

WORKSTATION SETUP GUIDE



Purpose

This guide helps you get started with logging into your computer and setting up all the essential tools required. If at any time you feel you need help, please don't hesitate to call the National Service Desk at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

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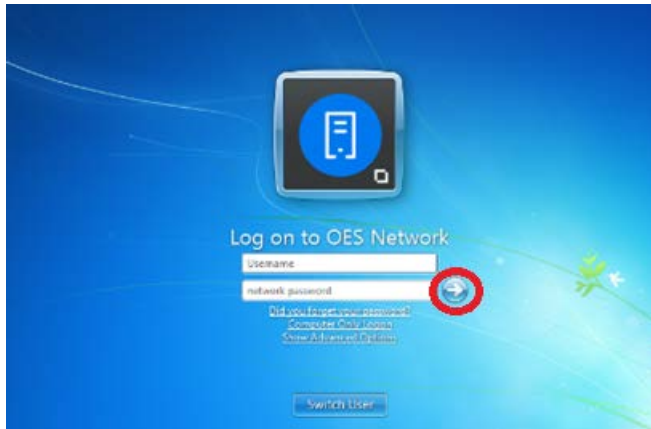
Step 1 – OES (Novell) login

OES (Novell) Login is authentication method to log into the network.

Note: If no log on window appears open the laptop monitor to see if anything is visible, try to reboot or call the National Service Desk (NSD) at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

1. Log in to the network using the username and password credentials provided by your manager.
2. If computer updates pop up, please let it finish before continuing.
3. Restart the computer and log into the **OES (Novell) network**

A message will appear, "Preparing Windows". Please wait a few minutes.



Note: If you don't see the screen above, please proceed to Step 3 - BitLocker Encryption – Existing

4. Select **Yes** after reading the "IT Infrastructure usage agreement"
5. If the BitLocker wizard appears, see "Step 2 – Bitlocker PIN – Creating"

The **Result Window** may appear briefly. This is normal.

Note: A message may appear notifying that you have 5 grace logins left to change your password. If the change password screen doesn't appear, you can change your OES network password manually by selecting Ctrl+Alt+Delete on your keyboard, select change password, enter in old password and create a new password then click OK and OK.

6. If the change password screen appears Select **Yes**.
7. When prompted, enter the temporary password provided.
8. Create a new password. The password should follow the following rules:

- The minimum password length will be ten (10) characters.
- Your password requires specific complexity (one uppercase letter, one lowercase letter, one number and one special character). The special character must not be at the beginning or end of the password.
- A user will not be allowed to change their password more than once per day.
- The password cannot contain words listed in the dictionary or reserved words such as: your username, your name, Canada, Password, Health, Sante etc. It also cannot be sequential ie: ABC, 123 or repeating AAA, 333.

Tip: Choose a password that you will remember. This password expires every 90 days.

If you get an error complaining about the password is not complex enough, please select OK to continue.

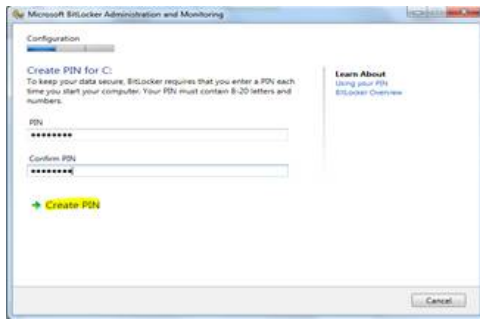
If you are having trouble logging into this system with the information provided, please call NSD at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

You may be prompted to synchronize to Active Directory (AD), which is normal.

Step 2 - BitLocker PIN – Creating

The Microsoft BitLocker Administration and Monitoring wizard may appear, if it does, you should see the screens below to set your **Bitlocker PIN**. If it does not appear, proceed to **Step 4**.

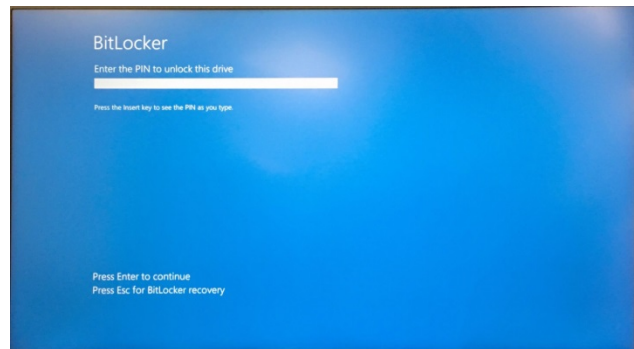




If BitLocker wizard doesn't appear after 1 week after several reboots, please call National Service Desk at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance and they will help you enable BitLocker.

Step 3 - BitLocker Encryption – Existing

If you received a laptop that has the screen below as soon as you start your laptop, then call the National Service Desk (NSD) at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance to reset the BitLocker PIN.



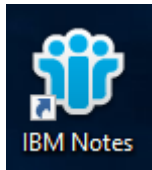
Note: You may see one of two BitLocker screens above

Caution: If you type the wrong PIN 10 times, BitLocker will wipe the entire internal drive, including the Windows operating system.

