

CUSTOMER CARE SERVICES TECHNOLOGY REFERENCE GUIDE

Preparing your workstation to work and train remotely



TECHNOLOGY REFERENCE GUIDE

OVERVIEW

ABOUT THIS GUIDE

This starter guide is designed to support newly hired Customer Care Services associates with step by step instructions to setup security and software programs required to work and train remotely. These steps are required to begin the first day of training and work remotely.

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NEED SUPPORT?

If you still need assistance after reviewing the troubleshooting guide, please contact
Technical Support: **1.877.415.7911**



Set your Network Password

STEP 1: Access IdentityNow

Go to <https://lbrands.identitynow.com>

STEP 2: Click "Trouble signing in?"

STEP 3: Click reset Password

STEP 4: Enter your employee ID in the User Name field adding 4 zeros in the beginning (i.e., 3015415 would be entered as 00003015415)

STEP 5: Send verification code to alternate phone/email

From this screen, you will need to select the option to Send code as text or voice to your alternate phone or select to send an email to your alternate email. Do not select the work options, you will not have access to these accounts.

VS&Co
VICTORIA'S SECRET & CO.

Thanks, **0000299683**. To make sure the right person is resetting your password, we always check in with you. Choose a method:

- Send code as text alternate phone
- Send code as voice message alternate phone
- Send code as text work phone
- Send code as voice message work phone
- Send an email alternate email
- Send an email work email

Continue

You will receive a 6-digit authentication code text. Enter code in the Verification Code box, click Authenticate.

VS&Co
VICTORIA'S SECRET & CO.

Please verify your identity using:
Send code as text

Code

Continue

STEP 6: Set your password

Now you will set your password following the on-screen directions

NOTE: If you do not have an option for an alternate Phone or alternate email, please contact Technical Support: **1.877.415.7911**



How does PingID work



STEP 1: Enroll in MFA PingID site

- ❑ Navigate to MFA site <https://mymfa.lb.com>
- ❑ Enter your network username and password

PLEASE USE YOUR L BRANDS NETWORK ID AND PASSWORD TO LOGIN

User Name:

Password:

GO By clicking Go, I accept and agree to the site [User Agreement](#), certify that I am an authorized user, and understand that my activity and communications when using the site may be monitored.

English (US)

MFA Portal

STEP 2: Select your Authentication Option

- ❑ Click other MFA methods to select SMS

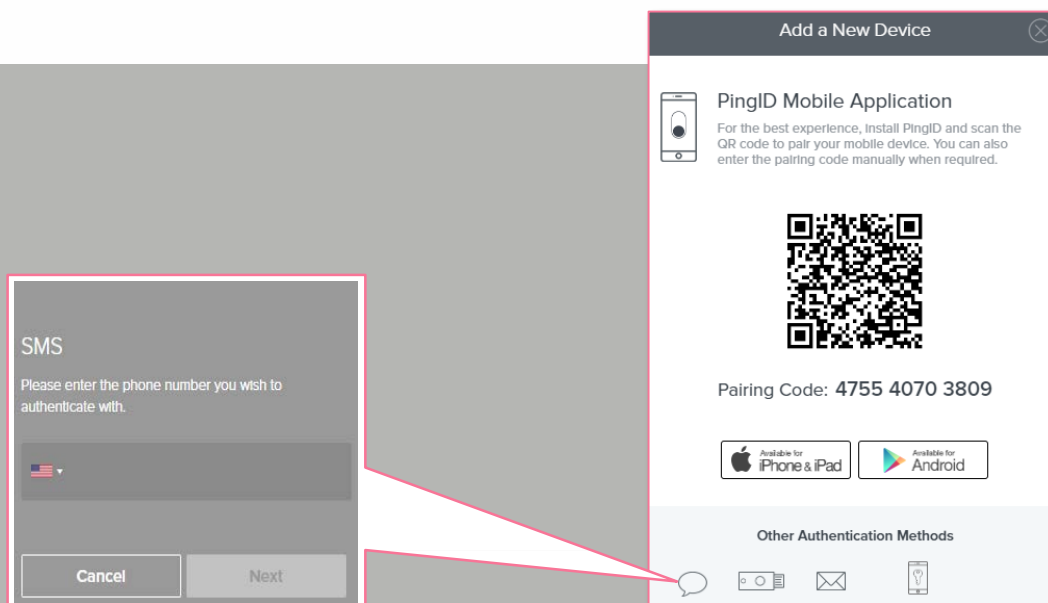
NOTE: We recommend you have at least two Authentication methods.
 SMS/text Recommended,
 Personal email address
 or the PingID App



