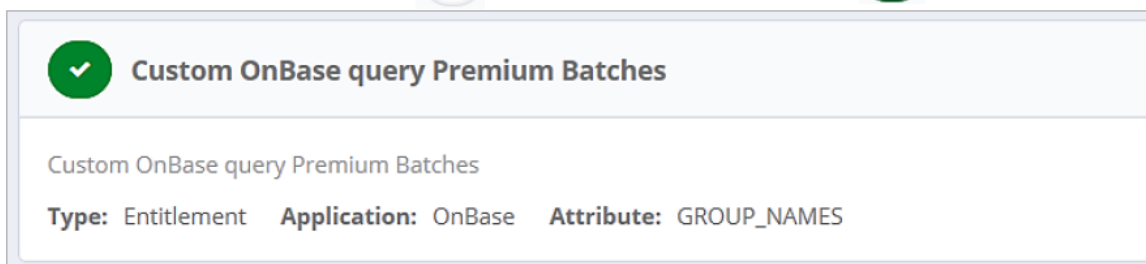


**Or** using the **Filters** dropdown. This allows you to search by: role, application, fileshare pathname, ....

**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...)

<b>Activities that affect your internet speed</b>	<ul style="list-style-type: none"><li>• Every connected device in your home uses some of your internet speed.</li><li>• Having many devices connected to your home Internet at the same time.</li><li>• Doing multiple things that use a lot of Internet speed at the same time, like streaming, gaming, video-conferencing, and downloading large files.</li><li>• Connecting to Wi-Fi.</li><li>• Using a wired connection tends to be faster.</li></ul>
<b>How can I get the most out of my internet speed?</b>	<ul style="list-style-type: none"><li>• Restart your gateway on a regular basis.</li><li>• Keep your gateway and devices away from obstructions (like metal) and common sources of interference (like baby monitors and microwaves).</li><li>• Move Wi-Fi devices closer to your gateway. The farther away they are, the weaker the signal and the slower the speed.</li><li>• Place your Wi-Fi gateway in a central location in your home or office. Keeping it upright and off the floor improves coverage.</li><li>• 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.</li><li>• Add a Wi-Fi extender to improve coverage and signal strength, if needed.</li></ul>
<b>What else affects my internet speed?</b>	<ul style="list-style-type: none"><li>• Interference from other Wi-Fi networks, especially in crowded areas or buildings with high Wi-Fi use.</li><li>• Too many people connecting to a network, website, or app at once.</li><li>• Connecting at peak hours.</li></ul>
<b>If you have difficulty connecting to Webex or conference calls</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Consider using your cell phone to add multiple calls. Here's how:<ul style="list-style-type: none"><li>○ Call the first person.</li><li>○ After the call connects, click the <b>Add Call (+)</b> icon.</li><li>○ Call the next person (this will temporarily put your first person on hold).</li><li>○ When the second call connects, click the <b>Merge</b> icon to merge the two calls.</li><li>○ Repeat this for up to 5 participants.</li><li>○ For more details on conference calls from your cell phone – Check out <a href="#">this video</a> for iPhone and <a href="#">this video</a> for Android.</li></ul></li></ul>

## Tips for working from home

<b>Be Productive</b>	<ul style="list-style-type: none"><li>• Set aside a dedicated space (if possible) that you can separate from your home life and leave at the end of the work-day.</li><li>• Create your normal work routine at home, (e.g., set ground rules with people in your space, keep calendar up to date).</li><li>• Create a checklist of daily/weekly action items.</li><li>• 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.</li></ul>
<b>Stay Connected</b>	<ul style="list-style-type: none"><li>• Over communicate (e.g., what you are working on, your availability, key priorities).</li><li>• Support and hold each other accountable (e.g., recap actions, who's responsible, by when).</li><li>• Host a "virtual watercooler" to maintain team connection (e.g., via email, phone, Webex).</li><li>• Continue regular 1-1s, whiteboards, team meetings – virtually.</li><li>• "Show up" to meetings and be heard.</li></ul>
<b>Keep work/life balance</b>	<ul style="list-style-type: none"><li>• Schedule breaks. Get up, stretch, take a walk.</li><li>• Eat lunch away from your work space.</li><li>• Create transition rituals to help "switch on" and "switch off."</li><li>• Create a clear routine in the morning and evening, (e.g., walk around the block), to signal your transitions.</li></ul>

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