Induction and access to IT systems

1. Nexus IDENT – To be completed

At CSIRO, your Nexus IDENT will allow you to access most of what you need. Your supervisor should receive your IDENT and Temporary password prior to your arrival and will provide it to you via email on your first day. ***YOU WILL NEED TO ACTIVATE YOUR IDENT*** *as it expires within 7 days from the date of issue*.

- Please arrange to meet with your CSIRO supervisor within your first month of candidature, either online or at your assigned CSIRO site. Note that it will be easier for someone show you and help you troubleshoot any issues in-person but it is not a requirement to go on-site.

- Ensure that thereafter you log into your CSIRO account at least once every 90 days, otherwise it will lapse and your supervisor will need to reapply for access (supervisor to log in through Nexus). This will greatly limit your ability to participate in and fulfill your iPhD program responsibilities.

2. MFA – Install Microsoft Authenticator App on your personal mobile phone

Once your IDENT has been activated, you must install the Multi-Factor Authentication (MFA) and Citrix to allow you to work outside CSIRO sites. On the laptop provided by your university or your personal devices, you will need to install MFA followed by Citrix.

Multi-Factor Authentication (MFA) is a method of authentication that requires more than one form of verification to access CSIRO. It adds a critical second layer of security to user sign-ins and transactions. It works by requiring the following two verification methods:

- Your CSIRO password.
- Your trusted device such as a mobile phone.

For step-by-step instructions, see *Setting up Push Notifications on a Mobile Phone*. [Alternatively, read *Setting up One Time Passwords* if you often don't have reliable WiFi or a data connection].

If you do not wish to install the MFA on your personal device, ask your CSIRO supervisor about the YubiKey USB dongle which will need to be purchased (Nexus IDENT login required).

3. Citrix – Access or download Citrix on your personal device

To allow you to work off-site, you will need to either access Citrix on the web or download Citrix Desktop. Citrix will allow you to access CSIRO systems including downloading Microsoft Office. You will need to be able to access Microsoft Teams in order to fulfill your mandatory participation in the iPhD training program.

How do I access Citrix Applications whilst not at a CSIRO site?

1. Using your preferred web browser, navigate to citrix.csiro.au.

2. Log in using your Nexus IDENT and password as well as MFA.

3. On your personal device, you will be prompted to download and install Citrix Workspace. (Installing Citrix Workplace is highly recommended for the best experience).

4. Double click on Citrix Desktop or Citrix Application of choice within the Citrix landing page.

5. For step-by-step instructions on accessing Citrix via the web, see the IM&T guide on *installing Citrix VDI*.

6. Alternatively, follow the Citrix link for step-by-step instructions on downloading and installing the Citrix app.

4. Completing your Induction Checklist

Your supervisor or Buddy will walk you through the New Student Induction Checklist (Nexus IDENT required to log in). Please complete all the tasks and mandatory e-learning induction courses as indicated in the Induction Checklist no later than 1 month after commencing your candidature (or as otherwise indicated).

5. Student communications

a. Microsoft Office Teams Meetings

Office Teams Meetings provides a communication channel between colleagues and a platform to host training material, sessions, virtual workshops, and so forth. For information on downloading and using Teams, see the *Teams Quick Start Guide* by IM&T.

b. iPhD Student Teams channel/Sharepoint

The iPhD Program Office will email you through your CSIRO email address and through the iPhD Student Teams channel (also launches on Sharepoint).

- Emails will be sent from time to time relating to announcements relevant to your cohort, any policy updates, and other important and pertinent information related to your participation in the iPhD Program.

- You will also be enrolled in the iPhD Student Teams channel. This channel is a repository of iPhD templates, forms, and policy. It will also announce upcoming training and events and other announcements.

- Go in and introduce yourself on the *Social, Memes, and Fun Stuff* channel!

6. Contact IM&T

If you need help with IT issues related to CSIRO systems and log-ins,

- Dial +1300 4 CSIRO (1300 4 27476) free call (except on mobiles, your mobile phone provider's charges apply.)
- Direct dial: +61 2 6276 6838 (Local and international calling costs incurred.)

For all other IT issues, please contact your university's IT service desk.