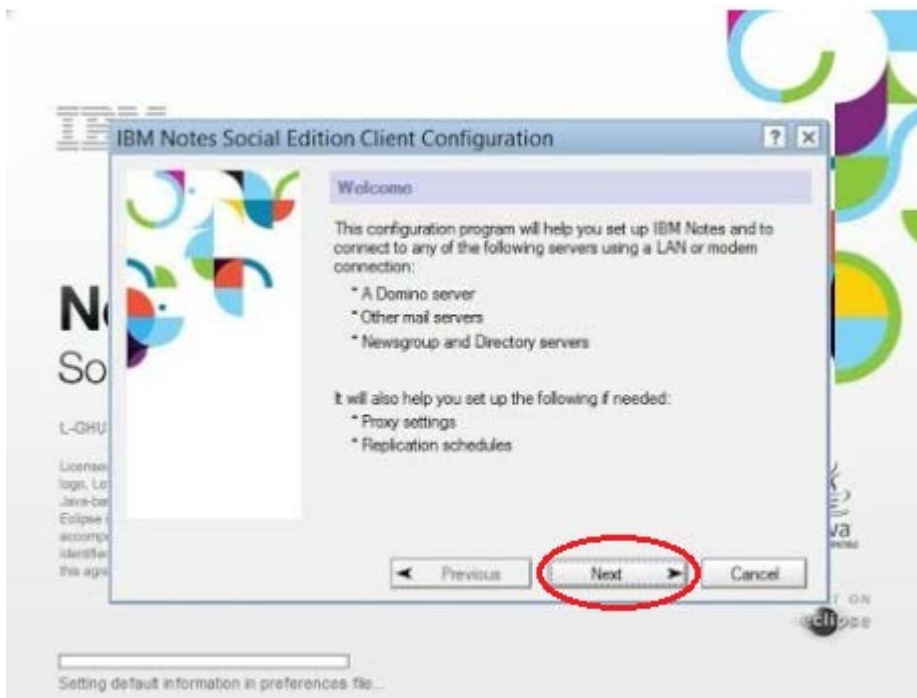
Step 4 - Set up IBM Lotus Notes

IBM Lotus Notes is for administrative purposes and it is important to setup.

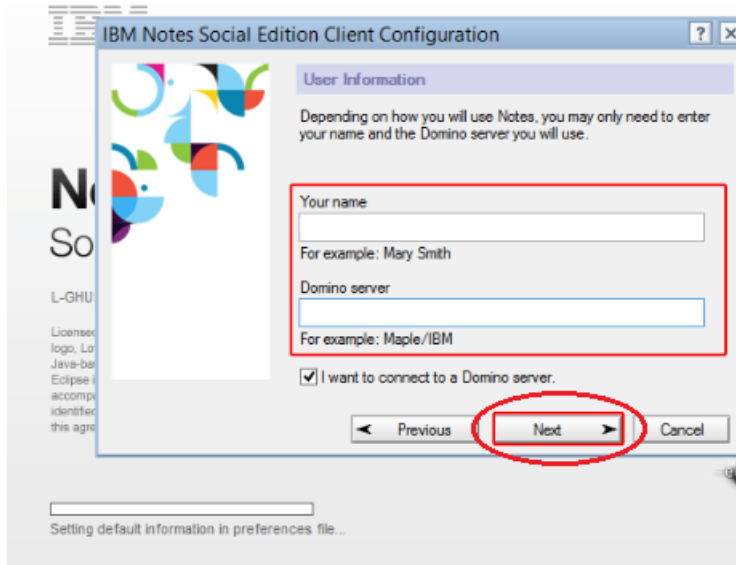
1. To start Lotus Notes, from your desktop, select either the Lotus Notes icon or IBM Notes icon.



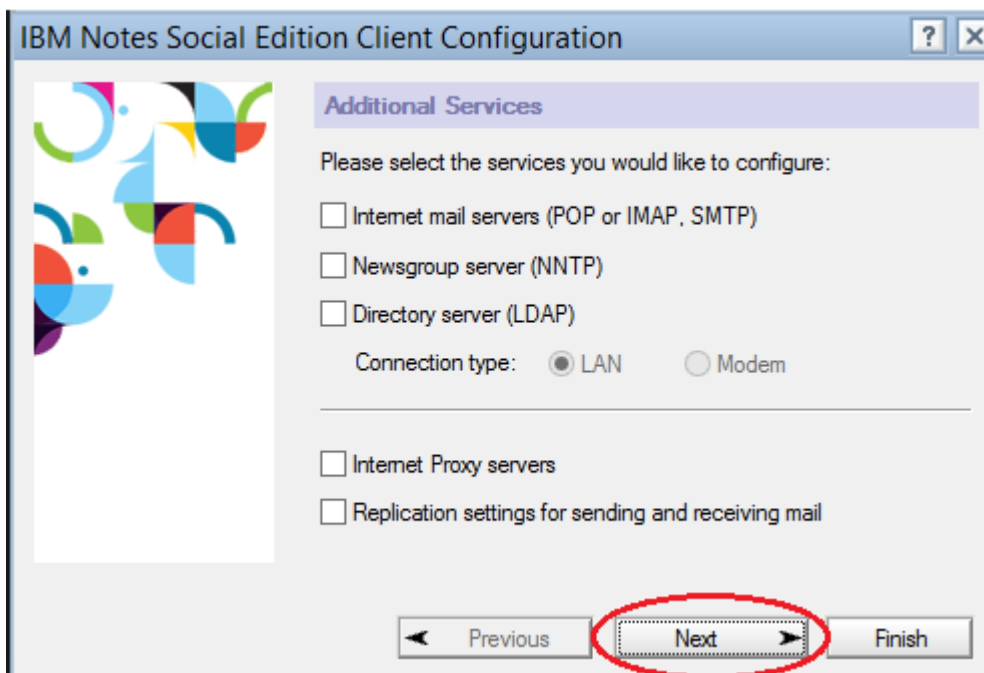
The configuration wizard appears.