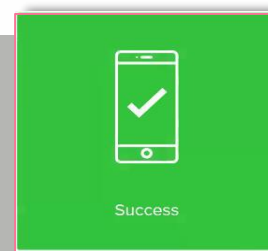
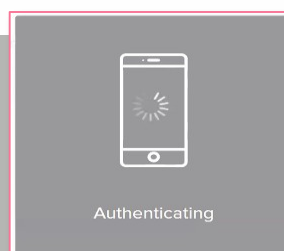
Click other MFA methods

STEP 3: Add SMS Authentication Method

- ❑ Under 'Other Authentication Methods' select the SMS/Text Message option
- ❑ Type cell phone number, click next
- ❑ Enter the code you receive via SMS in the pop-up window



When authenticating, you will see the progress through to success



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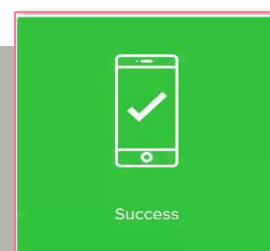
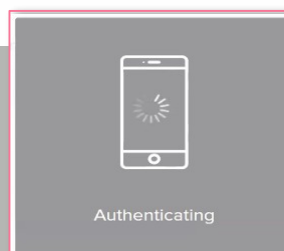
STEP 4: Add Other Authentication Methods

We recommend you have at least two options. (SMS/text Recommended, Personal email address or App)

- From My Devices click **Add**
- Click **Continue**
- Enter the Authentication code you received
- Select the alternate method you would like to add, then, follow the on-screen prompts

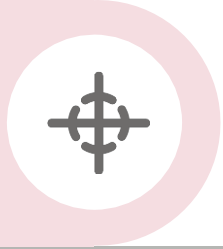
The screenshot shows the PingID 'My Devices' page. On the left, there's a sidebar with the PingID logo and a list of devices: 'Lb email gv***@lb.com', 'Mobile 1 *****06', and 'iPhone 8 Plus (Global)'. A '+ Add' button is highlighted with a red box. A red callout box points to this button, containing the text: 'Click the other method you would like to add. NOTE: If using the App, download the app from the App/Play store and scan the QR code.' Another red callout box points to the 'Continue' button in the 'Authentication Required' dialog, which says 'This action requires you to authenticate with PingID.' A third red callout box points to the 'Add a New Device' screen, which displays a QR code and a pairing code: '4755 4070 3809'. Below the QR code are buttons for 'Available for iPhone & iPad' and 'Available for Android'. At the bottom, there are icons for 'Other Authentication Methods' including SMS, Email, and App.

When authenticating, you will see progress through to success



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STEP 1: Download VMWare

- Download VMWare Horizon Client:
 - [Click here for Windows](#)
 - [Click here for MAC](#)

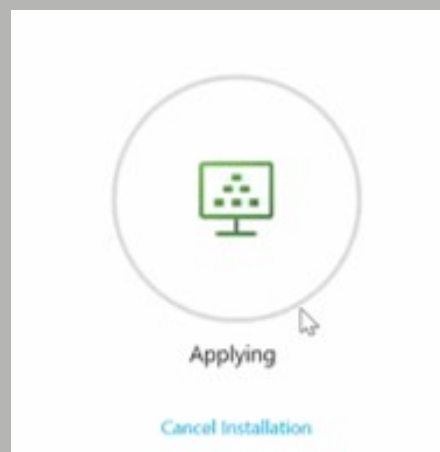
STEP 2: Install VMWare

- Verify you have selected the correct Download (Windows/Mac)
- Click Go to Download

