



City of El Segundo
Information Systems Department

Guide to Working Remotely

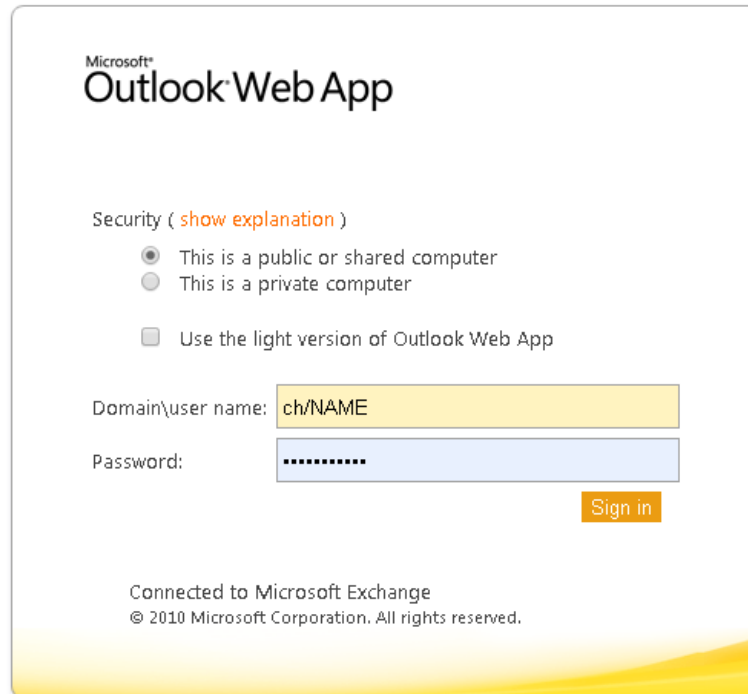


Table of Contents

<u>E-Mail Access</u>	2
<u>Laptop with VPN</u>	3
<u>Encrypted USB Flash Drive</u>	5
<u>Teleconferencing</u>	6
<u>File Sharing</u>	12

Email Access with Outlook browser

- Link: <https://owa.elsegundo.org/owa>
- Use your system login information to access your account.



Microsoft
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

Use the light version of Outlook Web App

Domain\user name:

Password:

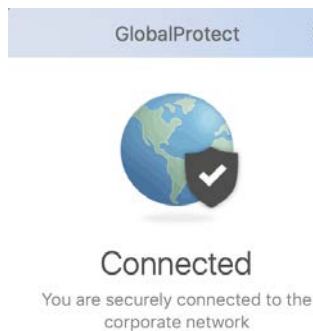
Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

Laptop with VPN

1. Locate the VPN application and click on connect.



2. Enter your username and password (same credentials you use to log into your workstation).
3. Activate your RSA app on your mobile device, enter your pin number, and then press the right arrow key. This will generate a RSA code that changes every 30 seconds. Enter the generated RSA code when prompted by the GlobalProtect application. If the RSA code is accepted the VPN app will say connected.



4. Start the VMware Horizon app on your desktop. Double-click on the icon that says "mydesktop.elsegundo.org".

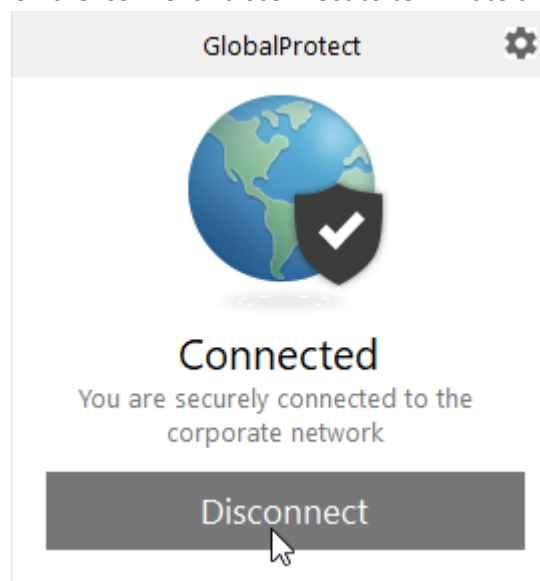


5. Enter your username and password (same credentials you use to log into your workstation).

6. Once accepted, the icon on your VMware Horizon will change to a gold icon. Double-click to enter your virtual workstation.



