Lifestyle Solutions IT Services
Online Resources

You have been assigned an online work account, which you can use to log on to email and important online resources.

Username

Your username is made up of your first and last name with a dot in the middle in the middle (firstname.lastname).

Email address

Your email address is your username followed by '@lifestylesolutions.org.au'.

For example, if your first name is Joe and your last name is Thompson then your username will be Joe.Thompson, and your email address will joe.thompson@lifestylesolutions.org.au.

Create Password – (1st Time Login)

Your initial password will need to be created using the password tool.
Go to: http://password.lifestylesolutions.org.au
Click Create/Forgot your password.
Type in the username sent to your personal email and click continue.
Select where you want to receive the verification code and follow the prompts.

If you are not able to see a valid email or mobile number, call 02 4014 7878, opt 1 for further assistance.

Password Reset
Go to: http://password.lifestylesolutions.org.au
It is recommended that you change your initial password to something different & secure that you can easily remember, you can also use this site to reset your password if you ever forget it

It is important that you ensure you have a working online account so you can access following resources:

Intranet
Go to: http://intranet.lifestylesolutions.org.au
Username: firstname.lastname
Using the Intranet gives you access to online training modules, user guides, company policies and procedures and important organisational messages

ConnX
Go to: http://connx.lifestylesolutions.org.au
Username: firstname.lastname
Using ConnX allows you to view your pay slips and group certificates

Help Desk
Go to: http://helpdesk.lifestylesolutions.org.au
Click here for a detailed user guide
Using the Help Desk allows you to log a tickets to:

- IT Services, if you have trouble with your work computer or device
- Property, if you need any house/property repair or maintenance done
- Motor Vehicle, for help with any work car repairs, damage, or accidents

Webmail
Go to: http://mail.lifestylesolutions.org.au

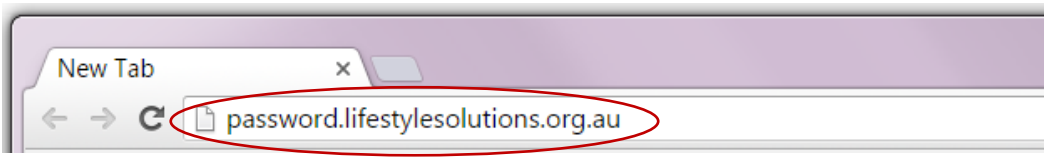
Email address: firstname.lastname@lifestylesolutions.org.au
Using email ensures you receive important employee information

On the following pages are individual user guides with instructions on how to access the above sites.

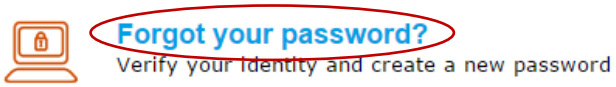
Password Reset - User Guide

1. Open your **Web Browser** (icon may look like , , ,)

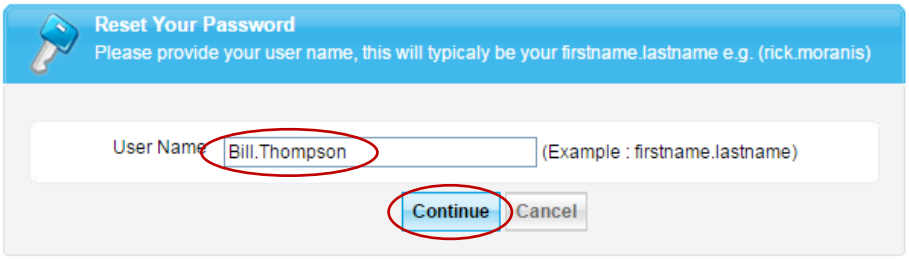
2. Delete whatever address is currently in the top address bar and **type** in the following address and press **ENTER**:
password.lifestylesolutions.org.au