2. Select **Next**.
3. At the User Information dialog, type your first and last name, and then type the name of the Domino Server that was provided to you. Examples are "INFO02" or "PH-SP01"



4. Select **Next**.
5. You will be prompted for your Lotus Notes password.
Type in the temporary Lotus Notes password given to you by your manager, then press Enter or select **Log in**.
6. At the Additional Services dialog, don't select anything, just select **Next**.



You will see the loading screen. This screen will disappear if you wait. Please be patient.

7. Select **OK** to change your password.

Important: You **must change** your password. This password never expires.

8. At change password screen, type a new password.

The screen will display the criteria for a new password.

Once you change your password, it will say "Your password change has been successful." Please leave encryption at default 128 RC

9. Select **OK**.

VERY IMPORTANT

If Lotus Notes doesn't prompt to change the password, please follow these steps to change the password manually:

Go to File, Security, User Security, Enter in temp. password, Click change password, Enter in temp. password again, change your password to something you will remember using the criteria listed and click OK

If you still have problem with changing your password, please National Service Desk 613-954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

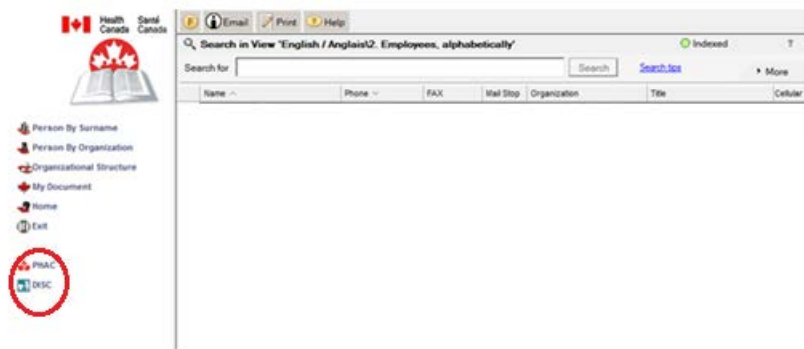
10. If you see the *Home*, *Getting Started Page*, or *Discover* window, select the close (X) button in the upper right corner of the window to close them.
11. In IBM Lotus Notes, select the **Open** button, select **Applications**, then right-click **Workspace**.
12. Select **Set Bookmark as Home Page**.
13. Select **Yes**.
14. Maximize the IBM Lotus Notes window before proceeding to the next step.

Step 5 - Updating the Directory – This is Mandatory

VERY IMPORTANT

The Directory information is used to support the delivery of essential corporate services to the client including: IT Desktop Support and other IT-related services requests, mail delivery and building maintenance services. It is extremely important to have the directory information filled out.

1. In Notes, select the **Home** tab or the **Workspace** tab to view your workspace.
2. Right-click any empty area on your workspace.
3. Select **Open Application**.
4. In the *Look in* box, type **APP03/HC-SC/GC/CA** then select **Open**.
5. Scroll down and double-click the **csb** folder, double-click the **imsd** folder, and double-click **The Directory – L'Annuaire** to open up the database.
6. Please close the directory and reopen it after its first launch to get the option to choose between HC and PHAC.



7. On the left side, select either **Health Canada** or **PHAC**, depending on your branch location.
(Ask your manager or colleagues if you don't have this information.)
8. Type your last and first name, separated by a space (Smith, Joe), in the *Search for* box and select the **Search** button.
9. Double-click your name.
10. Select **Edit** (if an error occurs, reopen the Directory and restart at step 7)
11. Fill in all the mandatory fields (indicated by an asterisk) with the assistance of your manager, admin, colleagues.

Tip: You may enter your phone number first. If you have not yet been assigned a phone, enter 999-999-9999.

Note: You may start with phone # first and then go to the left hand side and work your way down starting with preferred language.

Also, for the location you may click **the select building** button and for organization information, always click the green arrows until you get the option you wish to select in **blue italicized** writing.

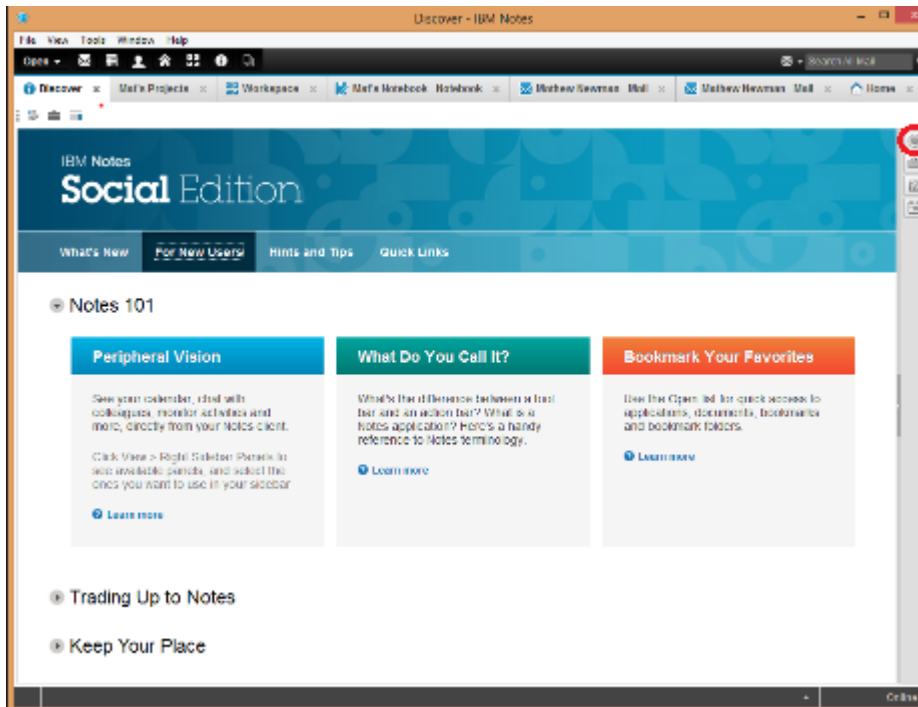
12. Select **Save** (it's normal if a few error boxes appear after clicking save, just close them) and Exit to close the directory.
13. To verify your information is in the directory, reopen the directory, type your firstname and lastname in the search for box and click **Search**, double click on your name and make sure all the information is correct.

