



CITY OF™
MOUNT
D O R A

ORIENTATION PROGRAM

Basic Computer Skills

NETWORK BASICS

NETWORK BASICS

- Our Network connects computers, phones, printers and other equipment together within the City.
- The Server on the Network stores databases and software in a central location that network users can access.
- You can only access the network by signing in with a user name and a password.
- Each User has their own folder on the network and can only be accessed by the user and IT Administration.

LOGGING ON TO THE NETWORK

- Select the “Ctrl”, the “Alt” and “Delete” keys to activate the log-on screen.

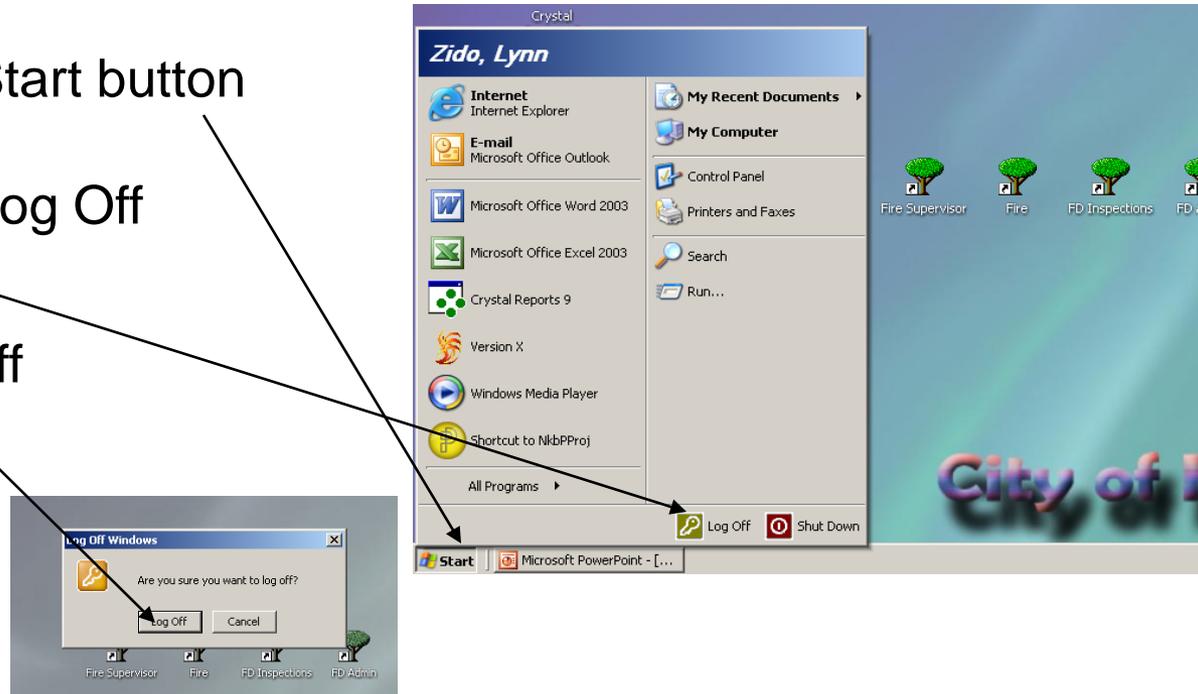


- Type in your user name and password. **Note:** *It is case sensitive.*
- You only have three tries to log in correctly. After the third try, the network will lock you out. IT will have to issue a new password.
- You are responsible for keeping your password secure. Do not share your password with anyone else. Do not write down your password and leave it where others can see it.
- Passwords are required to be complex. Your password must be at least 8 characters long and include at least 3 of the following 4 categories: uppercase, lowercase, number, special character.



LOGGING OFF

1. Select the Start button
2. Select the Log Off button
3. Click Log Off

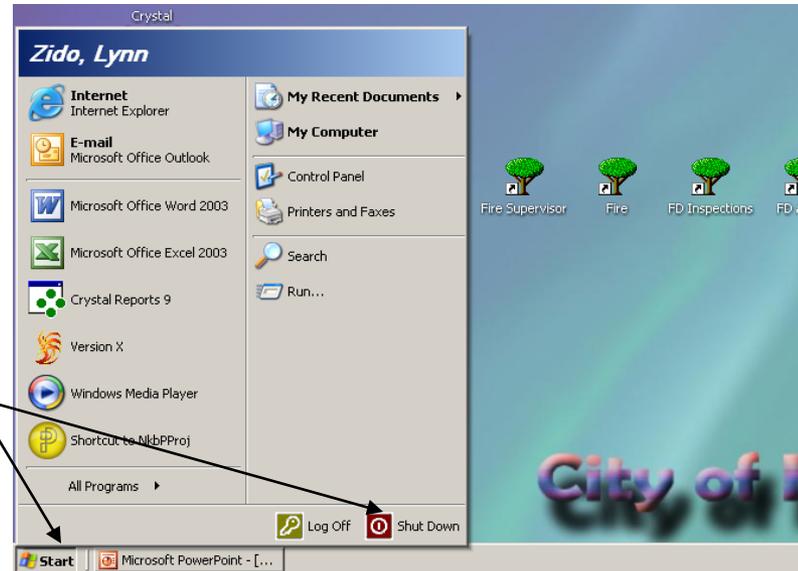


When sharing a computer with other employees, always log off the computer when leaving, even for a short time.



