Onboarding Support Session

For Devolved Admin

Agenda

1 | Session Objectives

2 | Onboarding Process for DCOM

3 | Identity and Devolved Admin Role

4 | DEMO - Bulk-upload your users to Identity

5 | Common Access Scenarios

6 | Q&A

7 | Quiz

8 | Next Steps

Classification: Confidential

LLOYD'S

Go to

www.menti.com

Mentimeter

Please enter the code

2192 5777

Submit
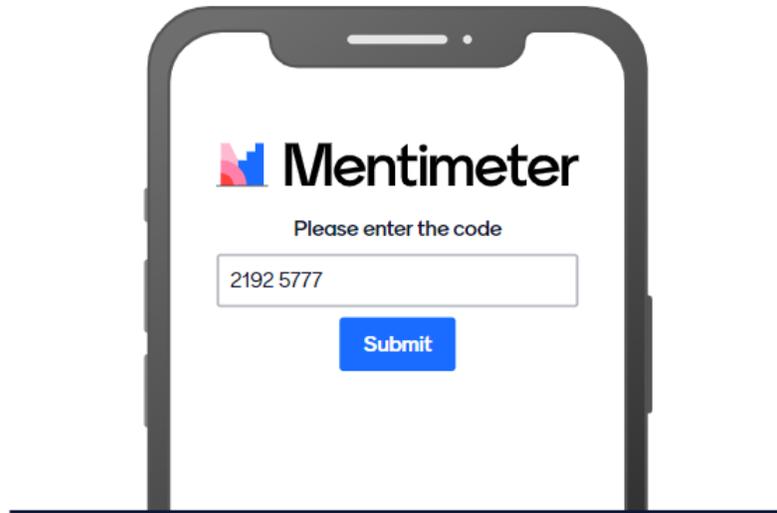
Enter the code

2192 5777

Or use QR code

Onboarding Support Session Objectives

All DCOM Devolved Admins and users need to have an account in Identity (to be able to access DCOM).

It is the responsibility of the **Devolved Admins** to ensure their organisation's users have access to Identity and DCOM.

The instructor-led training has focused on the Devolved Admin tasks in DCOM (not specifically Identity).

This support session aims to:

- Provide an overview of Identity

- Highlight the responsibilities of Devolved Admin Role in Identity

- Learn how to bulk-upload users

- Address some common access scenarios

Devolved Admin's Onboarding Process for DCOM

1 Dev. Admin attend DCOM Devolved Admin Training

2 Dev. Admins Attend Onboarding support session

3 Identity access verification email sent to Devolved Admins

4 Dev. Admins verify Identity Account

5 Dev. Admins Bulk upload organisation's users to Identity

6 Dev. Admins are notified when their accounts are set up in DCOM

7 Set up organisation's hierarchy and user Permissions in DCOM

8 Market End Users Set up in DCOM ready for go-live

Lloyd's

Devolved Admins

Identity

A new platform was commissioned to replace Lloyds Access Framework (LAF) and is known as Identity.

Purpose:

- Users to register for a Lloyd's Application
- Verify User identity (authentication)
- Administer users access and manage requests
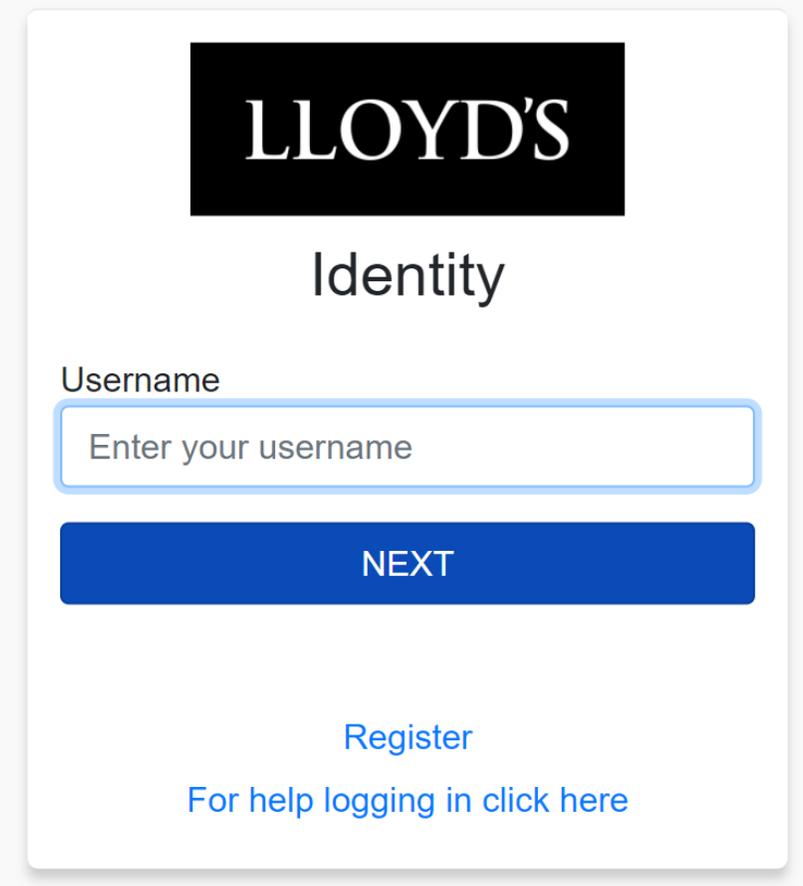
Devolved Admin's Onboarding Process for DCOM

