New Hire Setup FAQ

This document is to assist you with any issues or questions you may have in getting your technical setup completed for your first day at Bloomberg.

If after reviewing this document, there are still any steps you are not able to complete or cannot move through all of the steps due to a problem with a particular step, please go to Step 7 on the new hire setup site and click on the appropriate form link to provide us with the error / feedback.
Reference: https://www.bloomberg.com/compay/new-hire-tech

The tips and troubleshooting information below is organized in order of the steps we asked you to follow on the new hire setup site.

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I.   Citrix Troubleshooting

1) **Software is not being detected by browser**
   Please use Internet Explorer for software detection to work properly.
2) **Citrix is not launching**
   Reboot your PC as some installs require a reboot in order for the application to work.
3) **I am unable to log on to CITRIX**
   You are not required to log on to CITRIX. The application can be closed once install is complete. Citrix is used to launch the Bloomberg Application via https://bba.bloomberg.net and to remote to your CORP PC or Generic Desktop.

II.   Bloomberg Anywhere (BBA)

1) **I can't log on to Bloomberg Anywhere, I am getting an error code 1.10**
   This error Indicates too many password attempts and requires a CAPTCHA verification.
   a. Login again and click on the box below the password field that says "I am not a Robot"
   b. Then verify the image and submit.
   c. Clear your browser cache, relaunch and try again.
   d. Try another web browser
   e. Wait 24 hours and try again.

2) **I can't log on to Bloomberg Anywhere, I am getting an error code 297.1)**
   This means that you are not able to log on to Bloomberg Anywhere (bba.bloomberg.net) until you are permissioned.
   a. To resolve this issue on Bloomberg's side, "BBA Web block" will need to be turned off. *Please use the link in Step 7 from the main site to provide this error via the respective Form*.
   b. A Bloomberg Employee Operations representative will reach out to you to assist.

3) **I am getting an invalid credentials error "error code 14.1"**
   This means your Bloomberg Terminal password is incorrect or has been entered incorrectly; while the username is not case sensitive, the password is case sensitive.
   a. Log in again,
   b. If you get the same error, your terminal password will need to be reset. *Please use the link in Step 7 from the main site to provide this error via the respective Form.*
   c. Upon receiving your response in the Form, a Bloomberg Employee Operations representative will reach out to you to assist.

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III.   B-Unit

1) **I am getting a SYNC Timeout on the B-Unit.**
   The B-Unit is unable to sync to the flashing image on the screen.
   a. Maximize your Bloomberg Terminal window, make sure the brightness of your monitor is increased and if you are on a laptop that's plugged in.
   b. Make sure the B-Unit sensor (on the back side of the B-Unit, top right corner) is aligned with the flashing B-Unit SYNC window.

2) **Error code when entering a B-UNIT CODE. 368.1 and/or 378.1**
   This means the B-Unit code length was not correct.
   a. A B-Unit Token is 6 digits in length and a B-Unit code is 4. The screen will indicate which code is required (incorrect B-Unit code length BBA error codes).

3) **When enrolling a B-Unit, it appears to have registered my device and takes me back to the login screen and back to the B-Unit enrollment steps. It appears to be looping.**
   a. When enrolling the B-Unit, instead of clicking on the "submit" button using the cursor, click on the enter key on your keyboard and it will take you to the next screen.
   b. This may happen if the enrollment timed out. Please re-try enrolling the B-Unit, press the power button on the B-Unit 3 times to reset it.

4) **B-Unit is not recognizing my fingerprint**.
   If the finger enrollment issue persists, try again using these tips:
   a. Ensure your finger is dry and warm.
   b. For the B-Unit 3, the swipe does not require a lot of pressure; also swipe with medium speed.
   c. For the B-Unit 5, press firmly but a lot of pressure is not required.

NOTE: If any of the errors or issues persist, *please use the link in Step 7 from the main site to provide this error via the respective Form*. A Bloomberg Employee Operations representative will reach out to you to assist.

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IV. Terminal and CORP credentials

IMPORTANT

As you start your employment with Bloomberg, you have been given 2 sets of credentials: Terminal Username and Password and CORP (aka Windows or office computer) Username and Password

Your username will be the same for both sets. You are asked to set new passwords. The passwords will be updated by and known only to you. For security reasons, please do not share these passwords with anyone.

The table below lists out the usage of these credentials:

Terminal Credentials	CORP Credentials
Log into the Terminal	Log into the computer at your office desk
Authenticate for restricted data within the Terminal	If applicable, log into your Bloomberg issued laptop (to be discussed later)
Log into Telephony and Video Conferencing applications	Authenticate for Nexi and/or other Video Conferencing applications
	Log into the Bloomberg Employee Remote Access site (BBE)

V. CORP password

1) **After entering B-Unit token, the "Choose a Domain" drop-down is stuck at "Loading Domains"**
   a. Press ESC and re-run the CHPW function

2) **I am unable to reset the CORP Password**
   Your new password may not meet the requirements for CORP Passwords. You can find the requirements when hovering over the New Password field but here they are again:
   a. Minimal password length: 8 characters.
   b. Must use at least three of the four available character types: Lowercase letters, uppercase letters, numbers and special characters.
   c. Can't contain the username or parts of the user's full name.

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3) **I forgot my password and need to reset**.
   a. Run CHPW again and select reset password.
   b. Follow the on-screen prompts.

NOTE: If any of the errors or issues persist, *please use the link in Step 7 from the main site to provide this error via the respective Form*. A Bloomberg Employee Operations representative will reach out to you to assist.

VI. NEXI

1) **Unable to install Nexi**
   The Permissions may need to be modified.
   a. Goto System Preferences > Privacy and Security > General Tab > Open Anyway
   b. If the install continues to fail, you may join the meeting via web link provided by your recruiter.

2) **I am unable to launch NEXI**
   a. Open Task manager (and Activity Monitor), find and select NEXI, and then End Task / Quit App
   b. If the above does not work, restart the computer and try again.

3) **Unable to log on to NEXI or unable to connect to the portal**
   a. Nexi uses Google Chrome; make sure this browser is your computer's default browser.
   b. If the default browser is Chrome and login still does not work, in the main Nexi window, ***uncheck*** "Keep me logged in", and try again.
   c. If issue persists, restart your computer

4) **Unable to share screen on NEXI on a MAC**
   a. Go to System Preferences > Security and Privacy > Privacy tab > Screen Recording, and
   b. Give permission to NEXI to screen record

NOTE: If any of the errors or issues persist, *please use the link in Step 7 from the main site to provide this error via the respective Form*. A Bloomberg Employee Operations representative will reach out to you to assist.

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VII. Bloomberg Mobile application

1. I am unable to search NTFY or I can't find my Health declaration form.
You won't have access to NTFY via the Bloomberg Mobile App until 48 hours after downloading the app and logging on to it. It's important you download the app 48 hours before your start date so you have access to the function prior to entering the building.

If you are not able to search NTFY on the APP or you have downloaded the app and it has not been 48 hours and you're coming into the office, please contact your Recruiter.

VIII. Zoom

1. Unable to log into Zoom
Be advised that you will not be able to log into the Zoom application with your Bloomberg account on your personal computer or Bloomberg laptop until the week you start. Please use the link provided by your recruiter.

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