RESTART and SHUT DOWN

1. Select the Start button
2. Select the Shut Down button
3. Click on Restart or Shut Down

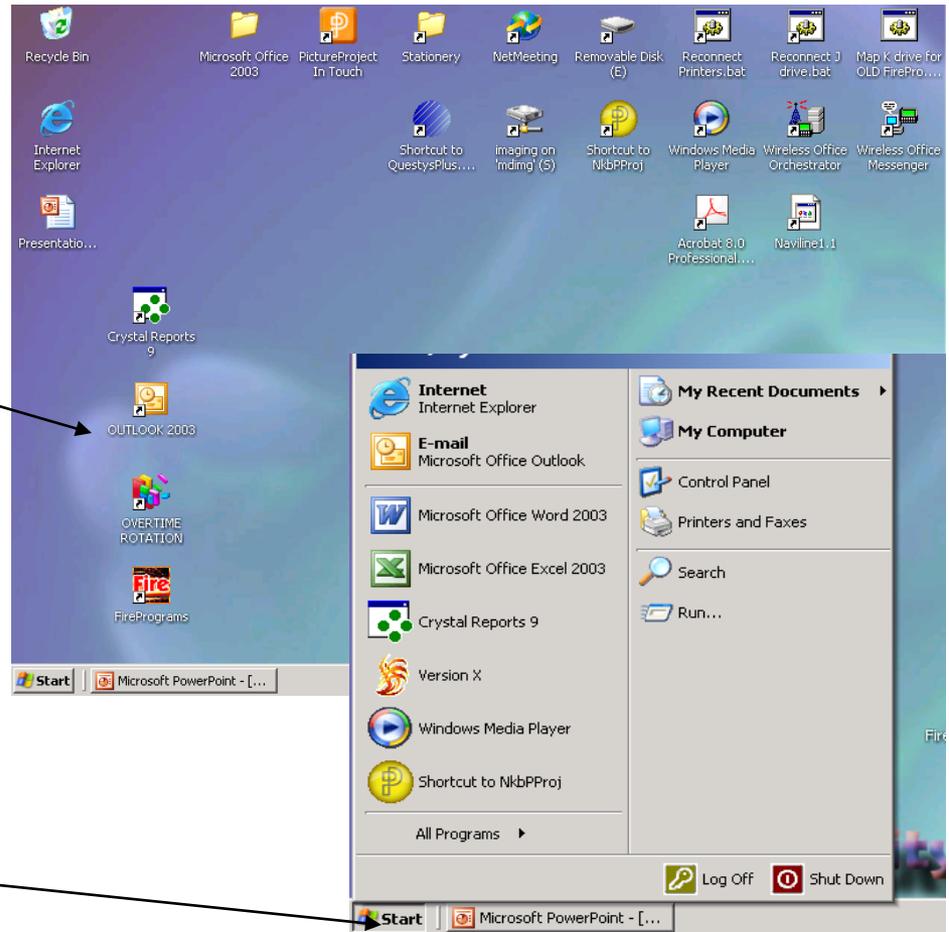


At the end of the work day – always Restart your computer.



DESKTOP

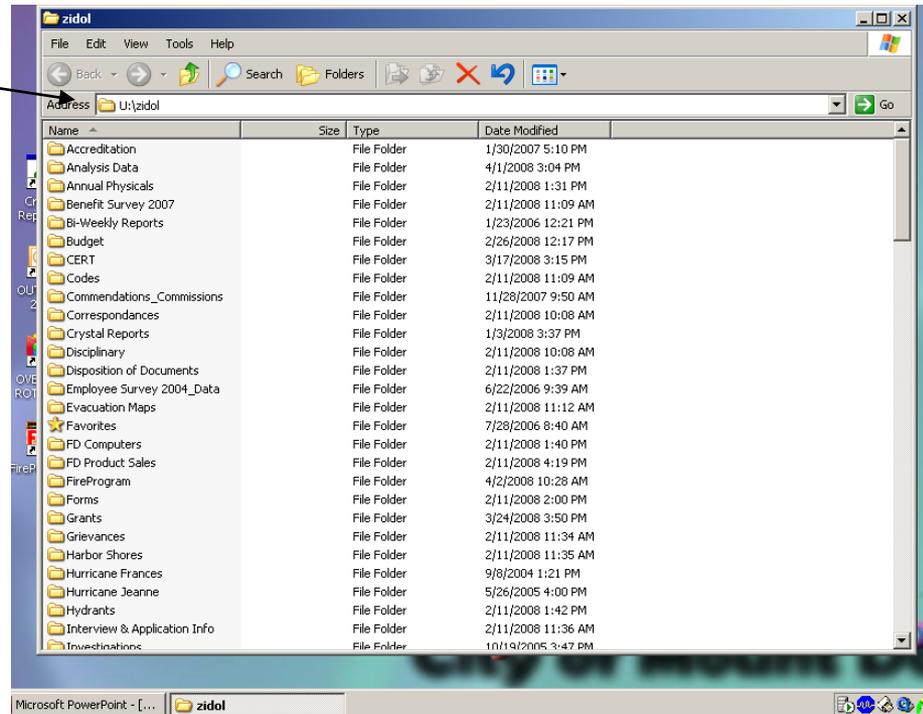
- When you log on to the network, your screen will open to a “desktop” with shortcuts to your own User Folder as well as different software programs.
- Double click on a short cut to get to a folder or a program.
- Or click on the “Start” button to get to a folder or program.



NETWORK FOLDERS

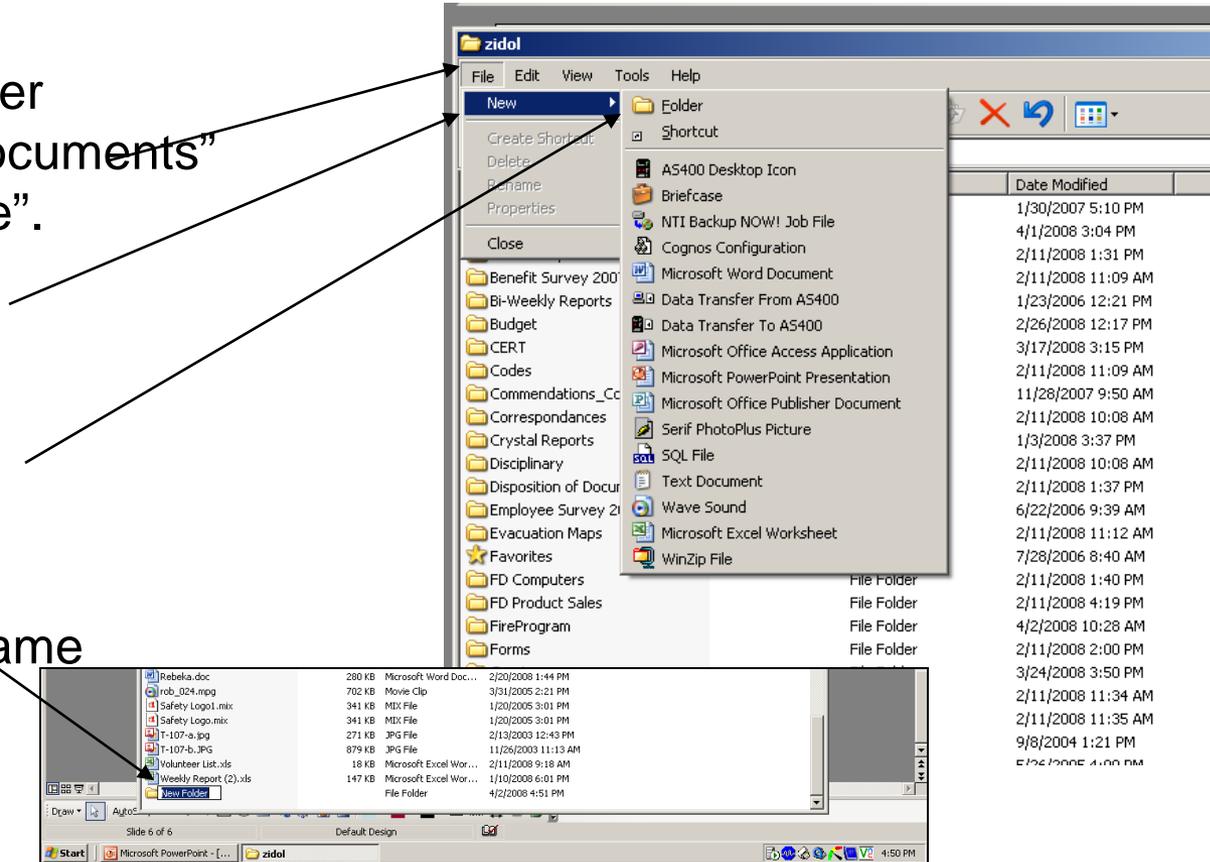
- Your “user folder”/”my documents” is your main folder to keep all your documents.

