GUIDE TO AuMHC TECHNOLOGY
Version 1.3

This guide will help you use Aurora Mental Health Center's (the Center) technology – such as email, network, copiers, security, phones and more. This Guide will be particularly valuable for your first weeks with us.

Version 1.1	June 4, 2020	Updates to password section for 1 year passwords
Version 1.2	July 24, 2020	Update to default apps (Chrome and Outlook) + Secure Print/Scan/Fax/Copy
Version 1.3	Aug 27, 2020	Updated with TeleWork details

Contents

YOUR NETWORK ACCOUNT

Unless you see instructions otherwise, please use your AuMHC network account name and password to access Center technology systems. Exceptions would be off-premises systems like Paycom or Relias training.

TECH SUPPORT

Please, <u>ALL</u> requests for support must have a service request so that we can provide support to all equally.

To reach Support for IT, SmartCare, and Facilities – go to MyWeb: https://myweb.aumhc.org/help-and-support/ **MYWEB** All Center computers have an icon for MyWeb (intranet) Go to HELP & TECH SUPPORT	HELP & TECH SUPPORT POLICIES PROGRAMS & LOCATIONS HUMAN RESOURCES JOIN/LEARN/GROW EVENTS Help & Tech Support **Help Desk(s)** IT Hardware/Software Request Form IT Report an Incident/Issue SmartCare Support Requests SmartCare Knowledgebase Facilities **SmartCare** Videos Reports Web System Status Report **Technology (IS/IT/EHR)** Guide to AuMHC Technology TeleWork Equipment at Home Form Phone System - Quick Reference Guides Tech Buzz

YOUR FIRST WEEK WITH AuMHC

When you start at the Center, please perform the following items:
   A. Password – The Rules (use your temporary password 1st, you will be prompted to change it)
   B. Chrome – The default web browser
   C. Email – Set Outlook as the default email app
   D. Email – Start for the first time
   E. Phone – Create your voicemail PIN, record your name and greeting
   F. Secure Print – Use the Ricoh copier to get a PIN (optional)

A. PASSWORD – THE RULES
NOTE: this should be accomplished at a computer at the Center
- Passwords need to be a minimum of 13 characters long
- Passwords are case sensitive. Passwords with capital or lower case letters must be entered that way when you log in.
- No proper names – don't use family, friends, etc. or anything that may have been put into social media (a favorite target for hackers)
- Can't use your login (account) name as part of the password
- Do not use sequential or repeating numbers – such as 123 (sequential) or 222 (repeating)

You can use any combination of the following – best practice is to include something from each category, but it is not required.
   ➢ UPPER CASE LETTER
   ➢ lower case letter
   ➢ Number
   ➢ Special characters - such as   !@#$%^&*()_+   "spaces" are a valid special character

- Passwords must change every 365 days on your AuMHC system or via the web email - Outlook Web App: https://webmail.aumhc.org
- Cannot reuse a password, use proper names, or use your login name in the password
- The system will lock you out after 5 failed attempts

B. DEFAULT APP – WEB BROWSER: CHROME
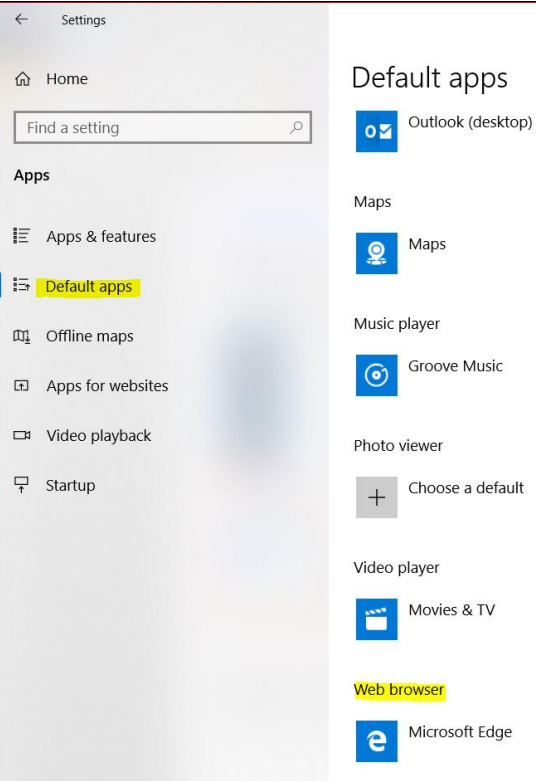The Center has various web portals (such as SmartCare, MyWeb, etc.) that work best in Google Chrome. Set Chrome as your default browser:

Go to Windows Settings (click on the START icon at lower left, then the "gear" icon)	
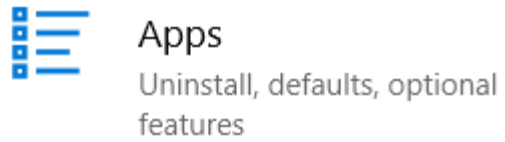
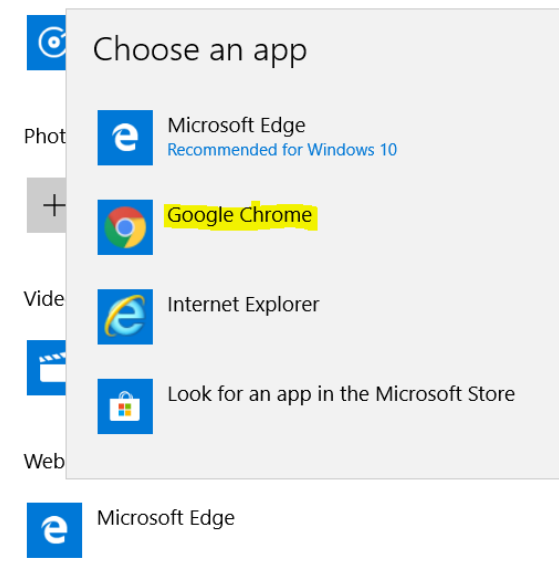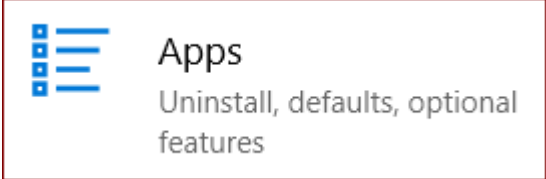|	
Click on APPS	Apps Uninstall, defaults, optional features
LEFT SIDE - Click on DEFAULT APPS RIGHT SIDE – Click on WEB BROWSER	
If it is anything other than GOOGLE CHROME, click on the name and change it. If you are prompted, click on SWITCH ANYWAY. Close the Settings window.	
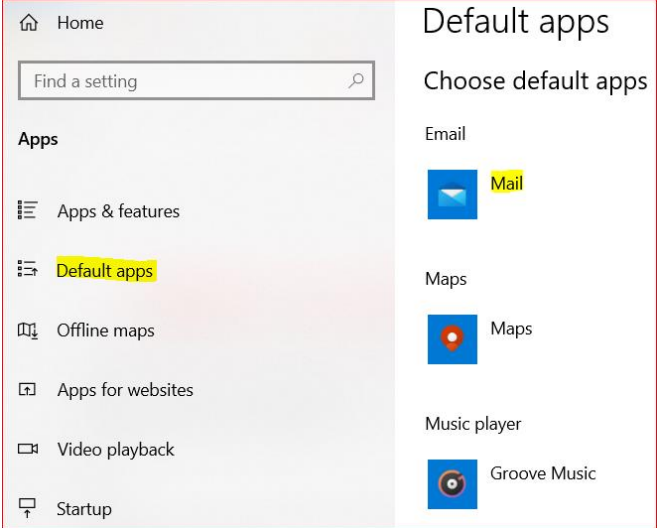
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	Before you switch Try Microsoft Edge-it's new, it's fast, and it's built for Windows 10. Check it out Switch anyway

C. DEFAULT APP – EMAIL: OUTLOOK
Set Outlook as your default email program:

Go to Windows Settings (click on the START icon at lower left, then the "gear" icon)	
Click on APPS	Apps Uninstall, defaults, optional features
LEFT SIDE - Click on DEFAULT APPS RIGHT SIDE – Click on MAIL	