7. After completing your work, you may close out of the VMware Horizon application. Locate the VPN application and click on the icon. Click disconnect to terminate the connection.



-
- Each time the laptop is restarted or logged off, the contents of the laptop will be deleted with the exception of one folder named “Thawed Space.” **This means everything else on the laptop will be lost and restored back to factory settings.** The “Thawed Space” folder has a limit of 5GB of hard drive space. To reiterate, contents inside the “Thawed Space” folder will not be deleted after each restart.
 - As stated before, please save all work on the network drives (N:, P:, S:). Anything on your desktop of your workstation is not backed up and is unrecoverable if anything happens to your workstation.
 - Please make sure you disconnect from GlobalProtect application each time you are done with your virtual session.
 - If you should run into any issues, please email isdsvicedesk@elsegundo.org and we will assist you.

Encrypted USB Flash Drive

- Please note that these flash drives are battery powered. They are charged by plugging it into your device. Make sure to keep it charged, otherwise it will stop working.



- Directions for blue flash drives:
 1. Press the key button at the bottom of the drive, a red light will turn on.
 2. Press the code. (Was given to you upon receipt of your thumb drive)
 3. Press the key again, and the green light will turn on indicating that it is ready for use.



- Directions for black flash drives:
 1. Press the arrow button at the bottom left of the drive, a red light will turn on.
 2. Press the key button, and the green and blue lights will turn on indicating that it is ready for use.
 3. Enter in the code that was given to you upon receipt of your thumb drive, then press the key button again.

Teleconferencing

Zoom



Login

- Go to www.zoom.us
- Click Sign In in the top right corner of the website.

Sign In

Email Address

Password

 [Forgot password?](#)

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

Stay signed in [New to Zoom? Sign Up Free](#)

or

By signing in, I agree to the [Privacy Policy](#) and [Terms of Service](#).

- Enter the department email & password
- Click Sign In

Scheduling Meetings

- Go to the Meetings section under My Account.

Upcoming Meetings	Previous Meetings	Personal Meeting Room	Meeting Templates
Schedule a New Meeting			
Start Time :	Topic :	Meeting ID	
Mon, Jun 1 (Recurring) 09:00 AM	Intranet - Internal Team Check-in ⓘ	923 7418 4090	
Mon, Jun 1 10:00 AM	Report It - City Manager's Office ⓘ	952 6434 1607	
Mon, Jun 1 11:00 AM	PBS Monitors & Laptop ⓘ	982 3111 0420	

- Click Schedule a Meeting and this will appear:

My Meetings > Schedule a Meeting

Schedule a Meeting

Topic

Description (Optional)

When

Duration hr min

Time Zone

Recurring meeting

Registration Required

Meeting ID Generate Automatically Personal Meeting ID 943 150 3715

Meeting Password Require meeting password

Video Host on off

Participant on off

- Enter the relevant information and click Save.

The screenshot shows a Zoom meeting settings form with the following sections:

- Audio:** Radio buttons for Telephone, Computer Audio, and Both (selected). Below it, "Dial from United States of America" with an "Edit" link.
- Meeting Options:** Checkboxes for "Enable join before host", "Mute participants upon entry", "Enable waiting room" (checked), "Only authenticated users can join", and "Record the meeting automatically".
- Alternative Hosts:** A text input field with the placeholder "Example: mary@company.com, peter@school.edu".
- At the bottom, "Save" and "Cancel" buttons.