- You can create additional folders within your “user folder” to keep organized.



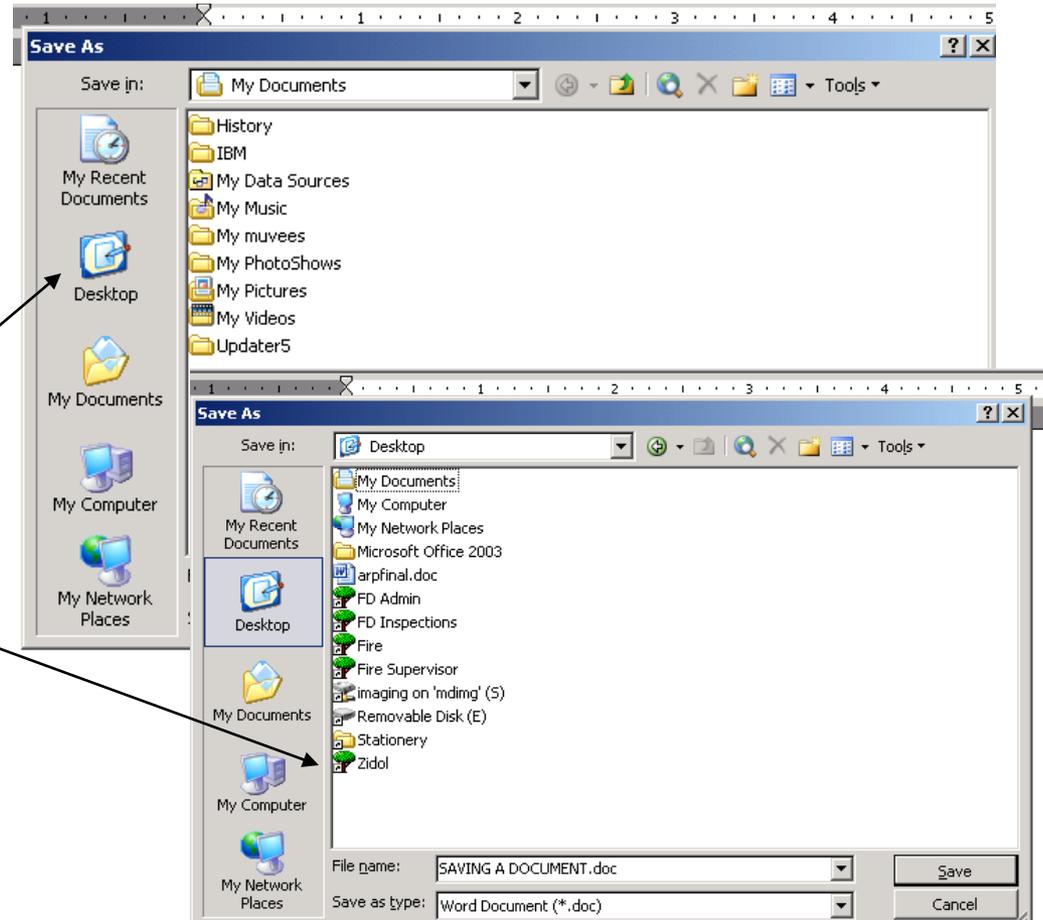
CREATING NEW FOLDERS

- Open your “User Folder”/”My Documents” and select “File”.
- Select “New”
- Select “Folder”
- Type in new name



SAVING DOCUMENTS IN FOLDERS

- When you click on “Save”, the first option to save in is typically the “My Documents” folder – *Your “My Documents” folder is your “user folder” on the network server.*
- *Save your files in your “My Documents” or a shared department folder on the network server.*
- Or browse to your “Desktop” and double-click a shortcut to another location to save your files.



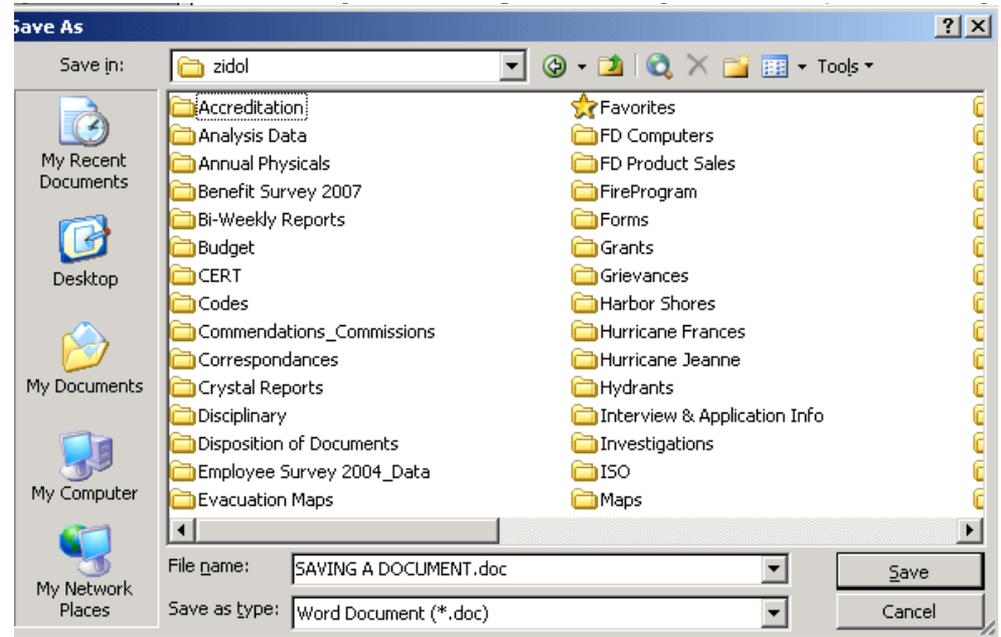
DOCUMENT RETENTION

- Florida's records management program promotes the efficient, effective, and economical management of public records. Proper records management ensures that information is available when and where it is needed, in an organized and efficient manner, and in an appropriate environment.
- Records management is more than retention, storage, and disposition of records; it entails all record-keeping requirements and practices that allow an organization to establish and maintain control over information flow and administrative operations. Florida's records management program is authorized by section 257.36, Florida Statutes and applies to public records as defined in 119.011(11), F.S.
- A link to the State of Florida's General Record Retention Schedule can be found on the City's Intranet.
<http://fl-mountdora.civicplus.com/index.aspx?nid=549>