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Click on OUTLOOK (desktop)	 Choose default apps Email — Mail Choose an app Mail — Recommended for Windows 10 Firefox Google Chrome Outlook (desktop) Look for an app in the Microsoft Store
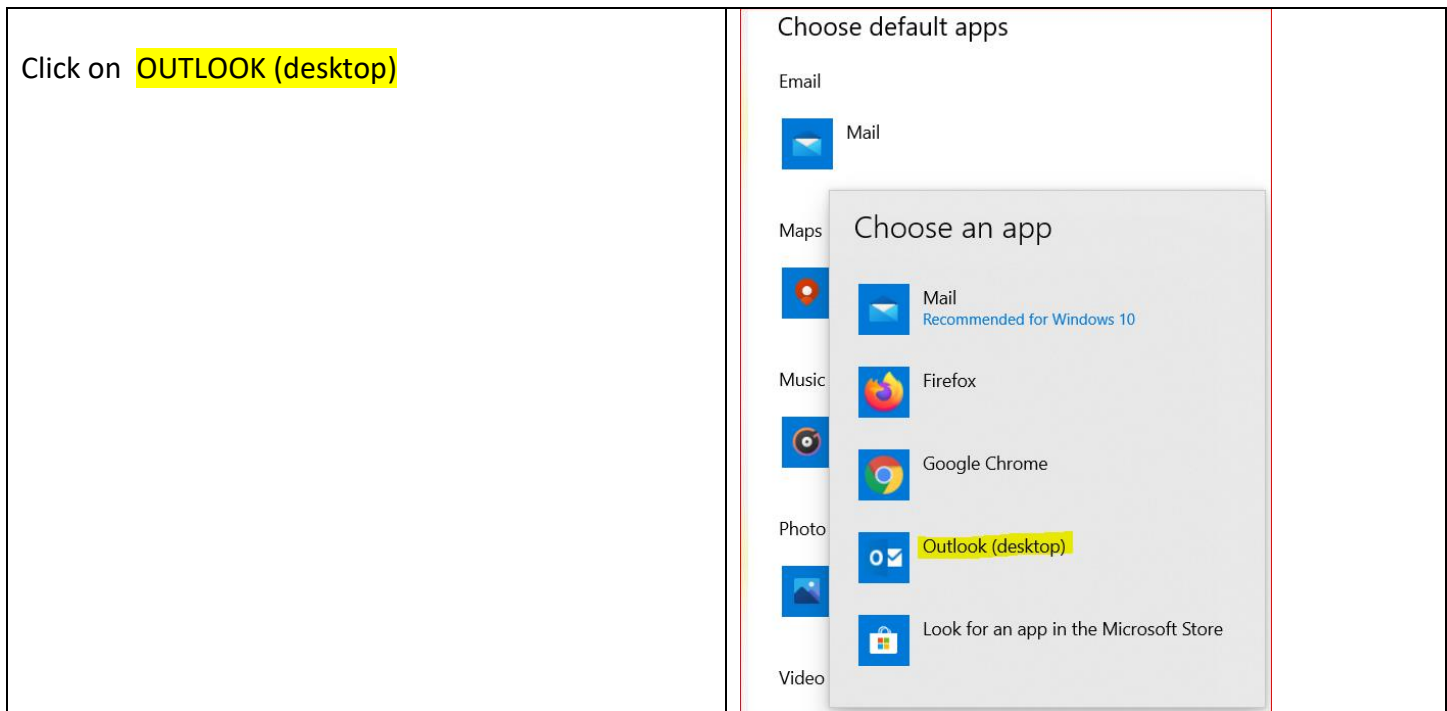
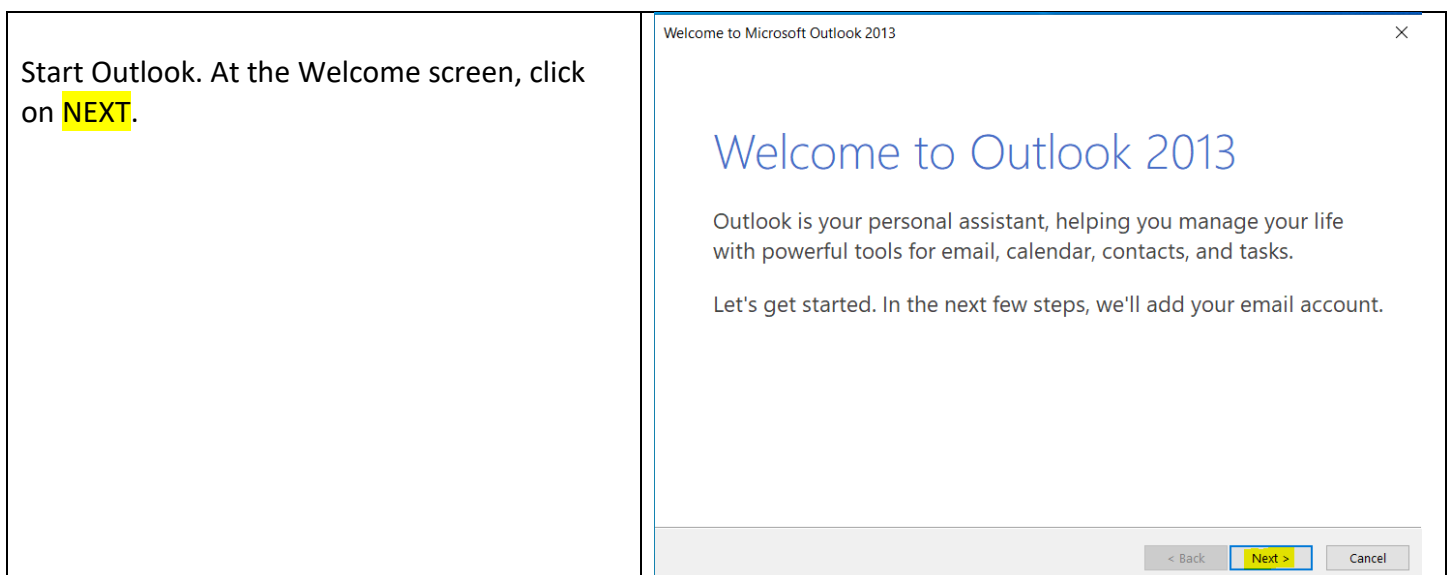## D. EMAIL – START FOR THE FIRST TIME

- Retention Policy – all messages will expire after 6 months
- Please, no personal messages on the Center's email system
- Each Center computer has Microsoft Outlook installed

On an AuMHC computer, start Microsoft Outlook. Outlook will run a quick configuration to setup your email account.

Start Outlook. At the Welcome screen, click on NEXT.	Welcome to Microsoft Outlook 2013 Welcome to Outlook 2013 Outlook is your personal assistant, helping you manage your life with powerful tools for email, calendar, contacts, and tasks. Let's get started. In the next few steps, we'll add your email account. < Back Next > Cancel