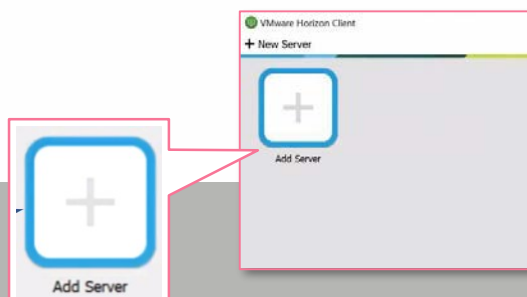
The screenshot shows the VMware Horizon Client for Windows download page. The page title is "Home / VMware Horizon Client for Windows". The main heading is "Download Product". Below this, there is a "Select Version" dropdown menu currently set to "2206". A red callout box points to this dropdown with the text "Ensure you select the highest version". Other details include "Documentation: Release Notes", "Release Date: 2022-07-19", and "Type: Product Binaries". On the right side, there is a "Product Resources" section with links for "View My Download History", "Product Info", "Documentation", "Horizon Mobile Client Privacy", and "Horizon Community". At the bottom, there is a navigation bar with "Product Downloads" selected. Below the navigation bar, there is a table with two tabs: "File" and "Information". The "File" tab is active, showing "VMware Horizon Client for Windows" with a file size of 407.35 MB and a file type of exe. A red callout box points to a "DOWNLOAD NOW" button with the text "Click Download".

STEP 3: Initiate Installation

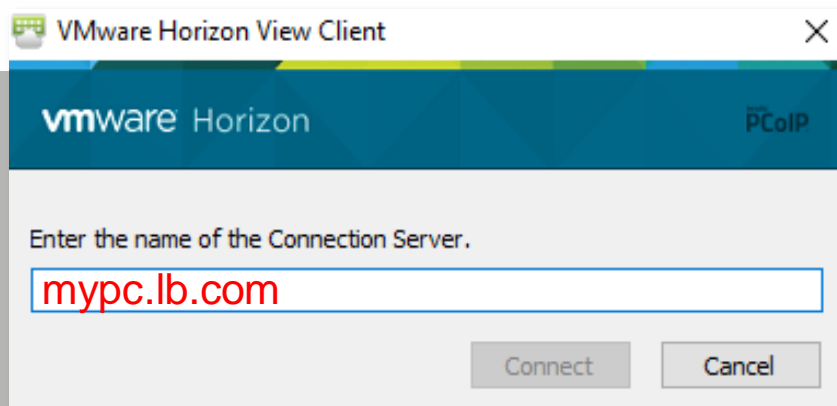
- Wait for Installer to open
- Click Agree & Install
- Wait for install to apply

**STEP 4: Add Server**

- Wait for VMWare to open
- Click on New Server

**STEP 5: Enter Server Name**

- When prompted enter connection server **mypc.lb.com**
- Click Connect

**NEED SUPPORT?**

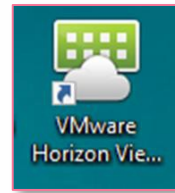
If you still need assistance after reviewing the troubleshooting guide, please contact
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VIRTUAL DESKTOP