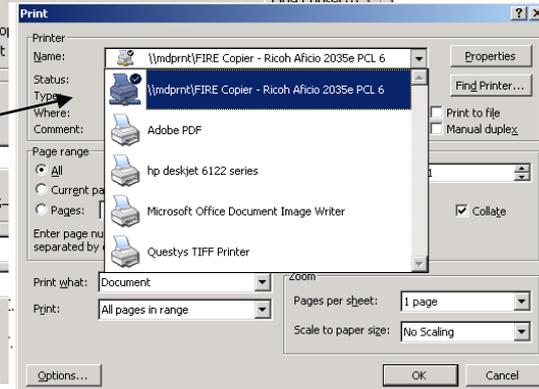
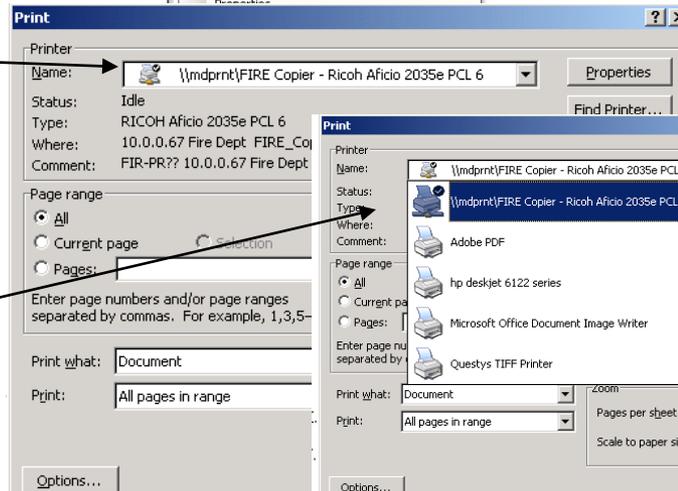
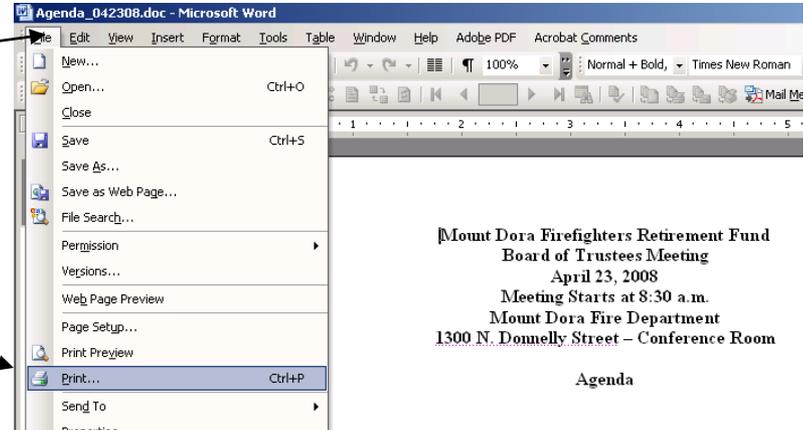
SAVING DOCUMENTS IN FOLDERS

- Click on a folder within your user folder where you would like to save your document.
- Because the “User Folders”/”My Documents” are backed up daily, files in your network user folder can be restored even if the network fails.



PRINTING

- Select “File” then select “Print”
- This window shows which printer your job will print to.
- The drop down will show you other printers available to print to.



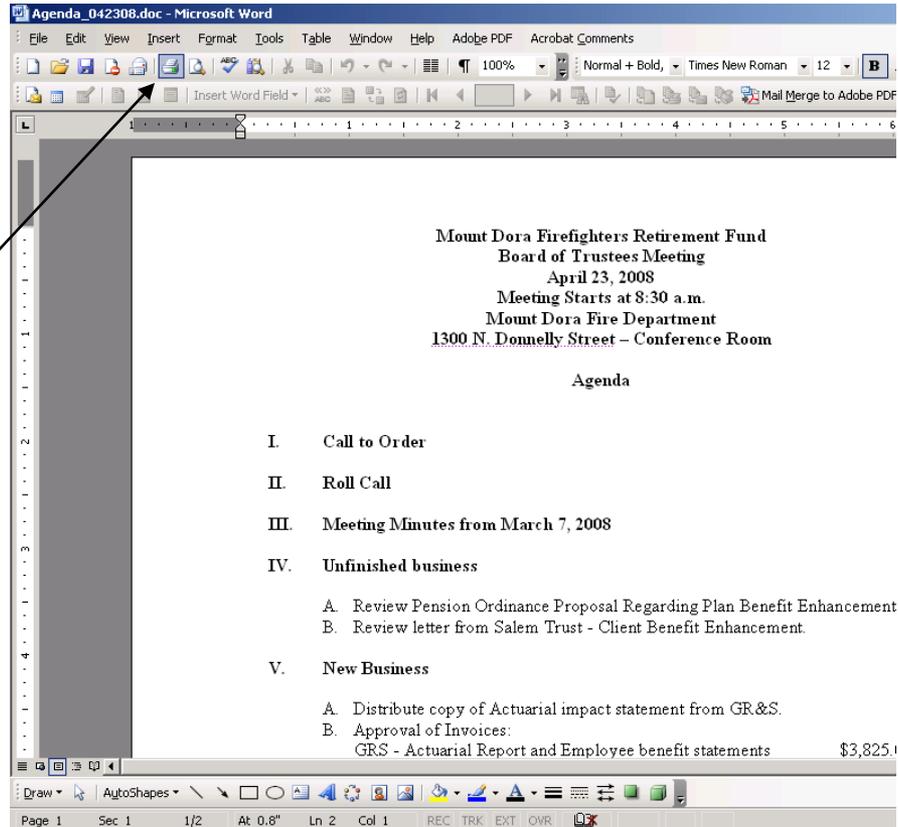
B. Review letter from Salem Trust - Client Benefit Enhancement