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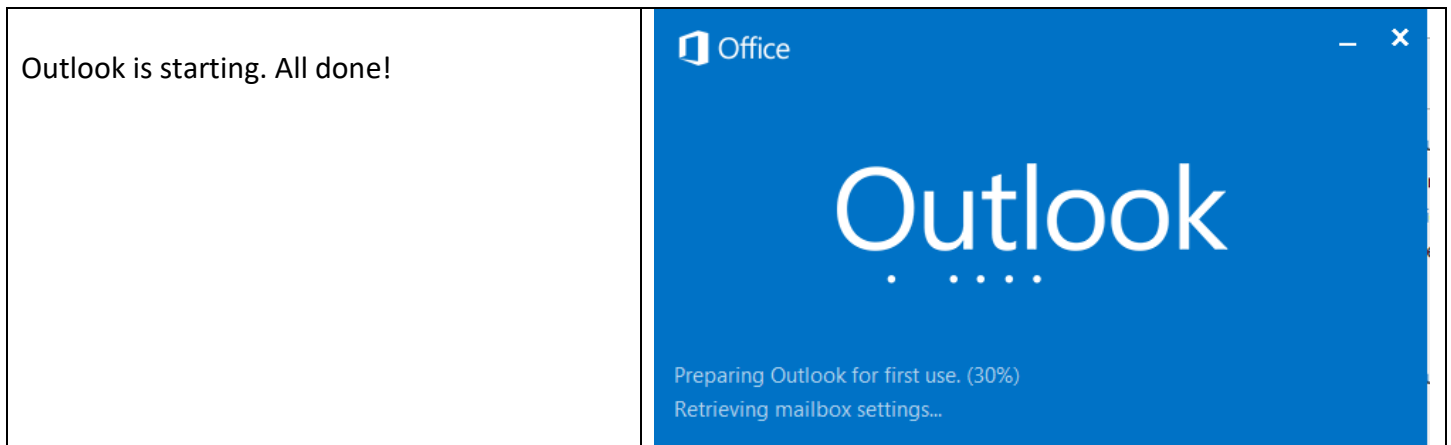|	
Make sure the YES option is chosen, then click NEXT	**Microsoft Outlook Account Setup** ✕ **Add an Email Account** Use Outlook to connect to email accounts, such as your organization's Microsoft Exchange Server or an Exchange Online account as part of Microsoft Office 365. Outlook also works with POP, IMAP, and Exchange ActiveSync accounts. Do you want to set up Outlook to connect to an email account? ◉ Yes ○ No < Back Next > Cancel

Outlook will fill in your email address from when you logged into the computer. Click NEXT.	**Add Account** ✕
	
	Auto Account Setup
	Outlook can automatically configure many email accounts.
	
	◉ **E-mail Account**
	
	Your Name: Stosh Ritchie
	  Example: Ellen Adams
	
	E-mail Address: StoshRitchie@aumhc.org
	  Example: ellen@contoso.com
	
	○ **Manual setup or additional server types**
	
	< Back Next > Cancel

You should see 3 green checkmarks as the system is configured. Click FINISH.	**Add Account** ✕ **Searching for your mail server settings...** **Configuring** Outlook is completing the setup for your account. This might take several minutes. ✓ Establishing network connection ✓ Searching for StoshRitchie@aumhc.org settings ✓ Logging on to the mail server Congratulations! Your email account was successfully configured and is ready to use. ☐ Change account settings Add another account... < Back Finish Cancel

Outlook is starting. All done!	**Office** — × Outlook · · · · · Preparing Outlook for first use. (30%) Retrieving mailbox settings...

E. PHONE – CREATE YOUR VOICEMAIL PIN, RECORD YOUR NAME AND GREETING

The Center uses a Voice over IP phone system manufactured by Mitel (previously ShoreTel).
NOTE: this must be accomplished at a phone in the Center.

1. Lift the handset and press the VOICE MAIL button.
2. Some phone models may show "Call VM" on the lower left of the screen. If so, press the key under that option.
3. The Mitel assistant will prompt you to enter your extension
4. When prompted for the password, enter **1 2 3 4 #**
5. You will be prompted to change your password to another 4 digit PIN. Please enter it once and when prompted, enter it again to confirm. NOTE: you cannot re-use 1234 and your PIN cannot start with a 0.
6. When prompted, record your name as you want others to hear it.
7. Press **7, 1** to record a greeting, follow the prompts.
8. *If this is a phone you will have exclusive use on* - Press **7, 3, 1**. The Mitel assistant will tell you that your extension is being transferred to this handset.
9. Hang up. Your extension is now on this phone.

Congratulations! You have now have voice mail, recorded your name and your extension is on the phone.

NOTE - Dial 9 for an outside line
Guides for the phones are on the intranet (MyWeb) in HELP & TECH SUPPORT / PHONE SYSTEM. Icon for MyWeb is on every Center computer.

G. SECURE PRINT – CREATE YOUR PIN CODE

See the instructions on page 20, SECURE PRINT + SCAN, FAX and COPY

TELE-WORK

Aurora Mental Health provides most apps and services via the internet – SmartCare, email, MyWeb, Relias, Paycom and others.

The Center's Service Desk (Technical Support) is prepared to provide remote support to our employees. Support for personal systems to access Center web services is very limited. No AuMHC licensed software (such as Microsoft Office) will be installed on personal systems.

IT will be responding to tickets submitted based on the priorities of the organization.
Please include a phone number where we can contact you. Due to the high volume of support needed, submitting a service request (see above) is required.

If an employee is experiencing a technical issue that cannot be resolved remotely, the employee may be asked to meet at a Service Desk office by appointment only for additional support. Service Desk will coordinate with you in advance.
For the safety of all, everyone will be screened entering a Center building.

TELE-WORK GUIDELINES
EQUIPMENT
To protect the Center from dangerous malware (viruses, ransomware, etc.), only Center assets (computers for example) that have been prepared by the Tech Support staff are allowed on the Center's network. This includes:
- Remote networking by Virtual Private Network (VPN)
- Wired networks (Ethernet) at Center facilities
- Wireless networks (WiFi) at Center facilities

Personal devices don't have the security needed to be HIPAA compliant while on the Center's network. However, they can be used when accessing web sites such as SmartCare, webmail, MyWeb, etc. when outside the Center. See the section INTERNET - AUMHC SERVICES YOU CAN USE for internet addresses.

