



## Welcome To e.PN!

This guide will give you a quick start in working with your e.PN IT equipment.

### 1. Getting Help & User Self Service

Support e-mail contact: [ePN-support@esolutions.de](mailto:ePN-support@esolutions.de)

User Self Service: <https://b2b.esolutions.de/Partner/>

#### Abbreviations

<b>P.ADM</b> - Partner Administrator	A person in your company responsible for the collaboration with e.solutions
<b>e.PP</b> – eso Partnerpate	A person at e.solutions sponsoring you in the projects you are working on
<b>e.PL</b> – eso Projektleiter	A person at e.solutions responsible for your project with e.solutions. If none is specified, the e.PP takes this role, too.
<b>P.MA</b> - Partner Mitarbeiter	You – the employee of an e.solutions partner’s company
<b>e.PN</b> -eso Partner Netzwerk	The organization, services, systems and resources provided to you by e.solutions

**Attention:** If you already have an account and have used some of the provided e.PN services, you can ignore the steps and instructions marked with \*.

### 2. Initial Credentials\* And Your Smart Card

When your ePN account was created, an e-mail message was sent to your corporate e-mail address automatically. This mail contains your initial credentials. If you have not found this message in your inbox, please check your SPAM-Folders, too.

What you should hold in your hands right now:

		
<b>e.PN Laptop</b>	<b>Personal Smart Card (sent as a separate package)</b>	<b>e-mail With Initial Credentials*</b>

**If you have neither received a smart card nor an e-mail\*,  
STOP here and contact your P.ADM.  
Otherwise you will not be able to go on!**

**Attention:** You will not need the ePN Laptop until step 6.

### 3. First Log On To The B2B-User Self Service Portal\*

Take any internet connected device and log on to the B2B Portal <https://b2b.esolutions.de/Partner/> with your initial credentials as shown in the image below. Take this information from the initial e-mail.

#### 4. Change your password on the B2B-User Self Service Portal\*

The web interface will automatically ask you to change your password at first logon. The password policy requires

- the password to be at least 12 characters long,
- the password must not contain the user's account or full name,
- the password has to have three of the following four aspects:
  - uppercase characters (A through Z),
  - lowercase characters (a through z),
  - Digits (0 through 9),
  - Non-alphabetic characters (such as !, \$, #, %),
- the password cannot be changed until at least 1 day since it was last changed,
- and that it cannot be identical to any of the previous 12 passwords used.

Change my password - Mustermann Max (ePN)

Old password

New password

Confirm new password

GENERATE SPELL OUT PASSWORD POLICY

You should see the screen, shown in the image on the left.

In the first line you find your Username.

Below that you enter your initial password.






In line two and three type your personal password twice and then click on the green button.

#### 5. Request VPN Access & Binding Your ePN-Laptop To Your Account

After login into the B2B-Portal you will see the home panel with various actions available. Please choose 'Request VPN Access' via a mouse click and follow the instructions on screen.

The "eso Inventory Number" can be found on the backside of your ePN-Laptop. It is on a black & white sticker with a barcode as shown below.

ePN Accessibility

-  **Enable ePN-Client**
-  Request VDI Client
-  Request Building Access
-  Request ePN Client
-  Remove Building Access

Enable ePN-Client - Mustermann Max (ePN)

REQUEST VPN ACCESS

---

**Request VPN Access**

In order to request VPN access you must enter the inventory number of the client you received from e.solutions. You can find this number on the bottom of the notebook (esoXXXX).

ePN Computername

On the backside of your ePN-Laptop, you will find the e.solutions inventory sticker. It looks like the picture on the right. The number you are looking for starts with "eso" and is followed by four to five digits. Please use the number on **your** device, not the example from the right. Enter the number and click "Save" to proceed.



## 6. Connecting To The e.solutions Partner Network (e.PN) & First Boot Of ePN-Laptop

**Attention:** As the action from step 5 takes up to 30 minutes in our backend systems to complete, please make sure waiting for that amount of time before proceeding with this step.

Take your ePN-Laptop and connect your e.PN-Laptop to a **wired** network connection with internet access and power up the ePN-Laptop for the first time.

**Attention:** If you are uncertain, whether your available network supports this upbringing of the ePN-Laptop or not, contact your local IT department and provide them with the ePN-Laptop Network-Requirements<sup>1</sup>. e.solutions' ePN-Support cannot support you in this step of the process.



Please, login into Windows with the credentials you have set beforehand in step 4.

After firing the login, it might take up to 60 seconds before you see any reaction. This may feel awkward, but is expected and ok. This is due to some background operations when checking and securing the connection. Do not interrupt this process, just wait.

