

Welcome to Carteret County Government!

AN IT GUIDE FOR NEW EMPLOYEES



Part of this presentation is available as a PDF with clickable links on the County Website. Hover over Government – Information Technology. Click IT Documents, then “A Guide for New Employees”

Or here:

[IT New Employee Orientation PDF](#)



IT Structure

- ▶ Centralized Enterprise IT / GIS Support
- ▶ Main Areas of Focus
 - ▶ Servers & Infrastructure
 - ▶ GIS Services & Address
 - ▶ Staff & Public Support
- ▶ 12 IT Department Members
 - ▶ Director
 - ▶ 7 Servers, Infrastructure, Support, Helpdesk
 - ▶ 4 GIS Services & Addressing

How To Submit An IT Support Ticket?

- ▶ Click the link below to view a short video on submitting an IT support ticket.
- ▶ [How to Submit an IT Support Ticket - Video](#)
- ▶ IT Portal, E-mail to ITRequest, Helpdesk Phone (252-728-8506)

A screenshot of an email client interface. The window title is 'Clipboard' and 'Basic Text'. On the left, there is a blue 'Send' button with an envelope icon. To the right, there are several input fields: 'To...' with the email address 'itrequest@carteretcountync.gov', 'Cc...' (empty), 'Bcc...' (empty), and 'Subject' (empty).

Some General Info & Tips

- ▶ Make sure you are always “Security Minded”
 - ▶ It’s ok to be paranoid. THINK BEFORE YOU CLICK / OPEN.
 - ▶ Do not give your password to others
 - ▶ Do not give your badge to others
 - ▶ Lock you computer when not in use (will lock after 15 min.)
- ▶ All IT procurement goes through IT
- ▶ Do not bring equipment from home and ask for it to be hooked up
- ▶ Embrace Change

Public Records

- ▶ Public Records retention varies based on department and content of record
- ▶ IT has various systems in place to assist departments in meeting retention requirements
 - ▶ E-mail Server, File Share Storage, LaserFiche, Compass, Etc.
 - ▶ Backup of file and server share data (Retention varies)
 - ▶ Mail & Social Media archive system (7 year retention)
- ▶ Ultimate responsibility still lies with the owner of the record
- ▶ Retention requirements are based on the CONTENT of the record not the MEDIUM
 - ▶ Email, voicemail, text message, social media, mailed correspondence, etc.

How To Reset Your Password?

- ▶ Please visit the below web link and carefully read the document.
- ▶ This document will tell you how to reset your county password.
- ▶ **[How to Reset Your Password - Instructions](#)**
- ▶ Get the Self Service App! Enroll and Answer Security Questions.
- ▶ You MUST change your Windows/E-mail password on your computer, through the Self Service system, or come see IT in person. We will not reset your password or unlock your account over the phone, via a ticket, or from an e-mail.

Password Complexity Requirements



- ▶ Minimum Password Length will be 8 characters
- ▶ Number of Previously used passwords remembered will be 10 (This means you will not be able to reuse your previous 10 passwords)
- ▶ Passwords will expire every 90 days
- ▶ Passwords cannot contain your Name or your username. Other easily guessed personal information should be avoided as best practice.
- ▶ Passwords must contain at least 1 Capital letter and 1 Numeral in addition to lowercase characters. It may also contain special characters as an option, but is not required.

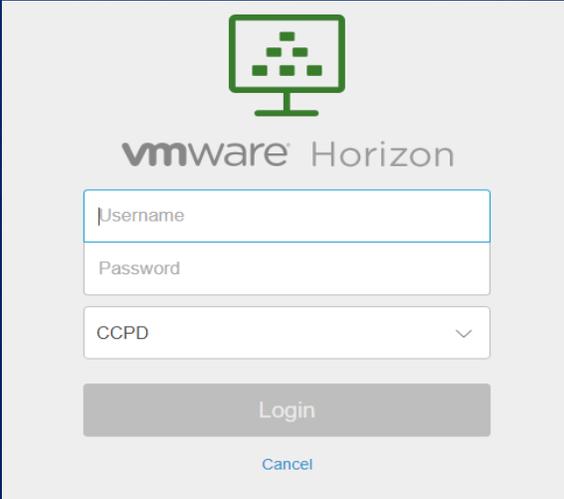
DUO Multi-Factor Authentication (MFA) System

- ▶ All users **MUST** enroll in the DUO MFA system. This system is required for logging into your computer at work or remotely, Virtual Desktop (VDI) access, webmail/Office 365 access, etc.
- ▶ New employees will need to use their cell phone number provided to HR to receive a phone call or text for their first login, or if you have already installed the Duo App, you can receive an App push.
- ▶ You may enroll a cell phone (smart phone or legacy), home phone, or tablet device. Cell phone is strongly encouraged and may be a work supplied or personal device. There is no charge for this.
- ▶ You can receive an app push or use app passcode (smartphone only), SMS text, or receive a phone call to complete the MFA process each time you login. (Normal SMS/Minutes charges apply unless you have unlimited in your plan).
- ▶ If you do not have access to a personal or work cell phone, a key fob can be issued, but you will have to keep it with you at all times and are responsible for paying for a replacement if lost (currently \$30).
- ▶ Enrollment instructions can be found here – [**DUO Enrollment Instructions**](#)

How To Access VDI Environment?