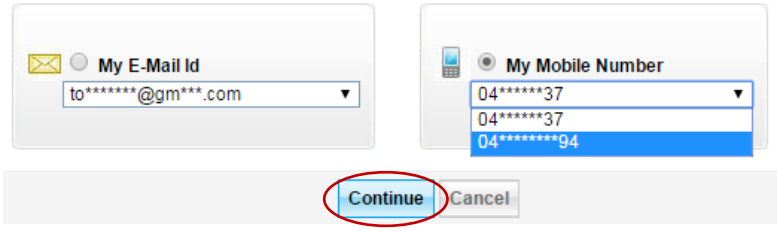
3. **Click** on **Forgot your password**



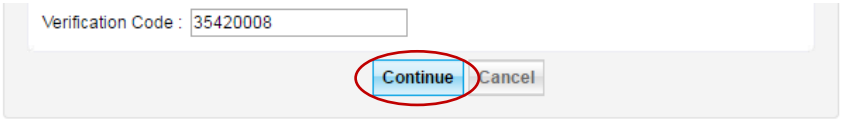
4. **Type** your username (for example: Bill.Thompson) and click **Continue**



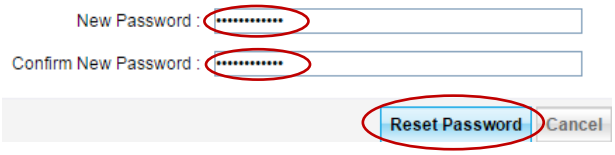
5. **Select** the email address or mobile number that you can quickly access and click **Continue**



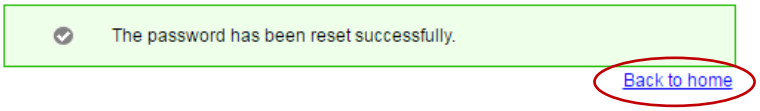
6. **Type** the verification code you just received and click **Continue**



7. **Type** your new password and click **Reset Password**



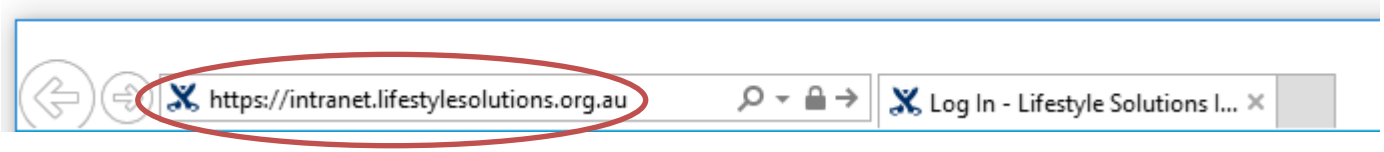
8. **Click** on **Back to home** to view links for user guides and online tools which you can now access



Intranet – User Guide

9. Open **Internet Explorer**,

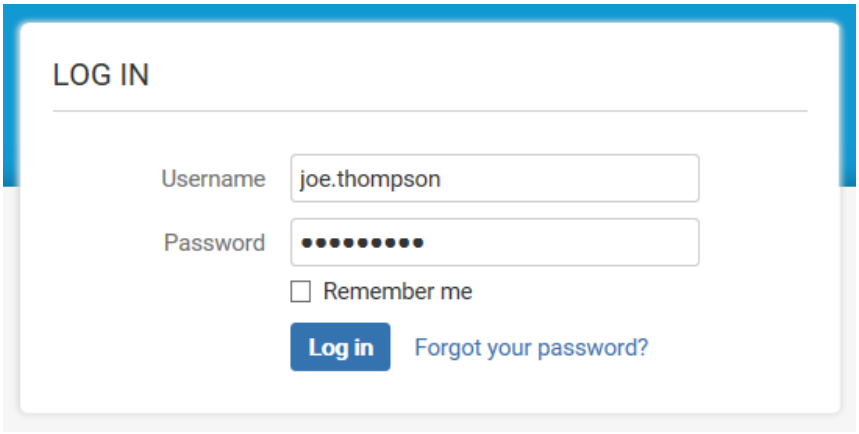
10. Delete whatever address is currently in the top address bar and type in the following address and press ENTER:
intranet.lifestylesolutions.org.au



