



LAWSON ACCESS USING CITRIX CONNECTION

This document is comprised of 5 sections. Click on each of the sections to learn more.

- [Initial One-Time Citrix Setup](#)
- [Normal Subsequent Citrix Logins](#)
- [Lawson Employee Self-Service \(ESS\) Login](#)
- [Logout of Lawson Employee Self-Service and Citrix](#)
- [Reset User Password](#)

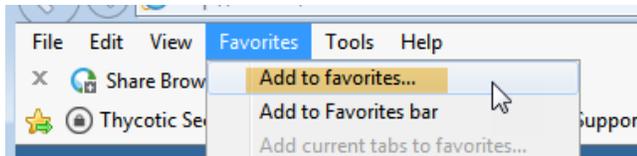
INITIAL ONE-TIME CITRIX SETUP

Preferred browser is Internet Explorer. 

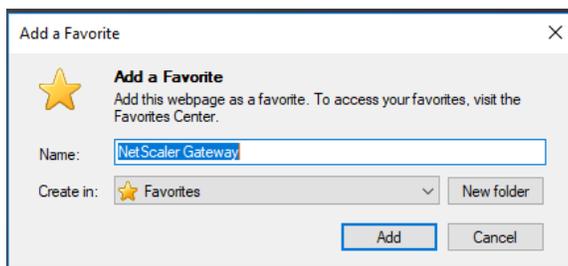
1. Open Citrix (Link: <https://citrix.torchmarkcorp.com>)
2. Add to Favorites: (Two ways to add to favorites)
 - a. Click on the star in the upper right corner



- b. Click on the “Favorites” tab.
Click “Add to favorites.”



Click Add



3. Enter your “User name” and “Password” from the email.
NOTE: You should have received an email containing your login credentials.
4. Check the “I accept the Terms & Conditions” box.

Please log on

User name:

Password:

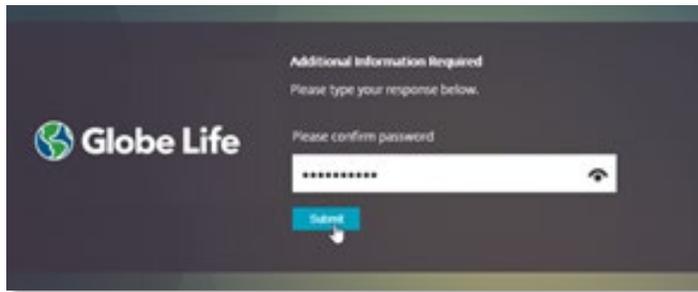
I accept the Terms & Conditions

5. Click the “Log On” button.

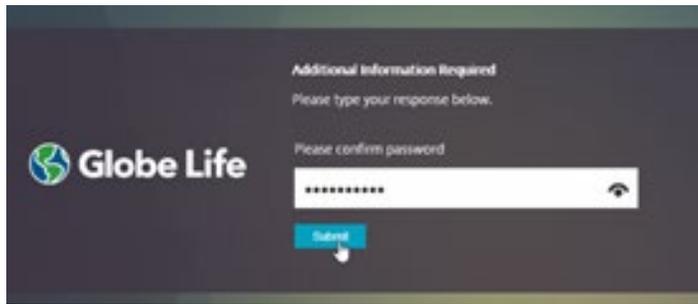


6. Required Password Change.

- a. On your first login you are required to change your password.
NOTE: If a “Password has expired” message appears, follow the instructions to change your password.
- b. Passwords must include 3 of the following four:
- c. Passwords must be a minimum of 8 characters in length.
- d. Enter your new password and click submit.

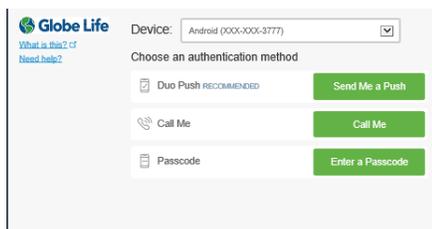


- e. Re-enter your password for verification and click submit.



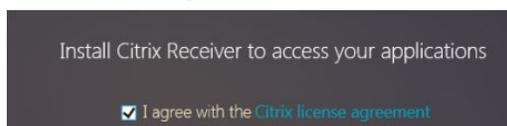
7. Duo, Call Me

- a. A window will open for Duo.



- b. Click “Call Me”
- c. Duo will call your phone.
- d. Push any key to authenticate.

