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Private & Confidential Information

✓ **Please Read This First**

This packet contains your initial Citrix login information.

We would like to take this time to provide you with some basic information for you to login into the Citrix environment at Gallagher. It includes the instructions on how to setup DUO Two-Factor Authentication, change your password along with accessing the Gallagher Intranet and what to do if you need assistance. It is very important to follow the instructions below.

In the following sections, it will provide you information about your new login credentials, Gallagher email address, and how to access Citrix from your machine. Make sure to follow the steps in order.

NOTE ---   Please make sure to change your password with the uReset Password Manager and register with DUO Factor Authentication before accessing Citrix in section 4.

Section 1: Network Login Credentials and Email Information

Section 2: What is DUO Factor Authentication and why do I need it?

Section 3: What is Password Manager and how do I register?

Section 4: How do I access Cixtix and our Intranet (Gallagher One).

Section 5: What to do when you receive an email from another Gallagher user with a link to a page on our Intranet?

Section 6: HR Essentials

Section 7: Security Essentials

Section 8: Who can I call for IT support?

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Section 1: Network Login Credentials and Email Information

Network Logins and Gallagher Email

Below is your login information. **Please note: you will be asked to change your password when you log into Password Manager.** Your new password must meet the following **requirements**:

- *Passwords must be at least 8 digits in length*
- *Contain mixed case letters, a number, and a special character.*
- *Passwords expire every 90 days. The system will remember your last 25 passwords.*
- *It is your responsibility to keep your passwords secure.*

Network Login:	**jdoe**
Initial Password:	**CM12*()BxG**
Network Domain:	**GBS**
Employee Id:	**1234567**

Gallagher Email Address: j_doe@ajg.com

Legacy Email Address: jdoe@rocgroup.com

Note: All Gallagher email is being forwarded to your current email address at your agency. So in your case, all email going to j_doe@ajg.com is being forwarded to jdoe@rocgroup.com.

![Gallagher logo]

Section 2: What is DUO Factor Authentication and why do I need it?

Duo - Two-Factor Authentication

What is Two – Factor Authentication?

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a **second factor** (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password

NOTE: You will receive a separate email from no-reply@duosecurity.com **with the subject "Duo two factor Enrollment for Gallagher" with a link to register. If you do not see this email check your Junk / Spam folder.   You must register before you can access the Gallagher network.**

Why Do I Need This?

Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you

might not even know someone is accessing your account.

Once you've enrolled in Duo you're ready to go: You'll login as usual with your username and password, and then use your device to verify that it's you. You can set up the system to do this via SMS, voice call, one-time passcode, the Duo Mobile smartphone app, and so on.

No mobile phone? You can also use a landline or tablet, or ask your administrator for a hardware token. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, a landline and a hardware token, two different mobile devices, etc.

DUO Two-Factor Authentication:

Once you have enrolled and installed Duo Mobile you will want to choose how Duo verifies your identity each time you login. Choose from one of three options:

Pushes a login request to your phone that has Duo Mobile installed and activated

Authentication done via a phone callback

Log in using a passcode either generated with Duo Mobile, sent via SMS, generated by a hardware token or provided by an administrator

Duo User Guide (available in the AJG intranet)

*Note****** **If you have not had to log on to Citrix and use the Duo for more than 120 days you will have to call the Service Desk for assistance in reactivation. Prior to this period, there should be a reminder to prompt you that your Duo login is going to expire.**

Section 3: What is Password Manager and how do I register?

Gallagher One Password Manager

What is Gallagher One Password Manager?
Gallagher Password Manager allows you to securely reset your forgotten password, change your password and to synchronize ONE strong password across multiple platforms through any web browser without calling IT for help. The Password uReset tool is available from any device as long as it has internet access.

Note: setup DUO two-factor authentication prior to this step (see section 2).

How to Enroll

When you first enroll with uReset, you'll sign in with your Windows password to set up the verification methods you'll use in the future to confirm your identity. This includes, for example, answers to security questions or a mobile phone number to receive a code via SMS text message.