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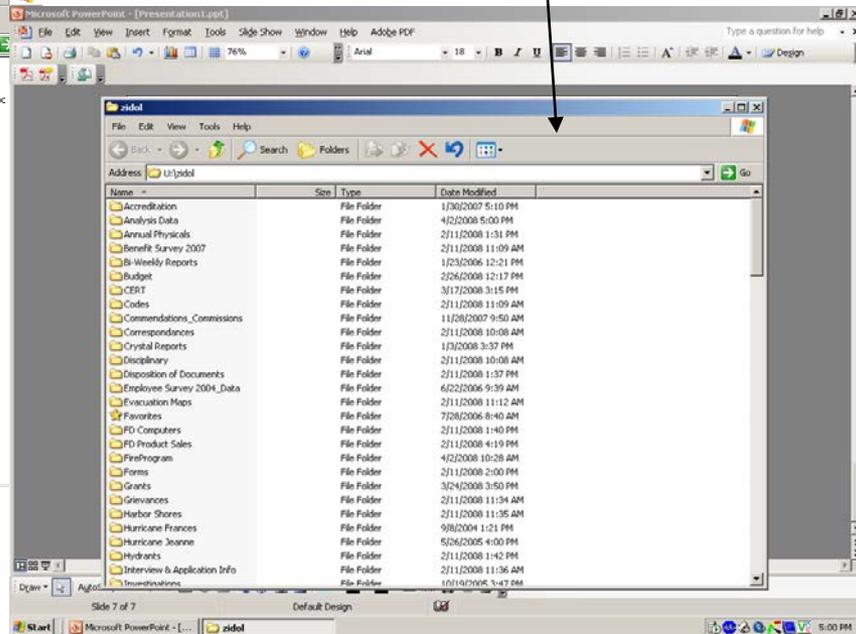
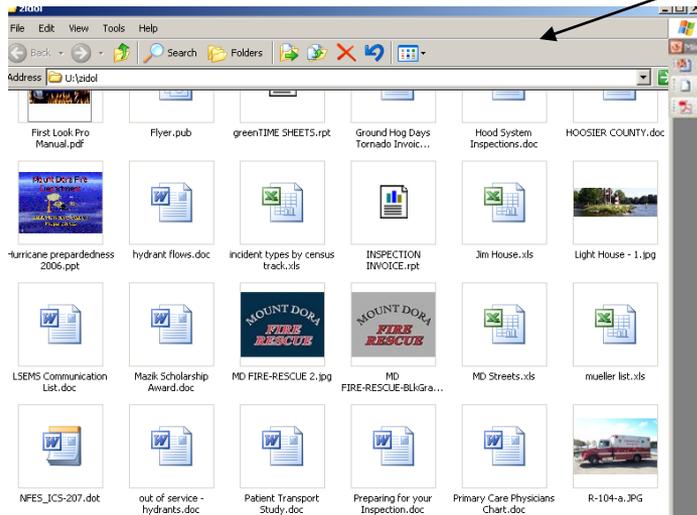
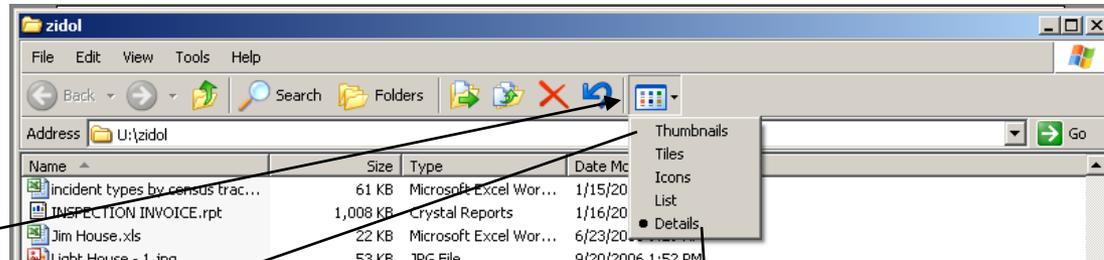
PRINTING

- If you know that your desired printer is set as a default, you can click on the printer icon on the menu tab to print one copy.



VIEWING FOLDERS

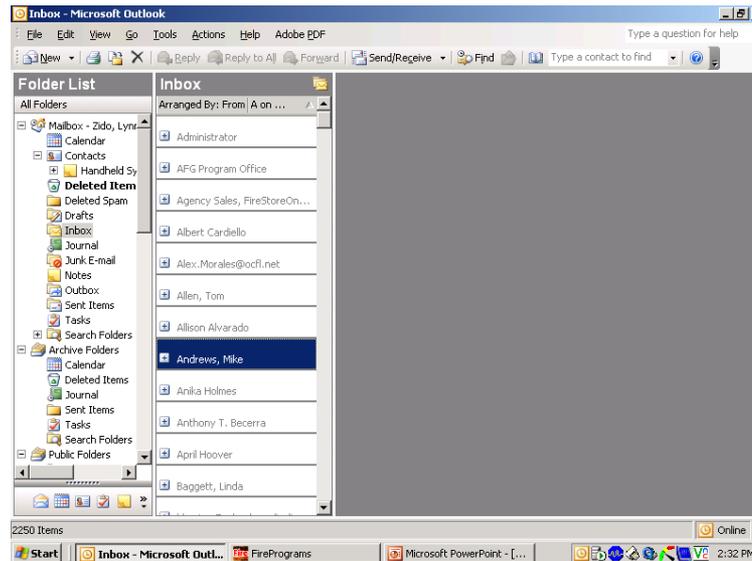
- Select “View” button to select which view you would like to see.



USING OUTLOOK

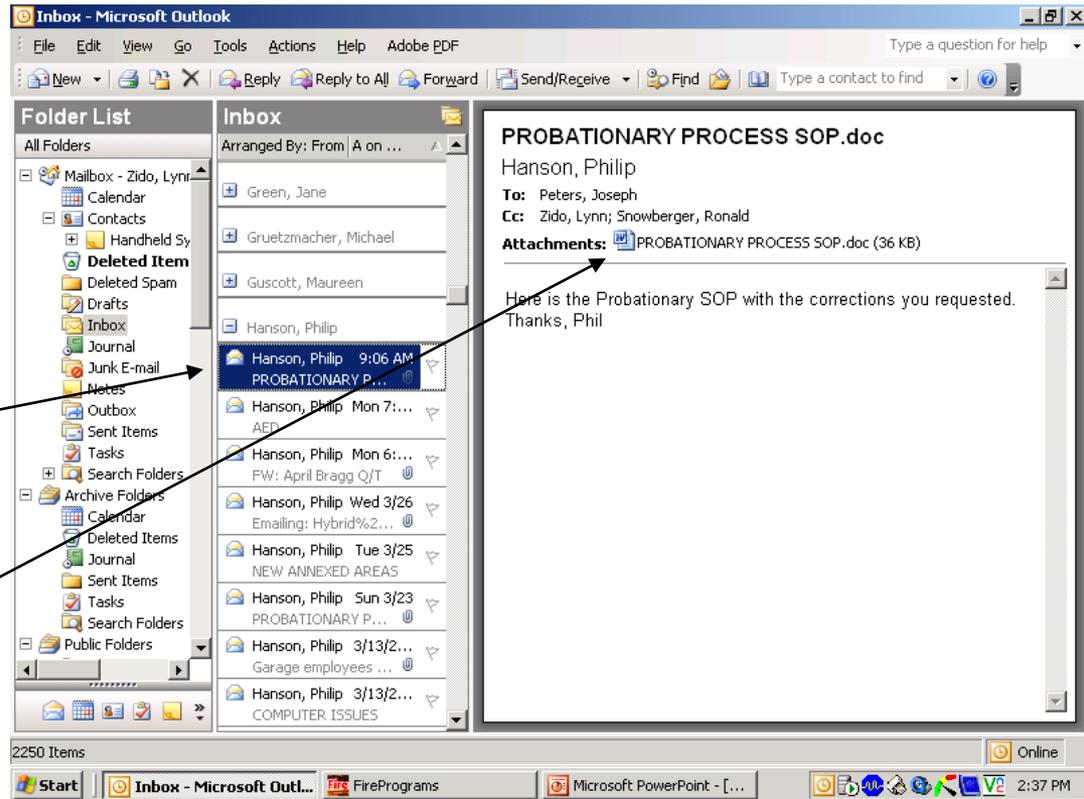
USING OUTLOOK

- Outlook is where you will find the City's email. Outlook can also be used for your own personal calendar, task and contact management.
- Click on this shortcut  on your desktop to open Outlook.
OUTLOOK 2003.lnk
- You will automatically be opened to your own email account.



READING EMAIL

- If you click once on an email, you can view in the panel on the right hand side (depending on the View you have selected). Or double click to fully open the email item.
- Double click on attachments to open them up.



