

# Request Access to AEM

By following the instructions in this document, FedEx employees and vendors will have the information required for requesting access to AEM.

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### **AEM Access - Checklist**

Please follow the steps below to ensure you receive the access, permissions and training required to author content for fedex.com via AEM.

- 1. Review the list of User roles to determine which level of access you feel is required.
- Email <u>gdcm-support@fedex.com</u> with desired User role for approval to request access.
  Request Production access.
- 4. Request L6 access.
- 5. Log into Production. You will have no permissions yet. Log out.
- 6. Log into L6. You will have no permissions yet. Log out.
- 7. Email gdcm-support@fedex.com to initiate permissions and AEM training.\*
- 8. Attend AEM training. GDCM will grant permissions to Production/L6 for training.

\*Note: The AEM training class is held monthly and is required to receive permissions to the Production environment.

#### **Prerequisites (Vendors)**

Prior to requesting access to AEM, vendors will need to have a FedEx email account and VPN access, which requires following the steps below.

- 1. The vendor will need a FedEx ID/Idap, to be requested by the FedEx manager.
- The vendor will need a FedEx email address. This is the address to which Idap password reset reminders and AEM notifications will be sent. The email address request should be submitted by the FedEx manager via the Vendor system link in the People Directory:



- 3. The vendor will need VPN access. Either the vendor or the FedEx manager can request VPN access by doing the following:
  - a. Access the Corporate homepage and enter the keyword "image" :



b. Click the Manage User Access link on the dashboard. The button will turn purple:



c. On the **Select Users** tab, search for your name by entering your **FedEx ID#** and clicking the search icon:

Select Users	Select Access	Review & Submit
Search for users by FedEx ID#		

Note: Click on the checkmark next to the individual's name and then click **Select Access** (multiple identities may be selected).

- d. Enter "vpn" within the search box and click on the search icon.
- e. Select idg\_employee\_vpn\_hard-token\_app804822 or idg\_employee\_vpn\_soft-token\_app804822 from the list. The check mark next to selected role should turn green after selection.
- f. Click on Review & Submit.
- g. You must give a business reason for the access by clicking on the comment icon.
- h. Enter the business justification and click **Save**.
- i. Click on **Submit** to complete the access request.
- j. The request will automatically be sent to your manager for approval.

**Note:** Once the steps above have been completed and any necessary approvals have been received, the vendor can go to <u>https://idguard.fedex.com</u> to get instructions for downloading remote access software and accessing a soft token.

## **Request Access to AEM (Production)**

Follow the instructions below for requesting access to AEM:

1. Access the Corporate homepage and enter the keyword "image":

<b>FedEx</b> .					
Employee Directory		Keyword Entry		_	FedE>
	Go	image		Go To	
Corporato	Express	Ground	Freight	Services	
corporate	Express	Ground	rieight	Services	

2. Click the Manage User Access link on the dashboard. The button will turn purple:



3. On the Select Users tab, search for your name by entering your FedEx ID# and clicking the search icon:

Select Users	Select Access	Review & Submit
Search for users by FedEx ID#		٩

**Note:** You should see your name (with FedEx manager's name) appear as a result. Click to select your ID. Your name and checkmark next to your name will turn green:

862112	
Amarina Scott	
Marina Scott	
Username: 862112 Manager: Ned S. Kumar	
A Marina Scott	

4. Click the **Select Access** tab. You will see a listing of the systems for which you have access. Type **AEM Author Production** within the search box and click the search icon:

Select Users	Select Access	Review & Submit
Add Access		Remove Access
E AEM Author Production		٩

5. Select **aem\_author\_production** in the results screen:



6. Click the Review & Submit tab:

Manage User Access		
Select Users	Select Access	Review & Submit

7. Once you are on the **Review & Submit** tab, click the **Comments** icon:



8. Type in your justification for AEM access within the **Comment** window, and click **Save**.

Comment and Assignment Note	×
Comment	Assignment Note
Cancel	Save

9. Click the **Submit** button at the bottom of the screen to submit your access request for approval:

You will receive a notification on the screen that your request was submitted successfully:

<b>DIMAGE</b>	
🗮 Home My Work 🕶	
Home	lis request is 5985046.
Change My Password	Acce Manage User Access

**Note:** Your direct manager will receive a system generated email requesting approval. If the request is not approved in five days, it will be removed from the system, requiring you to generate the request again.