If you are using your personal phone see the PHONE section below to block your personal information.

COMPUTER UPDATES
- All AuMHC computers are updated automatically at night. Just as in the office, please **LOCK** your computer using the Windows and L keys.

   + L key (either upper or lower case)

- The Center has a maintenance window from 12 noon to 3 pm on Sundays.
  Servers are updated from 1 to 2 pm
  Computers (laptops included) are updated from 2 to 3 pm.
  Computers will display a 5 minute warning before restarting on Sundays.

PHONE
Providing services by telephone is covered by HIPAA regulations.
- You may utilize either a landline or a cell phone.
- Mask your private phone number - press ***67** prior to the call.
- If you leave messages for any clients, request that they call you back on your Center line and pick up your messages there.
- Center Voice Mail – call **(303) 617-2580**. Follow the prompts for your extension and voice mail password.

TECHNOLOGY PROHIBITED

Information Technology is responsible for ensuring the Center's systems are secure and HIPAA compliant. <mark>You are expected to utilize the Center's applications and services.</mark> Though some applications seem convenient for you to use, they may not be secure and/or HIPAA compliant.

The following are NOT TO BE USED to conduct AuMHC business: Facebook, Messenger, Google Hangouts, Google Chat, Facetime, WhatsApp or cloud based file storage such as Drop Box, One Drive, Google Drive. Be thoughtful if you choose to text a client, this is not HIPPA compliant nor are the other technologies mentioned.

If you are interested in utilizing another application, we ask that you work with Information Technology first. You can initiate your request by submitting a ticket to helpdesk@aumhc.org

TELE-WORK APPS + SERVICES

All of the following apps and services are available to Center staff over the internet – even from a personal device (except as noted).

SERVICE	TECHNOLOGY	HOW TO ACCESS
SmartCare	Chrome web browser	https://sc.aumhc.org/AuroraSmartcareProd/Login.aspx
Email - Web Outlook	Web browser (Chrome preferred)	https://webmail.aumhc.org
AuMHC network includes F and P drive	Web browser (Chrome preferred)	https://remote.aumhc.org No personal devices
AuMHC network includes F and P drive	VPN must be active first	Available to Center computers after setup by Technical Support
Tableau	VPN must be active first Web browser (Chrome preferred)	http://tableau
MyWeb (intranet)	Web browser (Chrome preferred)	https://myweb.aumhc.org
EHR Support	Web browser (Chrome preferred)	https://support.aumhc.org
IT Help Desk	Email message	helpdesk@aumhc.org
Facilities Request	Web browser (Chrome preferred)	http://x31.emaint.com/ (link is much longer, make sure to CTRL+CLICK on the above link)
MultiView	Web browser (Chrome preferred)	https://aumhc.multiviewcorp.net/MVWeb/login.aspx?
Paycom	Web browser (Chrome preferred)	https://www.paycomonline.com

Relias	Web browser (Chrome preferred)	https://aumhc.training.reliaslearning.com
Email - Outlook on laptop	Microsoft secure transport	Built-in to AuMHC computers
Remote Support	App	Built-in to AuMHC computers

TELE-HEALTH: ZOOM

Zoom is a cloud service for video/audio meetings with "1 to 1" and "1 to many" meetings ideal for client treatment services. The Center uses Zoom for:

- Providing services to clients – Tele-Health
- Web and Audio conferencing for staff meetings, plus outside organizations

As a general rule, the Center provides Zoom for staff to create meetings. Only meeting organizers need to have a Zoom account, those invited to meetings do not need an account.

Organizers include:

- Managers and above
- Providers that provide direct treatment services for clients

Requests for a Zoom account come from a Director and go to helpdesk@aumhc.org. Please detail:

- The business case so that the organization can make the appropriate business decision
- Name of staff
- Team name
- Position of each person in the request

TELE-HEALTH FOR CLIENTS

The Center has invested in Zoom as the web based conferencing and Tele-Health platform. Accounts will be created based on position needs. Positions that provide treatment services will receive an account along with managers and above to coordinate with their teams.

Basic accounts allow for:

- Host up to 100 participants
- Unlimited 1 to 1 meetings
- Group meetings have a 40 minute limit
- Unlimited number of meetings
- Online support

Pro accounts allow for:

- All Basic features plus:
- Group meetings have a 24 hour limit
- 1GB of MP4 or M4A cloud recording

