|  |  |  |
| --- | --- | --- |
| ***ICW Group*** | Title: | ICW System Access Procedures |
| Date Created: | November 16, 2015 |
| Author: | IT Client Services (contract) |

Contents

[Introduction 2](#_Toc435702776)

[IT Client Services Operating Hours and Support 2](#_Toc435702777)

[Logins and Passwords 2](#_Toc435702778)

[ICW Password Requirements 2](#_Toc435702779)

[Password Resets 3](#_Toc435702780)

[Laptop and Docking Station Setup 4](#_Toc435702781)

[Setup Equipment 4](#_Toc435702782)

[Docking Station Setup Procedure 5](#_Toc435702783)

[Setup and Use Phones 7](#_Toc435702784)

[Setup Voice Mail 7](#_Toc435702785)

[Setup a Company Issued Mobile Phone 7](#_Toc435702786)

[Setup for Printers 11](#_Toc435702787)

[Scanning and Emailing 12](#_Toc435702788)

[MS Office Communicator 13](#_Toc435702789)

[iPortal and IE 15](#_Toc435702790)

[Remote User Access 15](#_Toc435702791)

[Access ICW Remotely 15](#_Toc435702792)

[Access Voicemail Remotely 17](#_Toc435702793)

[Home Drive and Public Shares 17](#_Toc435702794)

[Map a Public Drive 18](#_Toc435702795)

[Frequently Asked Questions (FAQs) and Answers 20](#_Toc435702796)

[General FAQs 20](#_Toc435702797)

[Encryption FAQs 21](#_Toc435702798)

# Introduction

This manual explains new user setups and introduces ICW systems and applications. These sections focus on IT Client Services operations, logins and passwords, phones, laptop and docking station setups, phone setups, MS Office Communicator, iPortal and IE, home drive and public shares, mapping a public drive, and FAQs and answers.

# IT Client Services Operating Hours and Support

The ICW Client Services provide services Monday-Friday, 5am – 5pm PST. You can contact us at (XXX) XXX-XXXX or (XXX) XXX-XXXX.

# Logins and Passwords

To logon to ASD:

1. Press the **Start** button.
2. When a prompt appears, enter **[Ctrl][Alt][Delete]**.
3. Enter the User ID and password provided by the Service Desk.
4. After your first login, change your network password.

Do not give your password to anyone else.

If you have not received an initial User ID and password, please contact the Service Desk:

[ServiceDesk@icwgroup.com](mailto:ServiceDesk@icwgroup.com) or phone extension 12405, (858) 350-2405, or 800.778.3306.

## ICW Password Requirements

ASD has the following password requirements:

* Password Expiration

Passwords Expire every 90 days. You will be prompted to change your password up to 2 weeks before expiration.

* Password Content
  + Minimum length: 8 characters
  + Must not contain the user’s account name or any part of the user’s full name that exceeds 2 characters.
  + Must include characters from 3 or the following categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphanumeric characters (e.g., !, $, #, &, %)
* Password Retention

The system remembers the last four passwords.

## Password Resets

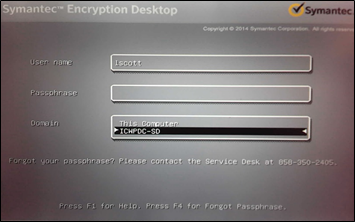
Every 90 days you will be prompted to change your password. This procedure explains how to change it.

**Note**: You must have your previous password available. If your password has expired, please contact the Service Desk to reset it.

To change a password:

1. Reboot or power on to the Grey PreBoot screen.
2. Login with old password.

Remote users connect to VPN via Junos Pulse.



1. Change your password.

Enter **<CTRL><ALT><DEL>** and select **Change Password**.

1. When you have successfully changed your password, lock your computer.

Enter **<CTRL><ALT><DEL>** and select **Lock this Computer**.

Wait 5 minutes while you are still connected before the next step.

1. Using the new password, unlock the computer.

Wait 5 minutes again. During wait time, your password syncs to the ICW network and systems, including encryption.

1. Disconnect and reboot the computer.
2. Log in (past Preboot) with the new password.

If you are unsuccessful, use the old password and repeat steps 3, 4, and 5.

1. After you pass the grey PreBoot Screen, use the new password and connect to VPN.

You have successfully changed the password.

# Laptop and Docking Station Setup

This procedure explains how to setup an ICW laptop docking station.

## Setup Equipment

You should have the following equipment for the setup on hand.