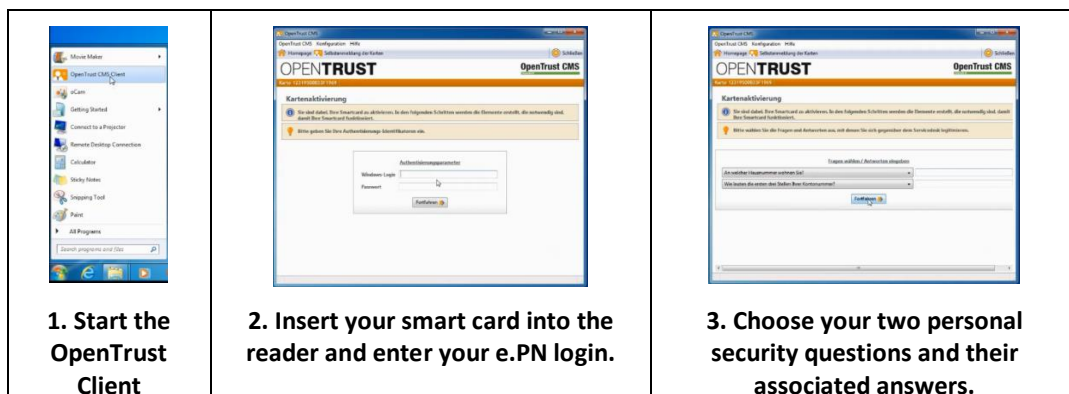
Next the PulseSecure window pops up and informs you about the connection status. Please click the "Proceed" button.

The following actions may take some further minutes as Updates and Configurations get downloaded and synchronized.

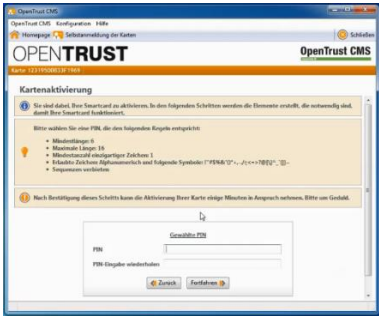
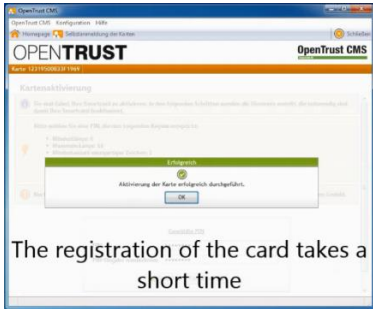
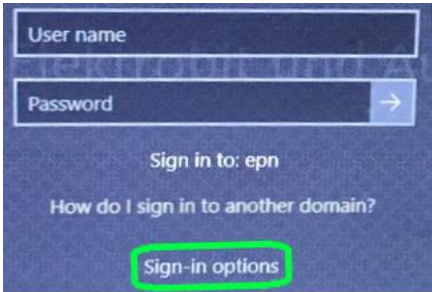
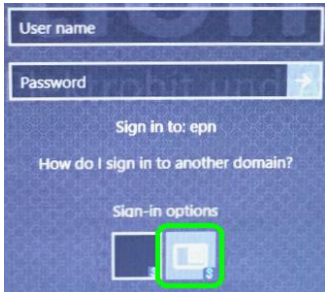
Once everything is set and done, you will see a usual Windows Desktop ready to be used.

## 7. Enabling Your Smart Card

For security reasons you must use your smart card for further usage of the ePN-Laptop. Therefore you have to enable the smart card. After this process you will be able to login to the system using the smart card and the corresponding PIN instead of the username / password combination.



<sup>1</sup> <https://b2b.esolutions.de/Support/ePNClientNetworkRequirements.pdf>

 <p><b>4. Create your new smart card PIN according to the displayed security guidelines.</b></p>	 <p><b>5. After a few seconds you get a confirmation message. Your smart card is ready for use now. Please, reboot the ePN-Laptop.</b></p>
 <p><b>6. Now when your ePN-Laptop has rebooted you can log on using your smart card. Therefore click on Sign-In options at logon screen.</b></p>	 <p><b>7. Then choose the smart card login and insert your smart card into the Laptops built in smart card reader.</b></p>

**8. Rights Management**

Most of the rights and permissions you need, can be requested via our B2B-User Self Service Portal <https://b2b.esolutions.de/Partner> (use your standard login). You should be aware of the fact that every request submitted, requires an approval of at least your P.ADM.