





New Hire Get Started Guide - DaaS

Step 2: Changing your Fannie Mae password

The below process **MUST** be completed within the **first 7 days** of receiving your temporary login or you will be locked out of Fannie Mae's applications

1. Launch the Microsoft Edge browser from the task bar.  Your default home page will be **HomeSite**.
2. In the address bar, type **FM.identitynow.com** (do not type https://)
3. Login to **IdentityNow** using your Fannie Mae credentials (from the 1-pager print-out)
4. Create your 6 security questions. All answers must be at least 4 characters long.
5. Select **My Passwords** and then select **Update**.
6. Create a new password aligned with the following complexity requirements:
 - is exactly **8 characters long**
 - contains an **Uppercase letter**
 - contains a **Lowercase letter**
 - contains a **number ranging from 1-0**
 - contains **at least one of the following special characters:**
~!@#\$%^*()/_+~`-={}|\\[][:;? ,.><
8. Once submitted you must wait to receive an Account Updated message on the web page.
9. Proceed by locking your computer using the following keyboard combination:  +L
10. Unlock your laptop using your **new password**
11. Please shred / destroy / cut up the 1-pager print-out with your old Fannie Mae credentials.



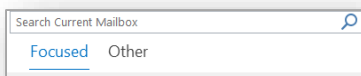
Step 3. Configure Outlook for emails

Note: Email retention in DaaS is set to **90 days**. To find older mail, perform a search in **All Folders**.

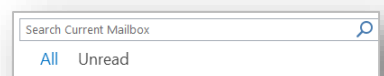
1. Open **Outlook**, and confirm your user ID [\(LDAP\)fanniemae.com](mailto:(LDAP)fanniemae.com) > Click **Connect**
2. Click **OK** on the message **Account setup is complete**
3. Outlook may take up to 20 minutes to complete the setup

Note: Updating the different folders will appear on the bottom of the screen to indicate the process. You can continue working in Outlook during the setup.
4. Recommend you create your **email signatures**
 - I. Open the **Microsoft Edge** browser, and from **HomeSite**, under **Other Resources** and select **Brand Center**.
 - II. Under the Use Our Brand section, go to email guidelines and click email signature
 - III. Look at the guidance and make sure to read each of the following sections on the page:
 - a. Signature for "new messages"
 - b. Signature for "Replies/forwards"
 - c. Signature Misuse
 - d. Do not use personal slogans.
 - e. At a glance signature do's and don'ts
 - f. How to update your signature in Outlook quickly and easily
5. How to adjust your view settings as needed.
 - I. The **Focused Inbox** (Focused / Other) is the default view. You can also use the **Classic View** (All / Unread)

Default "Focused" View

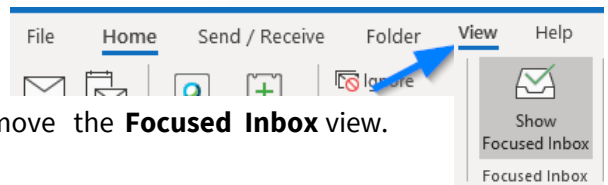


Classic View



II. Below are the steps to configure Classic View

- a. In the Inbox, click on the **View** tab
- b. Click on **Show Focused Inbox** to remove the **Focused Inbox** view.






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Step 4. Setting up OneDrive

OneDrive connects you to all your O365 files so you can share and work together from anywhere while protecting your work. Not only does it offer secure storage and easy access to your work files from anywhere, but you can also work seamlessly across all your devices.

NOTE: By default, your OneDrive files are viewable only to you unless you share your files with others.

How to get to OneDrive in Office 365

You will receive a screen that indicates you need to sign into OneDrive. Enter UserID@Fanniema.com and **Password**. Once sign in is completed, you will see a blue cloud  on your systray located on the bottom right-hand side on your computer. This indicates your OneDrive is now completed.

