[WORKSPACE]

User guide

TotalEnergies

February - 2024

CONTENTS

01 | OBJECTIVE

- This user manual has been designed to assist Total users for accessing **WORKSPACE** platform.

- This document will guide you step by step in order to have an **easier start** with the tool and a better understanding of all its **features.**

- In addition, this guide will offer you an overview of all the **prerequisites** and **configuration processes** that have to be considered by the users to get access to the new web portal.

02 | WORKSPACE (1/7)

2.1 - INTRODUCTION

- **WORKSPACE** is the platform that allows you to access all the resources you use on a daily basis.

- This portal supports a wide range of **operating systems, programming languages, infrastructures, tools** and **devices.**

- This system provides **secure remote connection** when you are on a **non-VISION** workstation.

- Thanks to its **agile** and **highly functional** software, you can easily share your information and improve your **quality of the work**.

- According to your profile, you can access Workspace Access through **two authentication means**: **Digital P@ss** and **Multipass**.

02 | WORKSPACE (2/7)

2.2 - NEW FEATURES

- **Cross-platform:**

  - **Microsoft Windows:** starting from the version 7
  - **MacOS:** starting from OSX 10.8
  - **Linux:** starting from the version 2.6
  - **iOS:** starting from iOS 8
  - **Android:** starting from Android Lollycat 4.4

- **Cross-browser:**

  - **Chrome:** all versions
  - **Microsoft Internet Explorer:** starting from the version 10
  - **Safari:** starting from the version 9
  - **Opera:** last version
  - **Microsoft Edge:** all versions
  - **Firefox:** starting from the version 49
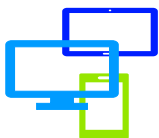
- **Highly connected:** You can access your resources through different devices: **laptop, smartphone or tablet.**

2.3 - PREREQUISITES

- To have **WORKSPACE** access rights (affected groups).

- To have **authentication mean** (Digital P@ss or Multipass).

- To have a **GGI.**

- Working **internet connection** at least **15KB/S.**

- To have a **laptop, smartphone** or **tablet.**

- To install the prerequisites **First Time Installer** (highly recommended because it brings all together the **WORKSPACE** prerequisites) or **BigIP Component** installed with the workstation **administrator rights.**
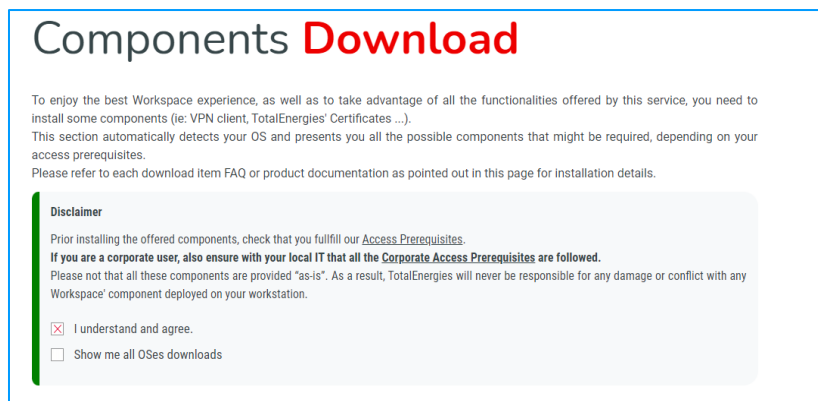
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02 | WORKSPACE (4/7)
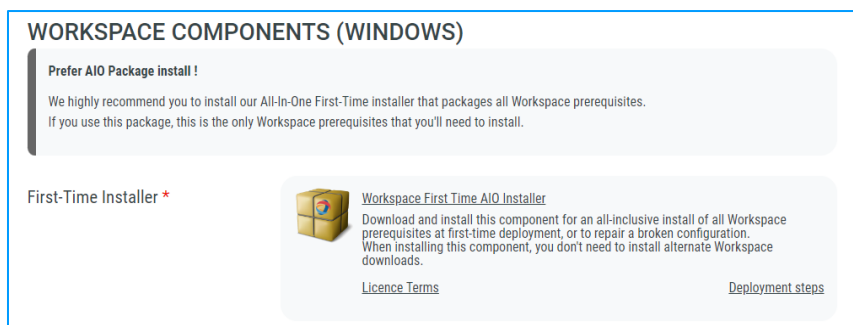
2.4 - PREREQUISITES INSTALLATION