* (1) Laptop (either T430 or T440/T450 models)
* (1) Docking Station (Please note there are two different docks)

and power adapter

* (2) Monitors (19’or 22” Corporate Standard) with (detached) base
* (2) Sets of cables including: power, VGA (blue) and DVI (white)
* (1) Keyboard
* (1) Mouse

The following pictures show samples docks and monitors with cabling.

**T430 Dock** **T440/T450 Dock**



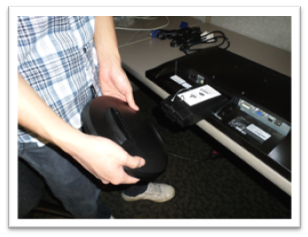
**Monitors and Cables**



## Docking Station Setup Procedure

Follow these steps to setup a docking station.

1. Attach the base to the bottom of the monitor in the way shown below.



1. Connect 1 VGA (blue) cable to one monitor and 1 DVI (White) cable to the other monitor.
2. Connect one power cable to each.



1. Set up the docking station and attach the power cable to the dock.

**Note**: There are two different power cables: one with a square end for T440 docks and one with a round end for T410/T420/T430’s. See the pictures below.

**T440/450 Series** **T430 Series**



1. Connect the rest of the peripherals to the docking station in the ways shown below.

**T440/450 Series** **T430 Series**



# Setup and Use Phones

This section explains how to setup your office desk phone and a company issued mobile phone.

**Note:** Your office phone extension is #####. Outside callers can contact you by dialing ###-###-####.

## Setup Voice Mail

The first time you check voice mail:

1. Enter the temporary password: **429429#**
2. Create a new password.

When you are prompted, create a new password.

1. Create a spoken name

When you are prompted to create a spoken name, speak the name or select the computer generated spoken name.

1. Listen to new messages.
   * Press **2** and **0** to listen to new messages.
   * Press **3** to delete a message.
   * Press **4** for the help menu.
2. Optionally, for additional information, see the *Avaya Quick Reference Guide* on the iPortal.

Select **Departments > Corporate Services > Avaya Phones** **> Voice Messaging**.

The *Guide* includes tips for accessing phone messages from an outside phone.

If you have any questions or problems, please contact the Help Desk at extension 12405.

After setup, to access voice mail:

* Press the **Message** button on the desk phone.

## Setup a Company Issued Mobile Phone

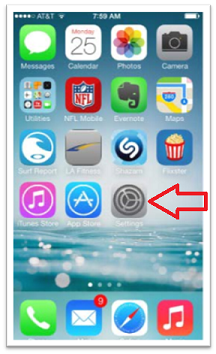
Follow these instructions to setup and configure Exchange Email. This setup enables you to send/receive company email on your mobile phone.

**Note**: The ASD issues Apple iPhones.

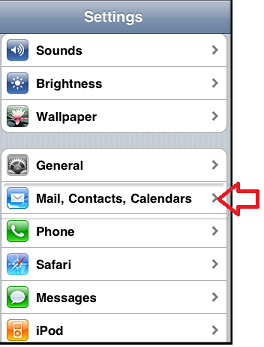


To setup Exchange Email:

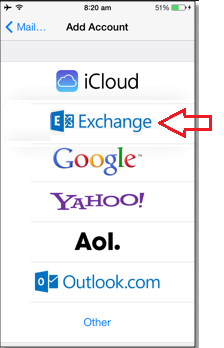
1. Click on the Settings icon on your iPhone home page.



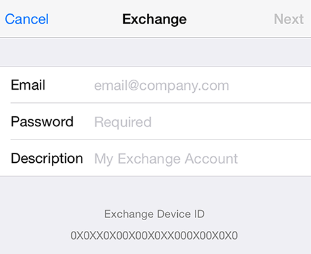
1. In the Settings menu, click **Mail, Contacts, Calendars**.



1. On the next Settings page, press **Add Account**.
2. On the Add Account page, select **Exchange**.



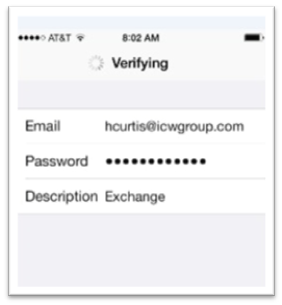
The Exchange form appears.



1. Enter your Email address and Password.

The Description field is auto-filled with “Exchange.” Then, the system will verify your input.