Sharing Meeting Information

- Under the Meetings section, click your meeting after it is scheduled. On the fifth line:

The screenshot shows a horizontal bar with the following elements:

- On the left, the text "Invite Link".
- In the center, a blue hyperlink: <https://zoom.us/j/98954869233?pwd=cVtSEdLNTFsc2FDVFBPY0pKbFZxQT09>
- On the right, a blue icon and the text "Copy Invitation".

- Click Copy Invitation on the right side. This will appear:

The screenshot shows a "Copy Meeting Invitation" dialog box with the following content:

Meeting Invitation

IS Department is inviting you to a scheduled Zoom meeting.

Topic: Test
Time: May 29, 2020 09:00 AM Pacific Time (US and Canada)

Join Zoom Meeting
<https://zoom.us/j/98954869233?pwd=cVtSEdLNTFsc2FDVFBPY0pKbFZxQT09>

Meeting ID: 989 5486 9233
Password: 734175

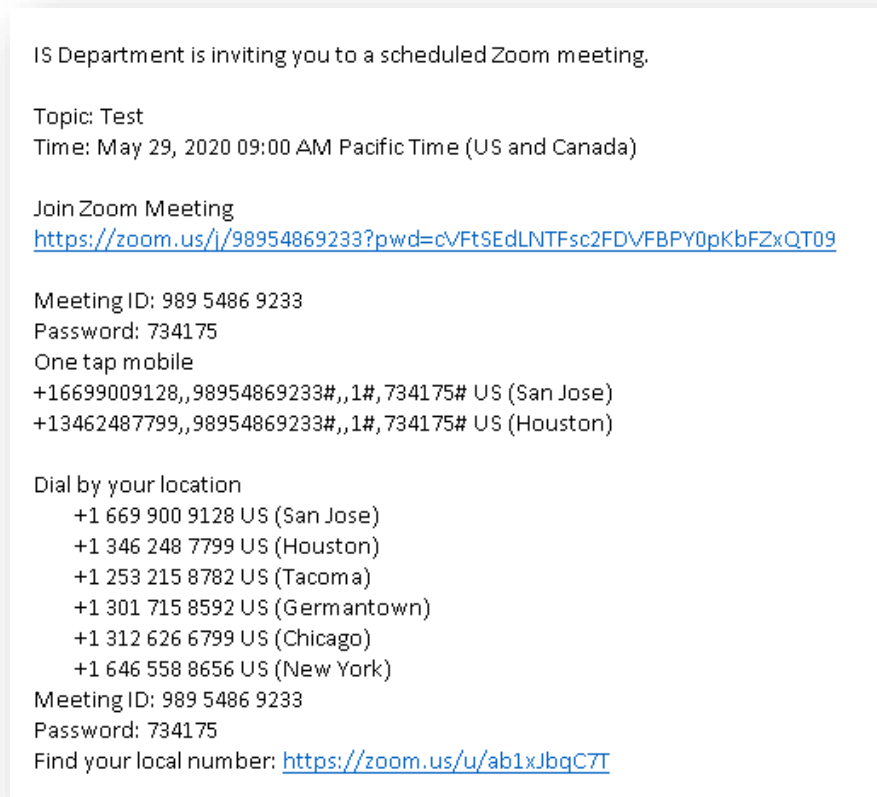
One tap mobile
 +16699009128,,98954869233#,,1#734175# US (San Jose)
 +13462487799,,98954869233#,,1#734175# US (Houston)

Dial by your location
 +1 669 900 9128 US (San Jose)
 +1 346 248 7799 US (Houston)
 +1 253 215 8782 US (Tacoma)
 +1 301 715 8592 US (Germantown)
 +1 312 626 6799 US (Chicago)

