



Claude Enterprise

ACCESS ONBOARDING PACKAGE

Everything you need to know to succeed with your Claude Enterprise account.

Created by the AI Lab



Welcome To Claude Enterprise By Chalhoub

As part of our commitment to empowering your work with advanced AI capabilities, you have been selected to receive a Claude Enterprise license. This decision was made after identifying that the current activities you perform demand access to more sophisticated tools, ensuring you have the technology needed to excel beyond what Alia alone can provide right now.

To ensure compliance and maximize the value of this investment, all Claude Enterprise licenses will be governed by the Ai Lab. Regular monitoring will help us ensure the licenses are used appropriately and deliver the expected outcomes.

In the slides ahead, you'll find everything you need to make the most of your new Claude Enterprise account, including access, compliance guidelines, next steps, and support.

What's in This Package

01

Your Onboarding Journey

Steps, timeline & what to expect

02

Your License

Duration, tiers, renewals & cost

03

Accessing Claude

Web, app, and key features

04

Dos and Don'ts

Rules, data security & compliance

05

Watch outs

Risk scenarios and warnings

06

Usage & Accountability

Monitoring, caps & your responsibilities

07

Help & Support

Where to go when you need assistance



01

Your Onboarding Journey

Steps, timeline, and what to expect from the program



Your Onboarding Journey

You are here

Review this package and complete your Anthropic training to unlock access to your account.





02

Your License

Duration, tiers, renewals and what your access covers



Your License

What You Need to Know

Key points about the terms of your Claude Enterprise access:



1-Year license

Your access runs for 12 months from activation. You will receive a renewal notice 30 days before expiry.



Tied to a cost center

Your license cost is charged to your business unit. Changes in budget reviews might affect renewal.



Renewal is not automatic

Renewal requires a new manager sign-off and AI Lab (re)confirmation that the use case is still active and valid.



Ongoing usage tracking

The AI Lab monitors usage. Very low or very high usage relative to your tier will trigger a review conversation.

License Tiers

Which one is right for you?

Your tier is selected based on frequency of need (to be validated by the AI Lab):

Occasional	Regular	Frequent	Power User
\$250 per year	\$500 per year	\$750 per year	\$1,200+ per year
Token Allocation Standard	Token Allocation Enhanced	Token Allocation High	Token Allocation Maximum
Occasional deep-work tasks, low-frequency complex research	Weekly complex workflows, moderate document analysis	Daily advanced work, large document sets, frequent code review	Daily intensive use, large-context tasks, complex multi-step workflows

**Your specific tier is noted in your access confirmation email from the AI Lab. Tier changes require a new request..*



03

Accessing Claude

Accessing your account, supported platforms, and key features



Accessing Claude Enterprise

Where to access Claude Enterprise



Web Browser

claude.ai

- **Visit claude.ai and sign in with your Chalhoub email**
- Use SSO, no separate password needed
- Full feature access including XXXXX
- Best for deep work: long documents, complex research, iterative tasks

