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
- <u>Normal Subsequent Citrix Logins</u>
- Lawson Employee Self-Service (ESS) Login
- Logout of Lawson Employee Self-Service and Citrix
- <u>Reset User Password</u>

INITIAL ONE-TIME CITRIX SETUP

Preferred browser is Internet Explorer. 🧲

- 1. Open Citrix (Link: <u>https://citrix.torchmarkcorp.com</u>)
- 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."

File Edit View	Favorites Tools Help
× 🞧 Share Brow	Add to favorites
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	Add current tabs to favorites

Click Add

Add a Favorite								
\bigstar	Add a Favorite Add this webpage as a favorite. To access your favorites, visit the Favorites Center. NetScaler Gateway							
Name:								
Create in:	☆ Favorites ∨ New folder							
	Add Cancel							

- 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.



5. Click the "Log On" button.

Log On

- 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.

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

🛞 Globe Life	Additional Information Required Please type your response below. Please confirm password					
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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.

Install Citrix Receiver to access your applications

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 instillation is complete, the Citrix desktop application screen opens.

Citrix StoreFront		FAVORITES	APPS	Giria Test ▼
All Categories				Q. Search All Apps
All Apps Details Lawson Employee Set! Service	Details One Leftertity Password Manager Informet			

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.



- 5. 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.
- 6. The Citrix desktop application screen opens.



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.

ADFS-PR
Sign in with your organizational account
jxdoe@tmk.ent.lc
Sign in

 Enter your User ID, same as your computer login, followed by @tmk.ent.lc Jxdoe@tmk.ent.lc)

(i.e.

- 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.

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My Dashboard Dashboards	is My Reports											
Employee	Self Service Manager Self Service Fi	inancial Info FTS HR Reports PR Reports	Tools LIFT									
Employee Set Serve +				New Hir	New Hire Enrollment					▲ # Life Events		
6	c Direct Deposit + c Payrate History + c Payrate History + payment Modeling + c Year to Date Payment Information +			New Hire Benefits Enrollment Helcome Xew Employees! ① Please use internet Explore 11. Enrollments will not work in MS Edge or Chrome. You were thirty days from your hire date to enroll online. . Step 1: Verify Personal Information + . Step 2: Add Space and or Dependents + . Step 3: Enrolls formitment + Contacts for Benefit Questions					~ *	Career C	□ Address Change + Dpportunities	
Personal	 Form W-2 Wage and Tax Statement + Information Inh Profile + 		^ *							目	a Job Postings +	
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	b spouse ana/or Dependents + b Beneficiary +			Globe-OKC	Audrey Smith	405-270-1465						
Spending Accounts +					GMS	Michelle Peery	405-749-7467					
					Globe-MCK and	Gabrielle Gildon	214-544-5355					
					Liberty	Morgan Demby	469-525-4874					
					401K/Pension	Julie Higginbotham	972-569-3203					

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.



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.



Hours of Support

Mon. - Sat. 7 a.m. - 9 p.m. CT

External: 1-888-813-5027 Internal: "Ask IT" (x27548) (x27548 available to FHL in 2019)

Ask IT Voice Support is designed to quickly identify and resolve your issue or question with minimal disruption enabling you to work more efficiently.



When calling the voice support channel, you are prompted to enter the numerical portion of your employee ID, found in Lawson, followed by the # sign to access the voice menu system.



For password reset select menu option 1 and for all other issues select option 5 for the next available service desk agent. For support outside of regular hours, you will be prompted to leave a voicemail message, and a service desk agent will pick it up the next business day.

In the case of critical issues impacting multiple users, press 1 to be connected to an out of hours emergency contact.