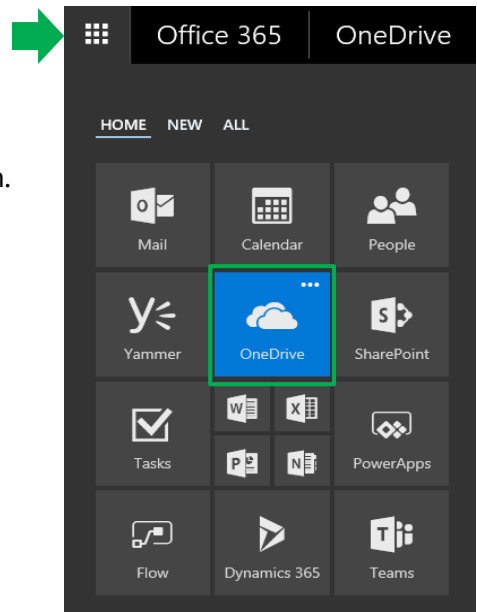
From HomeSite:

1. Go to HomeSite.
2. Click the **OneDrive** link at the top right of the page.
 - a. If you see the Office 365 sign-in page, [click here](#) for instructions on how to sign-in.



From any Office 365 page:

1. Go to an Office 365 page, such as <https://www.office.com/>. If you see the Office 365 sign-in page, [click here](#) for instructions on how to sign in.
2. Click the app launcher at the top left of the screen.
3. Select the OneDrive tile.





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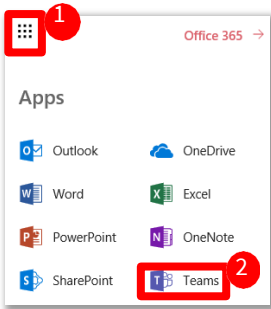
Step 5. Welcome to Microsoft Teams

Teams is your primary application for chats, internal calling and meetings

To access the Desktop, click on the Microsoft Teams icon



or



Open in any **browser**, go to **HomeSite**

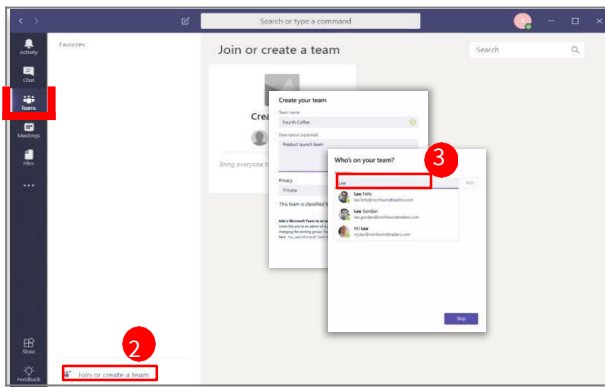
1. Go to **App Launcher**
2. Select **Teams**

Getting Started

1. Edit your profile and settings by clicking on profile icon (top right)



2. View the [video](#) to adjust your notifications
2. Join or Create a Team



3. Add members to new teams

TEAM CAPABILITY:

- Up to 100 owners
- Unlimited co-owners
- 5,000 members
- 1,000 Teams Meetings

Chat Up Your Team

Use chat for: Private Chat (1:1 or group) OR Team Chat

CHAT CAPABILITY: Chats are persistent; up to 20 people per private group chat.

New Private Chat

1. Click **New Chat** icon (next to search)
2. Enter name of person or people > Type msg.

Reply to an Existing Chat

1. From the Teams section, click **Reply** under a thread
2. Compose a message > Press **Enter**

Note: To Add people click

BEST PRACTICES: Use @mention to flag an individual, team or channel.

Key Chat Commands

Making Internal Call in Teams

Start a call from a chat in Teams

You can launch calls a group chats:

1. From your chat list, tap New chat in the header and enter a name or names.
2. From a chat, tap Video call or Audio call. The person you're calling can answer from their desktop or mobile app.

Note: External Calling is currently not available



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How to Join a Meeting in Teams

[How to Start or Join a Teams Meeting](#)

[All the Ways to Join a Teams Meeting](#)

[Meet in a Channel](#)

[Roles in a Teams Meeting](#)

[Meet Now - Turn a Chat Into a Meeting](#)

[Customize Your Teams Background](#)



Sharing Content During a Meeting

Teams provides the capabilities needed to run an effective meeting. Keep members engaged and productive for a successful online meeting.