1 Dev. Admin attend DCOM Devolved Admin Training

2 Dev. Admins Attend Onboarding support session

3 Identity access verification email sent to Devolved Admins

4 Dev. Admins verify Identity Account

5 Dev. Admins Bulk upload organisation's users to Identity

5 Dev. Admins are notified when their accounts are set up in DCOM

7 Set up organisation's hierarchy and user Permissions in DCOM

8 Market End Users Set up in DCOM ready for go-live

LLOYD'S
Identity

Lloyd's

Devolved Admins

Devolved Admin Role in Identity

LLOYD'S Identity

4 Dev. Admins verify Identity Account

5 Dev. Admins Bulk upload organisation's users to Identity
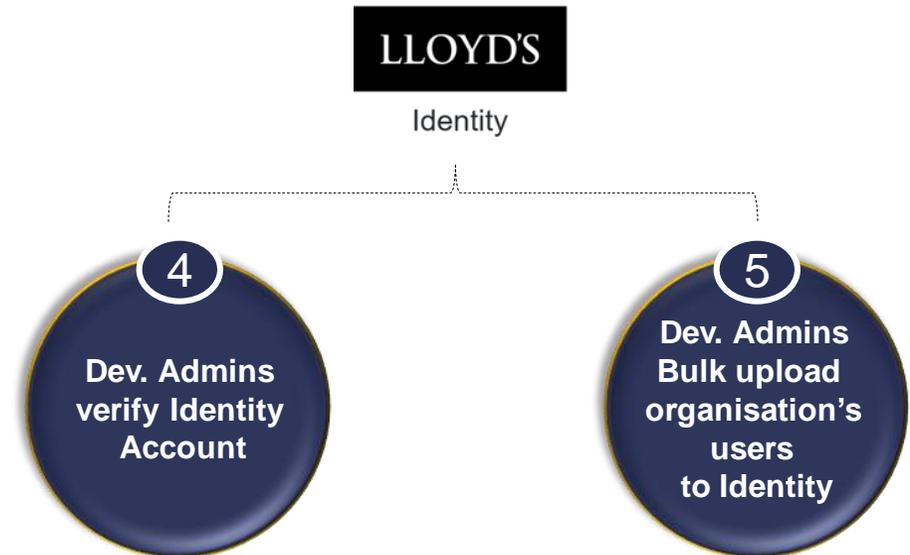
Please note that your entity needs to have completed onboarding activities before your can access Identity and DCOM
(Registration form submitted, MUA signed, Authorised Contact approve Devolved Admins, Devolved Admins verify accounts)

Create your Identity Admin Account

To verify your Identity Admin Account, there are few things you should be aware of.

- You might receive **some of the below notifications** (depending on your current access set up).

Welcome to Lloyd's

Thank you for signing up for Lloyds. Please verify your email address by clicking the following link:

Confirm my account

If you are having any issues with your account, please don't hesitate to contact us.

Thanks!

identity@lloyds.com

If you did not make this request, please contact us identity@lloyds.com

Password Reset Request

Please follow this link to complete the reset process.

Thank you.

If you did not make this request, please contact identity@lloyds.com

Dear

Your request for **user access** for DCOM has been granted.

This request was submitted by   If you have any questions please

Dear

Your request for **administrator** access for DCOM has been granted.

x number of entities

Click on 'Confirm My Account' to verify your email address.
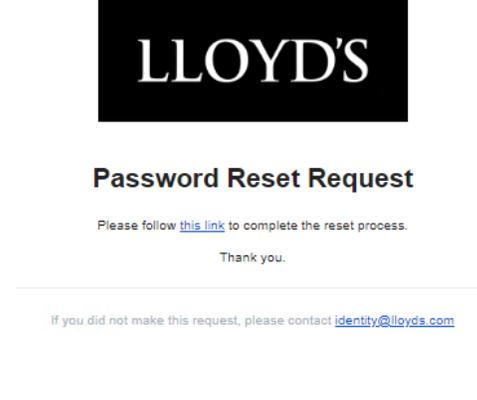
Click on 'This Link' to reset your password.