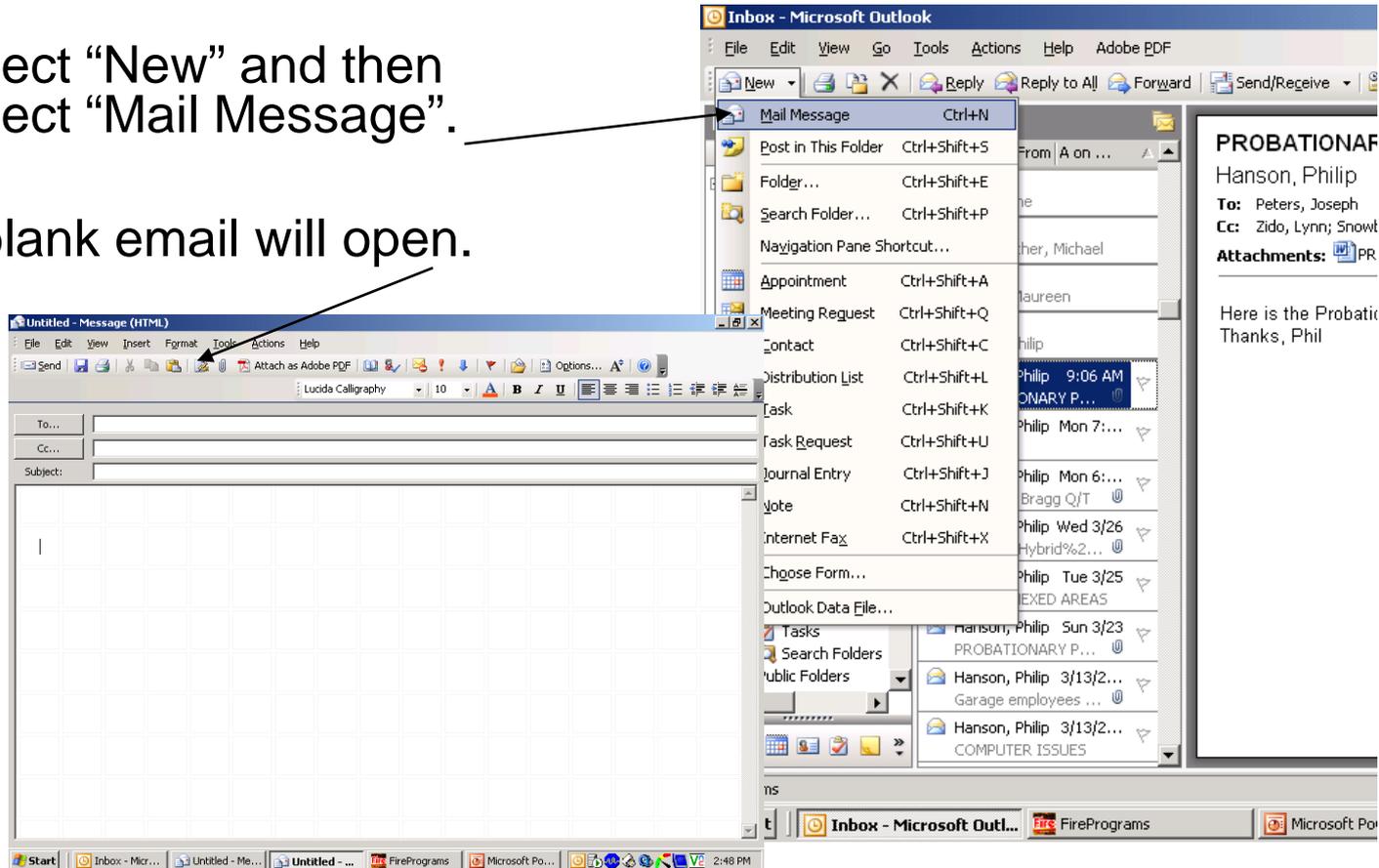
READING EMAIL FROM OUTSIDE THE NETWORK

- **Microsoft Outlook Web Access** - allows City employees to access their City email account using their network user name and password via the Internet.
- To log on to Outlook Web Access go to <https://mail.ci.mount-dora.fl.us/owa>
- Or you can browse to the City's website at <http://www.cityofmounddora.com> and click on "Departments" then click on "Employee Portal", login with your network username and password, and click on Outlook Web Access (OWA)



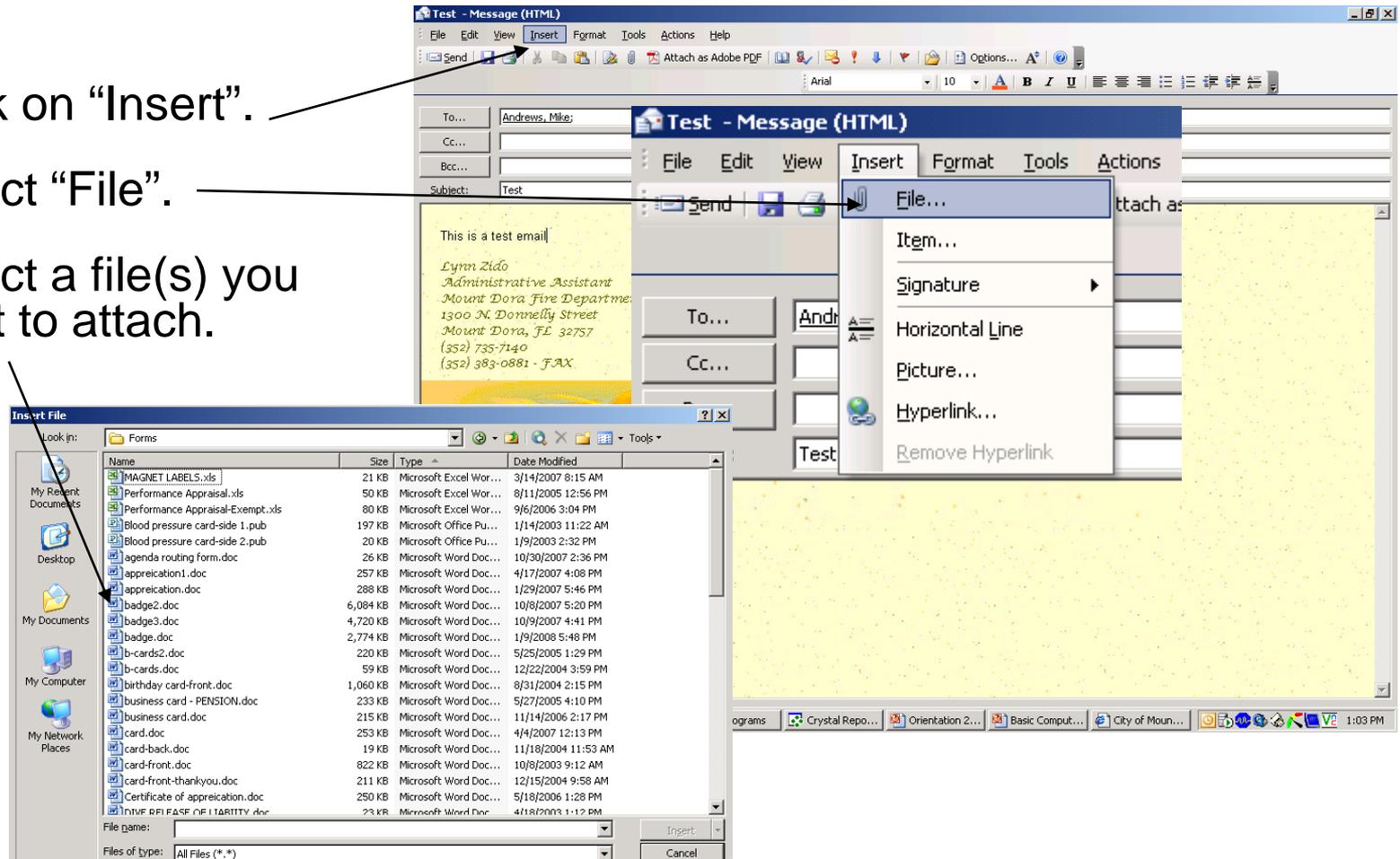
SENDING EMAIL

- Select “New” and then Select “Mail Message”.
- A blank email will open.