Note: It will take 2-3 business days for people to find your name in the "Global Address List" (GAL) across Canada commonly referred to as the Government Electronic Directory Service (GEDS).

Step 6 - Set up Sametime in IBM Lotus Notes

Sametime is a chat client application that provides real-time, unified communications and collaboration for enterprises. It gives us the ability to chat, send instant messages or transfer files to others within our organization in a secure manner.

1. In IBM Lotus Notes, on the right side of the panel titled Sametime Contacts, select **Settings**.



2. Check the *Automatically Log on* check box.
3. Click Settings link and check the *Use token based Single Sign On* check box.

Note: You should not be prompted for any credentials whatsoever, but if you asked to provide a server name, use **conf01.hc-sc.gc.ca**.

4. Select **OK**, then select **Login**.
5. If an enable chat history window appears, select **Yes** to save chats and close the window.

If the login was successful, you should see a group called Work and your name should appear in green with a green box next to it.

Step 7 - Outlook Enrolment

Outlook is a personal information manager used mainly as an email and calendar application.

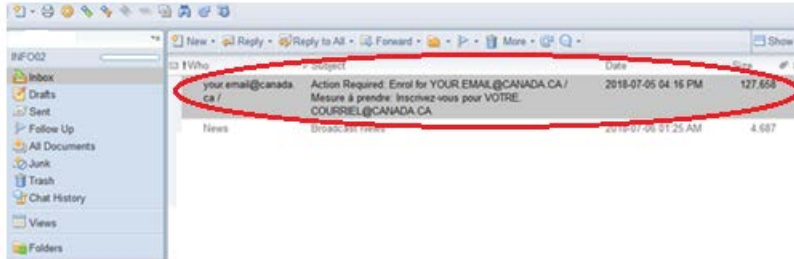
7A - **New @Canada email address setup** (If you already have an @canada email go to **Step 7B**)

* Complete this section if you do not have an existing @canada.ca email address from another department

1. From Lotus Notes, locate and double-click the mail icon with your name and server.



2. Double-click the email titled “Action Required for Action Required: Enrol for YOUR.EMAIL@CANADA.CA / Mesure à prendre: Inscrivez-vous pour VOTRE.COURRIEL@CANADA.CA”



3. Scroll down and select the *Enrol* link in step 2

2. **Enrol** and follow the onscreen instructions to complete your enrolment. The instructions are also available in the Enrolment section of the [Service Delivery Portal Training Module for Users](#) published on the your.email section on the SSC Serving Government extranet. You may wish to print them.

If you have any difficulties with the enrolment process, your IT Service Desk is ready to assist.

For more information about the email service, please visit the [your.email section on the SSC Serving Government extranet](#).

Thank you for your collaboration.

If you are asked which browser you want to use, select **Internet Explorer**.

Internet Explorer will open the web page
<https://youreemail-votrecourriel.canada.ca>

4. Choose your preferred language, English or French.
5. Enter your username or email address as stated in the enrolment email, in the format **firstname.lastname**.
(Example: **john.doe**).
6. Enter the temporary password (DO NOT copy/paste) provided to you in Lotus Notes email titled “Action Required for Action Required: Enrol for YOUR.EMAIL@CANADA.CA / Mesure à prendre: Inscrivez-vous pour VOTRE.COURRIEL@CANADA.CA
7. Select **Login**.
8. At the End User Enrolment Screen, enter the temporary password.
9. Create a new password.

Follow all of the rules listed in the *Summary: Password Verification* panel on the right.

Note: The password expires every 90 days. This password cannot contain a word from the dictionary or a common name. **IMPORTANT: A symbol/special character cannot be used at the beginning/end of the password.**

After you set your password, allow 10-15 minutes before moving onto next step.

10. Fill out the Create Recovery Questions form.

11. Select **Submit**.

12. At the end user enrolment complete screen, select **Continue**.

Please wait 20 minutes and test your email to make sure it's working by opening Internet Explorer or Chrome and type in webmail.canada.ca. If you're unable to log in after 20 minutes, please call the National Service Desk 613-954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

13. Type in your username: **firstname.lastname** (john.doe@canada.ca)

14. Type in your new password.

15. Select your time zone then OK and this should bring you into your Outlook webmail inbox

Note: The same day of Outlook enrolment, there could be a 20% failure rate of people trying to send you an email.

7B - Transferring/Returning Employee Outlook setup

* Complete this section if you have an existing @canada.ca email address and if your email has been completely transferred from another Government department.

Note: If you are using your 'old' department email until it is transferred to HC/PHAC, please note that it is up to the 'old' department whether the content is transferred with the account. So, you MAY NOT have access to your old mail messages once the account is transferred.

1. Please test your email to make sure it's working by opening Internet Explorer or Chrome Web Portal.

2. Open a web browser and type **webmail.canada.ca** and press **Enter**.

3. Type your username: **firstname.lastname** (john.doe@canada.ca) and password.

Your temporary password will be provided to you by your manager.