[Take Meeting Notes](#)

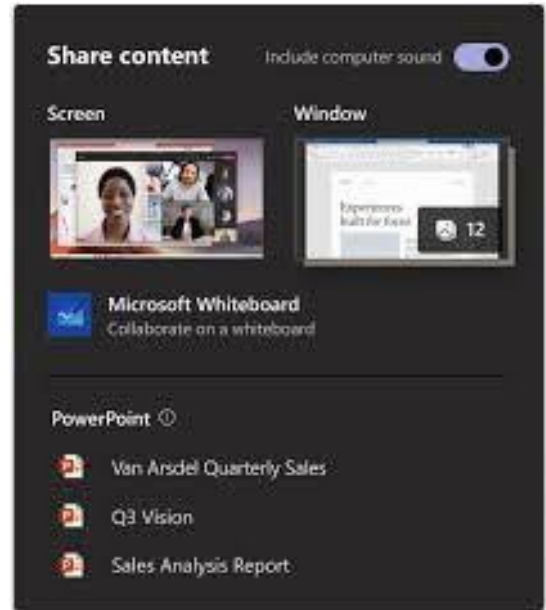
[Use Live Captions in a Teams Meeting](#)

[Sharing Content During a Meeting](#)

[Show PowerPoint Slides in a Meeting](#)

[Use Whiteboard in a Teams Meeting](#)

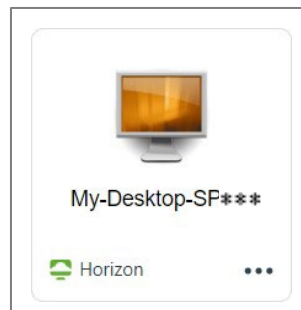
[Multitasking in a Teams Meeting](#)



Teams Log In Tip



After each Monthly Patching cycle, you will have to log back into Teams.



No need to log back in unless you are issued a new desktop.




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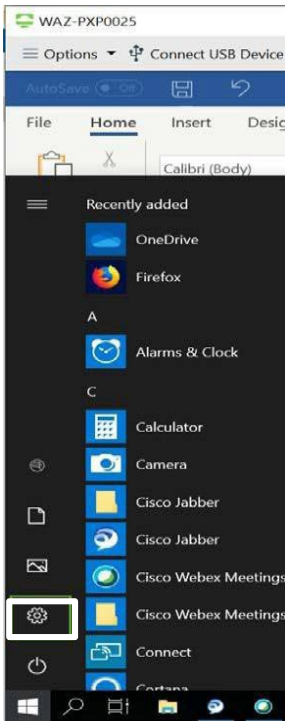
Step 6 : DaaS Setupfor Webcam and Microphones

Follow the below step to setup your Video and Microphone show in Webex or Teams Meetings. **It is recommended to use headset and not laptop speaker as audio.**

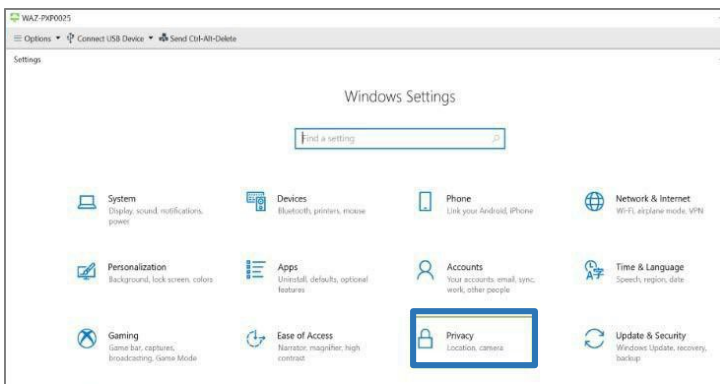
Webcam Setup


1. On your personal desktop: Click on the Window icon 

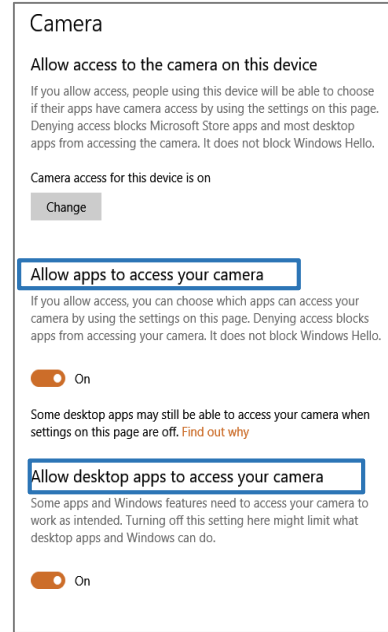
2. Navigate to SystemSettings



3. Click on **PrivacySettings**



4. Click on **Camera**  under **App Permission**, turn **Allow apps to access your camera & Allow desktop apps to access your camera** to **On**



5. After updating privacy setting, launch WebEx meeting on your DaaS desktop. Once opened, click the three dots, select speaker, microphone and camera and then verify **USB Video Device VDI** is an option.



