

**Sebastian County
Information Systems Department
New Hire Orientation
Computer Use and Policy**

Revised 3/6/2015

Agenda

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County Network System - Overview

Network Resource Protection

The function of the county network is to provide a shareable resource to conduct county business and to serve the public. With this basic function as a priority, network safety is a must. Protection of network resources includes:

- Prohibition of any non-county equipment being connected to the network. This includes personal laptops, thumb drives and ipods or any other personal USB connectable device.
- A firewall is in place which blocks questionable internet sites and services
- Each PC is protected with Kaspersky antivirus software
- Windows updates scheduled automatically on each PC
- Network authentication required and policy against sharing/posting passwords
- Backup of data performed nightly
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Each user is allocated document storage space on the server which is backed up nightly. In the event a document becomes corrupt or accidentally deleted, a recovery of the document can be performed.

Resource/Service List

Windows Servers

Network printers
Document storage
Kaspersky antivirus
Collaboration Software (LotusNotes)
Website hosting (sebastiancountyar.gov)
Tivoli Backup Management
Enterprise System: New World/Logos
Enterprise System: AEGIS
Enterprise System: Justware
New World Systems – Financial/HR/Payroll

iSeries/Power6 System

IBM Content Manager Imaging System

Logging In

- **Network** - provides access to windows desktop, printers and files
 - At startup, press Ctrl + Alt + Delete
 - Enter username (not case sensitive)
 - tab and enter your password (case sensitive)
 - logging onto = Sebco
- **iSeries** - provides access to department-specific applications
 - Click iSeries icon
 - If prompted, provide your username and password for iSeries system
 - If your iSeries password exactly matches your Network password, you will not be prompted to sign into the iSeries system. (refer to password change policy)
- **LotusNotes** - provides access to email and other database
 - If your LotusNotes password matches your network password, no further authentication is required
 - Your email to the outside world is first initial+last name + @co.sebastian.ar.us (i.e. jdoe@co.sebastian.ar.us)
- **Web-based E-mail and more**
- Access to **County Intranet** to check email and other enterprise information
 - go to sebastiancountyar.gov
 - Click on Employee Site link at the bottom of the site
 - Login for your email, helpdesk and county directory: username = first name + space + last name (i.e. john doe). password = LotusNotes password
- **Justware** (courts system)
 - sebco\username - uses your current network password
- **Aegis** (public safety)
 - Separate username and password will be issued
- **New World/Logos** (financial, payroll, budgeting, purchasing, human resource)
 - Uses Network username and password with no prompting. Only set up for those who handle purchase orders and claims processing.

Password Security and Criteria

- As a county employee, you must keep your password secure
- You will be prompted every 90 days to change your passwords for the network, iSeries and LotusNotes
- You can sign onto other county PC's and gain access to your resources. Therefore, it is NEVER necessary to use anyone else's logon information or share your logon information.
- Never share your passwords with anyone else
- Never post your passwords around your workstation

Password Rules:

1. Must be at least 8 characters long
2. Must have at least one capital letter
3. Must have at least one lower case letter
4. Must have at least one number
5. Must have at least one non-alphanumeric character (!@#\$\$%^&*)

How to change your passwords

You will be prompted every 90 days to change your passwords. Please follow these steps:

Keep all three of your passwords synchronized. When you change one password, change all three. This enables you to utilize the single logon feature and bypass signing into the iSeries and LotusNotes system.

Sebastian County has an Account Self-Service Web Site. The site offers the ability to Reset, Unlock or Change your network (computer) or iSeries password by answering security questions that you select. This is beneficial because you have the option to handle account issues immediately (24/7) and without needing to submit a help desk ticket.

SEBASTIAN COUNTY ACCOUNT SELF SERVICE



Reset Password

Reset your forgotten password



Unlock Account

Unlock your locked out account



New User Registration

Let's Get Started!