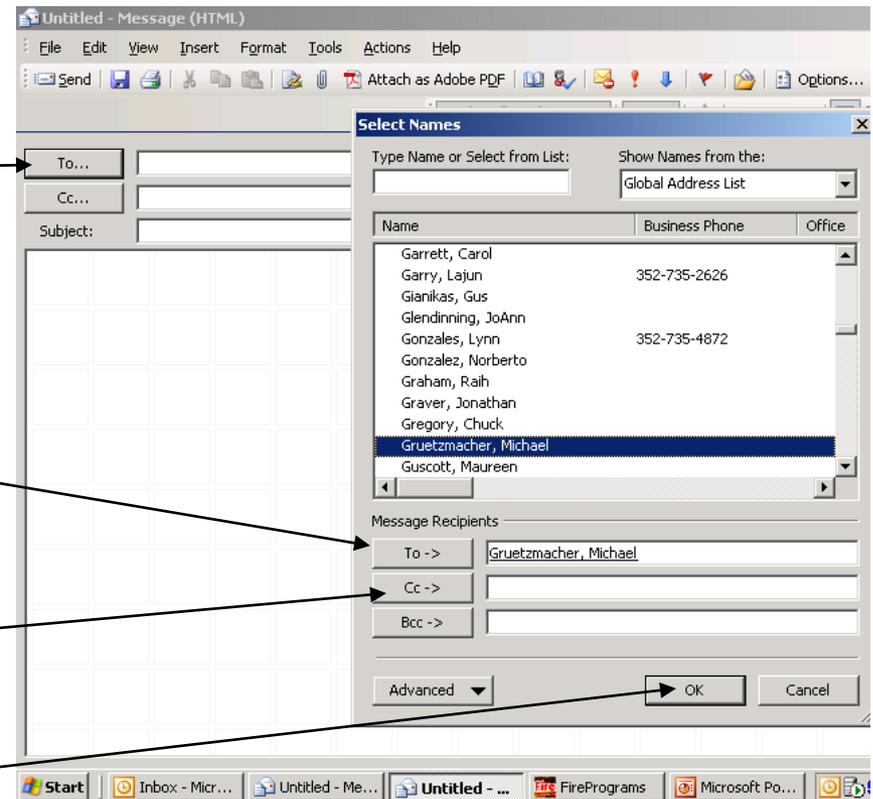
ATTACHING A FILE TO EMAIL

- Click on “Insert”.
- Select “File”.
- Select a file(s) you want to attach.



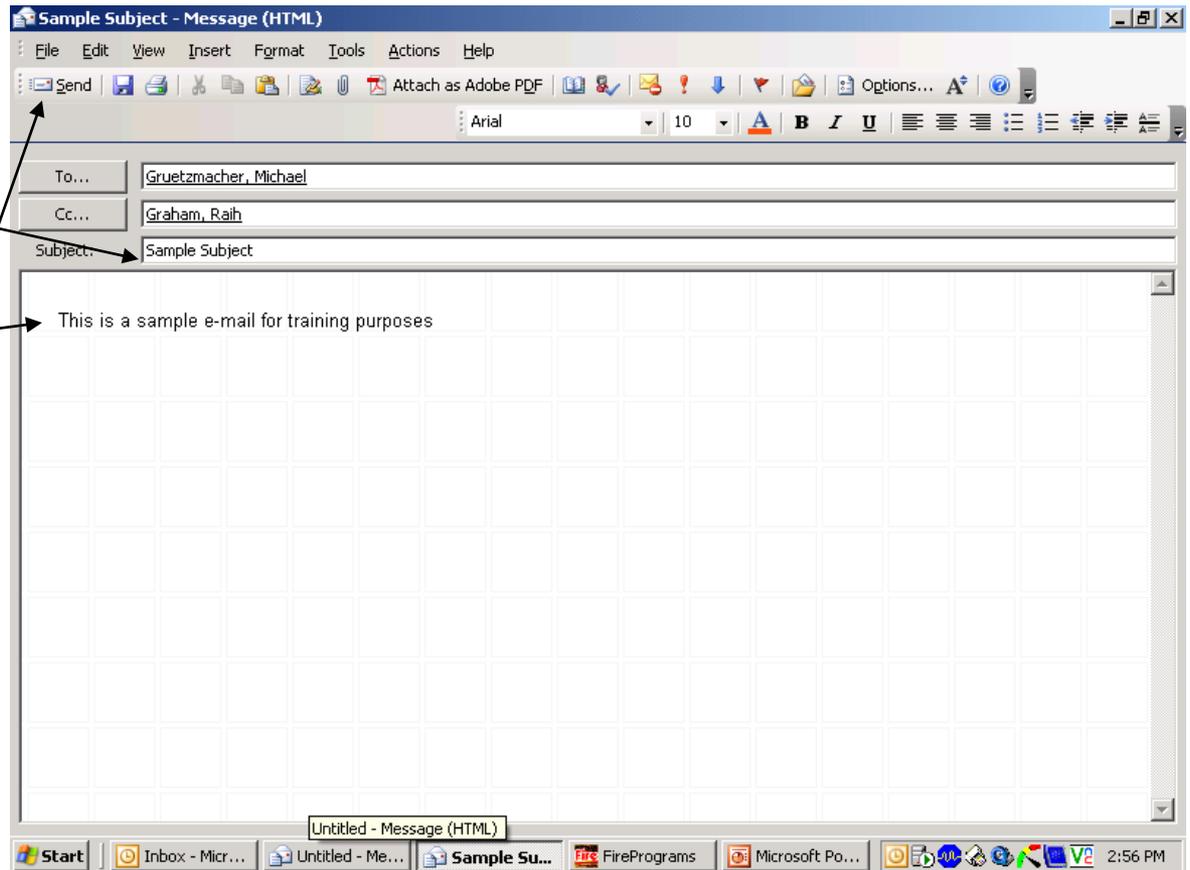
SENDING EMAIL

- Click on “To..” and a list of City Employees’ addresses will be displayed or type an email address directly in “To” line.
- Double click on as many names as you would like to send an email to. They will be listed in this box.
- You can also copy to others by clicking in the “Cc” box and double clicking on names.
- Select “OK” when you are done.