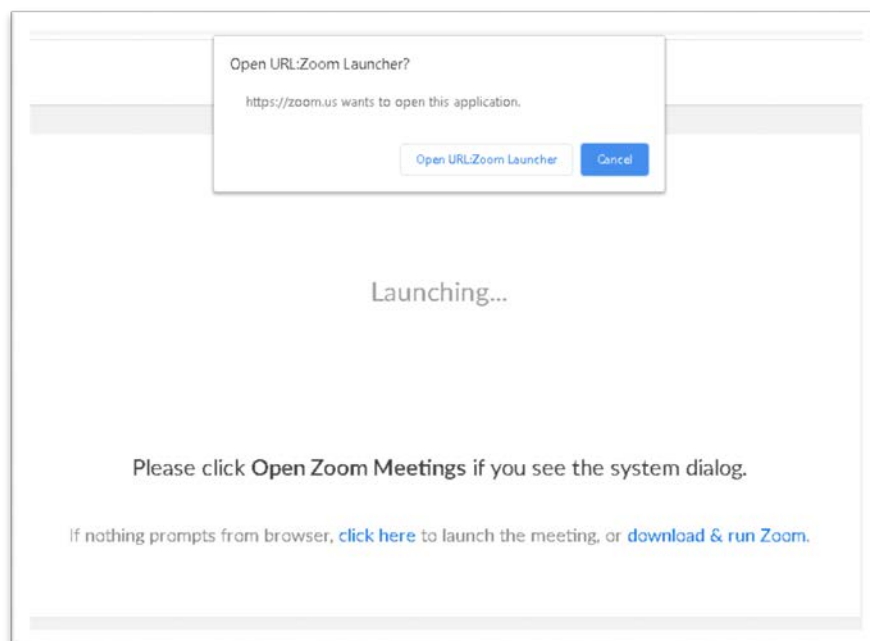
At the bottom, there are "Copy Meeting Invitation" and "Cancel" buttons.

Joining a Meeting

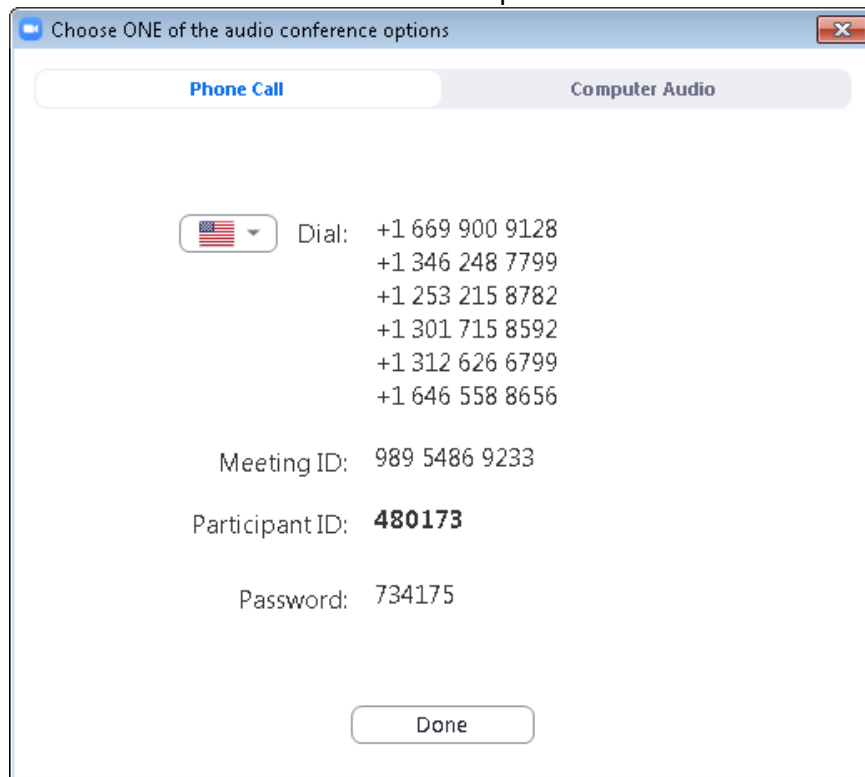
- This is an example email that you will get about a Zoom meeting:



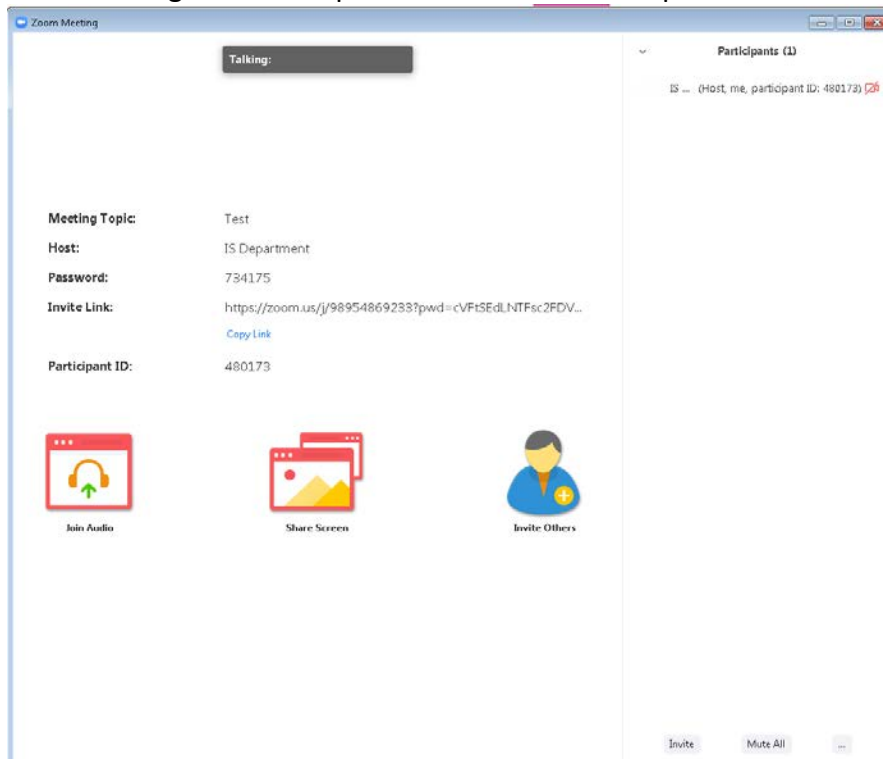
- Click the link after Join Zoom Meeting, and this will appear.



- You can decide to launch it in your browser, download Zoom, or through the application if it is already downloaded.
- You can also decide to use the Phone or Computer Audio to connect.



- The meeting will show up with this screen. Participants are shown on the right.



General Notes

- Please do not use Zoom.us while on your city VPN. It is a secure cloud hosted service.

- Tutorial Videos:
 - Join a Meeting: <https://youtu.be/hlkCmbvAHQQ>

 - Schedule a meeting from Zoom web portal: <https://youtu.be/XhZW3iyXV9U>

 - Meeting Controls: https://youtu.be/ygZ96J_z4AY

 - Closed Caption option: <https://youtu.be/a06O8JmpPZA>

 - Joining Configuring Audio / Video: <https://youtu.be/-s76QHshQnY>

 - Sharing your screen: <https://youtu.be/YA6SGQIVmcA>

 - Sharing multiple screens: <https://youtu.be/pt-tcvaQ9I4>

Phone

The IS Department has setup the capability for each of you to use your City phone extensions to host conference calls for up to 15 individuals.

- To host a meeting you will use the call in number: (310)524-2800
- From there your Meeting ID will be your extension followed by the # symbol.
- The Meeting PIN will also be your extension followed by the # symbol. Only you will need to enter the Meeting PIN in order to start the meeting. All other attendees will be prompted to hit the # symbol.

When hosting a meeting, you will need to provide your attendees with the Call in Number and the Meeting ID Number.

File Sharing



How to log in

1. Go to <https://www.sharefile.com> and click on Login
2. When prompted to enter the account's subdomain, look for LOGIN in the top right hand corner and enter "**cityofelsegundo**" (without the quotations) and click Continue.