For example:



1. When the message “Could not validate activation” appears, click **Continue**.
2. On the next page fill in the fields with the following information:

**Email:**  [xxx@icwgroup.com](mailto:xxx@icwgroup.com) (your work email address)

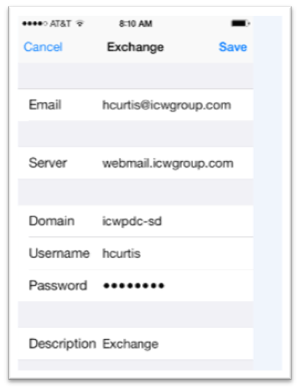
**Server:** webmail.icwgroup.com

**Domain**: icwpdc-sd

**Username**: xxxx (your network login ID)

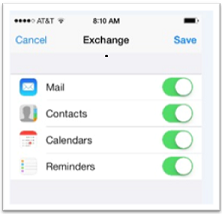
**Password:** xxxxx (your network password)

For example:



1. Click **Next**.

On the next screen set all icons to green and press **Save**. For example:



1. Then, when you are prompted, create a device password.

The password must be 8 characters long including letters, numbers, and special characters.

**Note**: Later, if you forget your device password, reset the iPhone to the original factory settings.

Then, connect to iTunes to restore the device.

# Setup for Printers

ASD used Ricoh© printers in all departments. Links to one or more local printers in your area are usually added to new user laptops before the machines are issued. If you need help installing additional printers, please call the Service Desk at ext. 12405.

# Scanning and Emailing

To scan and send email files:

1. Press the **Scanner** button on the printer.
2. Check to be certain that no previous scanner settings remain.

If a previous setting remains, press the **Clear Modes** key.

1. If the network delivery scanner screen or Scan to Folder screen appears, click the **E-mail** tab at the top of the display under “Ready.”



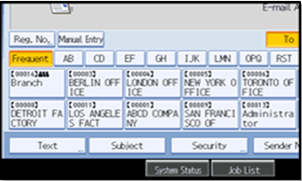
1. Place originals in the Automatic Document Feeder or on the glass.

If necessary, press **Scan Settings** at left on the screen to specify scanner settings such as scan size and resolution.

1. Select the target destination.
   1. Select **To** at the top right.
   2. Select destinations from the buttons near the bottom of the screen.

Then, the selected destination appears at the top of the screen. However, if the target destination does not appear in the displayed buttons locate it by one of the following methods:

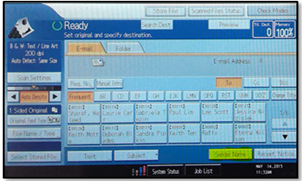
* Press a letter button (e.g., “EF”) to display destinations starting with the selected letters.
* Press or buttons to display the destination.



1. Specify the sender.

By default, the sender name is auto-filled as “Service desk.”

You can find your name by pressing the **Frequent** button on the display or by searching for your name by the first letter.



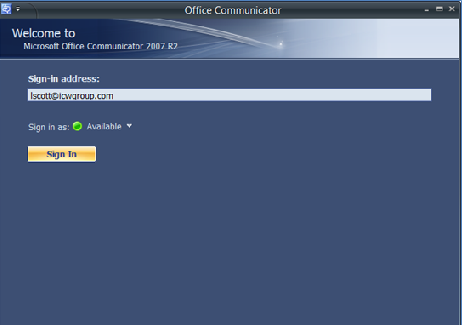
1. Press **Start** to scan and send the email.

# MS Office Communicator

MS Office Communicator is our standard messaging application at ASD. This procedure explains how to initially sign in and setup your Communicator.

To initially access Communicator:

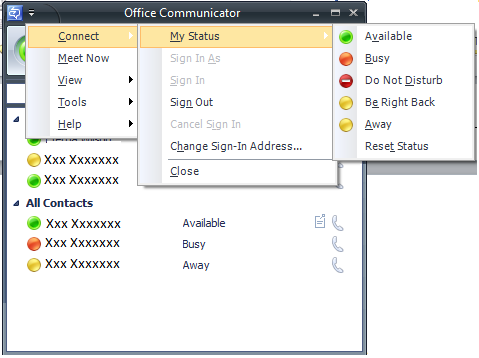
1. Select **Start > All Programs > Microsoft Office Communicator 2007 R2**.



1. Press **Sign In**.
2. When the Communicator appears, set your status.

Select **Connect > My Status > Available** (or Busy, etc.)

For example:



Now you can send/receive messages via MS Communicator.