6. You can stop your Video by clicking on the video icons.






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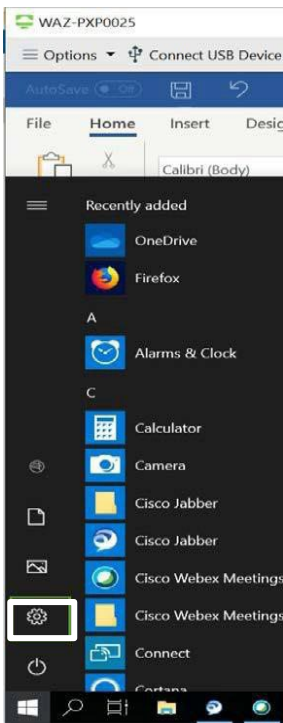
Step 7: DaaS Setup for Webcam and Microphones- Cont'd

Follow the below step to setup your Video and Microphone show in Webex or Teams Meetings. **It is recommended to use headset and not laptop speaker as audio.**

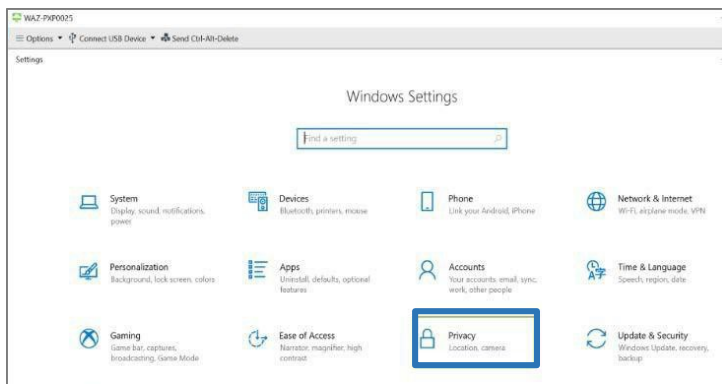
Microphone Setup- Windows

1. On your personal desktop: Click on the Window icon 

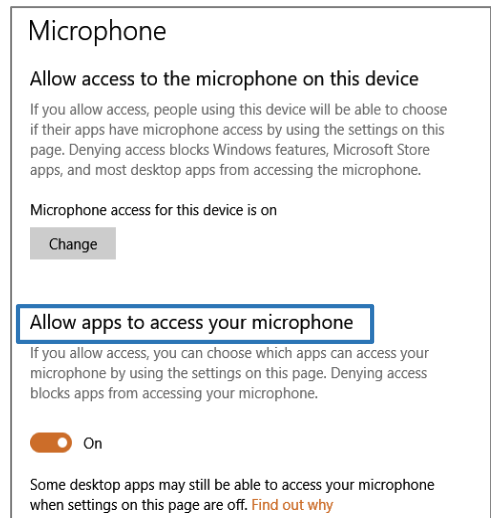
2. Navigate to SystemSettings



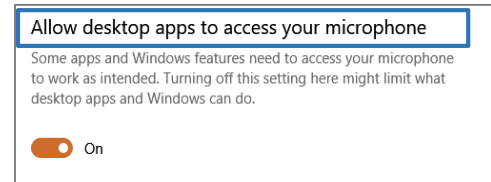
3. Click on **PrivacySettings**



4. Click on **Microphone**  under **App Permission**, turn **Allow access to the microphone on this device & Allow apps to access your microphone** to **On**



Stroll down for desktop apps settings



5. Close the Settings window

Microphone Setup- MAC

Apple icon > **system preferences** > security and privacy tab. Scroll down and select camera and give permissions to **horizon view app**, do the same for the Webcam.