REQUIRED: Before using Zoom for Tele-Health

Before engaging or scheduling clinical treatment through ZOOM, you first partner with a coworker and thoroughly test the application – both as a provider and as a client – trying all the functions, buttons, etc. You need to be familiar with both sides of this application and comfortable using it for treatment.
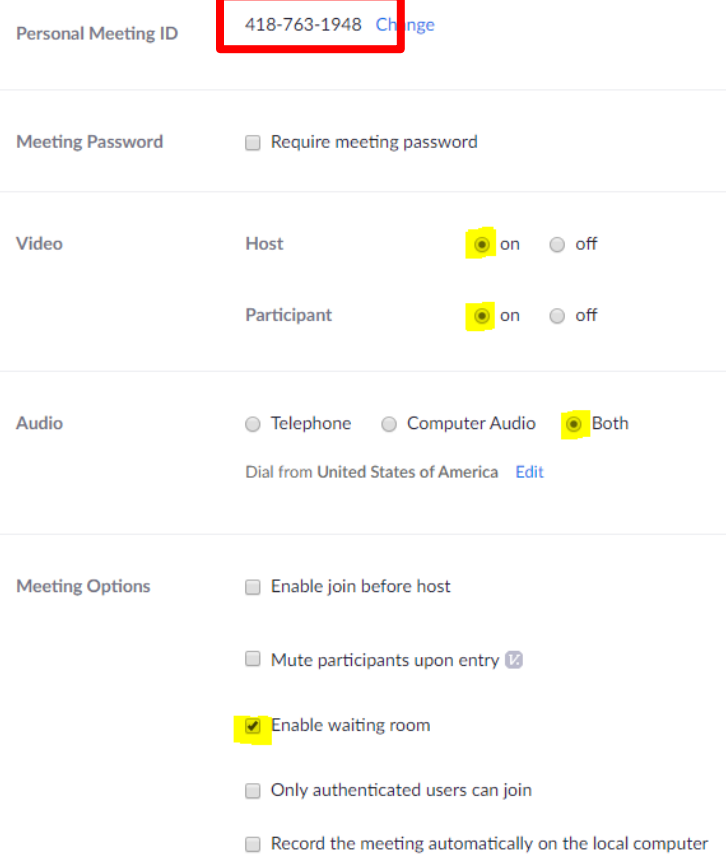
Zoom account setup invitation is sent to you by email. Please open the link (unique to you) to regsiter.

• Look for the invitation from Zoom • Click on APPROVE THE REQUEST • Follow the onscreen instructions	[DKIM:Passed] [SPF:Passed] **Zoom account invitation** Zoom <no-reply@zoom.us> Today, 11:24 AM Casey Knutson **zoom** Hello caseyknutson@aumhc.org, Stosh Ritchie (stoshritchie@aumhc.org) has requested to add you into their Zoom account (Aurora Mental Health). If you agree, please click the button below to approve within 30 days. **Approve the Request**
Start ZOOM • Go to www.zoom.com, SIGN IN • Enter your AuMHC email address and password (created when you setup the account)	REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT JOIN A MEETING HOST A MEETING ▾ **SIGN IN** SIGN UP, IT'S FREE

TELE-HEALTH – SETUP: Personal Meeting Room

Similar to a "waiting room" for patients, you can have clients wait in the virtual room and then "admit" them for a session. This will keep your sessions separate and you can verify who is in the room.

Start ZOOM • Go to www.zoom.com, SIGN IN	

• Click on SCHEDULE A MEETING
• Click on MEETINGS
• Click on PERSONAL MEETING ROOM
	zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES **SCHEDULE A MEETING** JOIN A MEETING
	
	PERSONAL Upcoming Meetings Previous Meetings **Personal Meeting Room**
	  Profile
	  Meetings
	  Webinars Topic Stosh Ritchie's Personal Meeting Room
	  Recordings
	  Settings Time Add to [31] Google Calendar [0] Outlook Calendar (.ics)

• Click on EDIT THIS MEETING (at the bottom of the screen)	**Edit this Meeting** **Start this Meeting**

Note the **Meeting ID** – this 10 digit number is what you will provide to the client in order to join the meeting room.
 	
AUDIO OPTIONS
• Video Host = On
• Video Participant = On
• Audio = Both
 	
MEETING OPTIONS
The only item that should be checked is:
• **Enable Waiting Room**
 	
Click SAVE at the bottom
 	
Will take you back to your Personal Meeting Room
	Personal Meeting ID 418-763-1948 Change
	
	Meeting Password ☐ Require meeting password
	
	Video Host ⦿ on ○ off
	
	   Participant ⦿ on ○ off
	
	Audio ○ Telephone ○ Computer Audio ⦿ Both
	   Dial from United States of America Edit
	
	Meeting Options ☐ Enable join before host
	
	   ☐ Mute participants upon entry 🖉
	
	   ☑ Enable waiting room
	
	   ☐ Only authenticated users can join
	
	   ☐ Record the meeting automatically on the local computer

• When ready to start the meeting in your Personal Room - Click on START MEETING at bottom of screen If you haven't run Zoom before, you will be prompted to download and run the Zoom client Clients may have this process too depending if they are connecting on a computer vs. cellular phone Click download and run – this will launch the ZOOM meeting client.	**Edit this Meeting** **Start this Meeting**