A) FIRST TIME INSTALLER

In the toolbar's section **WORKSPACE,** a drop-down list will display, select **Components Download.**

1. Accept the warning by checking the box **I understand and agree.**

2. Click on **Workspace First Time AIO Installer.**

*In case any problem occurs during the installation process check the **FAQ!***

2.4 - PREREQUISITES INSTALLATION

B) BIGIP COMPONENT

In the toolbar's section **WORKSPACE,** a drop-down list will display, select **Components Download.**

1. Accept the warning **I understand and agree.**

Components Download

To enjoy the best Workspace experience, as well as to take advantage of all the functionalities offered by this service, you need to install some components (ie: VPN client, TotalEnergies' Certificates ...).
This section automatically detects your OS and presents you all the possible components that might be required, depending on your access prerequisites.
Please refer to each download item FAQ or product documentation as pointed out in this page for installation details.

Disclaimer

Prior installing the offered components, check that you fullfill our Access Prerequisites.
If you are a corporate user, also ensure with your local IT that all the Corporate Access Prerequisites are followed.
Please not that all these components are provided "as-is". As a result, TotalEnergies will never be responsible for any damage or conflict with any Workspace' component deployed on your workstation.

[X] I understand and agree.
[ ] Show me all OSes downloads

2. Click on **BigIP Component Installer.**

Alternative separated Downloads

Alternatively, you can choose to deploy separated packages one-by-one.
In that case, the deployment of BigIP Component Installer will be mandatory, and all other will be optional, yet still recommended.

BigIP Component *

BigIP Component Installer
Download and install this component to deploy all required software to manage your VPN connection.

Licence Terms   Deployment steps

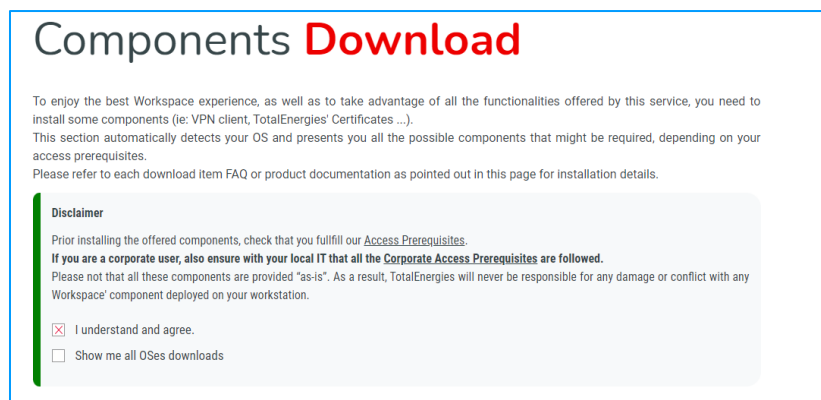*In case any problem occurs during the installation process check the **FAQ!***
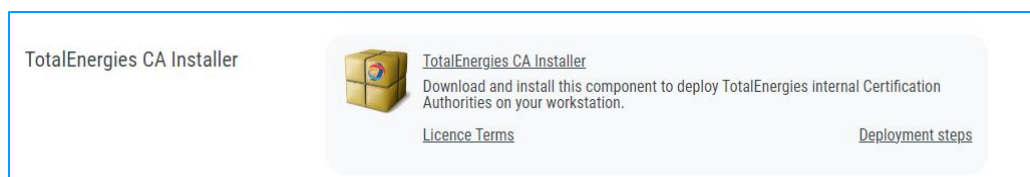
2.4 - PREREQUISITES INSTALLATION

C) TOTALENERGIES CA INSTALLER

In the toolbar's section **WORKSPACE,** a drop-down list will display, select **Components Download.**

1. Accept the warning **I understand and agree**.

Components Download

To enjoy the best Workspace experience, as well as to take advantage of all the functionalities offered by this service, you need to install some components (ie: VPN client, TotalEnergies' Certificates ...).
This section automatically detects your OS and presents you all the possible components that might be required, depending on your access prerequisites.
Please refer to each download item FAQ or product documentation as pointed out in this page for installation details.