Horizon DaaS- Setting Up Your Desktop

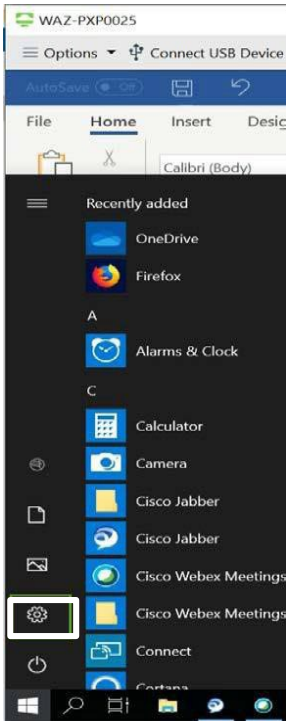
DaaS Setup for Mouse Scroll

Follow the below step to setup your Mouse Scroll. **Setup is only required on Windows.**

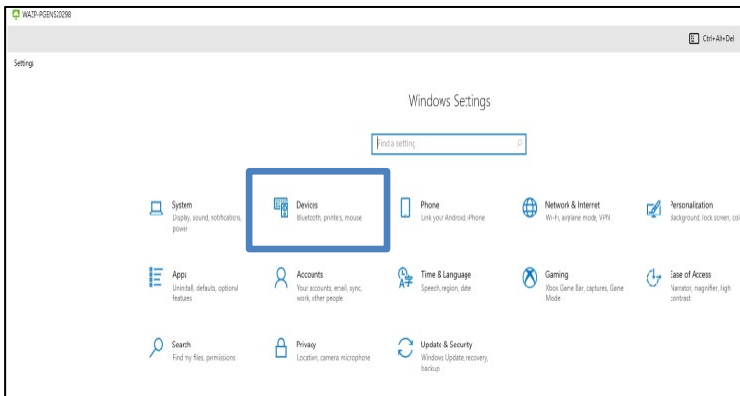
Mouse Scroll Setup - Windows


1. On your personal desktop: Click on the Window icon 

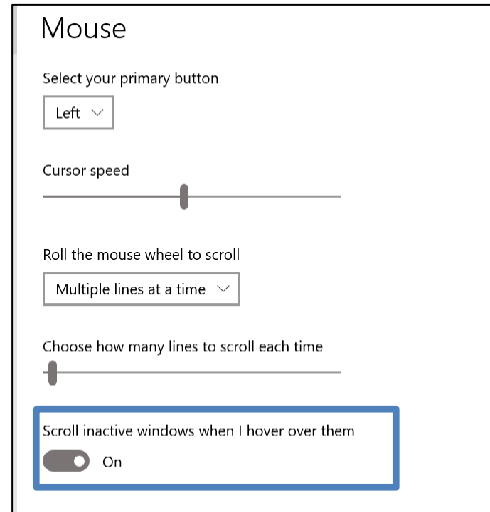
2. Navigate to System Settings



3. Click on **Devices**



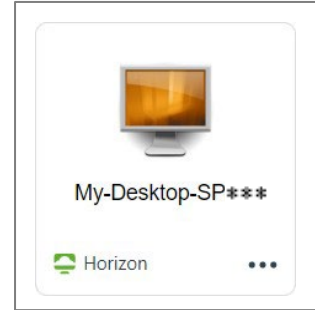
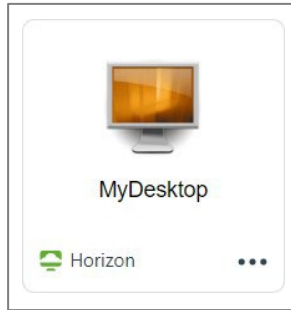
4. Click on **Mouse**  **Mouse** under **Devices**, turn **Scroll inactive windows when I hover over them** to **On**



5. Close the Settings window



Provisioning Software



Software Delivery

MyDesktop delivers your software via a direct deployment as a virtual package. There is no Software Center to work with.

Note: Your software should arrive within 24 hours after approval of your MyServices Request.

My-Desktop delivers your software via Software Center. This can take some time depending on the number of applications you use.

Note: Install one at a time.