TELE-HEALTH – CONDUCTING: Video Meeting with Personal Meeting Room

What to tell clients	

• Clients will need to download the Zoom client – smartphone, tablet, or computer. • They'll only need to download it once on the device they are using to join the meeting. • Instruct the client to go to aumhc.zoom.us/ • Click on JOIN or JOIN A MEETING. • If they've downloaded the client, they can click join meeting and enter in the 10 digit meeting ID, otherwise they'll need to download and launch the app to join. • Instruct client to use their real name when prompted to enter a name	**zoom** SOLUTIONS ▾ <mark>JOIN A MEETING</mark> **zoom** <mark>JOIN</mark> HOST ☰ **zoom** Video Conferencing **Join** — Connect to a meeting in progress **Host** — Start a meeting **Sign in** — Configure your account
WAITING ROOM By enabling the waiting room option, clients will see this screen until you bring them into the meeting	Please wait, the meeting host will let you in soon. Casey Knutson's Personal Meeting Room
• Click on MANAGE PARTICIPANTS	Casey Knutson has entered the waiting room for this meeting **Admit** See waiting room Casey Knutson Join Audio Stop Video Invite **Manage Participants** 2 Share Screen Reactions More End Meeting
• You can now ADMIT or REMOVE clients from the meeting room.	⌄ **Participants (2)** **1 person is waiting** **Message** CK Casey Knutson **Admit** Remove
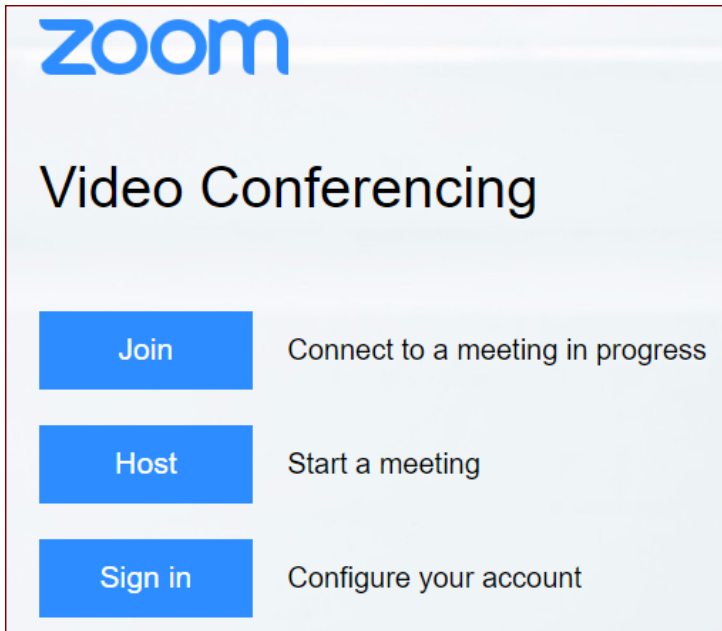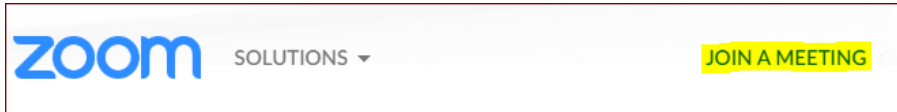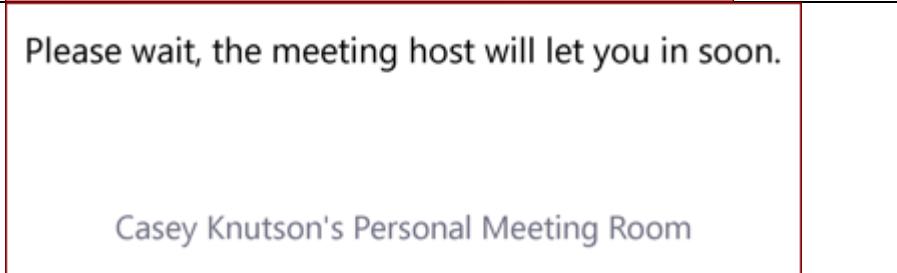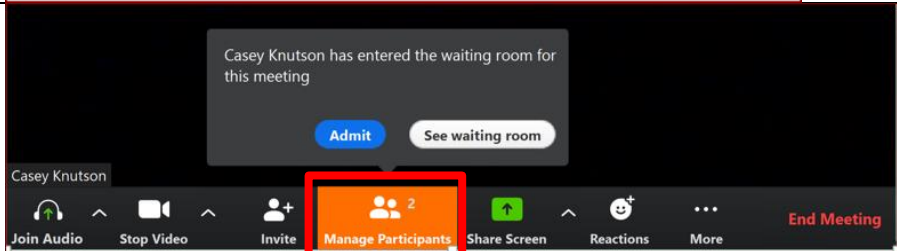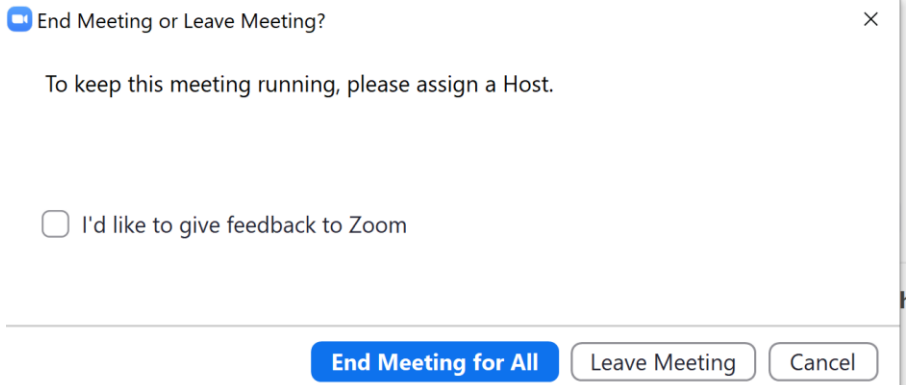
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You can message the waiting room but be aware that **ALL** people in the waiting room will see the message. This is only useful if you are finishing up with a current session and wanted to tell the person waiting that you are almost done. **Do not use PHI in the message**	
If finishing a session with one client while another is in the waiting room: • Be sure to remove the client you are finishing with before you admit the next person. **(Click on MANAGE PARTICIPANTS)** **Not doing this will result in a HIPAA violation**	
• When finished with your meetings, simply [X] out of Zoom (close the window) • Make sure that you select END MEETING FOR ALL, otherwise your meeting room will be left open.	End Meeting or Leave Meeting? ✕ To keep this meeting running, please assign a Host. ☐ I'd like to give feedback to Zoom **End Meeting for All** Leave Meeting Cancel

MITEL PHONE CONFERENCING
Our Mitel phone system can provide up to 30 simultaneous attendees (total) between all conferences.

