CARNIVAL UK

Hello and welcome to Carnival UK!

Please find enclosed your company laptop, this guide will help you get setup and get the laptop ready for your induction with us.

Firstly, we will need to download an app to your personal mobile, this will allow you to connect to the CarnivalUK network from outside of the office. Please visit your mobile's app store and search for the app 'Duo Mobile'. The icon should have a green background with the letters DUO on it as shown here. ----->

Once downloaded you do not need to do anything further with the app currently.

Before your start date, your manager will be able to access your network password – Please contact them to be handed over your password, this can be found in the Service Request that was raised for you to join Carnival and have your IT equipment setup. Your name should appear at the sign in screen. Please enter your password that you have received by your manager here and press Enter.

Next, we need to join the laptop to your home Wi-Fi, you can do this by clicking on the Wi-Fi icon in the bottom right of the screen, finding your home Wi-Fi name and entering in your home Wi-Fi password.
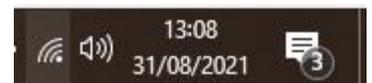
At 8am or shortly after, on the day of your induction, you will receive a text message from DUOSEC, this will contain an activation link to set up the Duo app we downloaded in step 1. When you click on the link within the text message, you should see a message asking if you want to open this page in "Duo Mobile" (or something similar), when you click 'Open' on this message. You will be taken to the app and after pressing the arrow on the right-hand side a 6-digit code will be displayed. You can close the app and delete the text message.
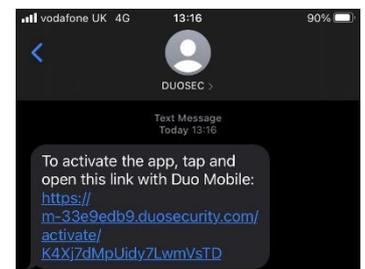
You're now ready to connect to the CarnivalUK Network! On the laptop in the bottom right corner there should be an arrow pointing upwards, when you click on this you will see more symbols, once of which is a grey globe with an X, if you click on this a box should appear in the bottom right corner with a blue 'Connect' button, click on this.

You should now see a log in box appear, your username will be the first 7 characters of your surname, followed by your first initial, for example if my name was Fred Williams – my username would be 'WilliamF'. The password is the same password we used to log into the machine. Once entered, click on the 'Sign in' button.
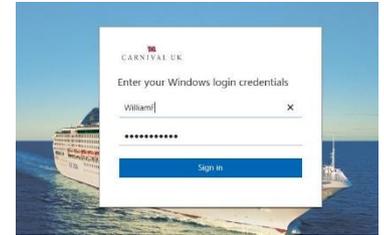
Next, you will be given an option to either send yourself a push notification or enter a passcode, if you choose 'Send me a push' you will receive a notification on your mobile, if you acknowledge the notification and approve the request you should now be connected to the CarnivalUK network.

Now you are connected to the VPN, you can open IBM Notes – this is our current email application and a shortcut to this should be on your desktop. Double click on the icon and enter your password when prompted. Once logged in, you should find a mail icon in the top left-hand corner, clicking on this will open your mailbox. An invite to your zoom induction should be found in your mailbox.
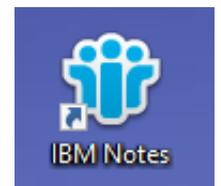
Carnival UK currently uses Zoom for video calls and meetings. We will now set Zoom up to sign you in whenever you sign into the laptop. Open Zoom and click on 'Sign In', Click on the 'Key' icon for the SSO option and enter the 'Carnivaluk', click continue and you will be taken to a webpage. Enter your email address, which is firstname.lastname@carnivalukgroup.com for example fred.williams@carnivalukgroup.com, followed by the same password used previously. Complete the Duo security prompts as you did when you connected to the VPN. You will then be asked to set up a two factor service and given Google or Duo as options, please only use the Duo option, you will then be asked to choose one of 12 pictures, this chosen picture will be displayed in future when logging into applications which use the two factor process to show you that you are signing into something genuine, once a picture has been chosen, click on 'Create my account' at the bottom of the page.

Following a few moments, you should now be signed into Zoom and ready to join your induction! You should be able to click on the link within IBM Notes and join when you are ready.

If at any point you become stuck with this guide please call the IT Service Desk on 023 8065 6000, we are open Monday-Friday between 8am-5pm. Please bear in mind that during a Monday where there is an induction taking place the phone lines may be busy, however we will get to you as quickly as possible!