8. Check the “I agree with the Citrix license agreement” box.



9. Click “Install”.



10. Click the “Run” button at the bottom of the screen.



11. After download is complete a Welcome to Citrix Receiver window opens, click the “Start” box.



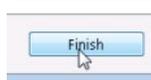
12. A License Agreement window appears, check the “I accept the license agreement” box.



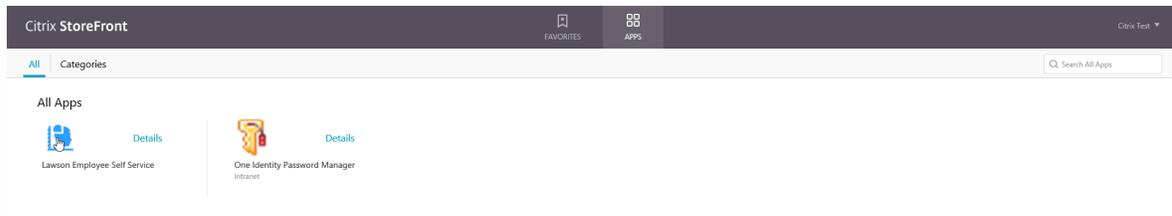
13. Click the “Install” button.



14. An Installation successful window opens, Click the “Finish” button.



15. After installation is complete, the Citrix desktop application screen opens.

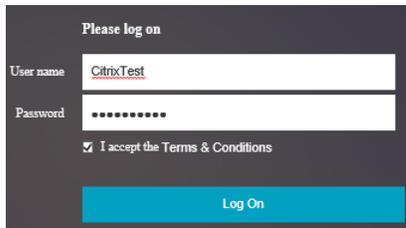


[Return to the top of the document.](#)

CITRIX LOGIN (AFTER DESKTOP APPLICATION INSTALLED)

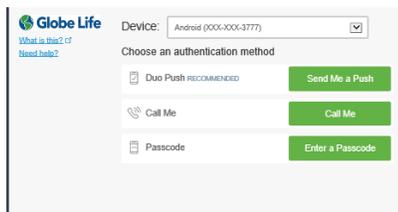
Preferred browser is Internet Explorer. 

1. Open Citrix (Link: <https://citrix.torchmarkcorp.com>)
2. Enter your “User name” and “Password.”
3. Check the “I accept the Terms & Conditions” box.
4. Click the “Log On” button.



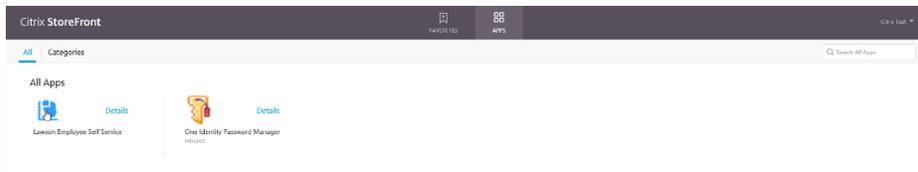
The image shows a login form titled "Please log on". It has two input fields: "User name" with the text "CitrixTest" and "Password" with masked characters. Below the password field is a checkbox labeled "I accept the Terms & Conditions" which is checked. At the bottom is a blue button labeled "Log On".

5. Duo, Call Me
 - a. A window will open for Duo.



The image shows a Duo authentication window for "Globe Life". It displays the device "Android (00000000-3777)". Under "Choose an authentication method", there are three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button.

- b. Click “Call Me”
 - c. Duo will call your phone.
 - d. Push any key to authenticate.
6. The Citrix desktop application screen opens.

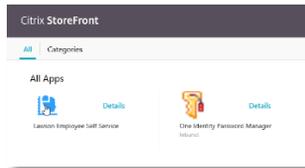


[Return to the top of the document.](#)

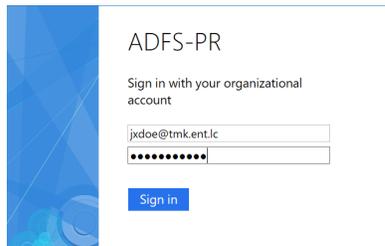
LAWSON EMPLOYEE SELF-SERVICE (ESS) LOGIN

Preferred browser is Internet Explorer. 