1. Go to **https://password.ajg.com/uReset**. This should bring you to the SpecOps Authentication Enrollment page, select **Enroll.**
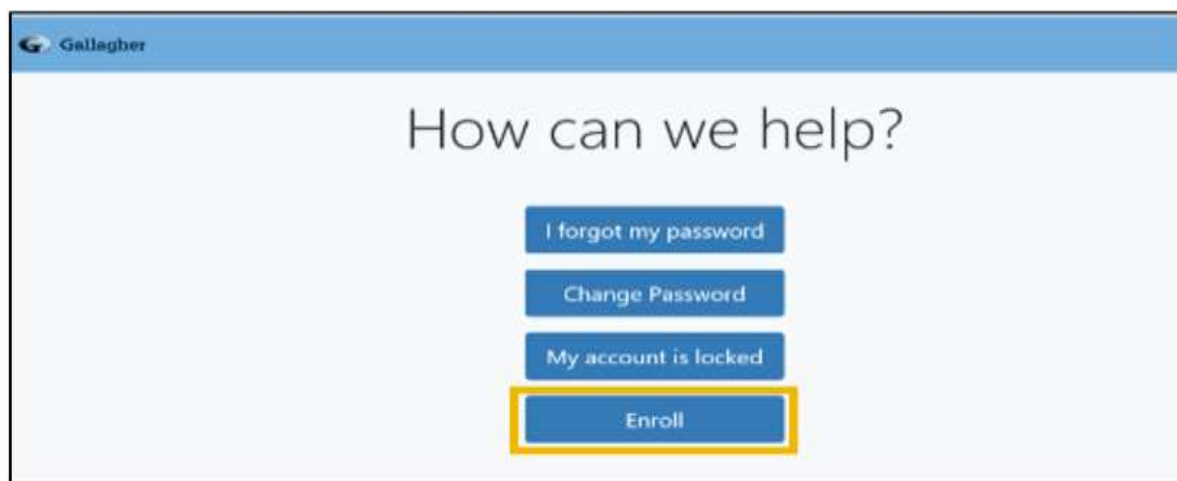
2. Enter your **username**
NOTE: Username is the same as your Windows PC/Citrix username above

3. The first time you enroll, you'll need to verify your identity using any of the following option: **DUO Push, Call Me or Enter a Passcode.** Select one method to authenticate yourself.
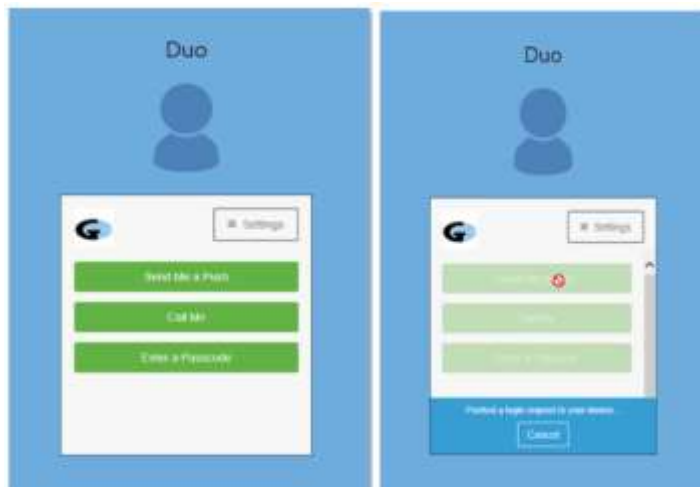
4. Log in with your **Gallagher credentials** to start your enrollment. The
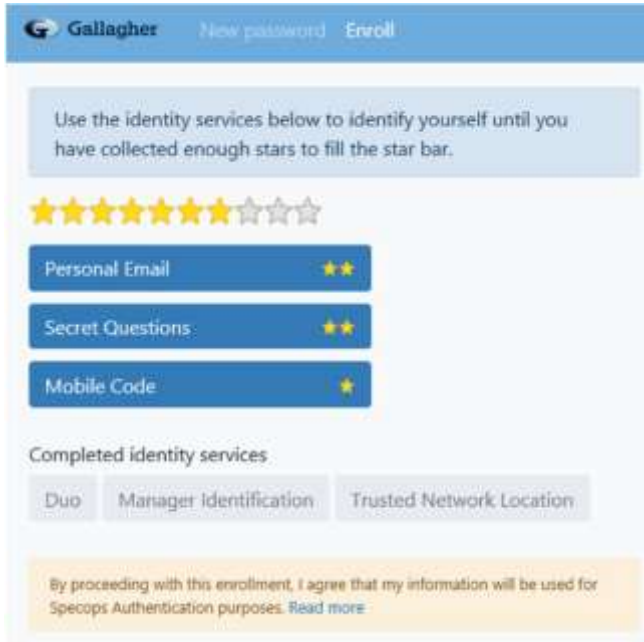
username field will be your **email address** and use your **Windows password** for the password field box.