4. Select **Log in** and you will now see all your emails.
5. Proceed to Step 8 - Set up Outlook

Step 8 - Set up Outlook

1. From your desktop, launch Microsoft Outlook.

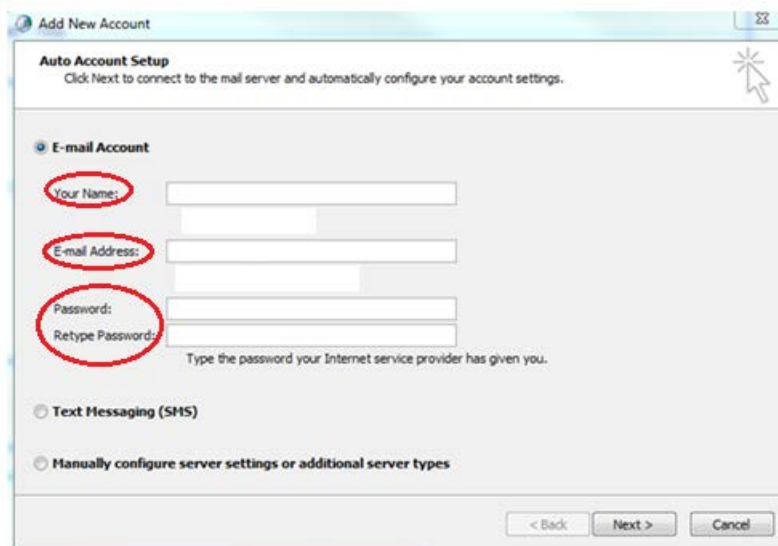


The Microsoft Outlook start-up window will appear.

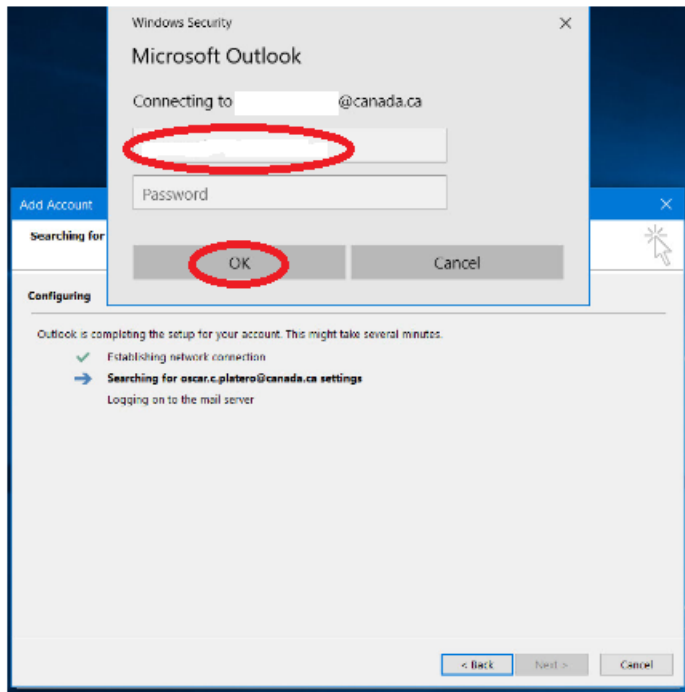
2. Select **Next**.
3. Select **Next**.
4. **Enter** your first name space last name: Example: John Doe
5. **Enter** in email address

Note: Delete what is in the email address box and type the email address that was given by your manager. For example: john.doe@canada.ca

6. **Type** in the password and **retype** it again.



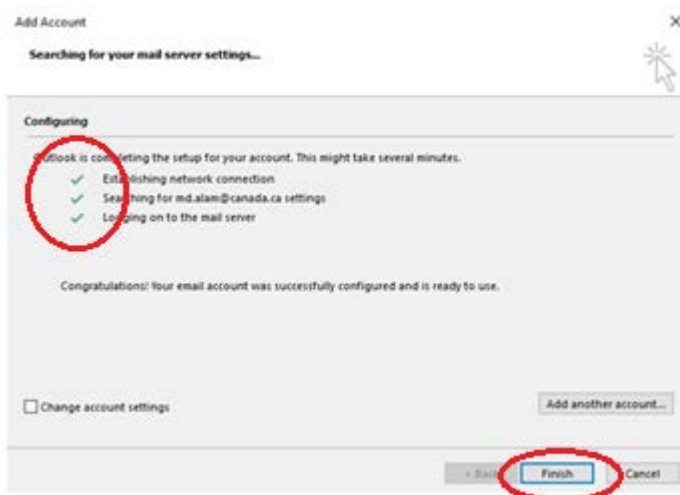
7. Select **Next**.
8. If you see this window pop up, delete what is in the first box and enter in your full email address (Example: john.doe@canada.ca) and your email password.



9. Select OK

Wait a few moments for the *Searching for your mail server settings* window to complete its search.

At the Microsoft Office window, select **Allow** and enter your password.



Make sure all **three green check marks** are shown.

10. Select Finish.

NOTE: If you're having trouble setting up Outlook or need a password reset, please call the NSD help desk at (613) 954-8718 or 1-800-416-0358 and let them know you're a new hire and need assistance.

Step 9 - Set up Printers

1. Ask your admin or manager where your printer is located.
2. Prior to the installation, **close all open Internet Explorer web browser windows.**

In the taskbar (bottom right corner of desktop) there is a printer icon with a blue printer picture.

3. **Right-click** the printer icon.



Select iPrint settings, select the **Tray Icon** tab and make sure the *Menu link URL* is for the correct region. Please see table below. For example: <http://PRNT-WEST/ipp> for 340 Legget Drive, Ottawa. This URL is different for each location. Please select the correct one for your location. If you're not sure, please ask your colleague.

If the webpage is down, please try again later.