11. At the log in screen, enter your Username and Password and click on **Log in**

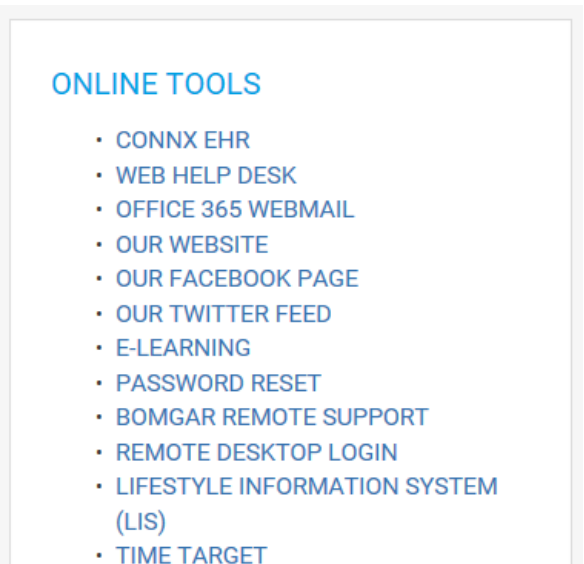
Note: Your username is made up of your first and last name with a dot in the middle in the middle (firstname.lastname). For example, if your first name is Joe and your last name is Thompson then your username will be Joe.Thompson.

Note: Your password is the same password you use to login to emails and other LS resources.



12. To access other resources such as Webmail, ConnX, Time Target, simply click on the relevant link under **Online Tools**

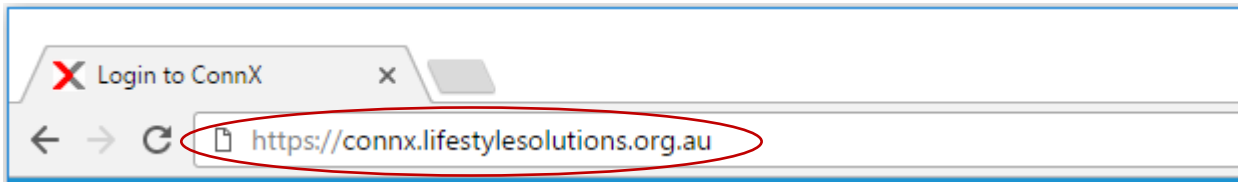
13. To reset your password, click on the **PASSWORD RESET** link, under **Online Tools**



ConnX - User Guide

14. Open your **Web Browser** (icon may look like , , ,)

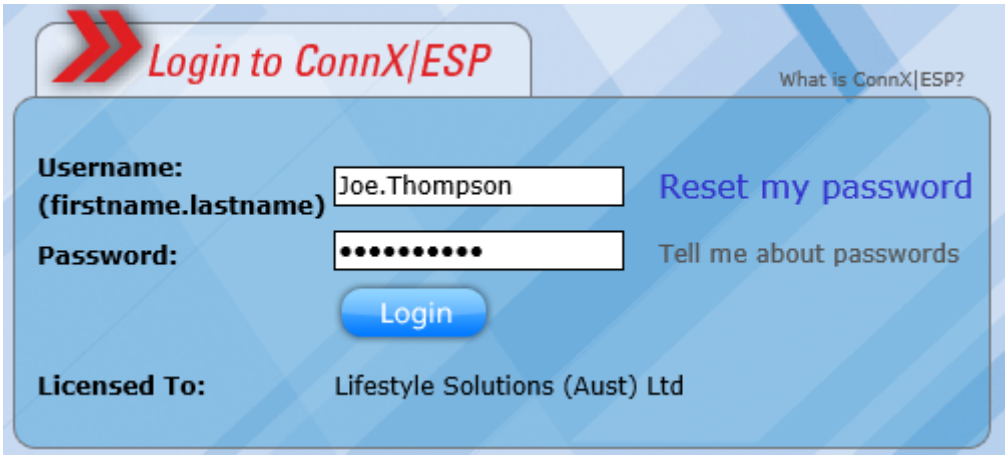
15. Delete whatever address is currently in the top address bar and **type** in the following address and press **ENTER**:
connx.lifestylesolutions.org.au



16. At the log in screen, enter your Username and Password and click on **Log in**

Note: Your username is made up of your first and last name with a dot in the middle in the middle (firstname.lastname). For example, if your first name is Joe and your last name is Thompson then your username will be Joe.Thompson.