5. The stars represent the level of secure identification methods you've completed.
NOTE: 10 stars are required to fulfill the requirement

- You receive stars for authenticating into the tool to start.
- Select additional identity options to complete the remaining stars.

A. Personal Email option

You can use your personal email account as a verification method
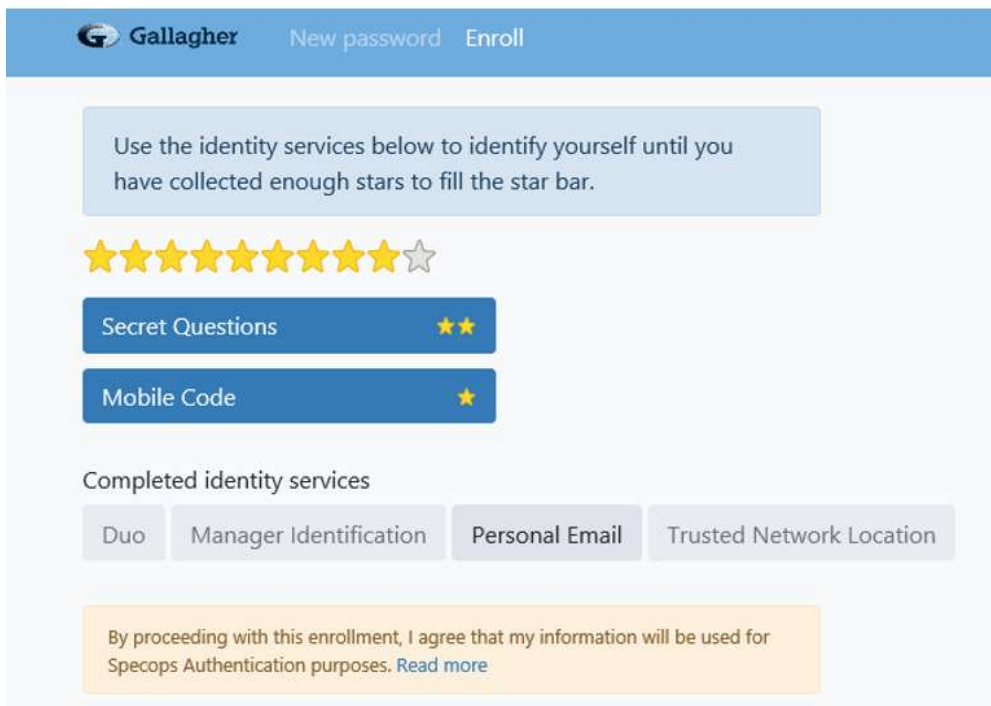
1. Simply enter your email address and click **Send.** uReset will send you a confirmation email with a security code. Check both of your **Inbox and Junk/Spam folders** from your personal email account and enter the code in the enrollment screen.
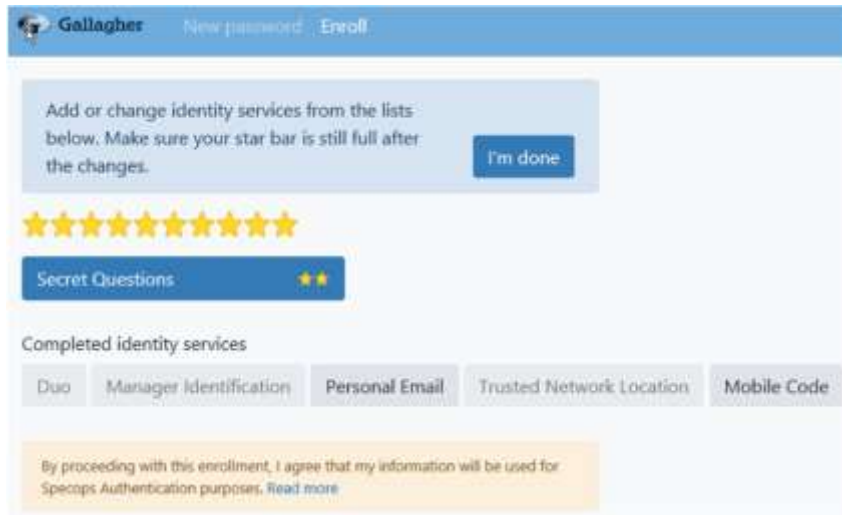
2. Continue with additional identity options to complete the remaining stars.