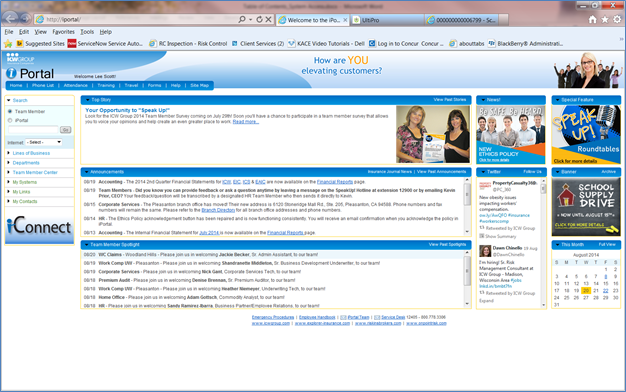
# iPortal and IE

iPortal is ASD’s primary information website. It is set as the default homepage in Internet Explorer 9. IE9 is our default browser and is certified for all our systems and applications.

To access iPortal:

* Type <http://iportal>

The iPortal home page appears. For example:



# Remote User Access

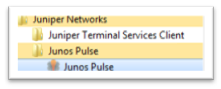
If your primary computer is a laptop and you work from a location (i.e. home) without direct access to ICW resources and applications, follow the access instructions below.

* We use the Junos Pulse VPN client. The Client is installed on your laptop.
* Remote Employee setup documentation includes Laptop and Docking Station setup instructions.

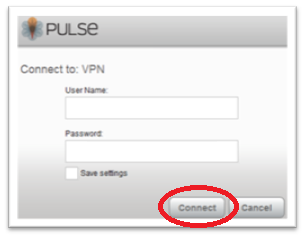
## Access ICW Remotely

To access ICW remotely:

1. On your computer, select **Juniper Networks > Junos Pulse > Junos Pulse**.



1. When the PULSE Connect window appears, enter your credentials and press **Connect**.



You should not be connected to any other VPS client when you try to connect using the Junos client.

1. When you are finished with your remote work, press **Disconnect** on the PULSE window.



You are disconnected from ASD.

1. If you want to exit from Junos Pulse, press **Close** at the bottom right of the PULSE window.



## Access Voicemail Remotely

You can access ICW user voicemail remotely by calling the main toll free number or your direct office number.

**Using San Diego’s Main Toll Free Number**

1. Call **1-800-877-1111**.
2. Press **2** for All Other Departments and Options.
3. Press **1** for 5-digit Extension.
4. Enter **12662**.
5. Enter extension number followed by **#**.
6. Enter password followed by **#**.
7. At the Voicemail main menu, follow the prompts to access your voicemail.

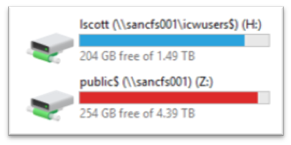
**Using the Employer’s Direct Line**

1. Call your 10-digit telephone number.
2. When you header the outgoing greeting, press **\*7**.
3. Enter the extension number followed by **#.**
4. At the Voicemail main menu, follow the prompts to access your voicemail.

# Home Drive and Public Shares

Your computer is provisioned with a “Home Drive” or “User Drive” designated by the letters “H” or “U.”

We encourage you to save any files that should be saved to these drives. For example:



# Map a Public Drive

You can create a public share for access from any ICW system. This action, called “mapping,” enables you to access the target drive from your computer or Windows Explorer without having to search for it.

To map a public drive:

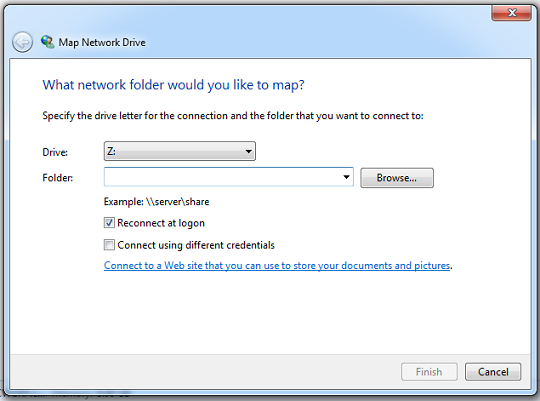
1. Open the computer and click the **Start** button at the lower left of the screen.



1. When the menu appears, right-click on the computer name in the list on the right.
2. When the computer information screen appears, click on the **Map network drive** link in the toolbar.

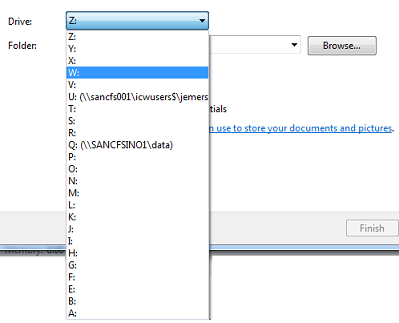


The Map Network Drive dialog box appears.

