

New Hire Onboarding Handbook

Your quick start guide
for everything IT!

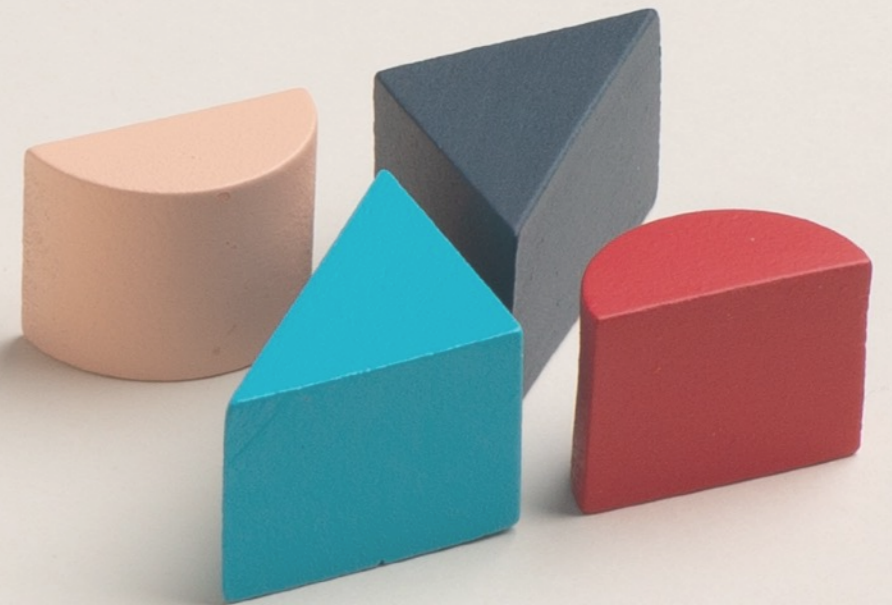


Welcome to Zendesk!

We're here to help, and we're excited to have you with us.

Use this guide to help you find the right tools and resources here at Zendesk.

When you finish reading this, there's lots of great info on [Zentrane](#) and the [Zendesk IT Help Center](#) as well.



Help Us HELP YOU

We're here to make your life easier with technology.
Remember to take care of yourself (and your equipment!)

Here are a few easy ground rules.

1

When you're done with work, put your computer away

Please don't leave your computer on your desk when you leave the office. And if you're remote, put the computer in a safe place when you're done working.

2

Please don't take your computer to the Apple Store for repairs

(Unless you're instructed to do so by the IT Team)

We have loaner computers and an on-site repair strategy to make sure you don't have to deal with Genius Bars or Apple Support Chats.

3

Lock your screen when you walk away

We work on confidential stuff. Let's keep it that way!

4

Protect your stuff

We can't recover lost data, so please **back it up**. Don't store personal information on your work computer. If you're traveling, keep your computer in a case or bag.

1

Your computer is set up and managed with Zendesk Profiles

It's our special sauce, and it configures things like security settings and policies to match our compliance rules, so you don't have to worry about it. And when you opened the box and your computer just... set itself up? Yeah, that was a profile, too.

2

Lost or stolen computers

It happens, and it sucks. But don't panic! Let us know right away by following the steps in our [Lost / Stolen Assets policy](#) on our Help Center.

3

Refresh cycles + Hardware Policy

When can I get a new computer? What are the specs? Which departments get which computers?

The answers to these questions and more are in [our Hardware Policy](#).

4

Good to know

Leaving Zendesk? We're sorry to see you go. Here is a [handy checklist](#) for a smooth departure.

Please note, your computer will be locked at the end of your last day of employment. Data will no longer be accessible.

Behind THE SCENES



We help people help people

And it's our job to help you do your job. If you have a question, find us on [#ask-gsd](#).

Or head over to our [Help Center](#) where you can find more info or chat with an agent.

Totally lost? Email it@zendesk.com (from any email account) and we'll help you out!

How to Contact IT

Having trouble?