B. **Secret Questions** option

1. It might be helpful to have additional identity methods available to you, so feel free to complete all of the listed options.

2. To enroll with the Secret Questions identity option, select **two questions** from the list and provide the answers that you will only know.

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Secret Questions

What is your father's mother's maiden name?

What was your childhood nickname?

In what city did you meet your spouse/significant other?

What street did you live on in primary school/third grade?

What is your oldest sibling's birthday month and year? (e.g., January 1900)

What school did you attend in secondary school/sixth grade?

What was your childhood phone number including area code?

What is your oldest cousin's first and last name?

In what city or town did your mother and father meet?

What is the name of the company of your first job?

Secret Questions

Question 1 / 2

Who is your personal hero?

●●●●●●●●●●●●●

Secret Questions

Question 2 / 2

What is your maternal grandmother's maiden name?

●●●●●●●●●●●●●●● OK

Back
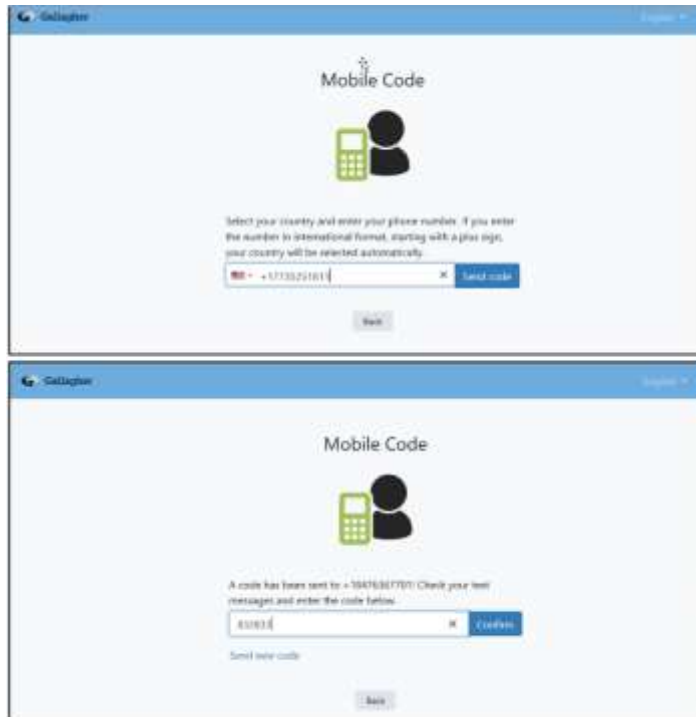
3. Later, when you try to authenticate using Secret Questions, you'll be presented with the questions you chose during this enrollment and must

answer correctly to confirm your identity. If for any reason you cannot recall an answer to one of your secret questions, click **Use another identity service** to choose one of the other identity options

C. Mobile Code option

1. Your personal cell phone number is another verification option. Select **Mobile Code.** Enter your **mobile phone number** then click **Send Code.**
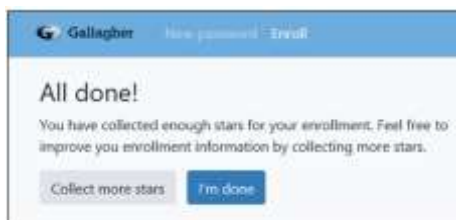
2. uReset will send you a confirmation text message with the security code. Enter the code in the enrollment screen, then click **Confirm**.

3. Once you've collected enough stars to complete the initial registration, click **I'm done** to finalize your enrollment.

• You can exit the completed enrollment process or choose **Collect more stars** to enable the other verification methods. *NOTE: 10 stars are required to fulfill the requirement.*

4. uReset will display an Enrollment confirmation screen.