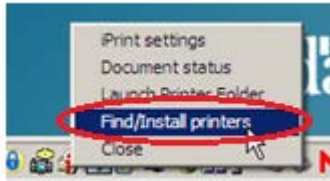
Please use the following list of printers based on your location:

Region	Printer Name
Ontario - Ottawa	http://prnt-east/ipp http://prnt-west/ipp http://prnt-south/ipp http://prnt-north/ipp
Alberta	http://prnt-ab/ipp
British Columbia	http://prnt-bc/ipp
Saskatchewan	http://prnt-sk/ipp
Manitoba	http://prnt-mb/ipp
Quebec	http://prnt-qc/ipp
Atlantic	http://prnt-atl/ipp
Other	http://prnt-other/ipp

Tip: Check a colleague's settings to be sure you are using the correct location. Select **OK** to close the window.

4. Right-click the print icon, then select **Find/Install printers**.

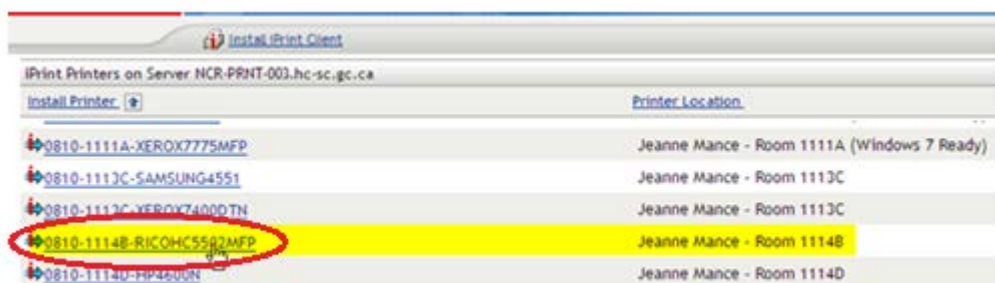
This will open a web page from which you will select the printer you want.



5. Once the web page opens, locate your printer by scrolling through the list and identifying the printer you want from the *Printer Location* column.

Tip: Look for your building location in the *Printer Location* column.

6. When you locate the printer you want to install, select the hyperlink in the *Install Printer* column.

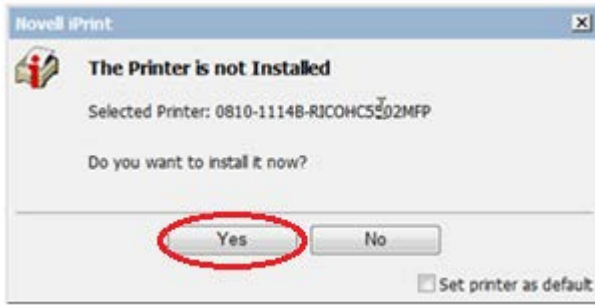


If you see **IE Warning** “Do you want to allow this website to open a file on your computer”, select **Allow**

After you select the link, you will receive a warning message if the printer is not already installed.

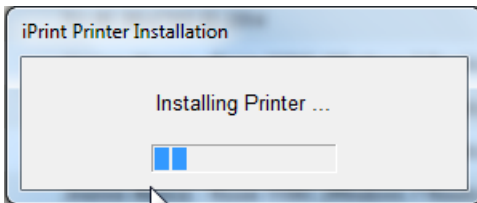
7. To install this printer, select **Yes**.

To set a printer to be your usual choice, select the *Set printer as default* check box.



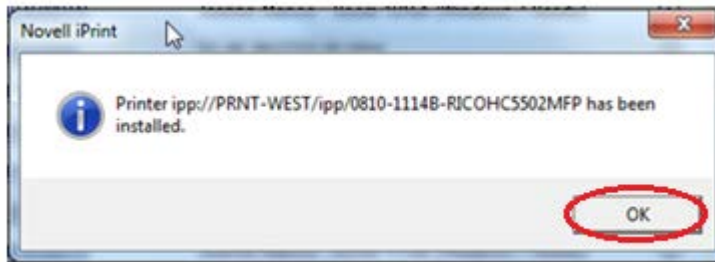
Note: The first printer installed will be the default. You can change the default printer later.

8. The printer drivers will then start to download to and configure your computer.

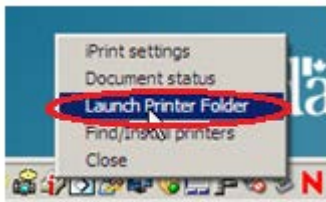


Once the printer driver has been downloaded and installed you will receive the following message indicating the printer was installed.

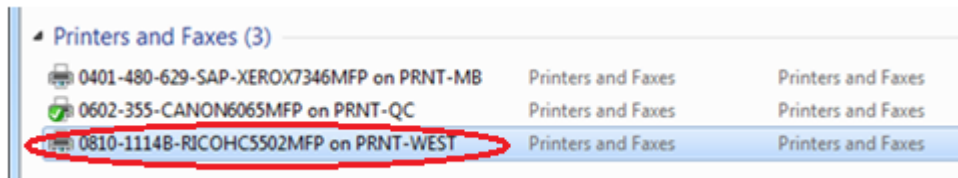
9. Select **OK**.



10. To verify if the printer download was successful, right-click the printer icon in the system tray (step 1) and select **Launch Printer Folder**.



11. The *Printers and Faxes* window will then open and you should now see the new printer you just installed. Please repeat procedure on any other printers you wish to install.



Tip: To set a printer as your usual printer, right-click it, then select **Set as default printer**.

Section 10 and 11 is OPTIONAL. This section is not required for the first day of work and here for your reference. If you are transferring from another department, please wait until your email is completely setup before proceeding to the next steps.