Note: Your password is the same password you use to login to emails and other LS resources.



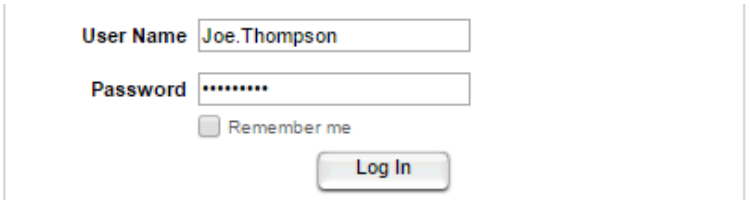
17. You can now view your pay slips and group certificates

Help Desk – User Guide

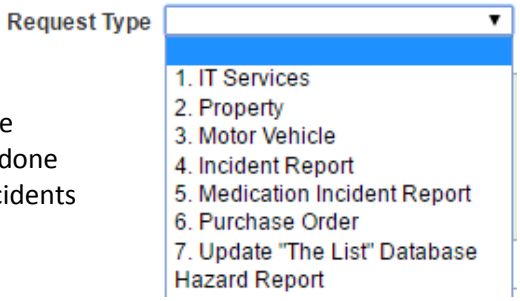
18. Open **web browser**, , , & type the following address in the top address bar and press ENTER:
    helpdesk.lifestylesolutions.org.au

19. At the log in screen, enter your Username and Password and click on the **Log In** button

Note: Your username is the first part of your email address before the "@" sign (for example joe.thompson@lifestylesolutions.org.au would log in using **joe.thompson** as their username). Your password is the same password you use to login to emails and other LS resources.



20. To log a ticket, click on the **Request Type** drop-down box and select the relevant request type:

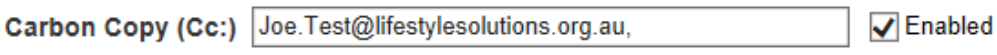


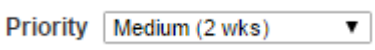
- Main request types are:
  - IT Services, if you have trouble with your work computer or device
  - Property, if you need any house/property repair or maintenance done
  - Motor Vehicle, for help with any work car repairs, damage, or accidents

21. Then select the relevant sub-request type from the new drop-down box

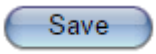
22. Fill out the relevant fields

23. To CC someone, just type in their full email address in the CC field and tick the **Enabled** tick box



24. Select the relevant **Priority** (for example: 

)

25. Click on the **Save** button 

26. In a few seconds you will receive a ticket update email from **Lifestyle Solutions Help Desk**

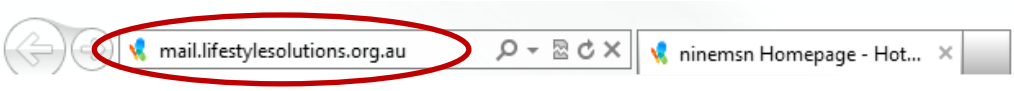
27. Once you get this email, and any ticket update via email, you can click on the **Add Note** link above the latest note to respond and to update the ticket or you can just **Reply** to the email as you would any other email and it will update the ticket which the assigned tech will receive

Webmail – User Guide If using Microsoft Windows (PC, phone, or tablet)

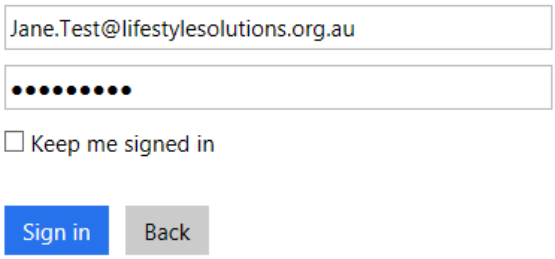
1. Open **Internet Explorer** web browser