> **Disclaimer**
>
> Prior installing the offered components, check that you fullfill our <u>Access Prerequisites</u>.
> **If you are a corporate user, also ensure with your local IT that all the <u>Corporate Access Prerequisites</u> are followed.**
> Please not that all these components are provided "as-is". As a result, TotalEnergies will never be responsible for any damage or conflict with any Workspace' component deployed on your workstation.
>
> ☒ I understand and agree.
> ☐ Show me all OSes downloads

2. Click on **TotalEnergies CA installer**.

TotalEnergies CA Installer

TotalEnergies CA Installer
Download and install this component to deploy TotalEnergies internal Certification Authorities on your workstation.

<u>Licence Terms</u>   <u>Deployment steps</u>

*In case any problem occurs during the installation process check the **FAQ!***

2.4 - PREREQUISITES INSTALLATION

D) CITRIX PLUGIN & RECEIVER

In the toolbar's section **WORKSPACE,** a drop-down list will display, select **Components Download.**

1. Accept the warning **I understand and agree.**

Components **Download**

To enjoy the best Workspace experience, as well as to take advantage of all the functionalities offered by this service, you need to install some components (ie: VPN client, TotalEnergies' Certificates ...).
This section automatically detects your OS and presents you all the possible components that might be required, depending on your access prerequisites.
Please refer to each download item FAQ or product documentation as pointed out in this page for installation details.

Disclaimer

Prior installing the offered components, check that you fullfill our Access Prerequisites.
If you are a corporate user, also ensure with your local IT that all the Corporate Access Prerequisites are followed.
Please not that all these components are provided "as-is". As a result, TotalEnergies will never be responsible for any damage or conflict with any Workspace' component deployed on your workstation.

☒ I understand and agree.
☐ Show me all OSes downloads

2. Click on **Citrix Online Plugin & Citrix Receiver.**

Citrix Plugin & Receiver

Citrix Online Plugin & Citrix Receiver
Download and install the Citrix Receiver, or the Citrix Online Plugin if your OS is below Windows 7 to use your TARA VDI, or any other Citrix VDI thru Workspace. Links are provided on citrix.com site.

EULA License   Product Documentation

*In case any problem occurs during the installation process check the **FAQ** !*

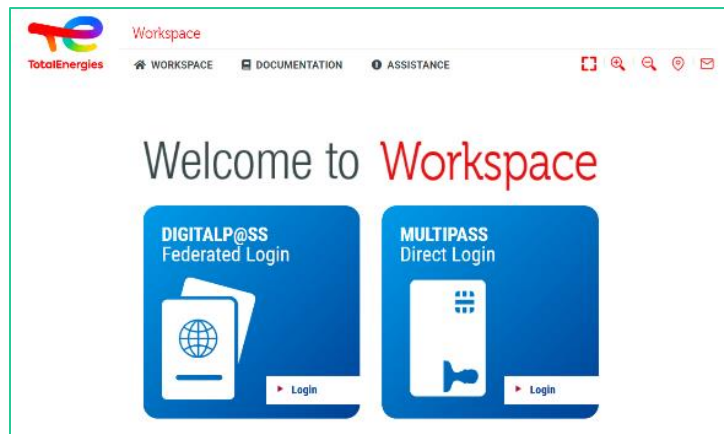# 03 | AUTHENTIFICATION DIGITAL P@SS (1/8)

3.1 - INTRODUCTION

- **Digital P@ss** and **Multipass** are two authentication systems allowing secure access to Workspace.