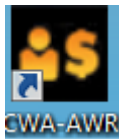
Step 10 - Set up the Entrust MyKey profile (Not applicable for contractor)

MyKey is a program to encrypt sensitive communications such as emails and different documents. To have the capability to work remotely (over the Virtual Private Network or VPN), you will need MyKey.

Note: If you previously had a myKey with another government department, you must call NSD (613-954-8718 or 1-800-416-0358) for a ticket to be opened for the myKey transfer. An LRA will contact you back to complete the mykey transfer.

If this is your first government department, you will require your PRI

1. Double-click on icon **CWA_AWR** on your desktop.



2. In the “Compensation Web Applications” section, click on **myKEY** link.
3. Click on **myKEY Sign Up** button (New hire to Health Canada).
4. Click on **Lost or Forgotten Password?** link on the right hand side if you can't login to myKEY.
5. Fill in the required fields, accept the terms of use, and select **Submit**.

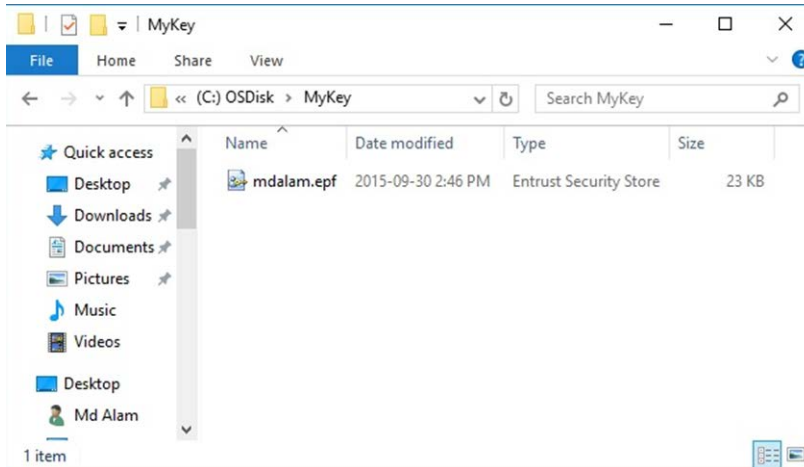
Important: You will require your Personal Record Identifier (PRI).

If successful, you will see a reference number on the screen.

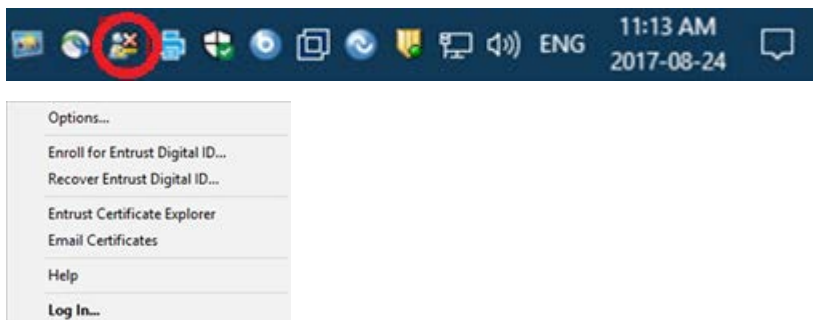
You will receive an email with an authorization code.

Important: The rest of the instructions in the e-mail are not valid.

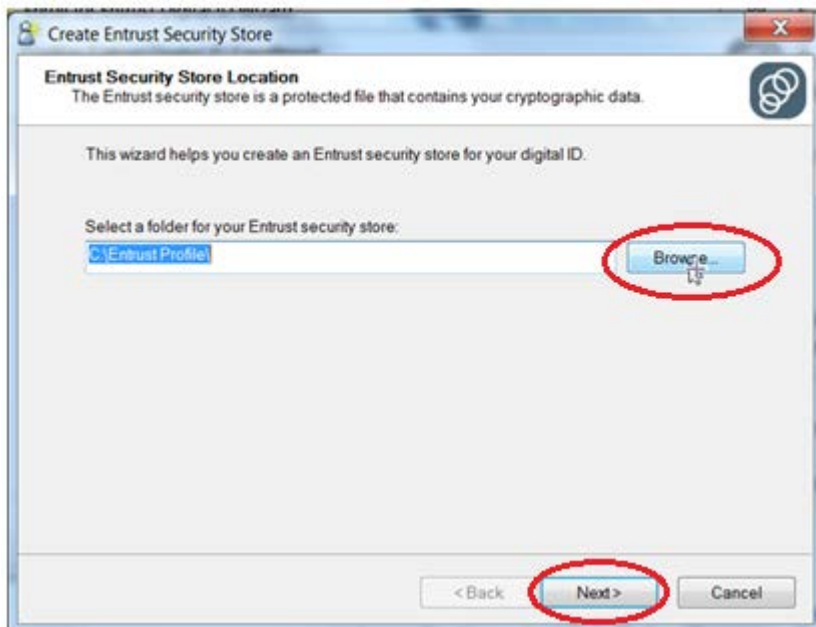
6. If you get error on page (example: 1505 not recognized by system), please call NSD at (613) 954-8718 or 1-800-416-0358.



7. On the taskbar, right-click the Entrust icon, then select **Enroll for Entrust Digital ID**.



8. Select **Next**.
9. Enter the authorization code and reference number.
10. Select **Next**
11. Select **Next**.
12. Select **Browse**, then navigate to a location to save your myKey.