2. Delete whatever address is currently in the top address bar and **type** in the following address then press **ENTER**:

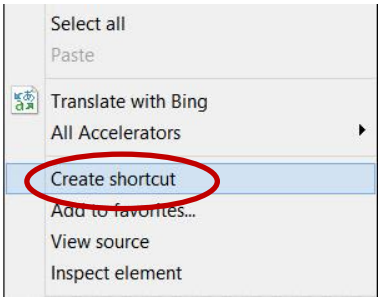
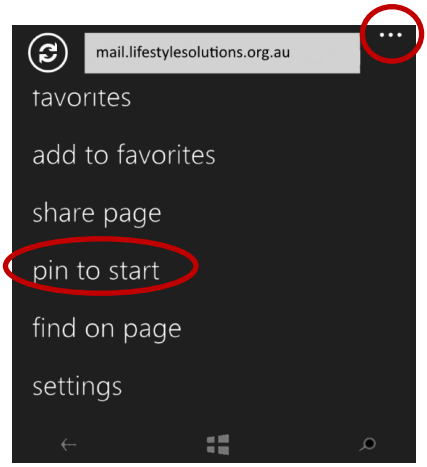
   mail.lifestylesolutions.org.au



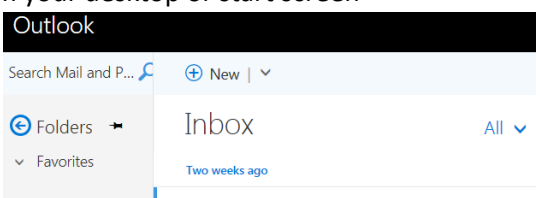
3. Type in your full **email address** and your **password** (if this is not a shared device then tick the **keep me signed in** box) and click **Sign in**



4. Now that you've signed in to Webmail, you can make a shortcut desktop / start screen:

If using a PC	If using a phone or tablet
Right click in any blank space on the Webmail web page, and from the menu which pops up, select **Create shortcut**. A shortcut will now appear on your desktop. 	With Webmail open, tap the **more** options menu (3 dots) to the right of the address bar, then tap **pin to start**. A tile is created on the Start screen, which you can use to quickly open that website. 

5. Open the new shortcut or tile from your desktop or start screen

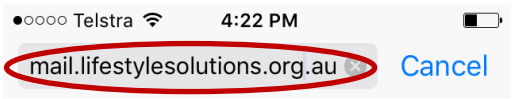


Webmail – User Guide If using Apple iOS (iPhone, or iPad)

1. Open **Safari** web browser

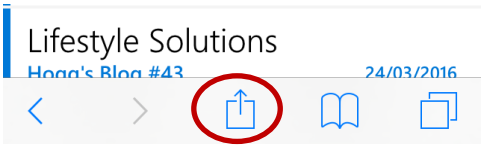
2. Delete whatever address is currently in the top address bar and **type** in the following address then press **Go**:

   mail.lifestylesolutions.org.au

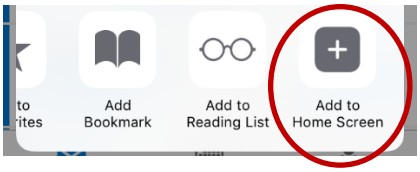


3. Type in your full **email address** and your **password**, tick the **keep me signed in** box and click **Sign in**

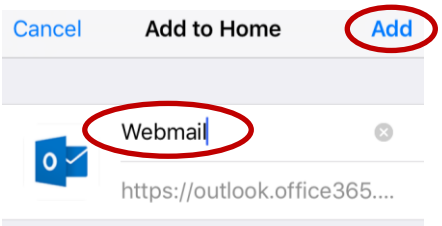
4. With Webmail open, tap the **Share** button (which is shaped like a square with an arrow coming out of the top)