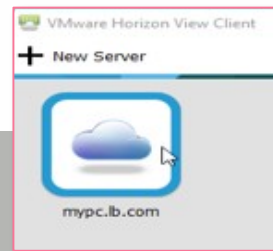
STEP 1: Launch VMWare Software

- Click on VMWare icon to launch program



STEP 2: Launch Server

- Select mypc.lb.com cloud icon



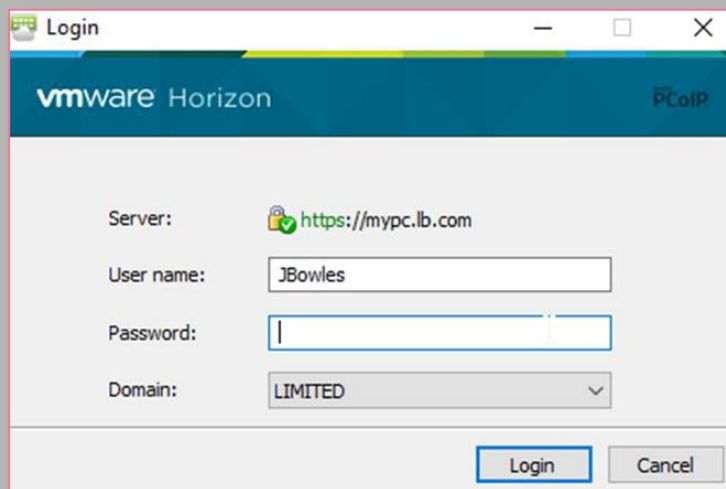
STEP 3: Accept Disclaimer

- Ensure you have read and understand
- Accept Disclaimer in pop-up window



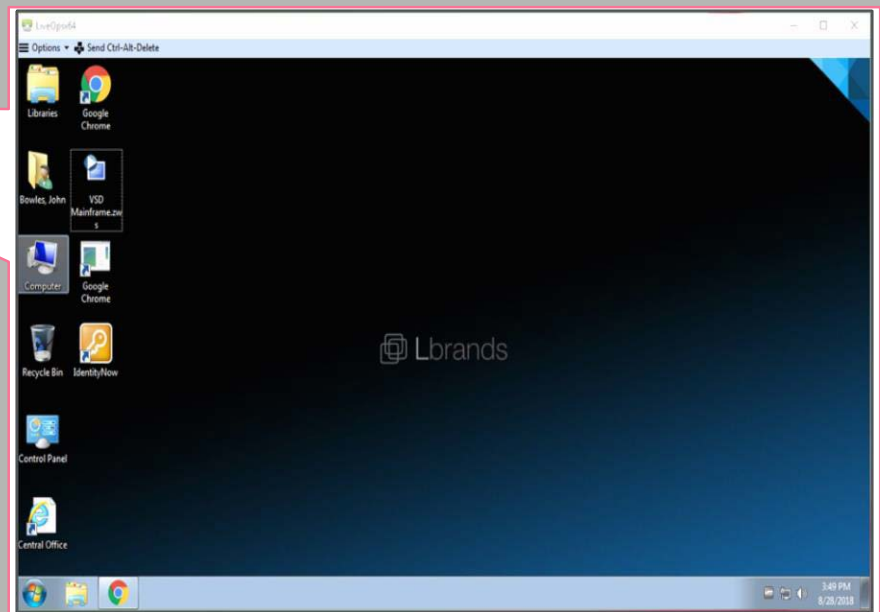
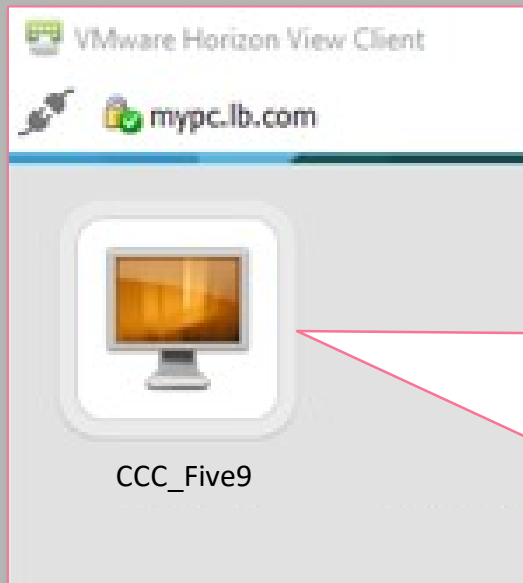
STEP 4: Login to Desktop

- Enter User Name (Network ID)
- Enter Password (the password created in IdentityNow)
- Ensure Domain is set to Limited, Click Login
- Complete PingID authentication



STEP 5: Select & Launch Portal

- Select the CCS_Five9 or CCC_W10 portal to work remotely
- When you are finished, **LOG OUT**

**DON'T FORGET TO LOG OFF WHEN COMPLETE**

- Locate Menu bar
- Select Options, Disconnect and Log Off to exit VMWare and end session

Failure to Disconnect and Log Off will disable Virtual Desktop
Contact Technical Support at the start of your next shift and request VDI to be reset.