1. From the Citrix desktop application screen, click on the “Infor Employee Self Service” icon.



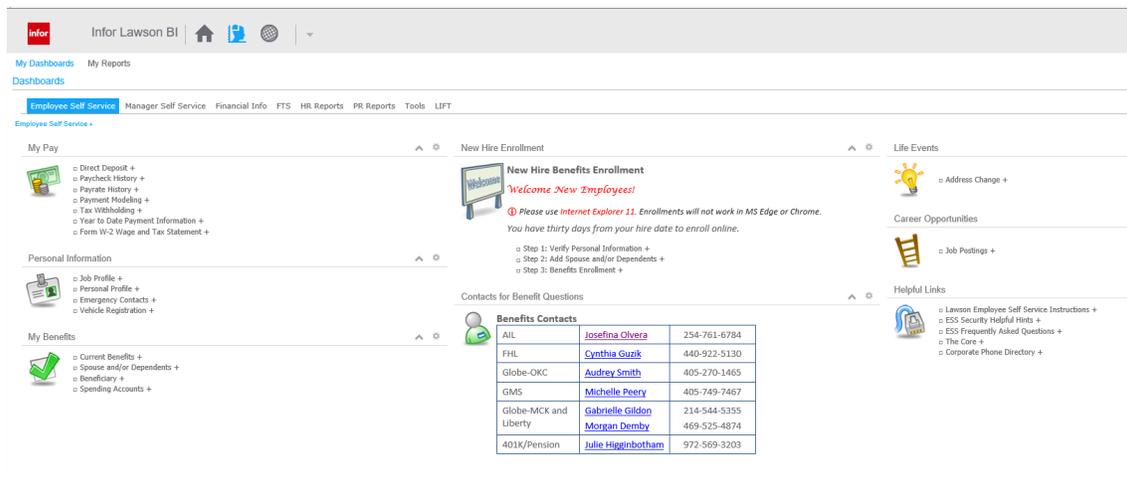
2. Internet Explorer will open another window with Infor Lawson login screen.



3. Enter your User ID, same as your computer login, followed by @tmk.ent.lc (i.e. Jxdoe@tmk.ent.lc)
4. Enter your password, same as your computer password.
5. The Infor home dashboard will open, click on the LBI icon.



6. Employee Self-Service dashboard opens.



The dashboard displays the following sections:

- My Pay:** Direct Deposit, Paycheck History, Payrate History, Payment Modeling, Tax Withholding, Year to Date Payment Information, Form W-2 Wage and Tax Statement.
- Personal Information:** Job Profile, Personal Profile, Emergency Contacts, Vehicle Registration.
- My Benefits:** Current Benefits, Spouse and/or Dependents, Beneficiary, Spending Accounts.
- New Hire Enrollment:** Welcome New Employees! (Note: Please use Internet Explorer 11. Enrollments will not work in MS Edge or Chrome. You have thirty days from your hire date to enroll online.) Steps: 1: Verify Personal Information, 2: Add Spouse and/or Dependents, 3: Benefits Enrollment.
- Benefits Contacts:**

ALL	Josefina Olvera	254-761-6784
FHL	Cynthia Guzik	440-922-5130
Globe-OKC	Audrey Smith	405-270-1465
GMS	Michelle Peery	405-749-7467
Globe-MCK and Liberty	Gabrielle Gibson	214-544-5355
	Morgan Demby	469-525-4874
401K/Pension	Julie Hugginbotham	972-569-3203

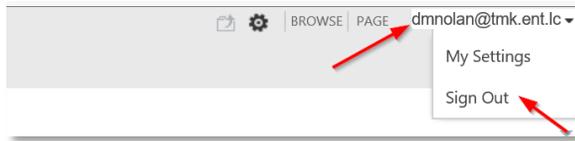
- Life Events:** Address Change.
- Career Opportunities:** Job Postings.
- Helpful Links:** Lawson Employee Self Service Instructions, ESS Security Helpful Hints, ESS Frequently Asked Questions, The Core, Corporate Phone Directory.

[Return to the top of the document.](#)

LOG OUT OF LAWSON EMPLOYEE SELF-SERVICE (ESS) AND CITRIX

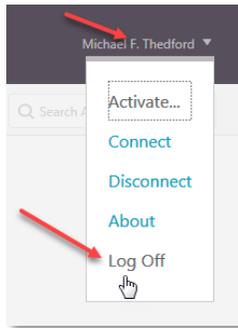
1. To logout of Infor Lawson:

- a. Click on your user name in the top right corner.
- b. Click "Sign Out" from the dropdown.



2. To logout of Citrix:

- a. Click on your user name in the top right corner.
- b. Click "Log Off" from the dropdown.



[Return to the top of the document.](#)

RESET USER PASSWORD

1. Dial 1-888-813-5027.
2. Select Option 1, to speak with the next available representative.
3. Notify the representative of your TMK domain ID and ask for your password to be reset.



[Return to the top of the document.](#)