- You will find the necessary information on **Digital P@ss** and Multipass in the following documentation:
  https://workspace.totalenergies.com/public/share/downloads/DigitalPass_V2-Enrollment-Guide_EN.pdf

4.1 - AUTHENTICATION DIGITAL P@SS THROUGH MOBILE

1. Open the link of the platform via your usual browser:
   https://workspace.totalenergies.com

2. Identify yourself via **Digital P@ss**
   - Click on the button **Login.**

3. Enter your GGI number
   - Enter your **GGI** number in the field provided for this purpose.
   - Click on **Next.**

4.1 - AUTHENTICATION DIGITAL P@SS THROUGH MOBILE

4. Select the device to use

- Select **the device to be used** for authentification.
- In this case, select **Mobile Code.**
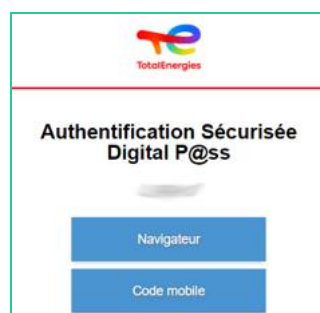
- You will be **redirected** directly to this page.
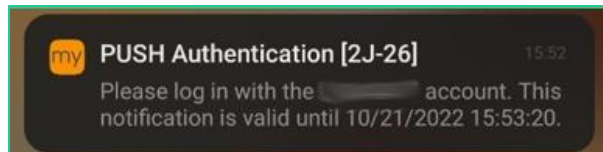- A message will appear confirming that **a notification** has been sent to **your mobile.**
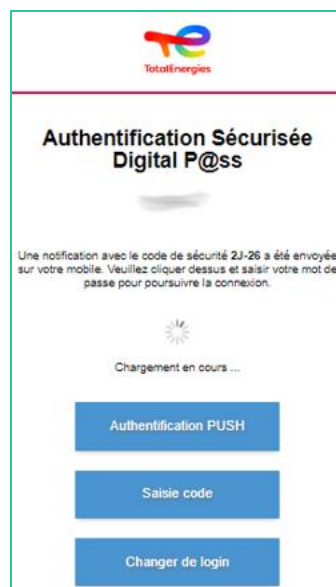
To ensure you validate the correct authentication request, a security code (e.g. 2J-26) is displayed and must match the one received on your mobile.

04 | AUTHENTICATION DIGITAL P@SS (4/8)

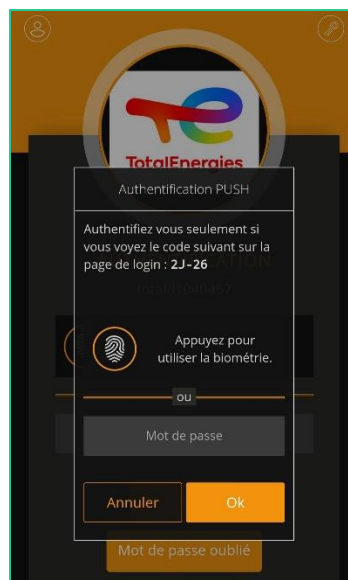## 4.1 - AUTHENTICATION DIGITAL P@SS THROUGH MOBILE

5. Click on the **notification received.**

Confirm that the security code is the same as the one displayed on the web page.

6. Validate **the authentication** by typing your **password.**
   - If the **fingerprint** is enabled, click on the icon to **validate the notification.**

The authentication validation is **automatically** sent to **the browser**.