- ▶ The VDI (Virtual Desktop Infrastructure) Environment allows employees to access a central desktop from multiple devices / any device with a network or Internet connection. You will be informed if you will be using the VDI Environment at this time or you can request it. Most employees will eventually be using this system if not currently.
- ▶ Click the below link to view a short video on how to access and use the VDI Environment.

- ▶ [How to Access VDI Remotely - Video](#)



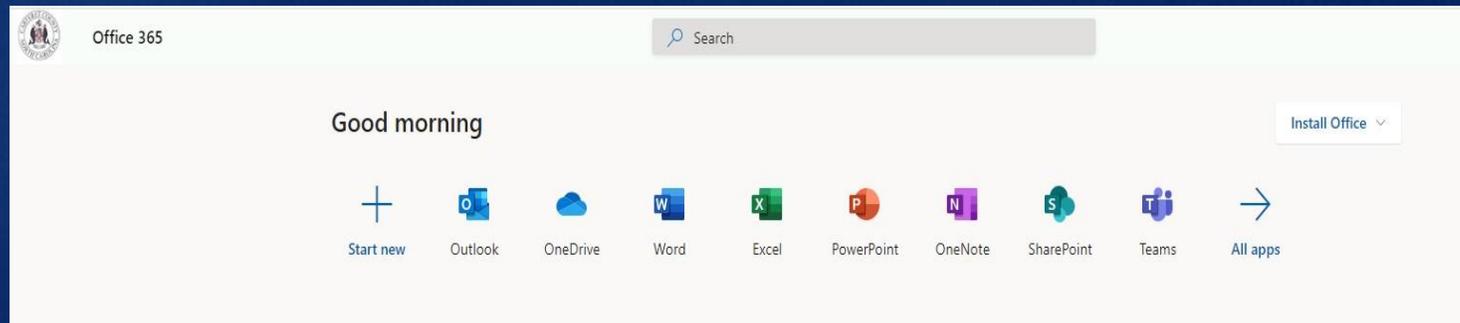
The screenshot shows the VMware Horizon login page. At the top, there is a green icon of a computer monitor with a grid of dots on the screen. Below the icon, the text "vmware Horizon" is displayed. The login form consists of three input fields: "Username", "Password", and "CCPD" (with a dropdown arrow). Below these fields is a large grey "Login" button and a smaller blue "Cancel" link.

How To Access County Email?

- ▶ On the main Carteret County Homepage ([Carteret County Homepage](#)), Navigate to the bottom of the screen and select Employee Email. Or directly – [Office 365 Outlook Link](#)
- ▶ This will forward you to the office 365 login page. Here you will log in with your county email address, password, and Duo MFA method. Your email password is the same as your windows password.
- ▶ Once logged in you will be able to access your email, calendar, contacts, OneDrive and more from anywhere with an internet connection.
- ▶ For instructions on how to use Microsoft/Office 365 please click [Here](#).

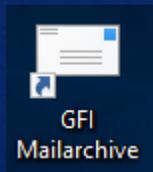
Microsoft/Office 365

- ▶ Office 365 Portal
- ▶ More than just E-mail, Outlook, Etc.
- ▶ Use Online versions of Office, Download Office for Home, SharePoint, Teams, Webmail, OneDrive, Mobile Apps



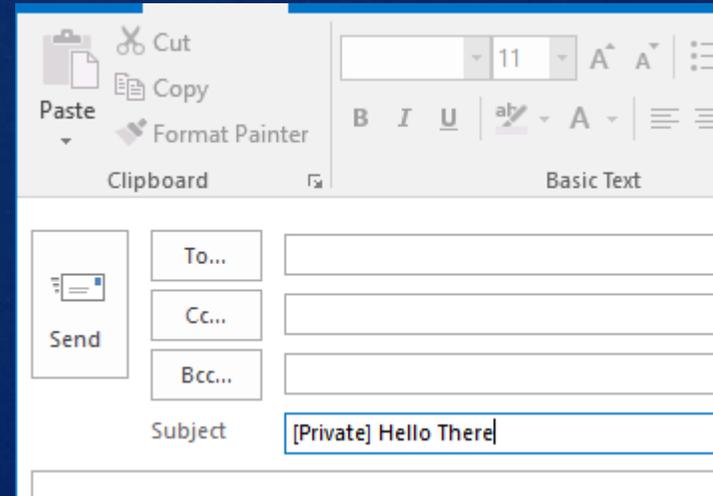
How To Retrieve Deleted Emails?

