

New Employee Primer

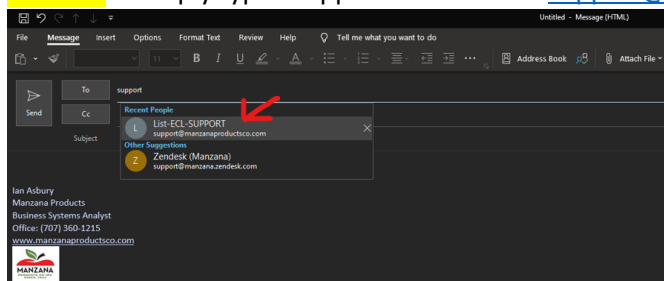
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CONTACTING IT SUPPORT

We offer a variety of ways for you to get in-touch with the IT department!

Outlook – Simply type “Support” and choose support@manzanaproductsco.com



For faster service, make sure to **make the Subject Line descriptive of your issue**. Also, **Full-Screen Screenshots** are always helpful and can speed-up your resolution (the full-screen is so we can orient ourselves to the location of your issue more quickly).

PAYROLL ISSUES

For anything to do with your pay or your employee's pay, contact payroll at Payroll@manzanaproductsco.com.

WIFI ACCESS

“Manzana” is the main employee WiFi and can be used to connect your company laptop and personal phone. Normally your laptop should be plugged in via cable; but, if you need to take it to a meeting,

you'll want to log into the Manzana wifi. The login and password for "Manzana" is the same as your Windows login!

- 1) For iOS devices, you will be prompted to "Trust" a certificate the first time you log in.
- 2) For Android, you will have to change the certificate option to "Don't validate."
- 3) For your company laptop, use your windows login and password, but DON'T click the button that says, "use my Windows user account."

"MZ-Guest" is for contractors and visitors to Manzana Products Co. The password changes, so contact support@manzanaproductsco.com to get the most current one.

"MZ-Scanners" is for use by warehouse scanner guns and their associated iPads.

VPN

1. Double click on the "Connection to Manzana" icon on your desktop
 - a. If you do not have this icon on your desktop, you do not currently have the ability to access VPN
2. Click Enable on the top left-hand corner of the screen
 - a. The first time you connect a window will show up asking for a pre-shared key, copy and paste the key below.
 - b. Pre-shared key: \S4/@pples9141
3. Enter your credentials
 - a. Username: first initial and last name (Example: rortiz)
 - b. Password: It's the same password that you use to log into your computer
4. After entering your credentials the status of the VPN will change to "Connected" and you will be able to open NAV, P and U drives.

Maintenance Requests

Requesting Maintenance or Repairs on production line equipment is all handled by email: repairs@manzanaproductsco.com. Please be specific about the location and item that needs maintenance.

Key Applications

MS Navision ERP ("NAV")

Microsoft Navision is an Enterprise Resources Planning (ERP) application used to run the production, supply-chain and finance aspects of our business. You access it by clicking the icon in Windows entitled, "Dynamics NAV 2018."

Teams

Teams is our primary communication application, and you can do a lot with it:

- 1) **Making Calls** - Teams can be used to make one-to-one or group calls with anyone in your organization without having to host a Team meeting.
- 2) **Chat** - In Teams you can start a Chat, you can have one-on-one or group conversations that are in the organization. All chat threads are saved.

- 3) **Share files** – Within Chat, you can share files. If you lose track of where it is in the chat, just go to “Files.”
- 4) **Turn a conversation into a call** - Select the phone icon or camera icon to turn the chat into an audio call or video call.
- 5) **Share your screen** – While in a Chat or a Meeting, you can share your screen with others. Content you’re sharing will be outlined in red.
- 6) **Calendar** – Your Outlook calendar also appears in Teams
- 7) **Record a Meeting** – You can also start a video recording of any meeting. Participants will be notified. Note this only works in a meeting, not a Chat.