*You are connected to your platform from your **mobile!***

4.2 - AUTHENTIFICATION DIGITAL P@SS THROUGH BROWSER

1. Open the link of the platform via your usual browser:
   https://workspace.totalenergies.com

2. Identify yourself via **Digital P@ss**
   - Click on the button **Login.**

3. Enter your GGI number
   - Enter your GGI number in the field provided for this purpose.
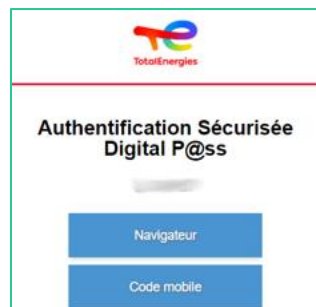   - Click on **Next.**

04 | CONNEXION A WORKSPACE VIA DIGITAL P@SS (3/3)

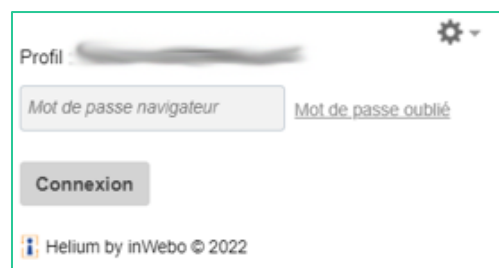## 4.2 - WORKSPACE CONNECTION VIA YOUR BROWSER

4. Select the device to use

- Select **the device to be used** for authentification.
- In this case, select **Browser.**

- Enter your password and click on **Login.**

*You are connected to your platform from your **browser!***

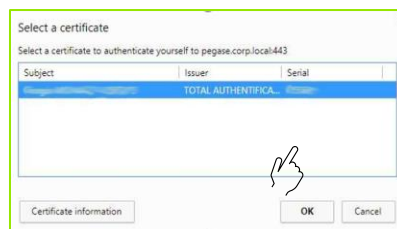# 05 | WORKSPACE CONNECTION THROUGH MULTIPASS

1. Insert your smart card into your laptop

2. Open the link below via the web browser you prefer:
   https://workspace.totalenergies.com
3. Identify yourself via **Multipass**

   - Click on the button **Login.**

4. Enter your **GGI**
   - A **Pop-up** will appear.
   - Click on **OK**.

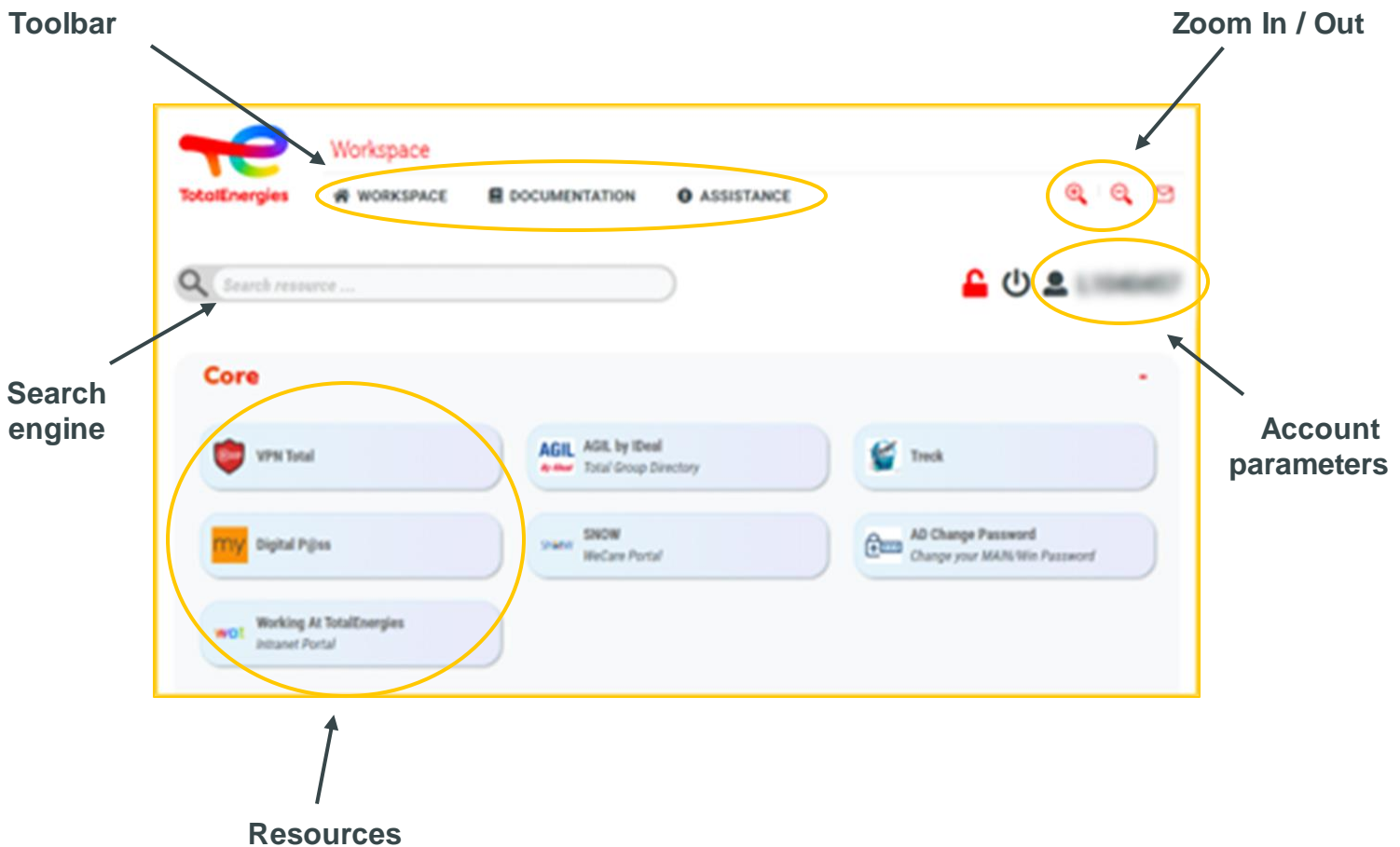Another Pop-up window will appear asking you to enter your **Windows PIN code.**