5. After enrolling, you should now be able to manage your password. Click on **New Password** to setup a new password or click on **Unlock Account** to unlock your account
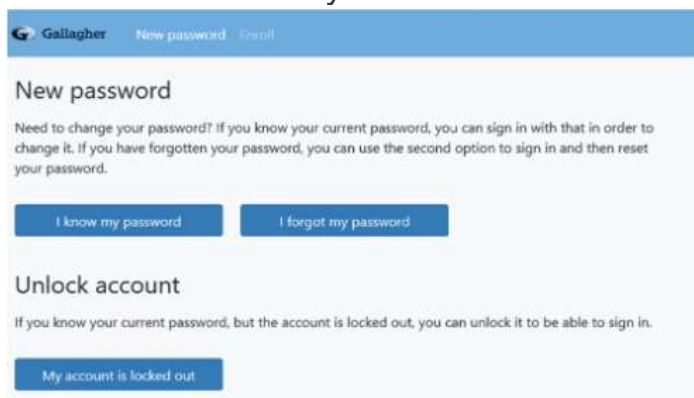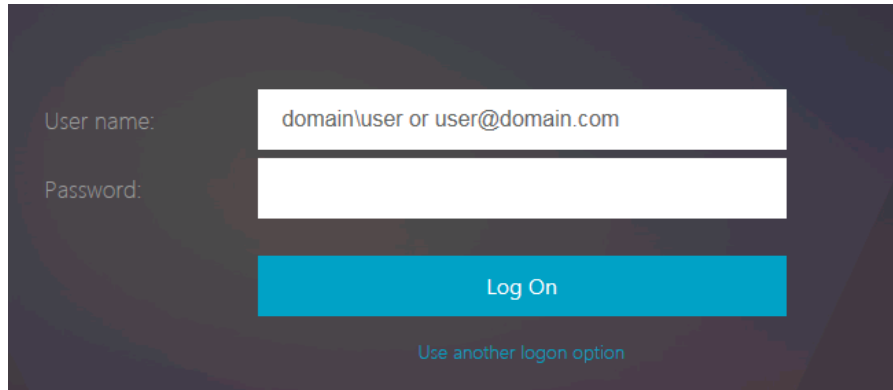
Section 4: How do I can access Citrix and the Gallagher Intranet (GallagherOne)?

Accessing Gallagher Citrix

Start by going to **http://axs.ajg.com** in your browser (Preferred to using "Microsoft Internet Explorer").
You will see the page below, login with your network username & password.

NOTE: If you only see a single box or get a black screen, you will need to go to the tools button on the upper right of IE. Choose Compatibility View Setting. Then hit the add button to add ajg.com to the list. Close out of tools and then close and reopen IE. Go to the http://axs.ajg.com website. Now you should see the Username and Password boxes.

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Enter your new credentials and Click Log On

Username: **gbs\mjbarrientos**

Password: **Enter your newly created password**

DUO Two-Factor Authentication:

Once you have enrolled and installed Duo Mobile you will want to choose how Duo verifies your identity each time you login. Choose from one of three options:

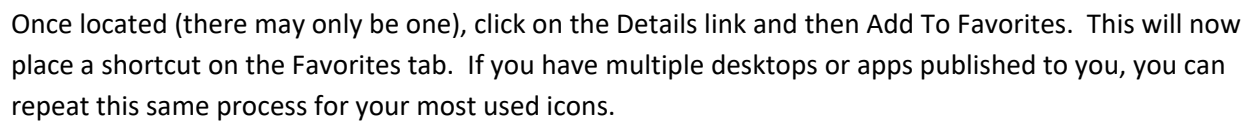Once logged in, you will see 3 options across the top: Favorites, Desktops and Apps. When you first login, click on the 'Desktops' section and find your desktop icon.

Once located (there may only be one), click on the Details link and then Add To Favorites. This will now place a shortcut on the Favorites tab. If you have multiple desktops or apps published to you, you can repeat this same process for your most used icons.

Clicking on the desktop or app icon will start the Citrix session. During this login process, your saved profile is copied to this session along with any network drive mappings.

Desktop experience

Below is an example of what the desktop looks like. All of our standard divisional applications will be on the start menu and you have control over the icons on the taskbar. Your home drive, network shares and default printer should all be ready for you in the new desktop.

