



IT Tools Runbook for Onboarding WPTGLOBAL Users

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Google Workspace Onboarding Runbook for New Users

Step 1: Initial Login

1. **Receive Credentials:** Upon joining the company, you will receive your login credentials, including your username and temporary password, from the IT department or your manager.
2. **Access Login Page:** Open a web browser and navigate to the Google Workspace login page (<https://workspace.google.com/dashboard>).
3. **Enter Credentials:** Enter your company email address (username) and temporary password provided to you by your company.
4. **First-time Login:** Upon first login, you will be prompted to change your temporary password and set up your account. Follow the on-screen instructions to create a new password and complete the setup process.

Step 2: Enroll in Two-Factor Authentication (2FA)

Supporting link:

<https://support.google.com/accounts/answer/185839?hl=en&co=GENIE.Platform%3DDesktop&oco=0>

5. **Access Account Settings:** After logging in, click on your profile picture or initials in the top-right corner of the screen, then select "Manage your Google Account."
6. **Go to Security Settings:** In your Google Account settings, navigate to the "Security" tab on the left sidebar.
7. **Set Up 2-Step Verification:** Under the "Signing in to Google" section, click on "2-Step Verification."
8. **Start Setup:** Click on "Get started" to begin the 2FA setup process.
9. **Enter Password:** You may be prompted to re-enter your password for security purposes.
10. **Choose 2FA Method:** Select the method you prefer for receiving verification codes (e.g., via text message, phone call, or authenticator app). For enhanced security, using an authenticator app like Google Authenticator is recommended.
11. **Verify Phone Number:** If you choose to receive codes via text message or phone call, you'll need to verify your phone number by entering the code sent to you.
12. **Set Up Authenticator App (Optional):** If you choose to use an authenticator app, follow the on-screen instructions to download and set up the app on your smartphone. Scan the QR code provided or enter the setup key manually to link your Google account to the authenticator app.

13. **Verify 2FA Setup:** Once you've set up your preferred 2FA method, you'll be prompted to verify it. Enter the verification code sent to you or generated by the authenticator app to confirm.
14. **Backup Codes (Optional):** Google may provide backup codes that you can use if you're unable to access your primary 2FA method. Save these codes in a secure location.
15. **Complete Setup:** Once you've verified your 2FA setup, click on "Turn on" to enable 2FA for your Google account.

Step 3: Access Google Workspace Apps

16. **Return to Dashboard:** After setting up 2FA, return to the Google Workspace dashboard by clicking on the Google Apps icon (usually represented by nine dots) in the top-right corner of the screen.
17. **Access Apps:** From the dashboard, you can access various Google Workspace apps such as Gmail, Google Drive, Google Calendar, etc.
18. **2FA Verification:** The next time you log in to your Google Workspace account or access sensitive features, you'll be prompted to enter a verification code from your chosen 2FA method.

Conclusion: Congratulations! You've completed the Google workspace onboarding process and are now ready to communicate, collaborate, and work effectively with your team using Gsuite apps.

Slack Onboarding Runbook for New Users

Welcome: Welcome to Slack! This guide will help you get started with Slack and familiarize yourself with its features.

Step 1: Initial Login

1. **Receive Invitation:** You will receive an email invitation from your company's Slack administrator. Open the email and click on the invitation link to join the Slack workspace.
2. **Set Password:** Follow the prompts to set up your password for Slack.
3. **Download Slack App (Optional):** While you can access Slack through a web browser, it's recommended to download the Slack desktop or mobile app for a better user experience. You can find the download link in the invitation email or on the Slack website.
4. **Log In:** Open the Slack app or navigate to the Slack website and log in using your email address and the password you just created.