*You are connected to the **platform!***

06 | WORKSPACE FEATURES (1/6)

6.1 - HOME PAGE

Once the authentication process has been finalised, you are able to access the platform's **home page:**

Toolbar

Zoom In / Out

Search engine

Account parameters

Resources

6.2 - USEFUL LINKS

On the top right of your page, the **Useful Links** allow you to access **3 different sections:**

TOTALENERGIES LOGO:
you will be redirected on the
TOTALENERGIES Web Page.

CONTACT:
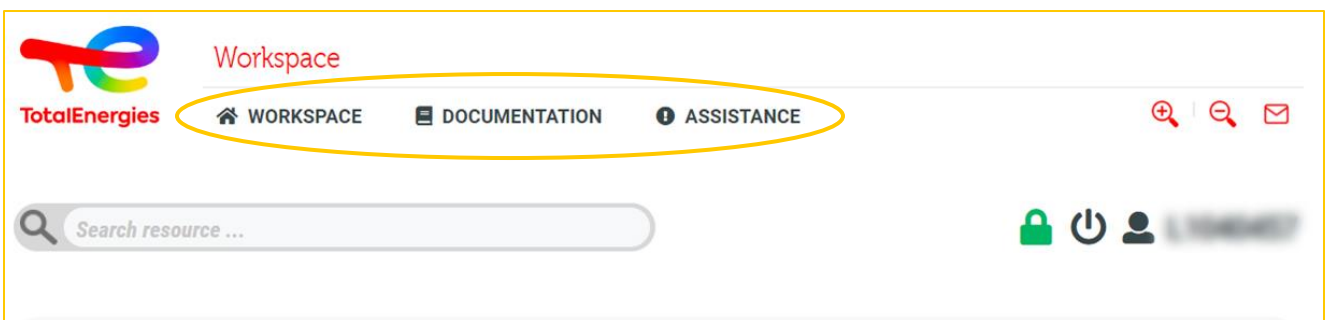you will be able to contact the
WORKSPACE support team.

