

City of Tulsa

Orientation for New Employees IT Quick Reference Guide

IT Service Desk Contact Info.
By email at
eservicedesk@cityoftulsa.org

By phone at
(918) 596-7070

Login/Logout Basics

- You will see an “authorized personnel” warning when turning on your computer. Click “OK” or hit “Enter” to accept that you are authorized
- Your computer login is generally some form of your first initial and last name along with “cityoftulsa.org”
- Your initial password for login should be changed to a passphrase
- A passphrase can help to reduce online vulnerability
- You will be asked to change your passphrase every 90 days
- Do not use your City of Tulsa passphrase for other online purposes
- Logout of your computer when you leave your desk. Click Ctrl+Alt+Del then click “Lock” or “Sign-out”

Leave computer locked, but logged out, on Monday evenings for IT updates.

Information Safety

Information that is shared by workers at the City of Tulsa falls under three different criteria.

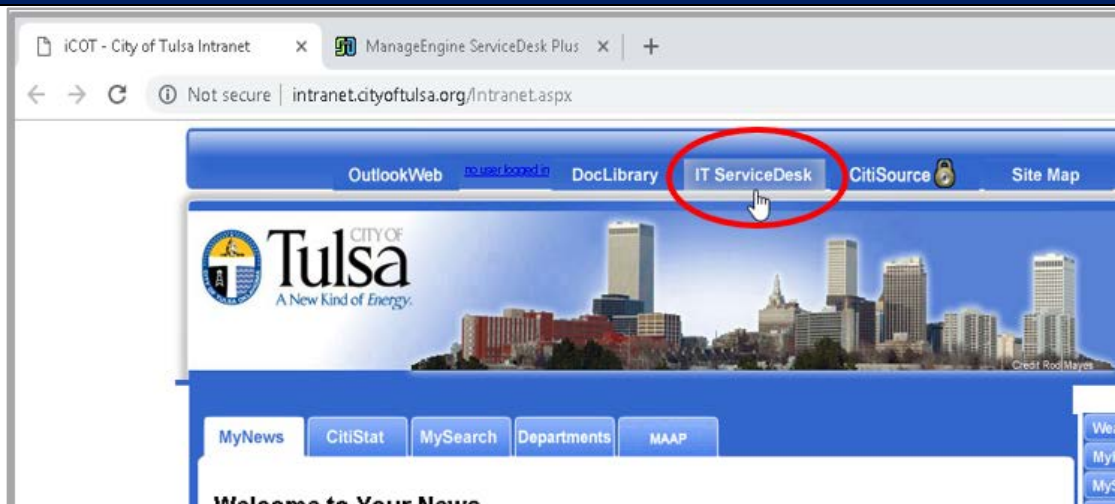
Public information has few restrictions as it is releasable to the public upon request (e.g. names, emails, job titles).

Internal information should be shared only with colleagues who need the necessary information to complete a task (e.g. reports, data, projects, agendas).

Restricted information is sensitive and should be encrypted (e.g. SSN, health information, financial information).

Be aware of information classification and how to handle information in a safe manner.

Service Desk Plus



To get to Service Desk Plus, click on “IT Service Desk” from the iCOT intranet screen or type <http://servicedeskplus.cityoftulsa.org> into the search engine. You may want to bookmark this page.

- Service Desk Plus is a direct line to the IT Department’s Service Desk
- You can create a service “ticket” to help you with technology issues
- The service desk providers will process the ticket and contact you with solutions to your IT needs
- You may also call or email the service desk with IT issues and they will create a ticket for you
- The IT service desk operates 8:00am-5:00pm. You may use the after- hours phone system to report IT emergencies
- AD Self Service is located as a tab at the top of the home page on Service Desk Plus

Creating a ticket in Service Desk Plus

You can create a “ticket” in Service Desk Plus to help you with technology issues.

1. Go to Service Desk Plus using the link or the “IT Service Desk” tab on the iCOT intranet page.
2. Type in user name and passphrase.
3. Check “Popular Solutions” to determine if there is an easy fix for your computer issue.
4. If there is no solution, click “Request Catalog” to open a list of templates.
5. Choose a template that closely matches your computer issue.
6. Fill in the template and click “Add request” to submit.
7. IT will contact you via email and/or phone to help with your issue.

Creating a service ticket can jumpstart the solution process.

Checking a ticket in Service Desk Plus

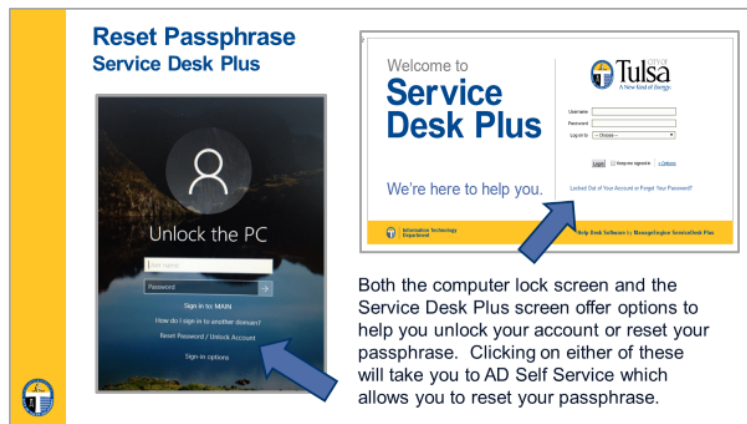
Once you have a ticket issued in Service Desk Plus, you can check the updates or resolution of the ticket.

1. Go to Service Desk Plus using the link or the “IT Service Desk” tab on the iCOT intranet page.
2. Type in user name and passphrase.
3. Click “Pending” on the left side of the screen to view your open requests.
4. You can check the status of the request and check the name of the tech to whom your ticket has been assigned.

Clicking “Reply” from the IT response email will also allow you to add information directly into the ticket via email.

Do not create a new ticket to check on an existing ticket.

Register with AD Self-Service



*You must first register with AD Self Service to enable the ability to **reset your passphrase** or **unlock your account**.*

1. Sign in using user name and passphrase.
2. Choose “Main” for domain.
3. Click on “User Registration” to create a profile in the self- service system.
4. Fill out the “My Info” area, then click on “Enrollment” tab.
5. The “Enrollment” screen asks for you to create answers to security questions. Click “Update” on completion and you have successfully registered in AD Self Service.

Email/Calendar (IT Policies 800)

- The City of Tulsa uses Outlook for email and calendar
- All email messages are property of the City of Tulsa and are subject to the Open Records Act
- Limit personal use
- Don't send or receive offensive content
- Don't use someone else's email account
- Report violations of email policies to supervisor
- Ask supervisor for training if you are unfamiliar with Outlook

Resources

It may be helpful to bookmark these pages in your web browser.

City of Tulsa Employee Home Page
<https://www.cityoftulsa.org/employees>
City of Tulsa Intranet Home Page
<http://intranet.cityoftulsa.org/intranet.aspx>
Microsoft Office Online
<https://www.office.com>
Service Desk Plus Home Page
<http://servicedeskplus.cityoftulsa.org/HomePage.do>
Training Partner Online
<http://t1itpapt01/tponline/tponline.dll/home>
IT Training Home Page
<https://thecityoftulsa.sharepoint.com/sites/ITTraining>
Kronos (Tulsa Time)
<https://cityoftulsa.kronos.net/wfc/logon>

Check IT Training Home Page for future training classes from the City of Tulsa IT Department.