1. Click on the Windows start menu > Open **Software Center**
2. Under **Sort by**, click on the pull down and change to **Status**
3. Click on the needed application and click **install**
4. Once all the application(s) setup is complete, **restart DaaS**

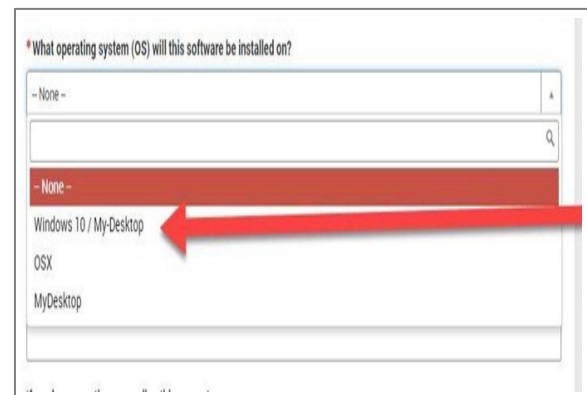
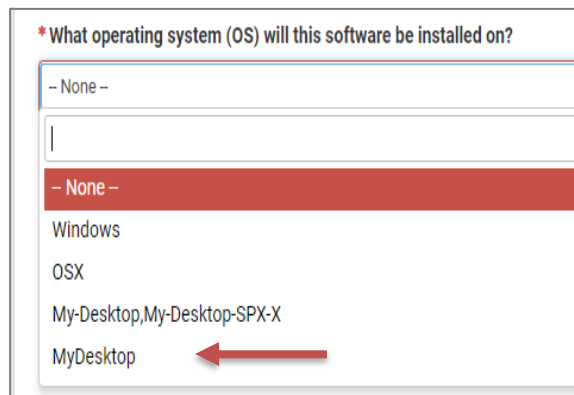
Additional Software

If you request additional applications on your virtual desktop, a [MyServices Software Installation](#) request must be submitted.

NOTE: Not all applications are available

To request additional software;


1. Go to Homesite > MyServices
2. In the search field, type [SoftwareInstallation](#)
3. Fill out request:
 1. Under **What operating systems (OS) will this software be installed on?**
 2. Select **MyDesktop, My-Desktop, or My-Desktop-SPX-X** finish form
 3. Select **Order**.





New Hire Get Started Guide - DaaS

DUO Multifactor Authentication (MFA) – Activate Preferences for Smart Phone

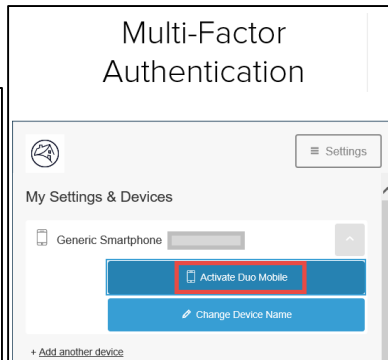
⚠️ Install the **Duo Mobile** app  on your smart phone using **Play Store** or **App Store**, search for **Duo Mobile** and **install**.

Open Chrome browser or Internet Explorer, and from HomeSite, click **Useful Links** and select → **Multi-factor Authentication Self-Service Portal(DUO)**

1. Click the **Call Me** button Press 1 when you receive a call from 202-752-1234.



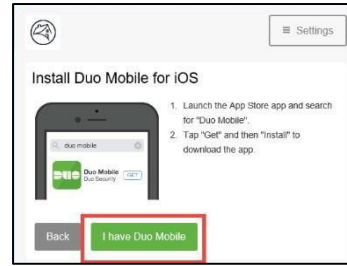
2. Click on the **blue gear** box icon and click **Activate Duo Mobile**