Once the Citrix desktop opens, you can click on Internet Explorer on the Citrix Desktop.

Here is what the icon looks like.

When it opens, it will take you directly to Gallagher One which is Gallagher's Intranet website.

Note – Some of the icons on the desktop will not open or will error when you try to open them. They are not functional because you may not have rights to them. In the case of Outlook, it will give you an error because Gallagher is currently forwarding all Gallagher email to your current email address.

The HR Benefits site is one site which Merger Partners go to frequently. Here is a link to the site. https://ajg.com/myhr and I suggest copying this link and pasting into the address bar within the Citrix desktop inside of the IE browser.

If you have an application you use often, find it on the Start Menu, right click on it, choose More and then Pin to taskbar.

You can also left click and hold an application icon and drag and drop it on your desktop if you would rather have the icon there.
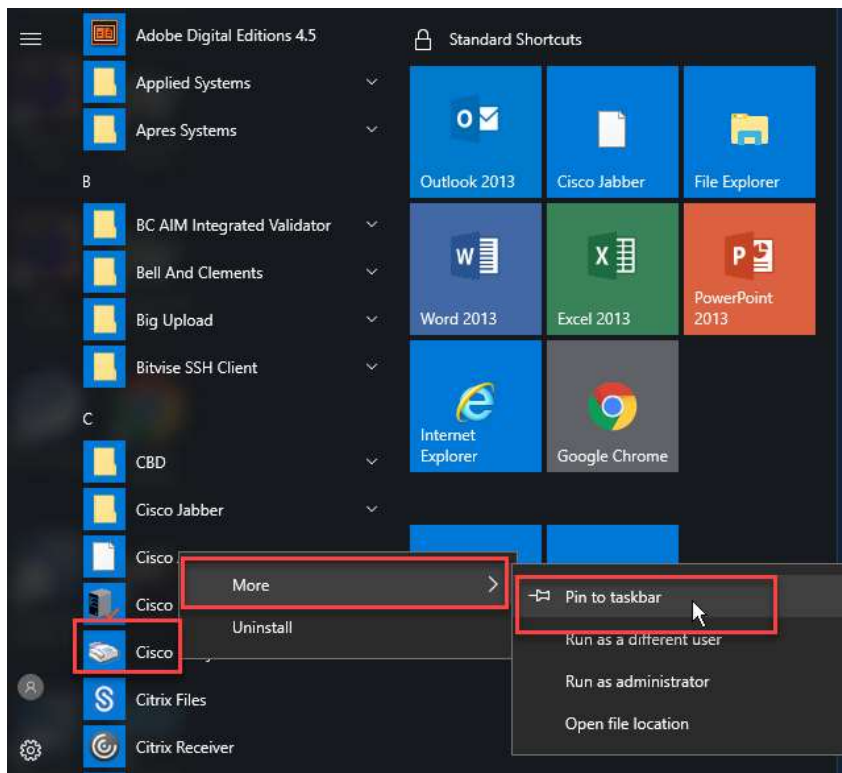
Signing Out of NextGen Desktop

There are three different ways to **Sign Out** of the NextGen desktop. Select the method that suits your preference. It is important to **Sign Out** to release the Citrix session. Please do <u>NOT</u> Disconnect.

➢ Click the **Start** Menu, then click on the **User** icon, and select **Sign Out**
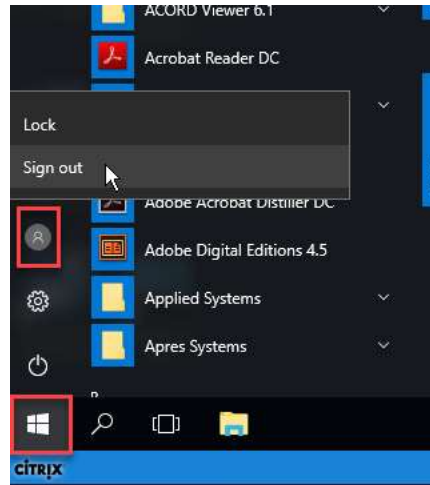
or

