



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.

GDCM
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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.
2. Email gdcmsupport@fedex.com with desired User role for approval to request access.
3. 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 gdcmsupport@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.

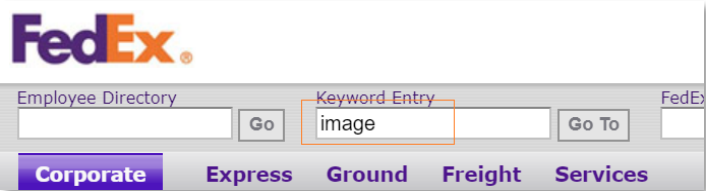
Prerequisites (Vendors)

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

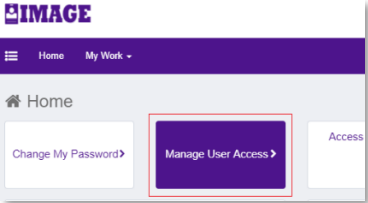
- 1. The vendor will need a FedEx ID/ldap, to be requested by the FedEx manager.
- 2. The vendor will need a FedEx email address. This is the address to which ldap password reset reminders and AEM notifications will be sent. The email address request should be submitted by the FedEx manager via the Vendor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



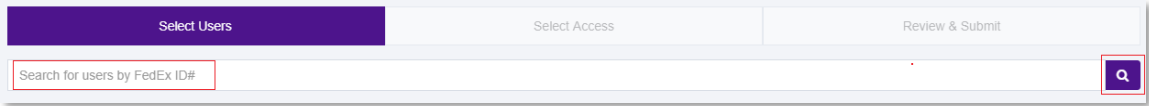
- 3. The vendor will need VPN access. Either the vendor or the FedEx manager can request VPN access by doing the following:
 - a. Access the Corporate homepage and enter the keyword "image" :



- 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:



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

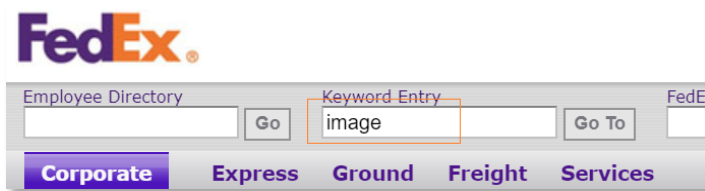
- d. Enter "vpn" within the search box and click on the search icon.
- e. Select idg_employee_vpn_hard-token_app804822 or idg_employee_vpn_soft-token_app804822 from the list. The check mark next to selected role should turn green after selection.
- f. Click on **Review & Submit**.
- g. You must give 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 <https://idguard.fedex.com> to get instructions for downloading remote access software and accessing a soft token.

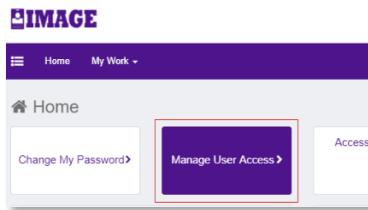
Request Access to AEM (Production)

Follow the instructions below for requesting access to AEM:

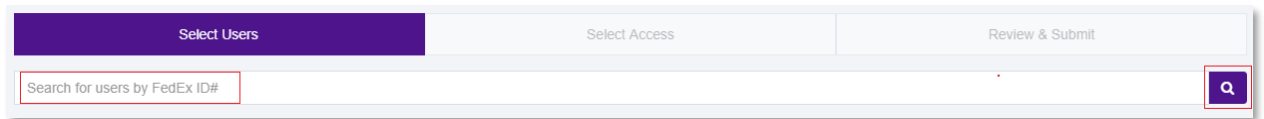
1. Access the Corporate homepage and enter the keyword “**image**”:



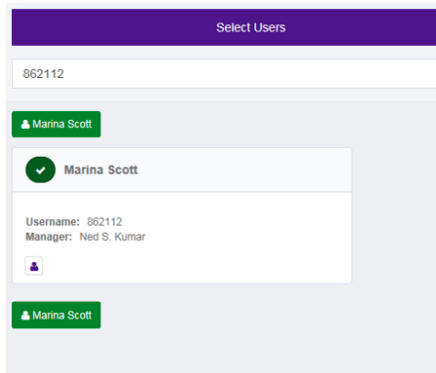
2. Click the **Manage User Access** link on the dashboard. The button will turn purple:



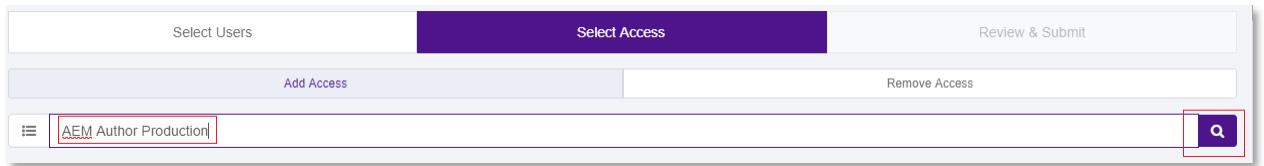
3. On the **Select Users** tab, search for your name by entering your **FedEx ID#** and clicking the search icon:



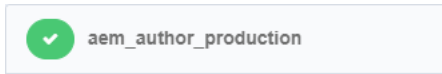
Note: You should see your name (with FedEx manager’s name) appear as a result. Click to select your ID. Your name and checkmark next to your name will turn green:



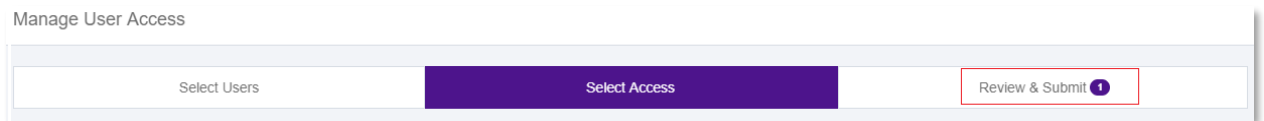
4. Click the **Select Access** tab. You will see a listing of the systems for which you have access. Type **AEM Author Production** within the search box and click the search icon:



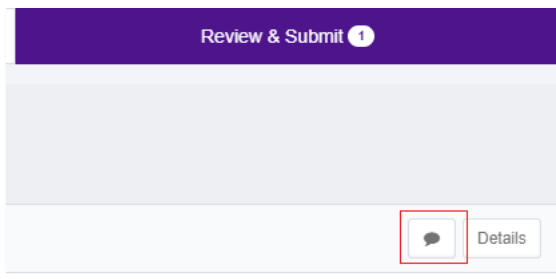
5. Select **aem_author_production** in the results screen:



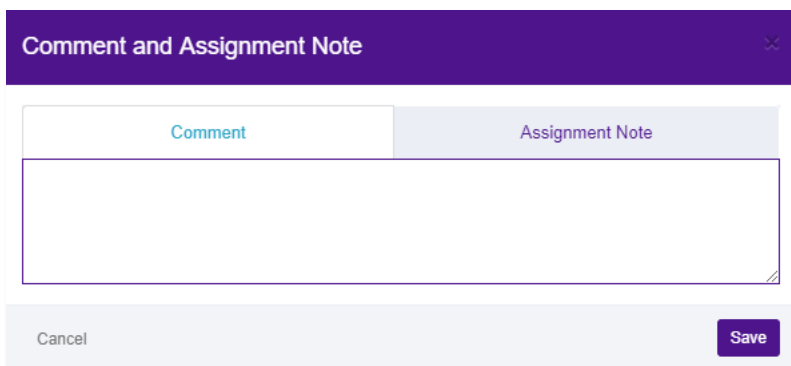
6. Click the **Review & Submit** tab:



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

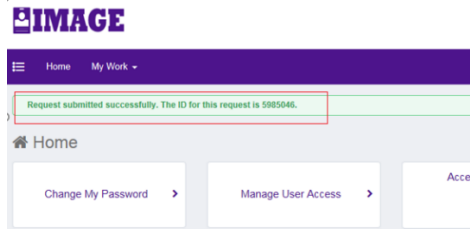


8. Type in your justification for AEM access within the **Comment** window, and click **Save**.



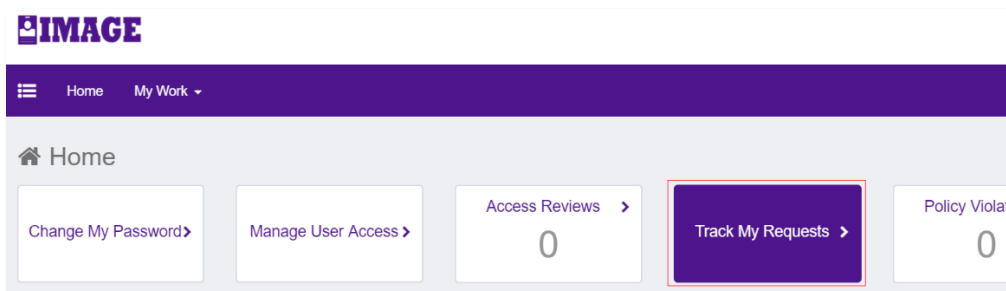
9. Click the **Submit** button at the bottom of the screen to submit your access request for approval:

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



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**:



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.

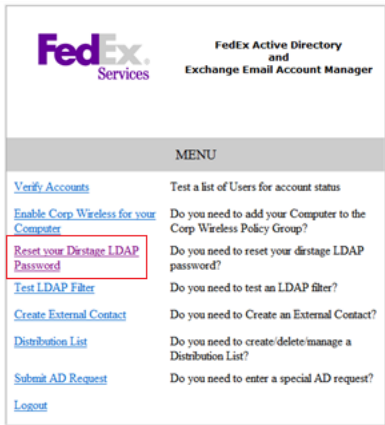
10. Once you've been given access, please log in to the production site at:
https://sso.secure.fedex.com/aeme_p/sites.html/content

Request Access to AEM (L6)

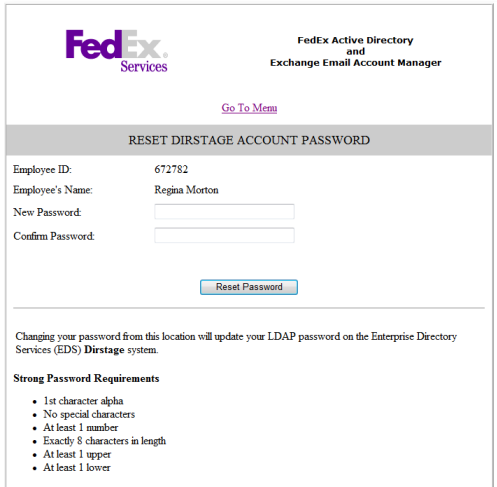
Please ensure that you have access to AEM (Production) prior to completing the steps below. Also, please note that Level 6 is to be used for UAT and training purposes.

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

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:



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



Note: If you receive an error message that you do not have a Dirstage account, please send an email to gdcmsupport@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.