Need access to something?

Looking to learn more?

Check out zendeskit.zendesk.com

WE'VE GOT YOU COVERED.



Zendesk IT Help Center

Try searching our handy [Help Center](#) before you contact us. We have lots of great info to help point you in the right direction!



Chat

Need help fast? Look for the **Chat** widget on our Help Center home page. Our **Answer Bot** will try to get you what you need, and if that doesn't work, you'll have the option to chat with an IT Specialist.



Email

You can also email your request to it@zendesk.com

Please make sure you describe your issue clearly, and CC any approvers or stakeholders as well. We work as a global team, so you may see responses from several different agents as we work together to accommodate or resolve your request.



Okta

Single Sign-On

One user name and password.
For everything.

Your Okta username and password allow you to sign into your computer, access the VPN, and get quick access to all the tools you'll need in one place.

Head over to zendesk.okta.com to check it out.

Want to customize your Okta page? Check out [this tip on the IT Help Center](#).





Accessories

Keyboards and mice and headsets, oh my.

Need a little something extra for your desk setup?

Would an external monitor, keyboard, mouse, headset, or laptop stand allow you to work more ergonomically?

We agree.

Learn [how to request, purchase, and expense computer accessories and peripherals](#) to make your work setup fit your needs.



Self Service

Look for the Self Service icon in your Dock or Launchpad to find all sorts of great tools.

It's like a custom app store for Zendesk employees! Download new applications, install the Zendesk Brand fonts, or set up a local office printer in one click.

If it's in Self Service, you can have it! No need to send in a ticket or request approval. Pretty cool, right?

Want to learn more? [Check out this article.](#)





New To Mac?

We're not saying we're experts,
but we're not NOT saying that.

Everyone starts out as a beginner. We know a shiny new computer can be confusing, especially if you've never used a Mac before.

Take a look around and you'll get the hang of it in no time! Totally stumped? Send us your question and we'll do our best to find you an answer.

Apple has some great [beginner resources here](#).

Our Help Center has [some useful Mac Basics](#), too.

Or visit Books for a [MacBook Pro Essentials](#) guide.



GlobalProtect

We use a VPN (Virtual Private Network) for a more secure connection.

YOU DON'T NEED TO CONNECT TO THE VPN AT ALL TIMES.
Many of our applications don't require it.

When connecting to the VPN, you will need to accept a push notification from DUO on your mobile phone to authenticate.

HAVING TROUBLE?

Check out our [Troubleshooting GlobalProtect VPN article](#).

FYI!

If you see a screen that says "CONNECTING..." and doesn't seem to log on, take a look at your DUO Mobile app on your phone - it's probably waiting for you to respond!



New Phone

Who dis?

It's fun to get a new phone, but less fun when you realize your phone is also your 2-factor device and you can't sign in anymore.

Your phone is important for security with Okta, Github, and other applications. Before you ditch your old phone, make sure you transfer your DUO info to the new one.

GOT A NEW PHONE?

We've got an [article right here](#) to help you.

ALREADY GOT RID OF YOUR OLD PHONE?

No probs. [Contact IT](#) and we'll take care of it!





Slack

Slack allows you to chat with (or ignore) someone sitting right next to you, or someone on the other side of the globe.

You can direct message, group message, or create channels to collaborate.

SIGN INTO SLACK

When you open Slack, choose **Continue with Google**, then **sign in with Okta** when prompted.

NEW TO SLACK?

Check out [their tutorial](#). You can also learn [some of the basics here](#).

(Also we have a LOT of emojis.) 😊



Zoom

Meet. Greet. Neat.

We use Zoom for meetings and in our collaboration spaces in the office. It allows you to connect face-to-face around the world, and has some fun features to explore as well.

NEW TO ZOOM?

[Watch these videos](#) to learn more.

WANT TO LEARN MORE?

Here's some [info and tips for getting started](#).

I'M NOT A CAT.

Check out some meme-worthy [Zoom backgrounds and filters here](#).

