

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 Departments – 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, Security
 - ▶ 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 fields for "To...", "Cc...", "Bcc...", and "Subject". The "To..." field contains the email address "itrequest@carteretcountync.gov". The "Cc..." field is empty and has a blue border. The "Bcc..." and "Subject" fields are also 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 your computer when not in use (will lock after 15 min. automatically)
- ▶ 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 see someone in IT in person. We will not reset your password or unlock your account over the phone, via a ticket, or from an e-mail.**

Self-Service Kiosks



- ▶ As of August 2022 – they are located at 9 locations:
 - ▶ Courthouse, Administration, General Services, Health Department, Sheriff's Office, Social Services, Western Office, Beaufort Square, MHC IT Office

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.

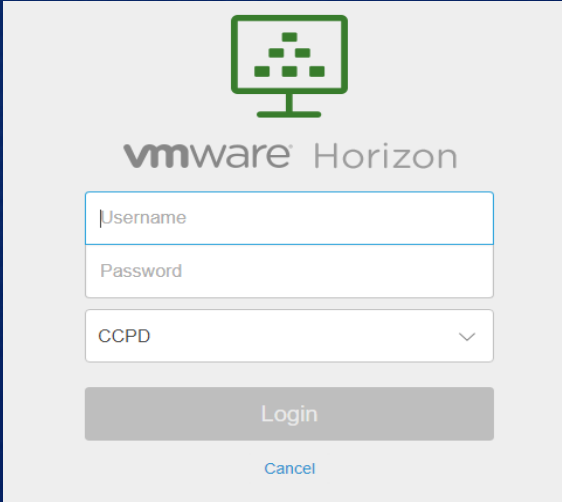
DUO Multi-Factor Authentication (MFA) System

- ▶ 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 always keep it with you 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. Unless there is a special reason, you will be using VDI as your work “computer”.
- ▶ Click the below link to view a short video on how to access and use the VDI Environment.

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



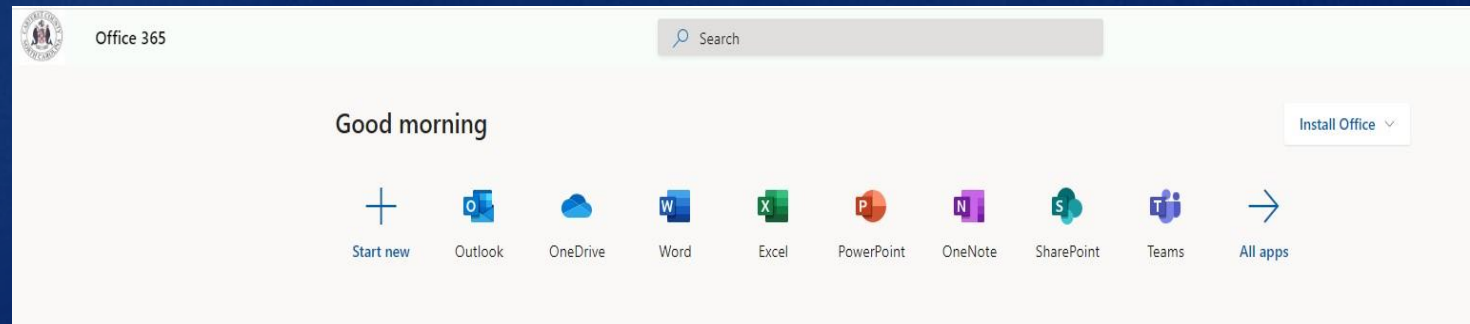
The screenshot shows the VMware Horizon login page. At the top, there is a green icon of a computer monitor with a grid of dots on the screen. Below the icon, the text "vmware Horizon" is displayed. The login form consists of four input fields: "Username", "Password", and "CCPD" (with a dropdown arrow), followed by a "Login" button and a "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](#).