Step 2: Understanding Slack's Interface

5. **Workspace Overview:** Take a moment to explore the Slack workspace. You'll see channels, direct messages, and apps on the left sidebar, as well as the main conversation area in the center.
6. **Channels:** Channels are where team conversations happen. Explore the channels you've been added to and join relevant ones by clicking on the "+" button next to "Channels" in the sidebar.
7. **Direct Messages:** Direct messages allow you to communicate with team members privately. Click on a team member's name in the sidebar to start a direct message conversation.
8. **Notifications:** Familiarize yourself with the notification settings. You can customize your notification preferences by clicking on your profile picture or initials in the top-right corner, then selecting "Preferences" > "Notifications."

Step 3: Exploring Slack Features

9. **Posting Messages:** Start by posting a message in a channel or direct message. Simply type your message in the message input field at the bottom of the screen and press Enter to send.
10. **Formatting Messages:** Slack supports text formatting, emojis, and attachments. Experiment with formatting options like bold, italics, lists, and code blocks.
11. **Reacting to Messages:** React to messages with emojis to express your reactions. Hover over a message and click on the emoji icon to choose an emoji reaction.

12. **File Sharing:** Share files and documents by clicking on the paperclip icon in the message input field. You can upload files directly from your device or link files from cloud storage services like Google Drive or Dropbox.
13. **Search:** Use the search bar at the top of the screen to quickly find messages, files, and channels. Slack's powerful search feature allows you to filter search results by date, channel, and more.

Step 4: Getting Help

14. **Help Center:** If you have any questions or need assistance, visit the Slack Help Center for guides, tutorials, and troubleshooting tips.
15. **Slackbot:** Slackbot is your personal assistant in Slack. You can ask Slackbot for help or use it to set reminders and automate tasks.
16. **Contacting Admins:** If you encounter any issues or need further assistance, reach out to your company's Slack workspace administrators for help.

Step 5: Next Steps

17. **Join Channels:** Join relevant channels related to your team, projects, or interests to stay connected with your colleagues.
18. **Customize Profile:** Update your Slack profile with a profile picture and relevant information. Click on your profile picture or initials in the top-right corner, then select "View profile" to edit your profile details.
19. **Explore Integrations (Optional):** Check out the integrations available in Slack to connect with other tools and services used by your team. You can find integrations in the Slack App Directory.

Conclusion: Congratulations! You've completed the Slack onboarding process and are now ready to communicate, collaborate, and work effectively with your team using Slack.

ClickUp Onboarding Runbook for New Users

Welcome: Welcome to ClickUp! This guide will help you get started with ClickUp and familiarize yourself with its features. Additionally, I'll provide a brief overview of Slack for your reference.

Step 1: Initial Login to ClickUp

1. **Invitation:** You will receive an email invitation from your company's ClickUp administrator. Open the email and click on the invitation link to join the ClickUp workspace.
2. **Set Password:** Follow the prompts to set up your password for ClickUp.
3. **Login:** Open your web browser and navigate to the ClickUp website. Log in using your email address and the password you just created.

Step 2: Understanding ClickUp's Interface

4. **Workspace Overview:** Take a moment to explore the ClickUp workspace. You'll see Spaces, Folders, Lists, and Tasks organized in a hierarchical structure on the left sidebar.
5. **Tasks:** Tasks are the building blocks of ClickUp. Explore the tasks assigned to you and any relevant Lists or Folders.
6. **Spaces and Folders:** Spaces are high-level containers for organizing your work. Folders are subcontainers within Spaces, and Lists reside within Folders.
7. **Notifications:** Familiarize yourself with the notification settings in ClickUp. You can customize your notification preferences to stay informed about updates and mentions.

Step 3: Exploring ClickUp Features

8. **Creating Tasks:** Start by creating a new task in ClickUp. Click on the "+" icon or use the Quick Create menu to add a task. Fill in the task details such as title, description, due date, etc.
9. **Task Management:** Learn how to manage tasks in ClickUp, including assigning tasks to teammates, setting due dates, adding comments, and attaching files.
10. **Lists and Views:** Experiment with different List views such as Board, List, and Calendar views to visualize your tasks in different formats.
11. **Dashboards and Reporting:** Explore ClickUp's dashboard and reporting features to track project progress, visualize data, and generate reports.