This email confirms you've been granted the **User access**. There is no action required.
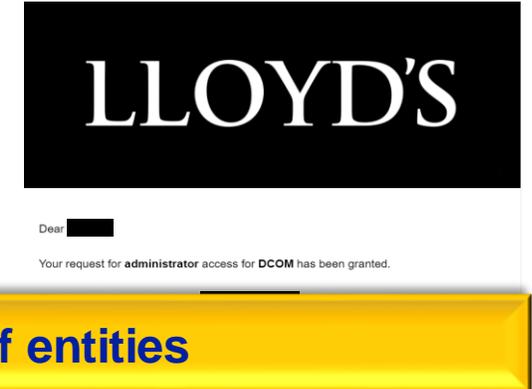
This email confirms you've been granted the **Administrator access**. There is no action required.

NB: If you have an existing Identity account, no action is required, but you may still receive notifications.

Demo | Bulk Upload Users to Identity

Recap | How to enter Identity as an Admin?

1

https://identity.lloyds.com/login

What to do?

Enter the Identity Url Address.

2

Log in with your validated email address.

3

Enter your password for Identity.

Note is the one you've been asked to reset at the beginning. You can always reset it.

4

Enter the 'Admin' Dashboard.

Recap | Identity Admin Responsibilities

Approve / Reject Requests

6 Add Users

Manage Admin Access

5 More details in the Appendix.

7 More details in the Appendix.

Recap | Bulk upload Users

6

0 requests	**2 users**	0 admins

Export   Import

7 Download the template

Upload users file

No file uploaded. Please upload a file using this template.

8 Complete the template

	Surname	Email	Organisation Type	Organisation	Country

Organisation type includes:
- ManagingAgent
- Broker
- Coverholder (for Service Company)

9 Upload your user file

Upload users file

No file uploaded. Please upload a file using this template.

Please create a file per entity to make sure you're assigning the right DCOM Access for your users.

Recap | Template Format required

8

	A	B	C	D	E	F
1	Name	Surname	Email	Organisation Type	Organisation	Country
2	User	TEST	IALTest@email.com	ManagingAgent	Marsh	United Kingdom
3						

How good looks like

No.	Name	Surname	Email	Organisation	Organisation Type	Country	
1	User	TEST	IALTest@email.com	Marsh	ManagingAgent	United Kingdom	✔

How it doesn't look good

No.	Name	Surname	Email	Organisation	Organisation Type	Country	
1	User	TEST	IALTest@email.com	Marsh	Managing Agent ⑦	United Kingdom	✘

Recap | Bulk Upload Users

10

< Back   > Next

⬆ **Upload users file**   Bulk_User_Import_IAL Test.xlsx

No.	Name	Surname	Email	Organisation	Organisation Type	Country
1	User	TEST	IALTest@email.com	Marsh	ManagingAgent	United Kingdom

11

Please select which rights to give the users

☑	No.	Application	Scope	Answers
☑	1	DCOM	administrator	⬍

Recap | Bulk Upload Users

12

Review your information before sending the request.

Your details

Name:

Cynthia Kracmer

Email:

cynthia.kracmer@lloyds.com

Bulk request details

Number of users being affected:

10 user(s)

Application rights being assigned:

1 right(s) across 1 application(s)

❌ Cancel   ✅ Submit

13

You have successfully requested access

You have requested access for 1 user(s) to the following applications:

DCOM

You will receive an email confirming your request at Devolved Admin Email

All users have been emailed directly with instructions on how to complete registration and access the applications.

‹ Back to profile page

14

LLOYD'S

User Upload Complete

Your user upload from 2021-06-03T01:42:22Z for the creation of 1 credentials has been completed. Please find the details for each one below:

- Request for ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ for Application **DCOM**

    Output: *Credential created successfully for user* ▮▮▮▮▮▮▮▮▮▮▮▮ *for application 'DCOM'.*

If you do not recognize this request, please contact Identity@Lloyds.com.

Any questions?

Common Access Scenarios

Common Access Scenario 1

This error message occurs for different reasons:

- **Users don't have an Identity Account yet**
  - Users haven't been approved yet

Resolution: Wait for approval.