3. Click on the appropriate type of smart phone, click **Continue**

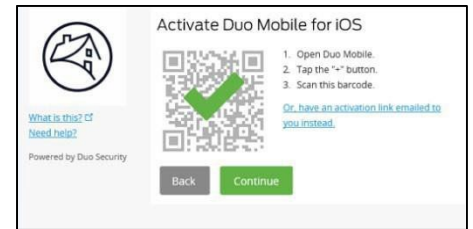


4. Click **I have Duo Mobile**

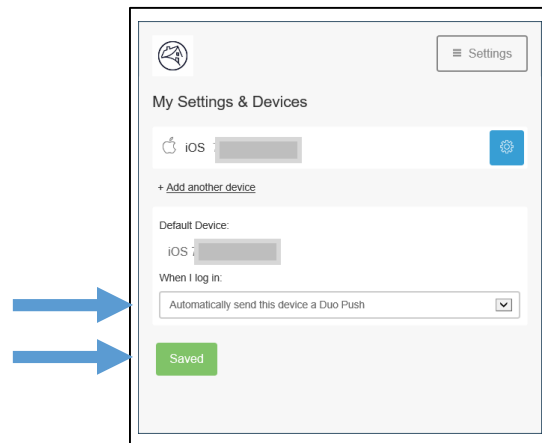


A **QR Code** will appear on your computer screen. Open your **Duo Mobile** application: tap **+** button and scan the QR code/barcode. *(Hold device camera to screen)* Alternatively you can use the emailed link option.

5. Click **Continue** once the green check mark appears.



6. The screen below will display, this is your confirmation you've set your authentication preference to push Confirm **Automatically send this device a Duo Push** is noted



Click **Save** to continue, and click **Finish Enrollment**



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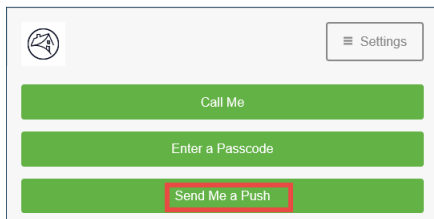
DUO Multifactor Authentication (MFA) – Update Preferences for Landline

! This section will allow you to configure an additional device as a backup option to your smart phone for DUO Multi-Factor Authentication.

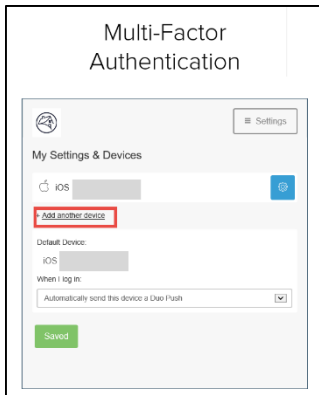
Within “Multi-factor Authentication Self-Service Portal(DUO)”

1. Select one of the previously registered devices and one of the green buttons to verify your identity: **Call Me**, **Enter a Passcode** or **Send Me a Push**.

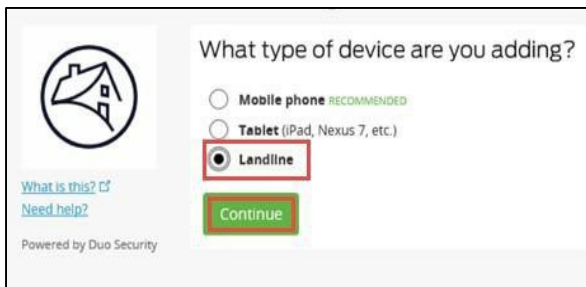
Multi-Factor Authentication



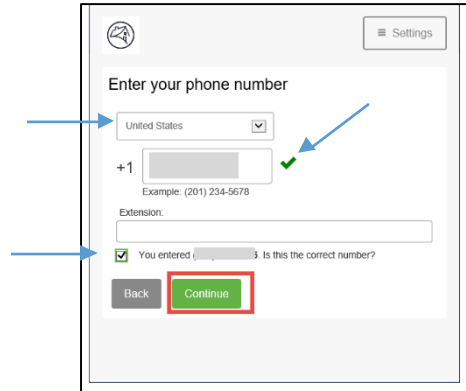
2. Click the **Add another device** link.



3. Select **Landline (recommend)** and click **Continue** (You can also choose another mobile phone or tablet as a backup)

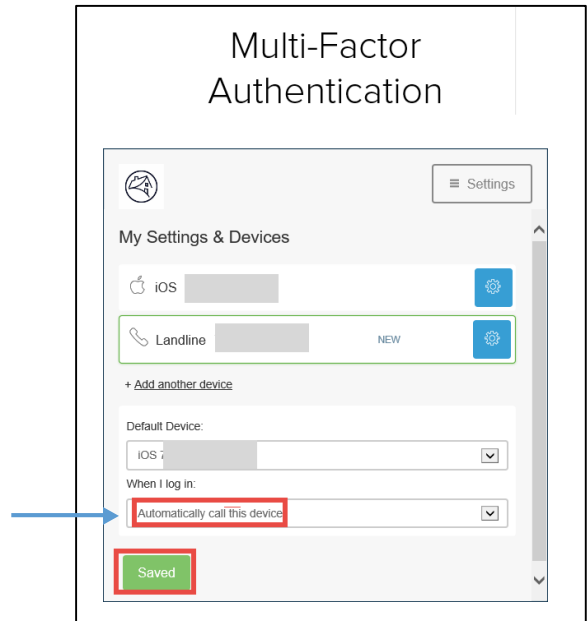


4. Select your **country** from the drop-down list and type your **phone number**. Enter your telephone number. Confirm **check** the box and click **Continue**.