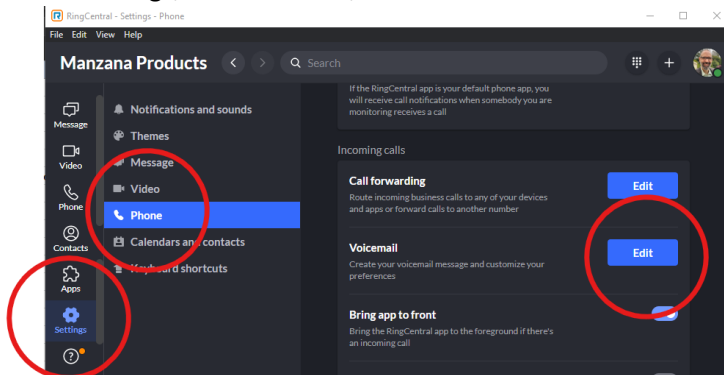
RingCentral

RingCentral is Manzana’s VoIP telephone system and is the only way you can make or receive a telephone call with someone outside of the company. You likely will not be issued a “hard” phone.

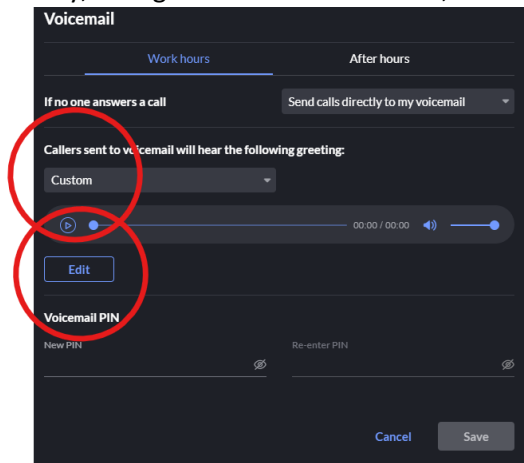
Ring Central also includes Video Calling, Messaging, Voicemail, Faxing, Calendar, Task List, File Sharing. It can be used as a “backup” communication suite for Teams.

To record a new Voicemail greeting, Open Ring Central and:

- 1) Click “Settings,” then “Phone,” then “Edit” next to Voicemail



- 2) Finally, change “Default” to “Custom,” then click “Edit”



- 3) Record your greeting

HOW TO ADD A NEW EMPLOYEE

Contact support@manzanaproductsco.com and tell us:

- 1) Employee Name
- 2) Starting Date
- 3) What applications will be needed or what job function they will be performing.

WHEN AN EMPLOYEE IS LEAVING

Contact support@manzanaproductsco.com and tell us:

- 1) Employee's Name
- 2) Projected last day of employment

CONFERENCE ROOMS

We have 3 Conference rooms to use here at Manzana:

- 1) Conference Room 1 (US-MANZANA-01-Conference Room- 10p) – Located downstairs in the green Finance Building
- 2) Conference Room 2 (US-MANZANA-02-Conference Room- 10p) – Located upstairs in the green Finance Building (also the CEO Office)
- 3) Apple Core Room (US-MANZANA-03-Apple Core Room 10 P) – Located upstairs in the main production building

HOW TO CHANGE YOUR NETWORK/WINDOWS PASSWORD

- 1) Press Ctrl-Alt-Delete
- 2) Click "Change A Password"
- 3) After changing your password, it's advised to restart Windows
- 4) After you restart, windows will prompt you to enter the new password for other applications. Just follow the prompts and check the box that says to remember it

COVID SAFETY CHECKS

EVERY DAY, you must report to the "temperature shed" at the entrance to Manzana to have your temperature checked (with a temperature scanning gun pointed at your forehead). You will also be asked if you have any symptoms--make sure to be transparent and forthcoming. **Everyone on-site is required to perform this task before entering the buildings.** Make sure to keep at least 6 feet from you and others if you have to wait in line.