  - Users haven't confirmed their email address AND/OR reset their password

Resolution: Make sure you've completed the tasks requested in the emails

- **Users open the link with Internet Explorer**

Resolution: Chose a different Browser (Google Chrome, Microsoft Edge, Firefox)

Identity

Unable to log in, please email usersupport@lloyds.com for assistance

Password

••••••••••

LOG IN

Back to username

Reset your password

For help logging in click here

Common Access Scenario 2

This error message occurs for different reasons:

- **Users have already verified their email address.**

Resolution: Once your password is reset, you should be able to access Identity.

- **Users have reset their password first and BEFORE verifying their email address.**

Resolution: Make sure you verify and then reset your password.

Error

Your email address could not be verified.
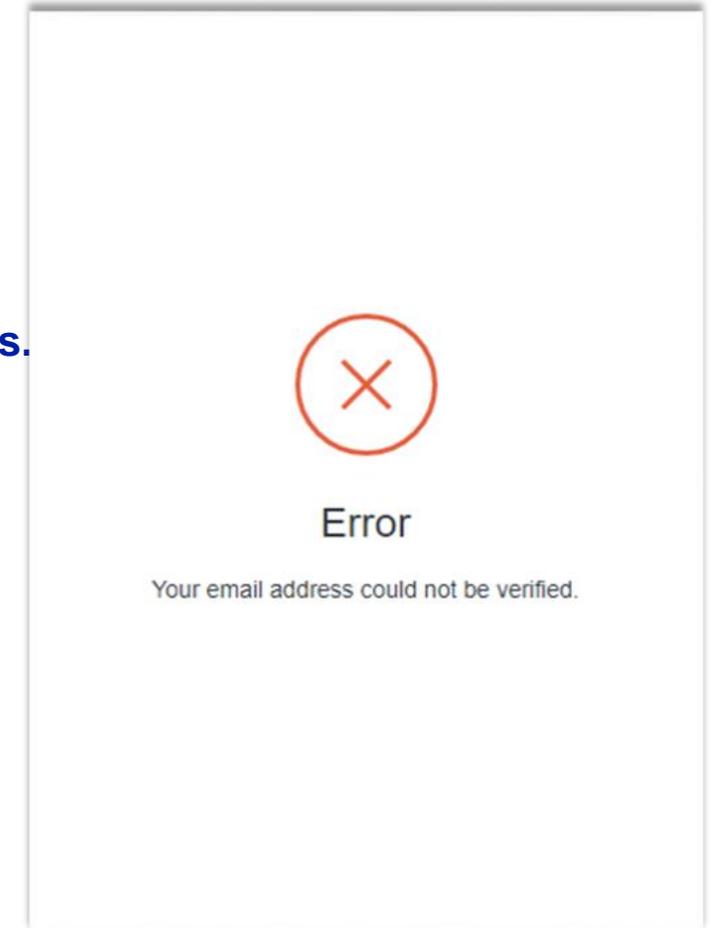
Common Access Scenario 3

This error message occurs for different reasons:

Many Entities also use LIMOSS SSO (Single Sign On).

- Some Access issues can arise if your email submitted for Identity or DCOM doesn't match the one recorded in LIMOSS.

- It can also arise if your organisation has an account but you as a user are not SSO provisioned.

LMG

Sign in

Sorry, but we're having trouble with signing you in.

AADSTS50020: User account 'Claudia.Adolphus@awacservices.com' from identity provider 'https://sts.windows.net/ccdb895a-57f6-47a0-af50-583c31b6cc00/' does not exist in tenant 'London Market Operations and Strategic Sourcing Limited' and cannot access the application '532d27f4-5f7d-4609-a135-84d408bf3046'(APP-Lloyds Auth0 Production Tenant) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Resolution: Make sure you are using the right email address. Please reach out to servicedesk@limoss.london for assistance.

Common Access Scenario 4

Dev. Admins are notified when their accounts are set up in DCOM

This error message occurs for different reasons:

LLOYD'S

You have not yet been set up to use this application. Please contact the administrator within your own organisation.

You might have tried to enter DCOM but you don't have access yet to DCOM
which can be triggered by:

- Your entity has not completed the Onboarding Process

- DCOM Go-live Date has not happened yet.

Resolution: Make sure your entity is on the top of the activities required to move forward. If you aren't sure what is missing, please reach out DCOMfeedback@lloyds.com

Common Access Scenario 5

This error messages occur during the **DCOM Registration Completion** for the following reasons:

- You might be using the wrong email.

Resolution: Make sure you connect with the email that was provided by your Registrant.

- The url of the link you've used has switched.

Resolution: Choose Google Chrome, Microsoft Edge and Firefox over Internet Explorer. A good practice is to copy the link from the notification and paste it into your Browser.