You will see the screen below to confirm you’ve successfully added the landline as your secondary device

Choose **Automatically call this device a Duo Push**



Click **Save** to **Finish Enrollment**



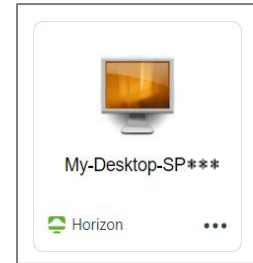
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DaaS Log Off Best Practices

To maintain maximize resource functionality and execute maintenance processes:

- DaaS sessions will automatically disconnect after 12 hours (but not log off).
- To log back on, go to <https://fnma.vmwareidentity.com/>, authenticate, sign back in and relaunch

Your Desktop



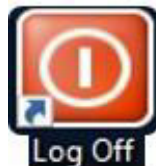
Log Off

It is required with your desktop that you Log Off at the **end of your working session**, at minimum at the end of your day.

If the desktop is not logged off daily, this can cause a delay or inability to reconnect back to your desktop

Steps to log off

- From the DaaS desktop
- Double Click on the **Log Off** button.

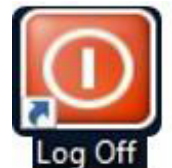


Your desktop has a recommendation to **log off once per week**, and **reboot once per week**. We recommend that you do the log off mid-week at the end of your day, and reboot at the end of your work week at the end of your day.

This desktop will automatically log off after 7 consecutive days without a log off or reboot. It does not care what you are doing when that timer hits, it will reboot.

Steps to log off

- From the DaaS desktop
- Double Click on the **Log Off** button.

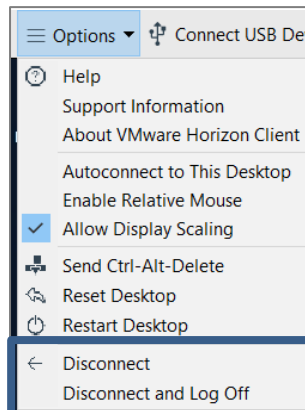


Steps to reboot

- Click Start > Power > Restart

Disconnect

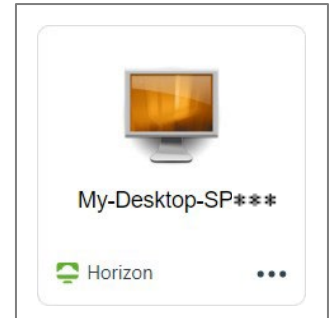
Do not use Disconnect or Disconnect and Log Off from the option pull down menu. This action can cause a delay or inability to reconnect back to your desktop.





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Your Desktop



Webex App

Not Available. Effective February 2021. **No Fannie Mae number are being assigned tonew contractors** onthe Webex app

Available and with limited functionality You can not schedule a Webex meeting, but you canjoin a Webex meeting.

Effective February 2021. **No Fannie Mae number are being assigned tonew contractors** on the Webex app

Microsoft Teams

All meetings are now Microsoft Teams. Internal calling isavailable in **Microsoft Teams** and **external calling is done via your personal deviceor vendor provided phone**

Some users will not see virtual backgrounds or Teams meetings pop outs with their DaaS desktops. MS Teams and VMware are making changes. You have the ability to access the online version on Teams using a browser on the DaaS desktop to accessthose features

Webcam, Mic, and Monitors

Microphones - It is recommended to use a headset wired to their host device.

If you use your computer audio and your main audio it mayecho, below are some items they can do Minimize the echo:

- Check the output of the speakers
- Check the host device & Microphone
- Balance the speakers output and microphone output if there is an echo. Everyone setting may be different.

For your Monitors, the setting is on your BYOD to adjust the display and double monitors