SENDING EMAIL

- Type in a subject line.
- Type in your message.
- Click “Send” to email.



EMAIL RETENTION

CANNOT BE DELETED UNTIL RETENTION DATE EXPIRES:

Public Records

- Policies and directives
- Office business correspondence
- Work schedules, assignments
- Meeting agendas, minutes
- Document that initiates, authorizes or completes a City transaction

DELETE AS SOON AS NO LONGER NEEDED:

Transitory Messages

- Unsolicited e-mail “junk”
- Announcements of approved City social events
- Cc:, bcc, of original message
- FYI copies of originals
- Notifications:
 - Spam filtering
 - Meeting request responses
 - Email delivery and/or receipt notifications

This list is not comprehensive, please refer to the State of FL General Records Retention Schedule



EMAIL POLICIES

- The Email System is to be used for business purposes only.
- Do not send jokes or junk email on the City's Email System.
- Employee's use of the email may be monitored by the City.
- Review the entire I.T. Policy on the City's Intranet for details about the email policy.



INTerNET and INTraNET

SAFE INTERNET PRACTICES



How **YOU** can help safeguard the City's network from the Internet environment:

- ❑ Only access websites to perform daily duties
- ❑ Do Not download any application from the Internet (unless instructed by I.T.)
- ❑ Internet pop-ups: Click Close button only
- ❑ Do Not access personal web mail



SAFE INTERNET PRACTICES



Non-Approved Programs :

- × P2P File Sharing Programs
- × Instant Messaging Programs
- × Internet Radio Programs
- × Personal email clients



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CITY INTRANET

Access to shared Citywide processes/resources:

- Internal employee events/news
- Department information
- City Approved Forms
- City Website Link
- Employee Contact Info Lists
- Computer Training
- HR/Employee Benefits Information
- Policies



CITY INTRANET



Search Mount Dora

CareHere Appointment Scheduler

City Council

City Council Agenda Packet

CivioPlus Admin Site Login

Contact Info Lists

E-Services

Email a Work Order to IT

Forms

Google Search

HR/Employee Benefits

IT Dept Topics

Other Links

Outlook Web Access (OWA)

Policies

Records Management

Site Standards

Training

Home > Feature Links > Intranet

Intranet

The Employee Intranet is designed to provide you with useful tools and information. Please refer to the [Information Technology Policy Manual](#) for City Computer, Email, and Internet usage guidelines. Use of the City's computer network and the Internet implies you have read and agree to abide by the policy.

Contact Us
Contact [Kelda Senior](#) for questions or suggested updates to the Intranet pages.

Calendar of Events

Thu, Aug. 22
Diabetes + Carbohydrate Counting by Care Here - morning

Thu, Aug. 22
Diabetes + Carbohydrate Counting by Care Here - afternoon

Mon, Sep. 2
Closed - Labor Day

VIEW ALL EVENTS

Quick Links

- Naviline Login
- Click2Gov CPX Login
- Click2Gov Console Login
- Outlook Web Access Login
- Suntrust P-Card Website

VIEW ALL LINKS

The Intranet can be accessed from any computer by browsing to <http://www.cityofmounddora.com> and clicking on “Departments” then “Employee Portal”.



TELEPHONE SYSTEM

Telephone Reference Guide

Put a Call on Hold

While you are on a call, press **Hold**.

The indicator light to the right of a line on hold blinks slowly. To return to the call, press the line button where the call is being held.



Transfer a Call

1. While you are on a call, press **Transfer**.
2. When you hear the dial tone, dial the number to which you want to transfer the call. You can dial an internal 4 digit extension or you can dial 9 and then a 7 or 10 digit external phone number.
3. As soon as you hear ringing, wait until the recipient answers, announce the call, and then hang up.



Telephone Reference Guide

Call Park — Park a Call

1. While you are on a call, press the **Park** softkey Button
2. Dial the 4 digit extension that you want to park the call at.

- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
- If the Call Park timer expires, the call returns to your telephone.
- To unpark a call, press Unpark, dial the extension and press Unpark again.

Call Park — Retrieve a Parked Call

Pickup the call at the extension where it is parked.

To retrieve a parked call from a different extension, hit the **PICKUP** button on a phone and dial the extension where the call is parked.



Telephone Reference Guide

Initialize Your Voice Mailbox

1. Pick up the handset and press the **VOICE MAIL** button.
2. The Shoretel voice prompts guide you through the steps to create your password and initialize your mailbox.

Access Your Messages (Log In to Your Mail Box) from Your Shoretel Telephone

1. Pick up the handset and press **VOICE MAIL** button.
2. Enter your password and press #.



Access Your Messages (Log In to Your Mail Box) from Any Internal Shoretel Telephone

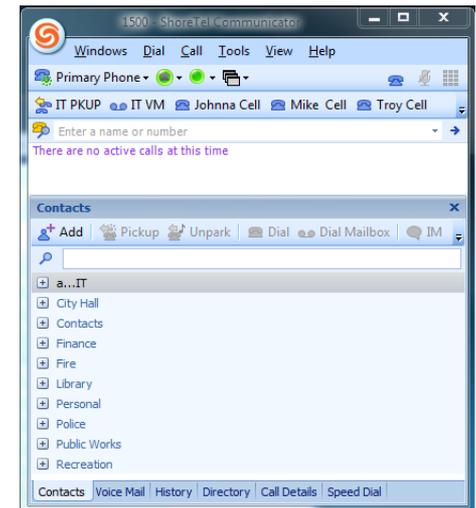
1. Pick up the handset and press **VOICE MAIL** button.
2. At the password prompt, press * then #
3. At the prompt, enter your extension number.
4. Enter your password and press #..



Shoretel Communicator

Manage your calls and voice mails in Shoretel Communicator Software

1. From the Contacts tab, you can add contacts to see the status of other telephone extensions,
2. From the Voice Mail tab, you can listen, save, forward, or delete your voice mails.
3. From the History tab, you can see call log history.
4. From the Directory tab, you can view the phone directory.
5. From the Call Details tab, you can see details about a particular call.
6. From the Speed Dial tab, you can create one button speed dials.



Telephone Reference Guide

For instructions on more features of the telephone system, refer to the Intranet home page and select on “IT Dept Topics” and “Shoretel Telephone System Documentation”.

<http://fl-mountdora.civicplus.com/index.aspx?nid=575>



WORK ORDERS (ConnectWise)

ConnectWise IT Work Order System

To enter a new work order for the IT Department, **send an email to help@ci.mount-dora.fl.us** from your Outlook program.

Enter a summary of the problem in the subject field, and enter a detailed description with print screens if available in the description field. The email will enter a new work order ticket and the IT Staff will be notified via email of your request.

Or click the link on the Employee Intranet to “Email a Work Order to IT”



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Information Technology Policy Manual

Refer to the Employee Intranet for access to the Information Technology Policy Manual.

<http://fl-mountdora.civicplus.com/DocumentCenter/View/578>



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**Thank you for
your
participation**



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Basic Computer Skills