LLOYD'S Market Support Centre Portal

Unauthorised

You don't have permission to view this page, as the link you've followed is specific to the user it was originally sent to.
If you think you are seeing this page in error, please contact your Registrant.

LLOYD'S

Security constraints prevent access to requested page
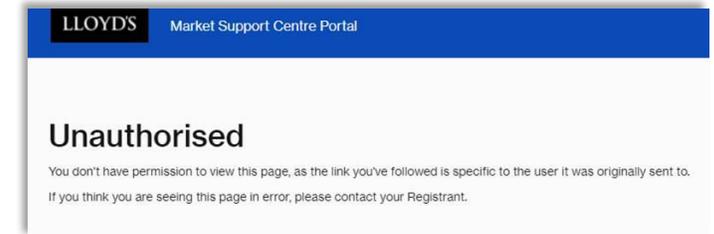
Let's Test Your Knowledge

Go to

www.menti.com
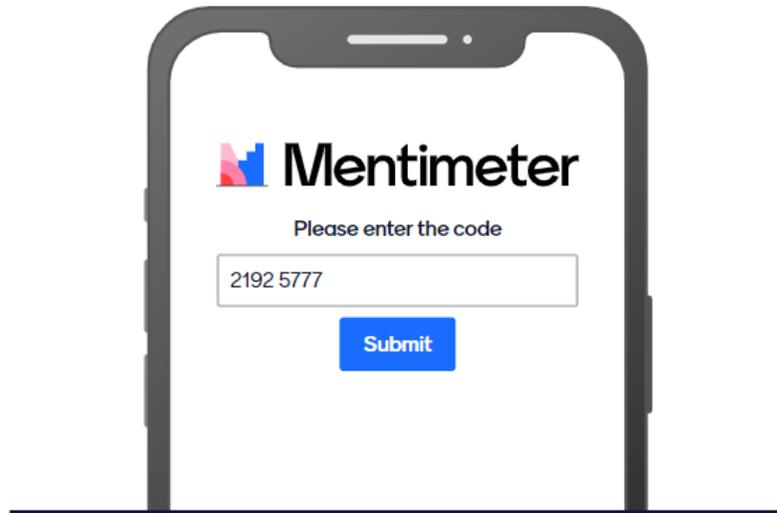
Enter the code

2192 5777
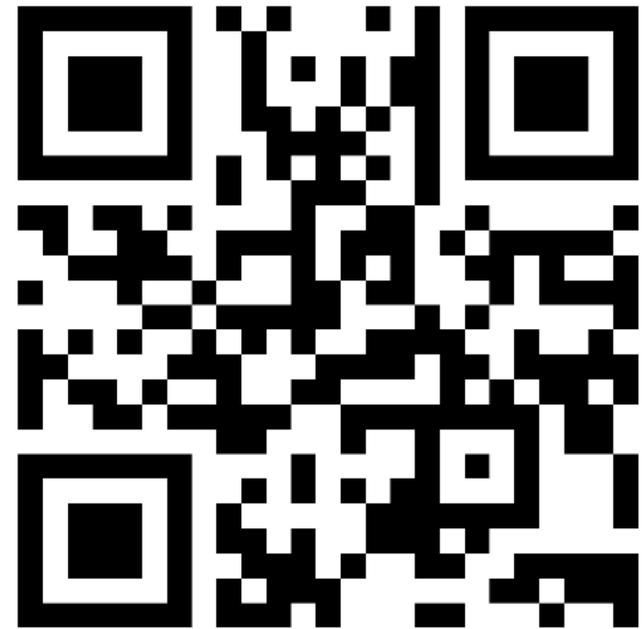
Or use QR code

Next Steps

Devolved Admin's Onboarding Process for DCOM

3
Identity access verification email sent to Devolved Admins

6
Dev. Admins are notified when their accounts are set up in DCOM

8
Market End Users Set up in DCOM ready for go-live

1
Dev. Admin attend DCOM Devolved Admin Training

2
Dev. Admins Attend Onboarding support session

4
Dev. Admins verify Identity Account

5
Dev. Admins Bulk upload organisation's users to Identity

7
Set up organisation's hierarchy and user Permissions in DCOM

Lloyd's

Devolved Admins

Additional Devolved Admin Support

Drop-in Clinics (June 14 – 18)

- Invitations to be sent in communications on Friday 11th

Support collateral on Market Support Centre:

- Knowledge Articles

- Interactive Videos

- Video Tutorial

- Training Session Recording

- Onboarding Support Session Deck (this one) *to be shared after webinars*

If you still require support, please contact DCOMfeedback@lloyds.com

Thank you!

The consolidated deck (incl. appendix) will be provided shortly.