➢ **Right click** on the **Start** Menu, click **Shut down or sign out**, then select **Sign Out**
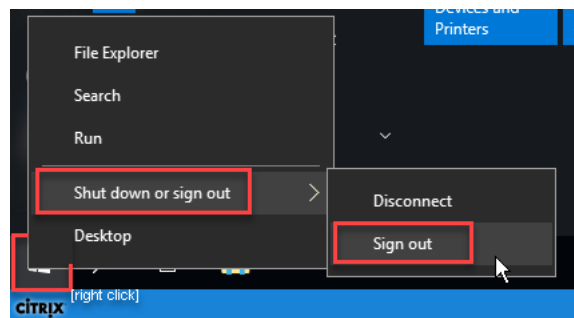
or

➢ From the Citrix Receiver Toolbar, click **CTRL+ALT+Del**, then select **Sign Out**
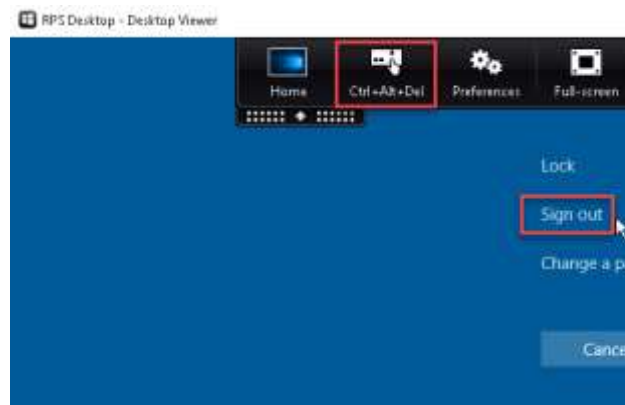
CUSTOMIZING

This section applies to anyone using NextGen for the first time. These setting will be retained in your Citrix profile until you change them.

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Using two monitors in Citrix

The below instructions show how to leverage both monitors from within Citrix. If you have configured your old Citrix already, you will need to repeat this process for the new NextGen Citrix environment.

Launch Citrix and Login.

In the **Toolbar**, make sure your Desktop Viewer is in **Windowed Mode**.

Drag your Citrix window so that it is touching both monitors.
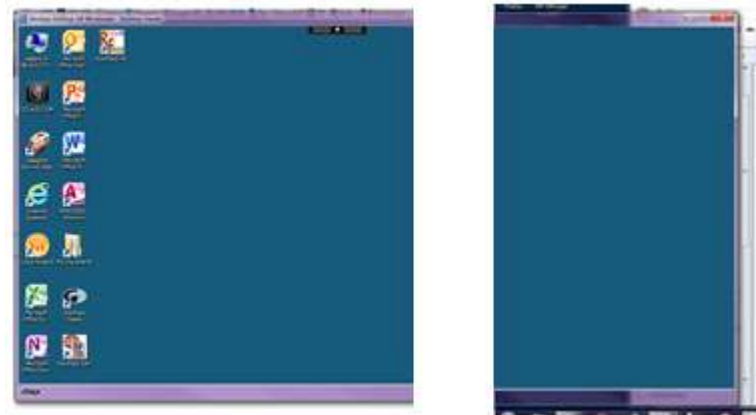
In the **Toolbar**, select **Full-screen**.
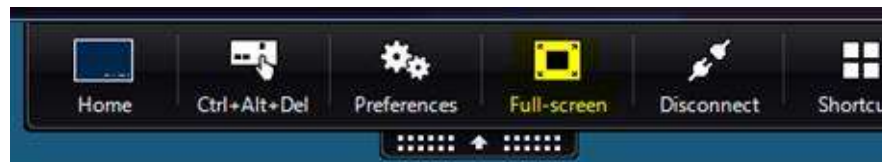
Go back to the **Toolbar** and select **Disconnect.**

Go back into Citrix.

The behavior should be very similar to your normal dual-monitor behavior with your laptop. Whichever monitor you drag an application to, if you hit **maximize** it should use the full monitor.

It should now
launch with both
monitors active.

Section 5: What to do when you receive an email from another Gallagher user with a link to a page on our Intranet?

Copy Email Link into a Citrix Session

When you receive a link to a Gallagher Intranet website, you will be required to copy the link from the email and past it into a Citrix session. Here are the steps to do that.