- ▶ Click the below link to read a quick user guide which shows you how to use the county's email archive.
- ▶ [How to Use GFI Archiver - Instructions](#)
- ▶ You can access the archive website via either the GFI Mailarchive Desktop Icon on your county computer or by going to [GFI Archiver Link](#)



How to send Encrypted Emails?

- ▶ Click the below link to watch a short video which explains how to send and receive encrypted emails.
- ▶ [How to Send and Receive Encrypted E-mails - Video](#)
- ▶ Enter [Private] in the subject line:



Annual Security Awareness Training



- ▶ The Carteret County IT department requires employees to watch and complete an interactive online training video annually (usually in August).
- ▶ Also as part of this we will preform monthly phishing email tests.
- ▶ Failure to complete annual and/or phish test training will result in your account being disabled or deleted (more details in the IT Policy).
- ▶ So be sure to “Think Before You Click”

GIS (Geographical Information Systems)

▶ [GIS Services](#)

▶ [GIS Web Mapping Portal](#)

▶ [GIS Open Data Site](#)

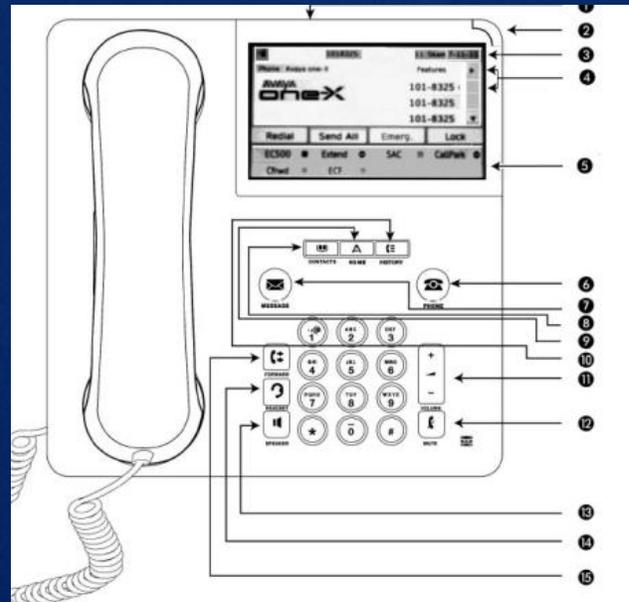
▶ All accessible from the GIS Services Page:



GOVERNMENT	SERVICES	BUSINESS
Boards & Commissions Boards & Commissions A - H Boards & Commissions I - Z	Departments A - H Aging Services Animal Control Services Board of Elections CCATS / Public Transportation Civic Center County Attorney Cooperative Extension County Manager Economic Development Emergency Services Environmental Health Finance General Services GIS Services Health Department Old	
Clerk of Court		
County Commissioners		
County Ordinances		
Departments		

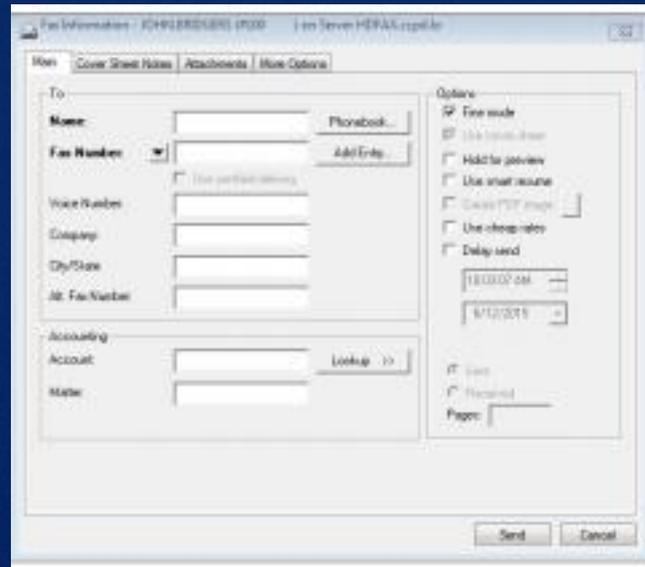
How To Use County Avaya Phone?

- ▶ Please visit the below web link and carefully read the document.
- ▶ [How to Use an Avaya Phone - Instructions](#)



How To Use RightFax?

- ▶ Click the below link to view a document showing instructions on using the RightFax FaxUtil software for sending a fax.
- ▶ You can also use the **Web Fax icon** on your desktop to send faxes.
- ▶ [How to Use RightFax - Instructions](#)



How To Use TimeForce?

- ▶ Click the below link to view a short video on using the TimeForce Time & Attendance system. The Company Code is **CCG** (not CC).
- ▶ [How to Use Time Force - Video](#)
- ▶ [Time Force Link](#)



Please Login

TimeForce II
powered by INFINISOURCE

User Name:

Password:

Company Code:

[Forgot Password?](#)  Remember Me



Any questions or concerns dealing with the County's available technology, that was not answered here, can be sent to ITRequest@carteretcountync.gov