Step 4: Getting Help

12. **Help Center:** If you have any questions or need assistance, visit the ClickUp Help Center for guides, tutorials, and troubleshooting tips.

13. **Contacting Support:** If you encounter any issues or need further assistance, reach out to ClickUp support for help.

Brief Overview of Slack

14. **Slack Login:** Slack is a messaging and collaboration platform. To log in, you'll receive an invitation email similar to ClickUp. Follow the email instructions to set up your password and log in to Slack.
15. **Understanding Slack's Interface:** Slack has channels for team communication, direct messages for private conversations, and various features like file sharing, reactions, and integrations.
16. **Join Channels and Interact:** Join relevant channels in Slack related to your team or projects. Start interacting with your colleagues by posting messages, sharing files, and reacting to others' messages.

Conclusion: Congratulations! You've completed the onboarding process for ClickUp and gained a basic understanding of Slack. Feel free to explore both platforms further and reach out if you have any questions or need assistance.

OpenVPN Onboarding Runbook for New Users

Purpose: This document provides step-by-step instructions for installing OpenVPN, configuring it for first-time use, and outlines its key features.

Scope: Intended for new employees who need to access secure company resources remotely.

Step 1: Preparation

1. **System Requirements:** Ensure your device meets the minimum system requirements:
 - Windows 7 or newer, macOS 10.12 or newer, Linux (various distributions), iOS 11 or newer, Android 5.0 or newer.
2. **Permissions:** Confirm you have administrative privileges on your device.

Step 2: Installation

1. **Download Software:**
 - Visit the official Google Workspace dashboard website at <https://workspace.google.com/dashboard> and click the openvpn app icon to create a profile and to download the OpenVPN client suitable for your operating system.
 - Follow the Openvpn tab, then select 'Downloads'. Choose the appropriate client for your OS.
2. **Install OpenVPN:**
 - **Windows:** Run the installer as an administrator, follow the prompts, and accept the default settings for a standard installation.
 - **macOS:** Open the downloaded .dmg file, drag the OpenVPN Connect app to your Applications folder.
 - **Linux:** Use your package manager to install OpenVPN (e.g., `sudo apt install openvpn` for Ubuntu).
 - **Mobile Devices:** Download OpenVPN Connect from the Apple App Store or Google Play Store.

Step 3: Configuration

1. **Obtain Configuration Files:**
 - Your IT administrator will provide you with configuration files (.ovpn) necessary to connect to the company's VPN.
2. **Load Configuration Files:**
 - **Windows/macOS:** Launch OpenVPN, click on 'Import' in the system tray/menu bar, and select the provided .ovpn file.

Step 4: Connect to VPN

1. Connect:

- Open the OpenVPN application, Click the **+** button to imported profile, and type kashxa.openvpn.com on the URL section and click 'Connect'.
- Enter your Google username and password as provided by your IT administrator if necessary.
- And select the region is Ireland Dublin for better reach our Wptglobal Alls

Step 5: Verifying Connection

1. Check Connection Status:

- Ensure that the VPN status is displayed as 'Connected'. You may also check your IP address using a service like <http://whatismyipaddress.com/> to verify that it has changed to the network's IP.

Key Features of OpenVPN

- **Secure:** Uses robust encryption standards to ensure that your data remains private and secure.
- **Reliable:** Maintains stable connections, even on unreliable networks and supports reconnection on dropped connections.
- **Flexible:** Works across various network types (Wi-Fi, LTE/4G, 3G) and almost all operating systems.
- **Open Source:** Benefits from the security and reliability that comes from being an open-source solution with peer-reviewed code.
- **Scalable:** Suitable for both small businesses and large enterprises.

Step 6: Troubleshooting and Support

1. Common Issues:

- Problems importing .ovpn files: Check the file format and integrity. If issues persist, request a new file from IT.
- Connectivity issues: Ensure your internet connection is active. Restart OpenVPN or your device if necessary.

2. Support Contact:

- If you encounter issues that are not resolved by basic troubleshooting, please contact the IT support team