

New Employee Frequently Asked Computer Questions and Information January 2010

1. How do I get my LAN password? After completing the Federal Information Systems Security Awareness training and printing the certificate, read and sign the General Rules of Behavior for Use of IT Systems and Equipment, and complete and sign the Information Technology (IT) Security Awareness Training form. Take these forms to the Information Technology Services (ITS) Security Group located in Room 1435 to receive your password.
2. How do I login? Typically the first letter of your first name plus your last name is your Username. Ex. Name John Doe, Username jdoe (jdoe@usbr.gov). The password is received from the Information Technology Services (ITS) Security Group they can verify your username as well. You will be asked upon login to change your password. A password must be a minimum of twelve characters and should contain three of the following: lower case letters, upper case letters, numbers, and special characters. Note: Special characters are located above the number keys on a standard qwerty keyboard specifically !@#\$%^&*()_+- may be used.
3. What is our e-mail system? Microsoft Exchange 2007 is Reclamation's e-mail system. We use Outlook 2007 to access e-mail accounts. Manuals for using Outlook are available. If you need assistance contact Chris Landrie x7843. Outlook WebAccess can be used to access e-mail accounts over the internet. Visit <http://www.usbr.gov/webaccess> and click on the appropriate link to use it.
4. Where should I store my files and how are they backed up? Users are encouraged to save files to their home directory, located on a file server and accessed on the U: drive. The server is backed up by ITS every night. You are responsible for backing up files on your hard drive. Manuals are available to assist with this process. If you need help contact Chris Landrie x7843.
5. What is a shared directory? A shared directory is where an organizational group places files that they want multiple people in their group to access. These files are located on the file server and can be accessed on the T: and V: drives.
Example: T:/ITS
6. Where do I checkout a laptop? Each division purchases their own laptops for use on travel, etc. ITS does not have laptops available for checkout. Please check with your supervisor for more information.
7. How do I place calls from my telephone? To make a long distance call: dial 8+10-digit telephone number (e.g. 8, 303-445-1234). To make a local call: dial 9+7-digit telephone number (e.g. 9,655-5555). To make a call using a toll free number: dial 9+1+10-digit telephone number (e.g. 9, 1, 800-123-4567). If you need help contact Penny Hedges x7827 or Melody Fitch x7828.
8. How do I set up my voicemail? Contact ITS Communications, Penny Hedges x7827 or Melody Fitch x7828. A training video is also available on the Intranet at: <http://intra.gp.usbr.gov/admin/phones.swf>.

9. Where do I get information on training classes? HR sends an e-mail on various training courses and Power Hours along with their dates. User Groups are another form of training provided by ITS. E-mails are sent when a User Group will be held. The current training calendar can be found at <http://intra.gp.usbr.gov/hr/training.htm>.
10. What is the ITS Hotline? If you have computer or telephone related problems, questions, or concerns call the ITS Hotline at 247-7777 between 7:30 a.m. - 4:00 p.m., and the appropriate person will contact you with a response.
11. What is a VPN Account? VPN stands for Virtual Private Network. Software can be installed on a Government owned remote computer (such as a travel laptop) to provide a **secure encrypted connection** over the internet to access Reclamation's internal Wide Area Network (RecNet). The use of VPN software is required to access any device that is located within Reclamation's Wide Area Network. **It is not needed to access e-mail via Outlook WebAccess.**
12. What are E-Mail Retention Standards – Reclamation's retention and automatic deletion of e-mail from the e-mail system will occur on a 120-day basis. The E-Mail system is not meant to be a filing system. Messages you wish to keep should be printed and filed or saved to your home directory.
13. How are Spam & Junk E-Mail Handled – If you wish to have a sender blocked, select "Forward" to forward the unwanted e-mail. On the To: line enter RESC (resc@do.usbr.gov). In the body of the message type the reason you want this sender blocked (i.e. Unsubscribe request ignored). If you receive a blocked e-mail warning but wish to have the message unblocked, send an e-mail to "RESC" (resc@do.usbr.gov) requesting that particular address be "unblocked."
14. Standard File and Folder Naming Conventions – Keep file names short but meaningful. Characters you can and should use when naming files and folders; all numbers (0123456789), all letters (A through Z), and ~ . – or _ . Do not use special characters such as (? ' % # / \ : ; | [] < > &) or spaces. Limit file names to letters, numbers, underscores, hyphens and periods whenever possible. Do not exceed 255 characters in the complete path and file name this includes all folders.