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Troubleshooting Guide

troubleshooting software and other platforms supported for remote working

VMWARE

ERROR: “Desktop is currently not Available”

- Appropriate log out was not completed. VMWare requires you “Disconnect and log off” after each session
- Contact Technology Support (ATS) to request reset 877.415.7911

ERROR: Black Screen

- Check Internet speed, you can use <https://www.speedtest.net> Speed should be at 100+Mbps
- Ensure ethernet cable is directly connected and you are not on Wi-Fi
- Verify you using the current version, check for updates

ERROR: Unable to Download

- Ensure you are downloading the VMWare Horizon Client for your device Windows/Mac
- Note: Chromebooks do not meet requirements, please use approved Windows/Mac

ERROR: Download failure, spinning or looping

- Windows10 users ensure you are downloading from Chrome and NOT Microsoft Store (app)

ERROR: Unable to Sign In

- Ensure Domain selected in Limited

ERROR: Slowness

- Check Internet speed, you can use <https://www.speedtest.net> Speed should
- Ensure ethernet cable is directly connected and you are not on Wi-Fi
- Check with your internet service provider

LOGIN ISSUES

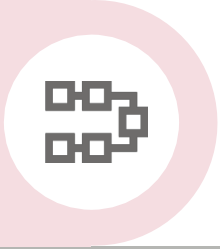
ERROR: User Name and Password Issues

- Ensure caps lock is not turned on. Passwords are case sensitive
- Reset your network password in IdentityNow <https://lbrands.identitynow.com>
- Requires Technical Support (ATS) for password 1.877.415.7911