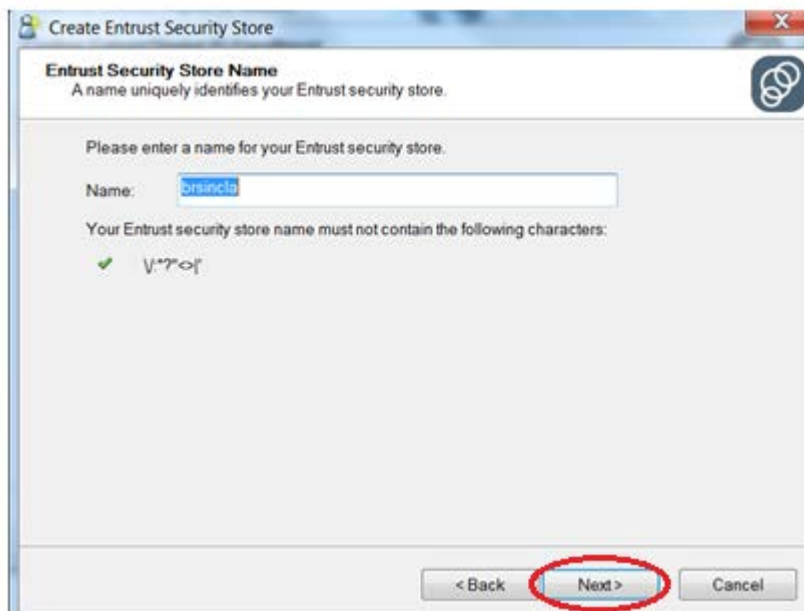


Tip: The standard location for Health Canada is C : \MyKey.

Important: Be sure that you save to your local C : drive, also called OSDisk.

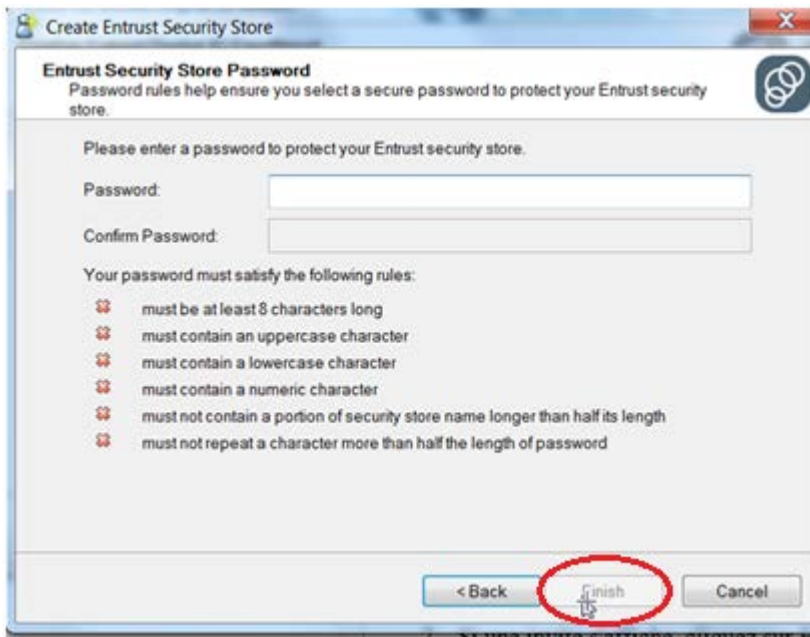
13. Select **Next**.

14. To accept the name suggested, select **Next**.



15. Enter and confirm a password, then select **Next**.

Important: This password never expires.



16. Select Finish.

Note: It is recommended that you save the mykey file (which is usually *username.epf*) to K:\Data for backup. To do this, just go through *windows explorer* or *computer* to browse to the location you saved it (ex. C:\MyKey), right click on the file and click copy. Then browse to k:\data and right click anywhere it is blank and click paste.

Step 11 - Set up WebOffice – Optional

WebOffice is an application used to allow users to share and collaborate on a broad set of information and ideas such as calendars, documents and tasks.

1. On the taskbar, select **Start, Search** and type in the box “**Web Office**”



2. Log in with your **OES (Novell) credentials.**



3. Confirm you see applications. If you see “There are no apps or desktops available to you at this time,” call NSD at 613-954-8718 or 1-800-416-0358.
4. Open Outlook and do the Outlook configuration the same as in Step 8.
5. Open Lotus Notes and complete configuration same as Step 4.

Feedback and Comments

Please provide us your feedback and comments on this document by sending email to: hc.newhirefeedback-commentairesdesnouveauxemployes.sc@canada.ca

Glossary

BitLocker Encryption – Full disk encryption features are design to protect data by providing encryption for the laptop hard drive. For example, if your computer is lost or stolen, encryption ensures that the finder or thief cannot read your data.

The Directory – A database within Lotus Notes used to update an employee’s information including names, addresses, telephone numbers, manager name, etc.

GCdocs – It’s a document management system that enables departments to create, manage and protect information and documents. For example: PDF, Excel, forms, Word, etc.

IBM Lotus Notes – Server applications that can be used for email, calendars, and personal information managers.

Microsoft Outlook – Email exchange client mainly used as an email application which includes: calendar, note taking, journal and contact manager.

MyKey – A program to encrypt sensitive communications such as emails and different documents. To work remotely (over the Virtual Private Network or VPN), you will need MyKey.

National Service Desk (NSD) – If you’re experiencing a problem related to one or more of the noted system above and need assistance. Please call National IT Service Desk at (613) 954-8718 or 1-800-416-0358 and let them know you’re a new hire and need assistance.

OES (Novell) Network – A network operating system and connection. When you successfully log in to the network, login scripts can be used to automatically map drives and search drives to directories.

Client for Open Enterprise Server (OES) – A client used to browse through authorized directories, transfer files, and use advanced services. Give access to different drives on the network (ex: K, L, Y)