Enter your account's subdomain to continue. For example, if your account's URL is "mycompany.sharefile.com", you would enter "mycompany".

Continue

3. Enter the email address and password associated with your department.
[Please get password from your department head.]

Sign In

Department	Email
City Clerk	ysclerks@elsegundo.org
City Manager	yscitymanager@elsegundo.org
Finance	ysfinance@elsegundo.org
Fire	esfire@elsegundo.org
Human Resources	yshr@elsegundo.org
Information Systems	isd servicedesk@elsegundo.org
Planning Building & Safety	ysplanning@elsegundo.org
Police	ysespd@elsegundo.org
Public Works	ysengineering@elsegundo.org
Recreation & Parks	ysrecrepark@elsegundo.org

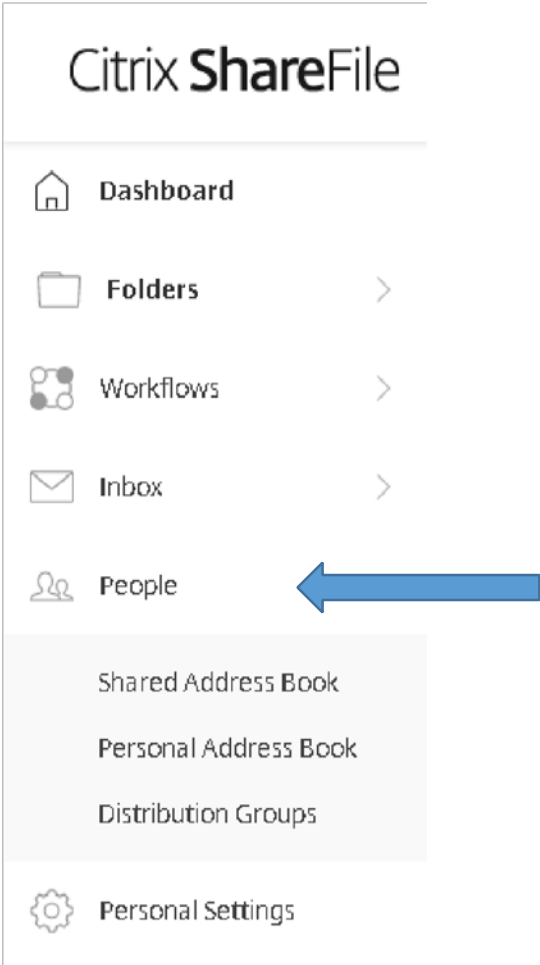
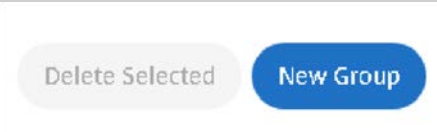
People

Under the People folder, you will see 3 options: Shared Address Book, Personal Address Book, and Distribution Groups.

- Shared Address Book: Shared contacts that are used among all city employees
- Personal Address Book: Personal contacts for your department. Can add frequent contacts

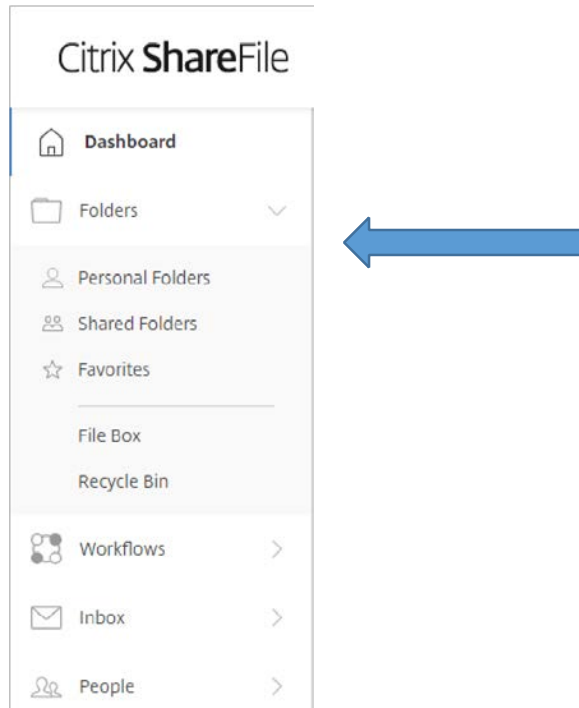


- Distribution Groups: Can create email groups based on department, frequent contacts, etc.