LOCAL WEBSITES:
you will be redirected on the web page
related to **TOTALENERGIES overseas
branches.**

06 | WORKSPACE FEATURES (3/6)

6.3 - BAR MENU (1/2)

On the left of the interface, **the bar menu** allows you to access differents **features** of the platform:

- **Workspace:** you will find a complete list with all **WORKSPACE** features.

  - **Welcome:** a detailed presentation of **WORKSPACE.**
  - **Tour:** a tour guide across the platform.
  - **Quickstart:** to make you familiar with the new application in the simplest way.
  - **Prerequisites:** the necessary conditions in order to receive access to **WORKSPACE** services.
  - **Components download:** the required components to install in order to access the platform.
  - **Frequently asked questions:** a list of questions and answers frequently asked.
  - **Terms of use:** a set of rules by which one must agree to follow in order to use the service.
  - **Privacy policy:** you will find useful documentation about the privacy policy and the new European GDPR regulation.
  - **Contact us:** to contact the **WORKSPACE service support** by filling in an online form.
  - **Logout:** to easily disconnect yourself from the platform.

6.3 - BAR MENU (2/2)

- **Documentation:** a series of documents explaining the application's features.
    - **Quickstart:** to make you familiar with **WORKSPACE** as soon as possible.
    - **User guide:** a detailed guide intended to give you assistance while using the new platform.
    - **Frequently asked questions:** a set of questions and answers frequently asked.

- **Assistance:** for any problem related to the use of the platform.

    - **FAQs:** a set of questions and answers frequently asked.

    - **Access request:** to redirect you on the web page that allows you to make an **access request.**

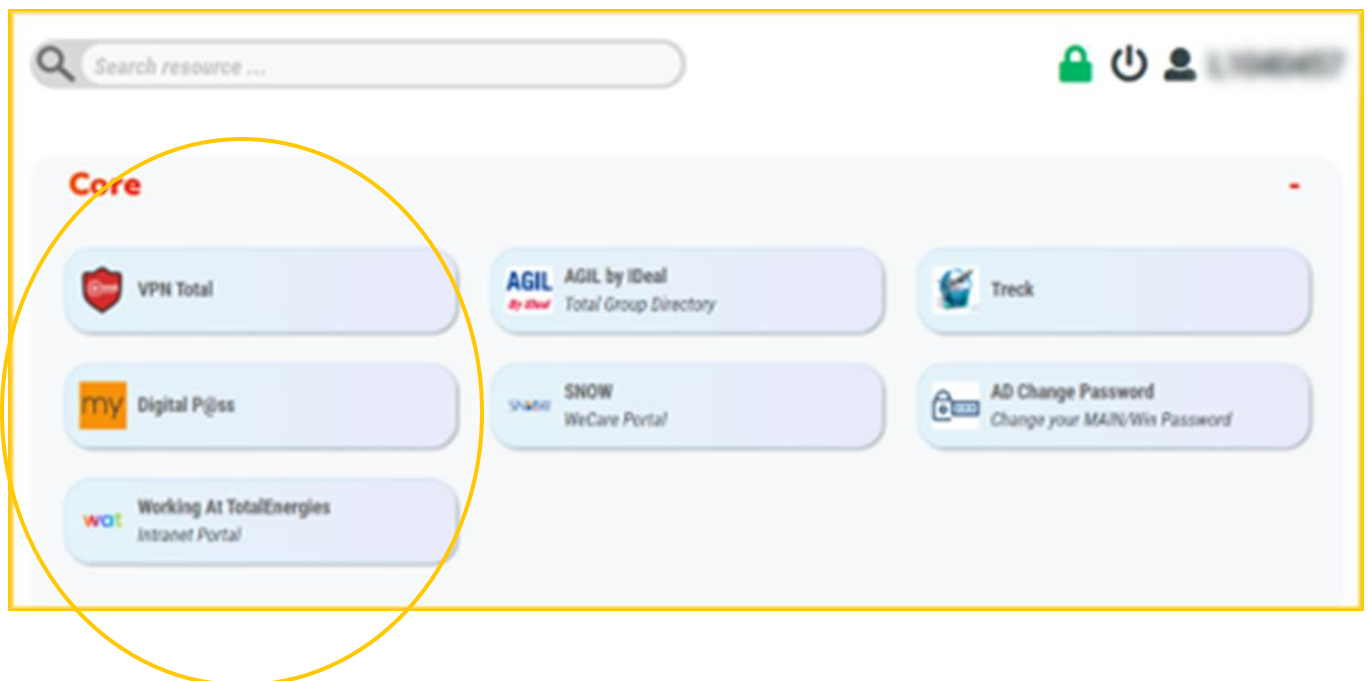   - **Raise incident:** to allow you to raise an **incident** through an online form.