Step 1: Open up http://axs.ajg.com and log in using your AJG login information

Step 2: Launch the GBS Desktop. Allow it to open up, and then open Gallagher One before moving to step 3

Step 3: Go to your email with the link and copy the URL of the link. You can highlight the URL and right-click to copy or you can highlight and hit Ctrl+c to copy.   Either way will work. The URL will start with either an http or https in the front of it.

Step 4:   Take the copied URL and past it in the address line of the webpage you opened from step 2. You can right-click and choose past or put the cursor in the address box and hit CTRL+v to past it in.

Step 5:   Hit enter and it will take you to the webpage.

Section 6:   HR Essentials

HR Essentials – myHR. All your information – one place

Welcome! As you begin your career with Gallagher, we'd like to introduce you to myHR – Gallagher's online portal where you'll find your personal information and links to important Human Resource (HR) tools. myHR is available any time of day, whether at home or work, and allows you to:

- View and manage your contact details and other personal information
- Find and connect with colleagues across the world
- Update your skills and qualifications to enhance performance processes and global collaboration opportunities
- Quickly access other Gallagher HR applications such as our learning management system (eLearn)

- View your payslip (Available for AU, CA, NZ, UK, US, and most Caribbean1 colleagues)
- Update bank details (Available for AU, CA, UK, US, and most Caribbean1 colleagues)
- Manage your timesheet/absences (Available for AU, CA, UK, NZ (GB) and US colleagues)
  - Obtain real-time training or answers to common questions via the embedded Gallagher Personal Support (GPS) help module

How do I get started?

1. To learn how to access and begin using myHR, follow the instructions below:
   - Visit www.ajg.com/myhr and click 'sign in' (we recommend saving this URL to your favorites for future use)
   - If prompted, enter your Gallagher username (e.g., jsmith) and password (credentials used to login to your computer)

2. Verify that you have the **Need Help? Ask GPS** ribbon at the top of your screen. If you do not see the Help/GPS icon above on your myHR home page, please contact the IT Support Desk.

3. Follow these instructions to set your location and language preferences

4. Update your contact information and emergency contact to ensure we are able to reach you or a designated contact in the event of future emergencies or business disruptions

5. Enhance your profile by uploading your photo as well as updating your skills, qualifications and areas of expertise

Additional resources and support

- For step-by-step instructions on using the system and answers to frequently asked questions, you may use the GPS icon referenced above while in myHR, or visit go.ajgco.com/hr/myHR while on the Gallagher network

- Contact your local HR support team with any questions

Section 7: Security Essentials

Security Essentials

1. Defend your computer

- **Strengthen your computer's defenses.** Keep all software (including your web browser) current with automatic updating (or follow the directions of IT staff). Install legitimate antivirus and antispyware software. Never turn off your firewall.
- **Don't be tricked into downloading malicious software.** Stop and think before you open attachments or click links in unusual email, text, or instant messages (IM), on social networks, or in random pop-up windows. If you're unsure if a message is legitimate—even from a coworker—contact the sender to confirm using a different device and another account.
- **Use of public WiFi**. Please do not access Gallagher resources, use account credentials (username/password) and/or sensitive information when you are in a public wifi situation. The information that you access could be accessed by anyone on that network.

2. Protect company data and financial assets

- Don't put **confidential** information in email, instant, or text messages; they may not be secure.
- Beware of scams. Never give information like an account number or password in response to a phone call, or email or other online request.
- For the most sensitive transactions—Automated Clearing House (ACH) payments, payroll, and the like—consider a dedicated computer not used for email or web browsing.

3. Create strong passwords and keep them private

- Lock devices, company routers, and online accounts with strong passwords or PINs. Strong passwords mix capital and lowercase letters, numbers, and symbols.
- Don't disclose passwords or PINs to coworkers.
- Use a unique password on each account or device containing personal or business data, and change them when prompted to by IT.

Important Note: If you receive a suspicious email, suspect that you may have experienced a security incident, or recently lost or had a IT device stolen; please report this to the GTS Security Operations Center by calling 630-694-5421.

If you are unsure ASK….

Section 8:   Where do I get help?

Obtaining Support

If you encounter any issues logging into Gallagher's Citrix Environment, you can call Joel Mallory, 248-660-0711. If Joel does not answer, please leave a message and he will get back to you as soon as possible.