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MICROSOFT TEAMS

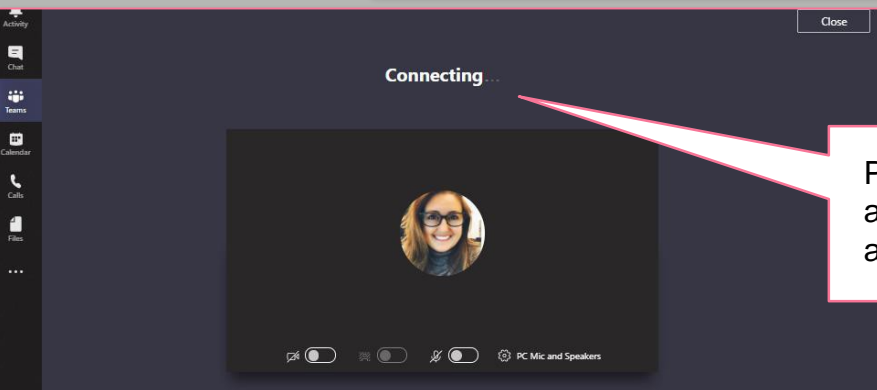
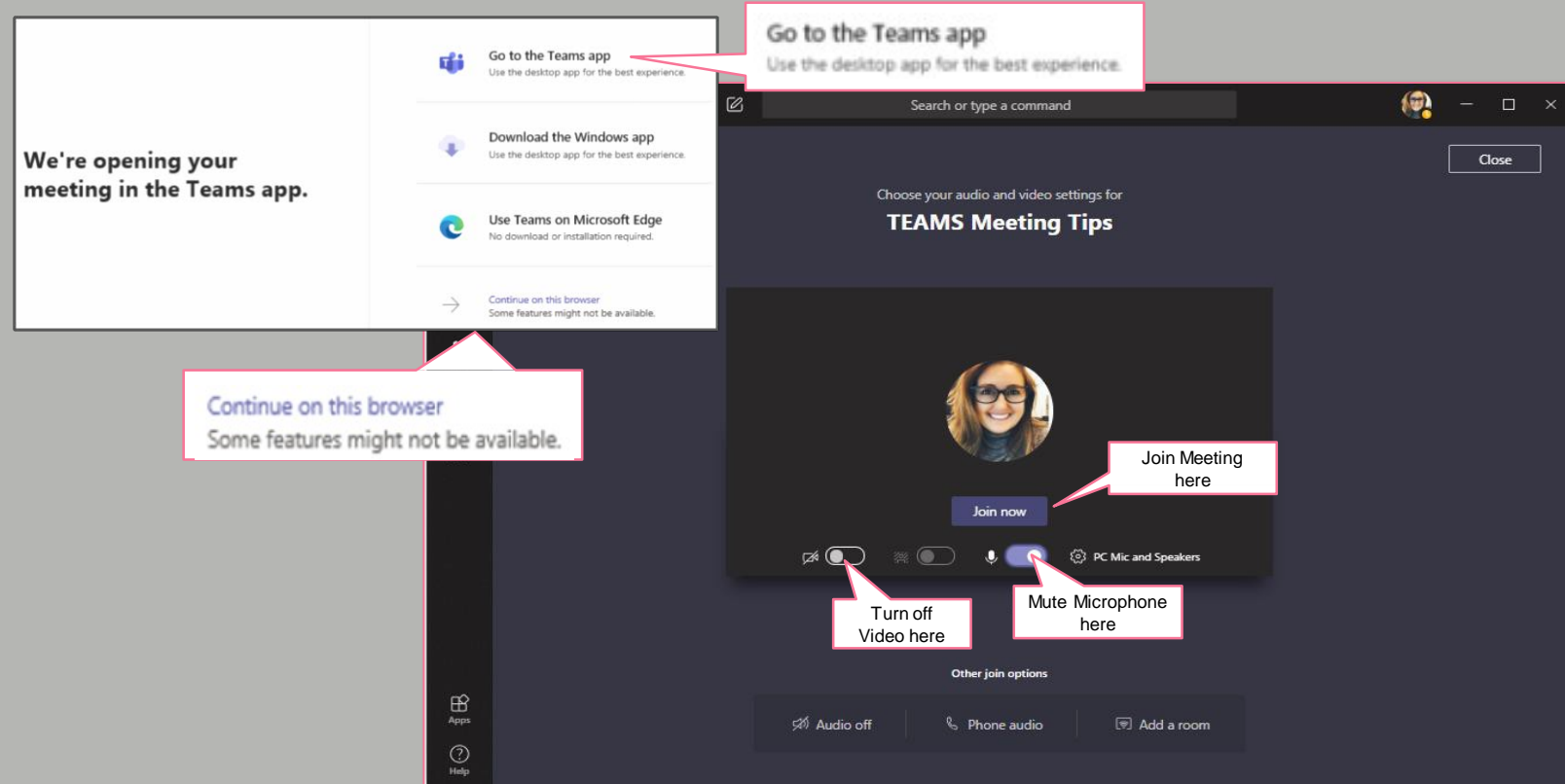
3 STEPS TO PREPARE TO JOIN A TEAMS MEETING FOR THE FIRST TIME

STEP 1: Watch TEAMS Video

- Watch video: [CLICK HERE: Join Microsoft TEAMS as a guest](#)
- Watch video: [CLICK HERE: Join a Microsoft TEAMS meeting](#)

STEP 2: Review Tips for joining a TEAMS meeting

- Open Teams by selecting “Go to the Teams app” or “Continue on this browser”
- Prior to joining meeting adjust meeting settings
 - Turn Video off (slash indicates off)
 - Mute Microphone (slash indicates muted)
 - Click, “**Join now**” to connect to meeting



Please note: it may take a few minutes to connect after clicking “Join now”

STEP 3: Review TEAMS Meeting Controls

- 1 Meeting Timer:** Displays amount of time you have been in meeting
- 2 Camera Button:** Turn camera on/off
- 3 Microphone Button:** Mute/unmute microphone
- 4 Share Screen Button:** Opens panel with options to share entire screen/specific window
- 5 More Actions Button:** Opens menu of additional actions and features
- 6 Raise Your Hand Button:** Raise/Lower your hand button
- 7 Chat/Conversation Button:** Show meeting chat panel
- 8 Participants Button:** Show participants panel
- 9 Hang Up Button:** Hang up button to leave the meeting