6.4 - RESOURCES

Below the **menu bar,** a list of **available resources** to you are organized by category according to their functionality.

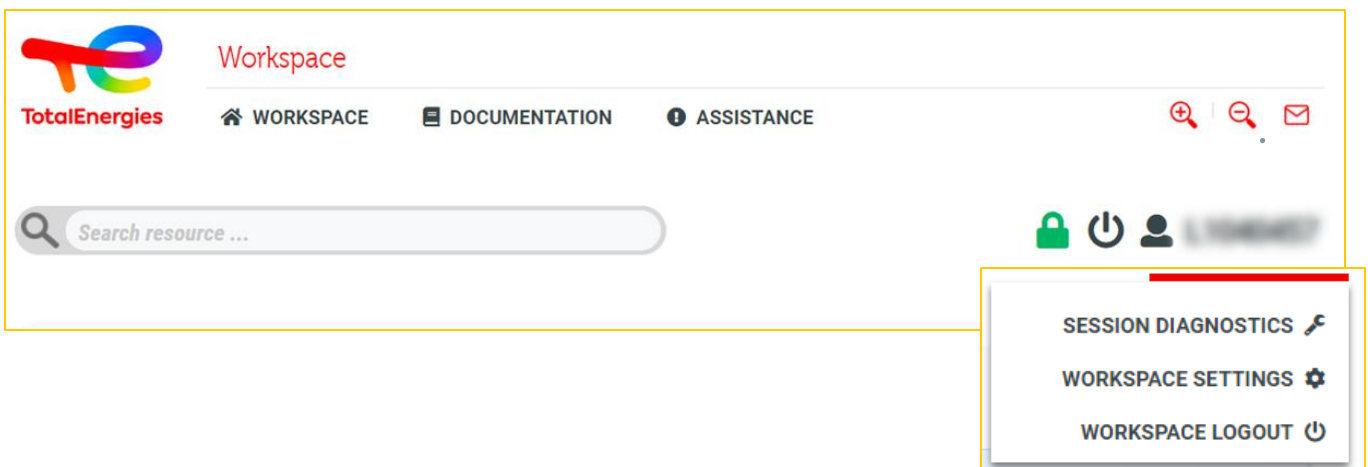Click directly on **the resource** to access the application.

06 | WORKSPACE FEATURES (6/6)

6.5 - ACCOUNT PARAMETERS

The **account parameters** on the right of the interface gives you access to different sections:


- **Session diagnostics:** to manage your **affected groups,** VPN parameters and other services.

- **Workspace settings:** to **customise** some parameters on your platform.

- **Workspace Logout:** to easily **disconnect** yourself from the platform.

SERVICE SUPPORT

- In case of problems, we suggest to refer to the **FAQ** available on the platform.

- You support Service Desk is available in French, English, German, Dutch, Spanish, Portuguese and Chinese on WeCare portal.

- Please specify that you are a **WORKSPACE** user when you contact the support.
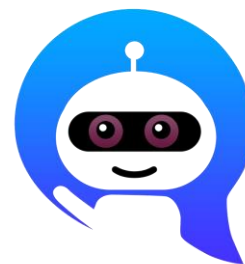
Contact your WeCare Service Desk:
Central Number **+33 1 47 44 33 21**
or based on **your location**.

Use your **WeCare Companion**