Self Update

Update your contact information



Change Password

Change your password if you know your current password

In order to use the site, point your web browser at <https://helpdesk.sebastiancountyar.gov:9251> and click on the "New User Registration" link. Enter your Windows account credentials, then choose and answer some security questions, and you are set up.

LotusNotes PASSWORD CHANGE:

Once you have successfully changed your Network and iSeries password, go to LotusNotes and click File - Security - User Security. (If prompted for a password, enter your CURRENT LotusNotes password.) Click Change Password (if prompted for password, enter your CURRENT LotusNotes password. Enter your new password to match your new Network and iSeries password

Where to Store your Documents

NEVER store your documents on your hard drive. If your hard drive fails, there is no recovery path for restoring your documents! The file servers are backed up nightly, providing a recovery path should you need anything restored due to corruption, accidental deletion or any other mishap.

Each user has the following network drive mappings:

- H drive for storing documents not sharable with department
- I drive for storing documents shareable with department

County Employee Site Access



The County's Employee Site can be reached through SebastianCountyAR.gov and gives users access to the following information:

- County employee directory
- email account via internet when away from the office
- helpful links to websites for county-provided insurance programs and other HR-related information
- Documentation for software training and helpful software/computer-related tips
- Access to help desk database

How to access Intranet:

- Go to SebastianCountyAR.gov
- Click the Employee Site link at the bottom of the page
- Accessing email, helpdesk and directory Login with your firstname + lastname (i.e. john smith)
- Your password is your current LotusNotes password

Virus Protection Software Updates

Each county networked PC has a software product called Kaspersky installed on it. This software does real time monitoring of incoming and outgoing activity on that PC. As with any antivirus protection software, it is imperative that the updates stay current. Updates are scheduled to occur automatically everyday with an heuristic scan every Tuesday

evening. Please leave your pc up on Tuesday evening if at all possible. You can right click on the red K  in your toolbar and select Kaspersky Endpoint ... to launch the status window. From there you can click on Reports or Quarantine to review events pertaining to your pc.

Resolving and Avoiding Issues

Restarting your PC will resolve a multitude of common errors and issues. These are the most common we see:

I've lost my I drive or my H drive

I can't print to my network printer

I am getting an error when printing

If you experience any of these types of issues, restart your PC before submitting a help desk request. Because of windows updates and antivirus software updates, it is recommended that you restart your PC weekly. On evenings when you are not restarting your PC, simply click Ctrl + Alt + Delete and select **Lock Computer** when leaving your desk.

Moving Equipment

If you need to rearrange computer-related equipment, coordinate **before-hand** with the I. S. Department. Because of on-going projects and general workload it may not always be possible for us to react to issues created by moving equipment without taking the necessary steps to ensure that they will work in their new location on the network.

Getting Assistance

The I. S. Department has a Helpdesk Portal for any computer/software/telephone/building access related issues. Users can track the progress of their requests, receive automatic notifications when request is assigned and resolved, all I. S. Staff notified of request which prevents issue of one staff member not being available if contacted individually. Every issue handled by our office needs to be submitted by either METHOD 1: emailing Help Desk or by METHOD 2: going to the help desk portal (<https://sebco-hd/portal>) t

Method 1: Emailing Help Desk

Send Send and File... Save as Draft Delivery Options... Signature Display More

To: Help Desk/scdomino.
Cc:
Bcc:
Subject: Can't print to PAPRT01

I am trying to print my documents to PAPRT01 from workstation PA76.

Your email will automatically create a help desk ticket in our system.

Method 2: Creating a ticket from the help desk portal

SEBASTIAN COUNTY
HELP DESK

Home + New Tab Jump To...

For help with a Technology issue you are experiencing, please complete the form below.

Summary: Can't print to PAPRT01

Description: I am trying to print my documents to PAPRT01 from workstation PA76

Category: Printer

CC Users: comma separated list of email addresses

Priority: High Medium Low

Optional Attachment: No file selected. [clear attachment](#)