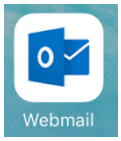
5. Tap on **Add to Home Screen**



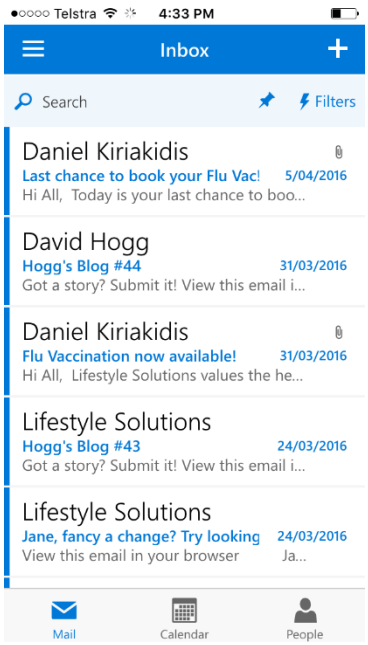
6. Type **Webmail** as the name and tap **Add**



7. Open Webmail from the new home screen icon



8. If prompted, type in your full **email address** and your **password**, tick the **keep me signed in** box and click **Sign in**
   (this will be the final time you are asked to enter your login details)

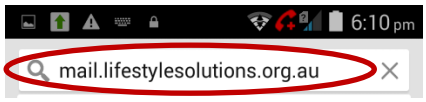


Webmail – User Guide If using Android (phone or tablet)

1. Open **Chrome** web browser

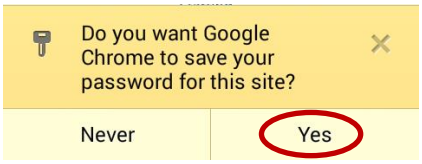
2. Delete whatever address is currently in the top address bar and **type** in the following address then press **Go**:

   mail.lifestylesolutions.org.au



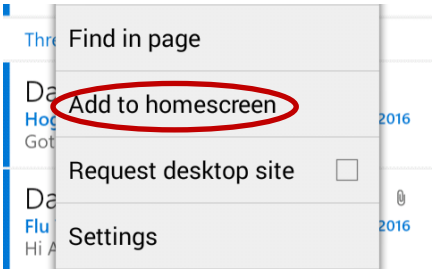
3. Type in your full **email address** and your **password**, tick the **keep me signed in** box and click **Sign in**

4. Tap **Yes** to have your password remembered

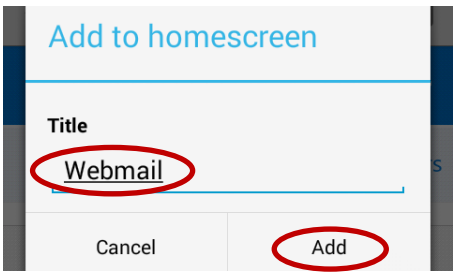
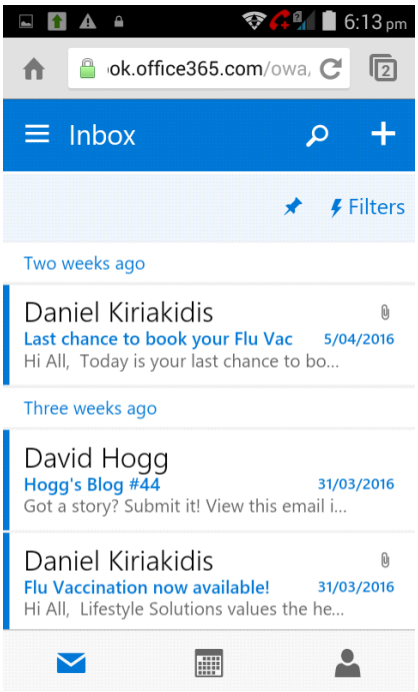


5. With Webmail open, tap the context **menu** button and tap **Add to homescreen**

   This menu button will look like either 3 horizontal lines ( ) or 3 vertically aligned squares ( ), and is usually located at the top or the bottom of the phone



6. Type **Webmail** as the name and tap **Add**



7. Open Webmail from the new home screen icon