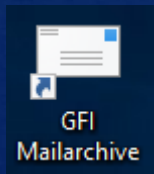
Microsoft/Office 365

- ▶ 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



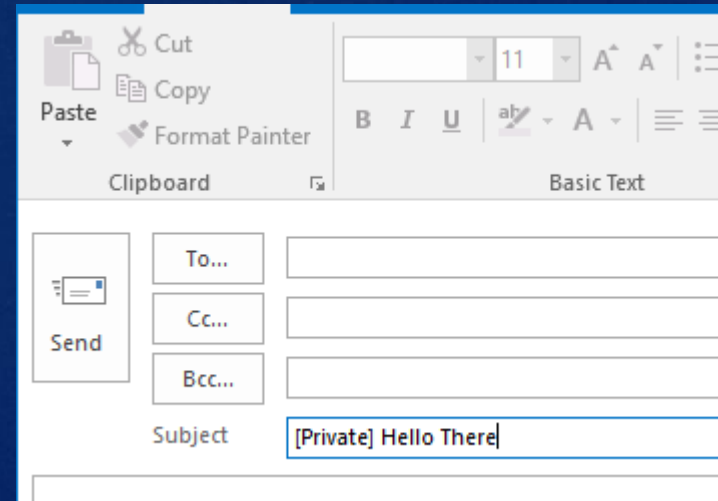
How To Retrieve Deleted Emails?

- ▶ 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). [KnowBe4 Website](#)
- ▶ 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:

GIS Services

The GIS (Geographic Information Systems) division in IT serves the County staff and citizens with a wide array of geographical data and maps.

Open Data

Download our most current data and access a variety of web applications at our [Open Data website](#).

Online GIS Mapping

Please visit our [Online Mapping Portal](#) for access to public Carteret County GIS information.

Request a custom GIS Map

Click [here](#) to access the map request form.

Tax Mapping

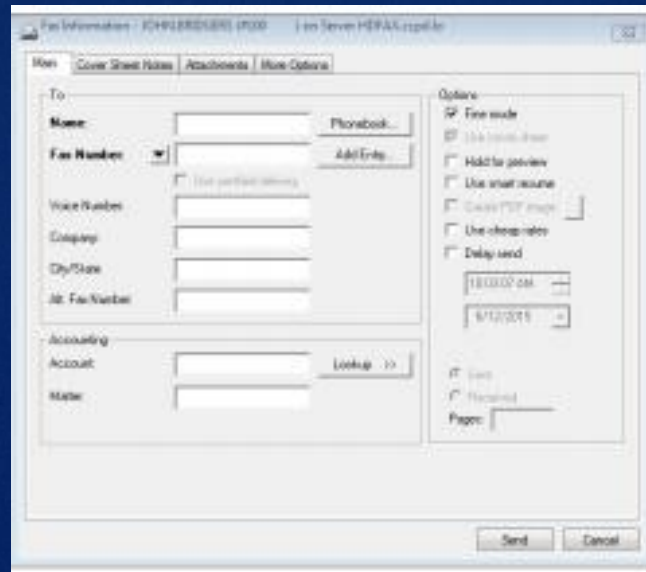
GIS maintains land records for the Carteret County Tax Department. For frequently asked questions regarding map reviews and parcel mapping, [click here](#).

911 Addressing

If you need to request a new 911 Address for a property in Carteret County, please fill out this [form](#) and the 911 Addressing Coordinator will review your request. [Click here](#) for frequently asked questions regarding 911 addressing.


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**.
- ▶ [How to Use Time Force - Video](#)
- ▶ [Time Force Link](#)



The screenshot shows a login window titled "Please Login". On the left is the TimeForce II logo. On the right are three input fields: "User Name:", "Password:", and "Company Code:". The "Company Code" field contains the text "CCG". Below the "Company Code" field is a checked checkbox labeled "Remember Me" and a "Login" button. A "Forgot Password?" link with a right-pointing arrow is located below the logo.



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