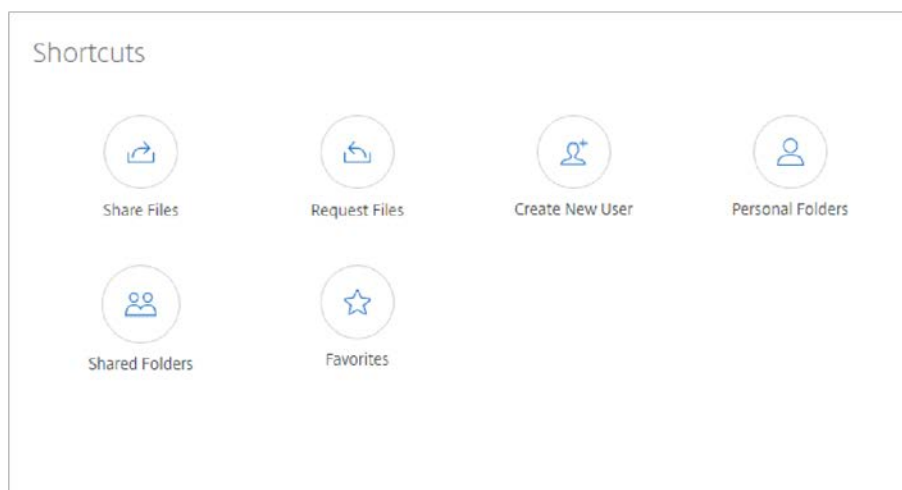



How to upload

1. Once logged in, you will be presented with a dashboard on the left column of your screen. This is where you will be able to navigate through the folders inside the account.

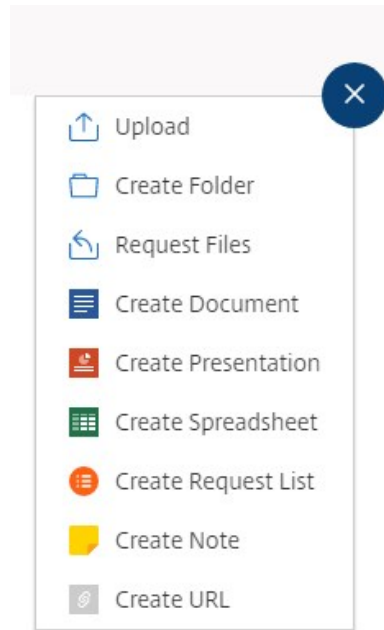


2. The right hand column will have the most generic shortcuts needed to share/request through ShareFile.



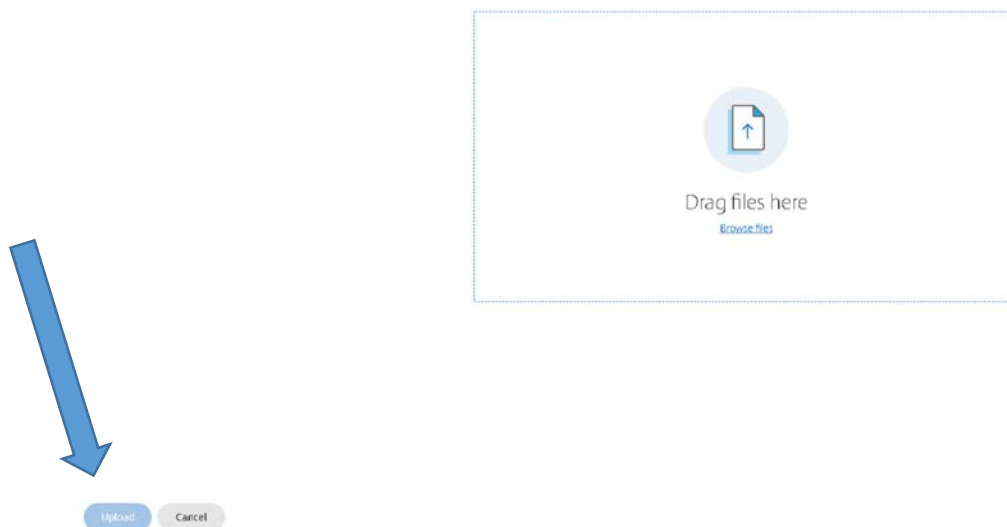
3. Once inside a folder, there will be a  icon.