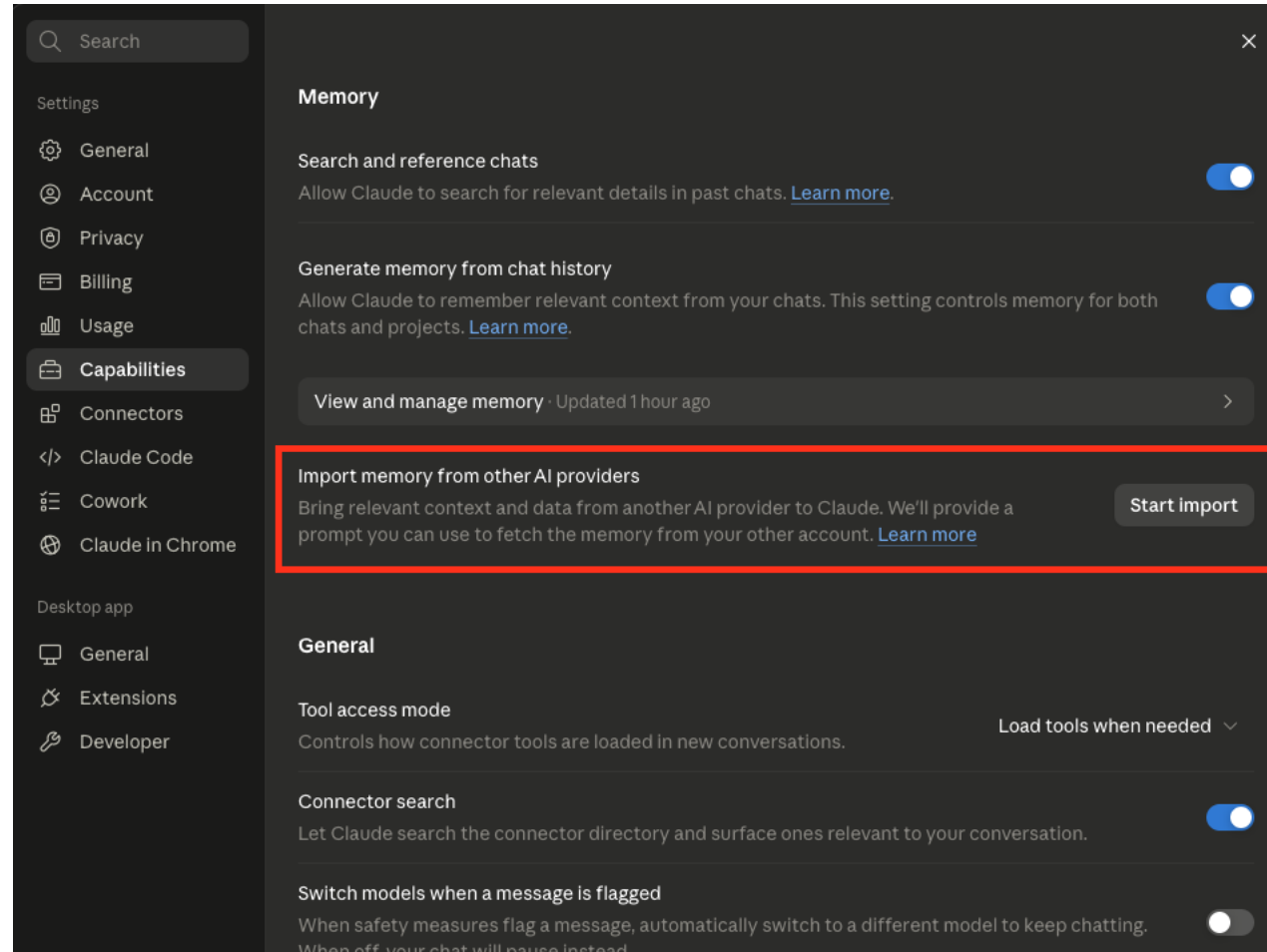


Mobile App

iOS & Android

- **Download the Claude app from the App Store or Google Play**
- Sign in with your Chalhoub SSO credentials
- Suitable for on-the-go queries and reviewing outputs
- Same account, same usage cap.

Knowledge Transfer



To migrate your existing context, go to Settings > Capabilities > Import from other AI providers. Copy the provided prompt into your current AI tool, then paste its response back into Claude and follow the on-screen instructions.

Using Projects: Your Most Powerful Feature

Claude Enterprise includes **Projects**, a persistent workspace that remembers context across conversations. This is the primary advantage over standard Claude accounts. It features:



Persistent Context

Upload documents, brand guides, or reference materials once. Claude remembers them across all sessions in that Project.



Threaded Conversations

Keep related work together in one project rather than scattered across disconnected chats. History is preserved.



Multiple Projects

Create separate Projects for different workstreams. For example, one for Branding, one for Data Analysis, one for Code Review.



Team Collaboration

Enterprise Projects can be shared with colleagues who also have Claude Enterprise access, enabling team workflows.



04

Dos and Don'ts

Rules, data security, and compliance requirements



Using Claude: Dos and Don'ts



Dos: How to Use Claude Responsibly

- Use Claude for your validated use case. If your needs evolve, submit a new request rather than expanding informally.
- Complete all required Anthropic training courses before your first active session.
- Xxxxx
- Xxxxx
- xxxxx



Don'ts: How Not to Use Claude

- Never share confidential client data, personal employee information, or trade secrets with Claude.
- Xxxxx
- Xxxxx
- xxxxx

Data Security: What You Can and Cannot Input

Data / Input Type	Can Input?
Customer (names, emails, IDs)	✗
Internal strategy documents	✗
Unpublished financial data	✗
Employee personal data (salaries, HR)	✗
Vendor contracts with NDA provisions	✗
Publicly available market research	✓
Your own work products (anonymized)	✓
Internal process documentation	✓
Anonymized / redacted business scenarios	✓
General industry knowledge & frameworks	✓



05

Watch outs

Risk scenarios and warning triggers



When Your Access Can Be Revoked

Your access can be **suspended** or **permanently revoked** in any of the following scenarios:

Immediate Revocation

- Inputting confidential client data
- Sharing your account or outputs for non-approved purposes
- Breach of employee code of conduct using Claude

Review-Triggered Revocation

- Consistently very low usage for 3+ months
- Significant deviation from the validated use case
- Failure to complete required trainings within 30 days

Program-Level Revocation

- Role change that eliminates the original justified gap
- Alia capability update that closes your validated gap
- Business unit budget cuts affecting AI access
- Company policy changes to the AI access programme



06

Usage & Accountability

How usage is monitored, your token cap, and your responsibilities



Token Cap & What Happens When You Hit It

- Every Claude Enterprise account has a monthly token limit (your 'usage cap'). It is determined by your tier.
- Tokens are consumed by both your inputs and Claude's responses.



Monthly Reset

Your token allocation resets at the start of each calendar month. Unused tokens do not roll over to the next month.



Approaching Limit

Claude will notify you when you are near your monthly cap. You can check usage in your account settings at any time.



At the Limit

Once your cap is reached, Claude will be unavailable until the next monthly reset. There is no automatic overflow allowance.



AI Lab Monitoring

The AI Lab receives aggregate usage reports. Consistent over- or under-use relative to your tier will trigger a review.

Your Responsibilities as a Claude Enterprise User



Use it for its purpose

Your access was granted for a specific, validated use case. Every significant shift in how you use Claude will be flagged to the AI Lab.



Track your own usage

Monitor your token usage in account settings. Don't run out mid-month on a critical project, plan ahead.



Protect what you input

You are personally responsible for ensuring that what you put into Claude complies with data security rules. When in doubt, don't.



Report issues promptly

If Claude behaves unexpectedly, produces harmful content, or you suspect your account has been compromised, report it immediately.



07

Help & Support

Where to go for assistance, to ask a question, or give feedback



Where to Get Help



AI Lab Team

[which email can we add here?]

Billing & tier questions, data security concerns, policy clarifications, account issues, and appeals.

Response time: 1-2 business days



OneReach

Via OneReach portal

Formal requests only: tier changes, use case expansions, account transfers, and renewal submissions.

Response time: 3-5 business days



You're Ready!

Your Claude Enterprise account is a powerful tool.
Use it thoughtfully, use it often, and let the AI Lab know what you build with it.