After your manager approves, the request is forwarded to the AEM IT admin for approval. You may check the status of your request by returning to the IMAGE landing page and clicking **Track My Requests**:

EIMAGE				
📰 Home My Work 🗸				
A Home				
Change My Password>	Manage User Access >	Access Reviews >	Track My Requests >	Policy Violat

Afterward, a list of your requests will display. You may click on your request to view the status. Once access is given, the requestor/recipient should receive a system generated email.

10. Once you've been given access, please log in to the production site at: https://sso.secure.fedex.com/aeme\_p/sites.html/content

#### **Request Access to AEM (L6)**

Please ensure that you have access to AEM (Production) prior to completing the steps below. Also, please note that Level 6 is to be used for UAT and training purposes.

- 1. You will first need to reset your Dirstage password to match your LDAP password:
  - a) Using IE go to <u>https://ad-admin.web.fedex.com</u>.

Note: Vendors will need to access this link from the Virtual Desktop.

- b) Login to the Web Single Sign On screen using your using FedEx ID / LDAP password.
- c) Select Reset your Dirstage LDAP Password from the menu:

Fed Services	FedEx Active Directory and Exchange Email Account Manager
	MENU
Verify Accounts	Test a list of Users for account status
Enable Corp Wireless for your Computer	Do you need to add your Computer to the Corp Wireless Policy Group?
Reset your Dirstage LDAP Password	Do you need to reset your dirstage LDAP password?
Test LDAP Filter	Do you need to test an LDAP filter?
Create External Contact	Do you need to Create an External Contact?
Distribution List	Do you need to create/delete/manage a Distribution List?
Submit AD Request	Do you need to enter a special AD request?
Logout	

d) Type in your new password. We recommend keeping your AEM password the same as your LDAP, only because it is easier to remember.

rea	Services	and Exchange Email Account Manager
	<u>Go 1</u>	'o Menu
	RESET DIRSTAGE A	ACCOUNT PASSWORD
imployee ID:	672782	
imployee's Name:	Regina Morton	
lew Password:		
Confirm Password:		
	Reset	Password
	from this location will update	your LDAP password on the Enterprise Directory
Changing your password Services (EDS) <b>Dirstage</b>	system.	
Changing your password Services (EDS) <b>Dirstage</b> Strong Password Requi	e system. rements	
Changing your password Services (EDS) Dirstage Strong Password Requir • 1st character alpha	system. rements	
Changing your password Services (EDS) Dirstage Strong Password Requi • 1st character alpha • No special charact • At least 1 number	e system. rements ers	
Changing your password Services (EDS) Dirstage Strong Password Requit • 1st character alpha • No special character • At least 1 number • Exactly 8 character	e system. rements ers ™ in length	

Note: If you receive an error message that you do not have a Dirstage account, please send an email to gdcm-support@fedex.com.

- 2. Access AEM Author Level 6, using Chrome or Firefox: https://rr.secure.fedex.com/aeme\_l6/sites.html/content
- 3. Login using your FedEx ID and LDAP password (the new Dirstage password that you've just reset).

**Note:** When you update your LDAP password in the future, it will not sync up with your Dirstage password. You will need to reset your Dirstage password again if you would like those to be in sync.

#### **User Roles**

The following is an overview of the User Roles in AEM. Please familiarize yourself with these roles prior to requesting AEM access.

Role	Permissions
Content Author	This person is the initial builder of a page and/or anyone who maintains the content or assets on a page. Users in this group are actively editing page(s) in AEM. This group is part of all page and asset workflows. They have permission to edit pages but cannot copy, move, delete or publish.
Digital Content Reviewer	This person does not author pages, but will need access to review pages prior to publishing. They will also be part of the appropriate workflows.
SEO Approver	This person needs to input meta data, taxonomy or other tagging to a page and its assets. They have permission to edit pages but cannot copy, move, delete or publish.
Analytics Reviewer	This person does not author pages, but will need access to review pages prior to publishing. They will also be part of the appropriate workflows.
DAM Area Lead	This person approves and tags assets in their Area. A Lead has asset admin rights to designated Area(s) of the DAM. Leads can have Approver permissions. This group's access is limited to the Assets section. They cannot edit, copy, move, delete or publish pages.
DAM Area Approver/Contributor	This person has permission to upload and/or approve assets to a specific DAM Area for use when authoring. This group's access is limited to the Assets section. They cannot edit, copy, move, delete or publish pages.
Asset Library Owner	This person approves new Areas within the library, assigns ownership of the areas and is responsible for the overall tagging and taxonomy for their library. This group's access is limited to the Assets section. They cannot edit, copy, move, delete or publish pages.