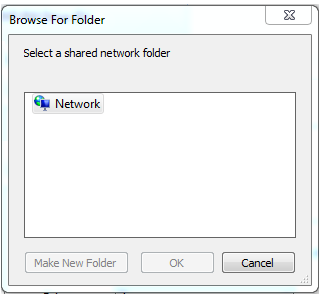


1. Click the down arrow on the **Drive** pull-down and select any available letter.

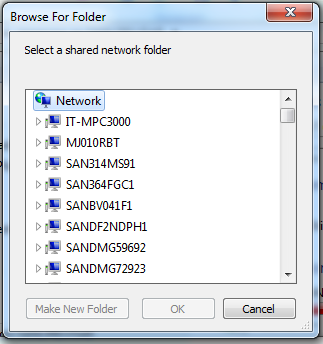
For example:



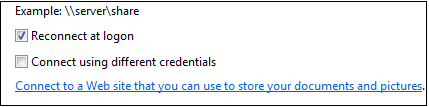
1. In the “Folder” field, type the path of the folder or computer or click **Browse** to locate the folder or computer. For example:



1. Click the **Network** link to display the list. For example:



1. Type in or select [\\sancfs001\public$\adawson](file:///\\sancfs001\public$\adawson) or [\\sancfs001\public$\rosalin](file:///\\sancfs001\public$\rosalin)
2. To automatically connect when you logon, check **Reconnect at logon**. For example:



1. Click **Finish**.

Your computer is now mapped or connected to the network drive.

# Frequently Asked Questions (FAQs) and Answers

This section provides answers to general and encryption-related FAQs.

## General FAQs

|  |  |  |
| --- | --- | --- |
| **Question** |  | **Answer** |
| What if I can't log on? |  | Call the Service Desk at extension XXXXX.  Also, see Encryption FAQ’s below. |
| What if I can't get into the e-mail system? |  | Call the Service Desk at ext. 12405. |
| What if I forget my new password? |  | Call the Service Desk at extension XXXXX.  Also, see Encryption FAQ’s below. |
| Should I lock my workstation when stepping away from it? |  | Yes. You should lock your workstation any time you leave your desk. |
| What if I need additional software installed on my computer? |  | Your manager must approve your Hardware/Software request and forward it to Service Desk. |
| What if I need to move my computer to another location? |  | Before you move, please email Corporate Services to have them provide you with assistance. |

## Encryption FAQs

|  |  |  |
| --- | --- | --- |
| **Question** |  | **Answer** |
| Why are laptops and other computers encrypted? |  | If your machine becomes lost or stolen, ICW data on a machine will be protected and cannot be accessed without proper username and password associated with that machine. |
| Does encryption slow down my machine? |  | Based on our testing, once the drive is fully encrypted, there is minimal impact on system performance and no impact on your data. |
| What happens if I forget my passphrase?  Is my data lost? |  | Call the helpdesk at extension XXXXX. They will issue a token (“spare key”).  **Note:** You must have access to the computer in question and have it powered on. |
| What is this grey screen when I start my computer? |  | This is the Encryption Pre boot or BootGuard screen which is protecting your computer. You must bypass this screen using your supplied credentials or you will not be able to boot your system. |
| What do I enter at this screen? |  | Enter your supplied Network password information used to log into Windows on your machine. Your mouse will not work so use your <TAB> key to move between fields.  The DOMAIN field on the grey screen must show ICWPDC-SD or you not be able to boot. If you have problems after you enter your supplied credentials, call the helpdesk at extension 12405. We will assist you in getting past this screen. |
| When I enter my supplied credentials at the PreBoot screen and they were accepted, will I need to enter another password? |  | No. The pre-boot authentication screen will prompt you for your Windows credentials, which will then pass them through to Windows to log you on directly to your desktop. This applies to machines that you are enrolled on, generally your main laptop or workstation. |
| Are files that I store on my thumb drive/external hard drive encrypted? |  | Files on your external hard drive and thumb drives are subject to being locked as read-only devices or optionally encrypted. You will be prompted by a pop-up screen when you insert your device. Select either **lock** or **encrypt**.  **Note**: You will not be able to read the contents of an encrypted external hard drive or thumb drives on a machine that is not encrypted. |
| What happens if I plug my iPhone or other mobile phone in the ISB port of an encrypted machine? |  | DO NOT Encrypt your smartphone!!! Otherwise it will brick your phone. If you must connect the phone, SELECT LOCK. |
| What happens if I lose my laptop or it is stolen? |  | Please report your laptop is lost or stolen to Help Desk and they can help verify that your laptop was fully encrypted and your data is safe. |