Hover your mouse over this icon to drop down options needed for uploading a file to the folder or creating subfolder.

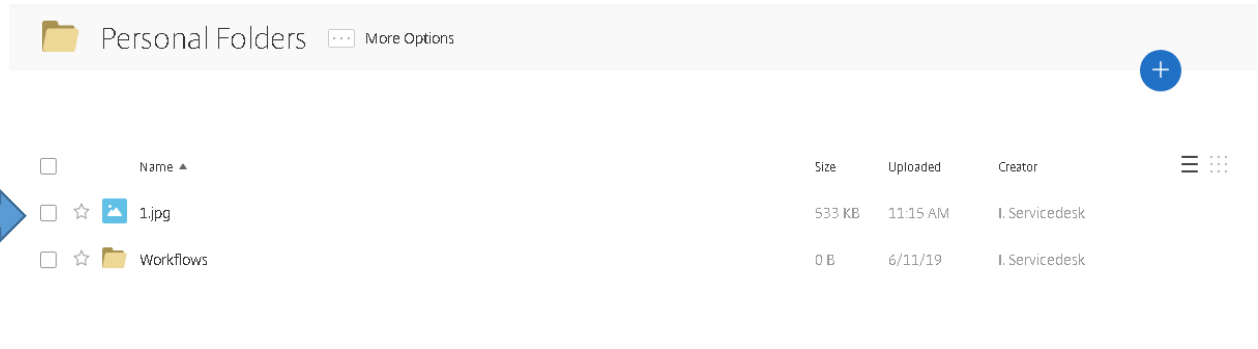


4. Upload a document by dragging it into the box or Browse to find it. Click Upload.

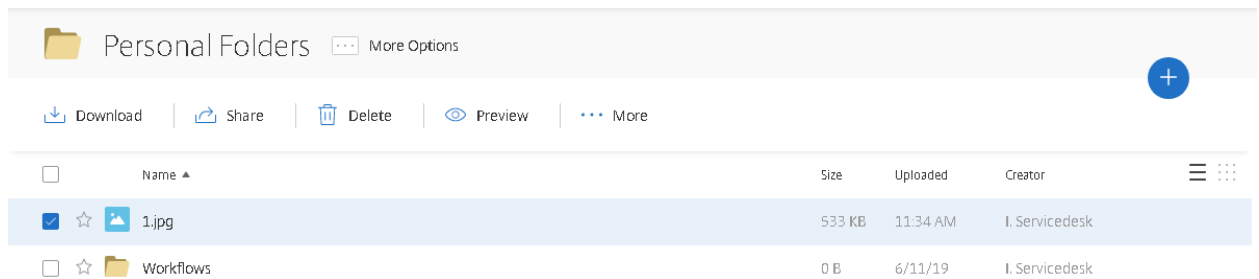
Upload to "Personal Folders"



5. The uploaded document will be shown in the folder. (E.g. 1.jpg)



6. Select the box next to the file and click More if you need to do any functions such as Move, Copy, or Rename.



7. If more assistance is needed, there are video tutorials at the bottom of the Dashboard.