For those staff that need to setup phone conferencing - Please send a message to helpdesk@aumhc.org with your full name and extension. You will receive a message back with your code.
Include the code in Outlook appointments that you setup.

HOW TO USE
• Call (303) 627-2050
• Enter the participant code the organizer sent you.

MITEL VOICE MAIL
To reach your voice mail from outside the Center, dial **(303) 617-2580** and follow the prompts.

APPLICATIONS AND ICONS FOUND ON ALL CENTER COMPUTERS

The Center uses Microsoft Windows 10 for all computer systems. Standard applications include:
- Microsoft Office (Excel, Outlook, PowerPoint and Word)
- Streamline SmartCare EHR (Electronic Health Record system)
- Paycom (payroll and human resources)
- Google Chrome browser (default browser, used for SmartCare)
- Adobe Reader
- ShoreTel Communicator (companion app for the Center's Voice over IP system)
- FaxFinder
- Remote Assistance
- Sophos antivirus
- Patch Manager

Icons on every Windows desktop include:
- SmartCare EHR   (Electronic Health Record)
- SmartCare TUTOR   (Training system)
- MyWeb Intranet
- IT Help Desk
- EHR-IS Support
- Facilities Request
- Connect Aurora
- Safety Action Plan – English and Spanish

SHARED NETWORK AND PERSONAL FOLDERS

The Center has a shared folder for staff. You also have access to store files in a "personal" folder:
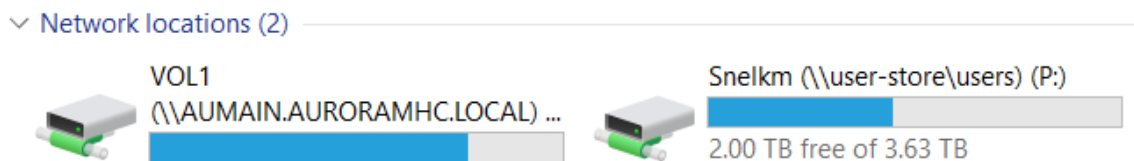
F drive   shared   shows as VOL1
P drive   personal   shows as your login name

NETWORK – WIFI

The Center has 2 wireless networks. The AuMHC network is for staff only, the AuMHC_Guest network is for guest access to the internet.

WiFi name: AuMHC   Password: BehavioralHealthcareInc   (case sensitive)
WiFi name: AuMHC_Guest   Password: WelcomeGuest!   (case sensitive)

EMAIL – THE REST OF THE STORY!

- Retention Policy – all messages will expire after 6 months
- Please, no personal messages on the Center's email system
- Each Center computer has Microsoft Outlook installed

WEBMAIL
The Center has a web based portal that works with most popular web browsers.

https://webmail.aumhc.org
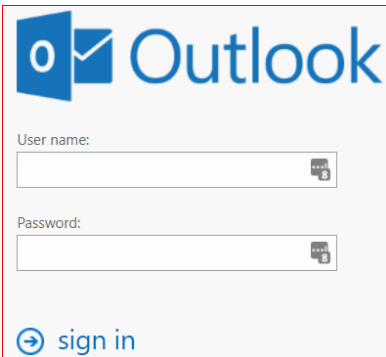
HOW TO SEND ENCRYPTED EMAIL
Use Microsoft Outlook to send encrypted emails.
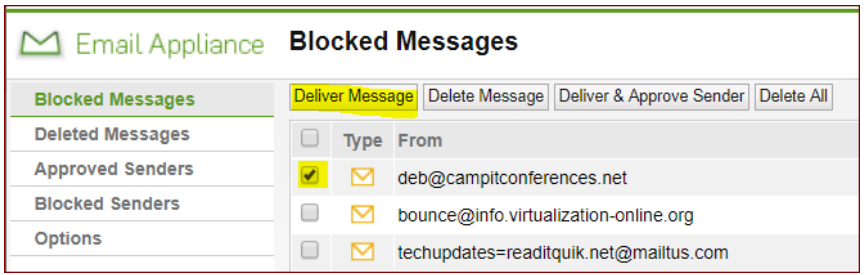
NOTE: The recipient of the encrypted email *must have a current version of Adobe Reader installed*. Our system sends an encrypted PDF message (SPX format)

Send the message with the word "Confidential" in the subject.	
Encryption system will send a Registration Request to the recipient for them to register with AuMHC's email security system.	**Stosh Ritchie**　　　　**SPX Registration Request from Aurora Mental Health Center** SPX Registration Request from Aurora Mental Health Center
You will receive a confirmation message once the recipient has registered ⟶ And when it's been sent. ⟶	**Encryption Service**　　　　**Recipient registered - your secure message will now be sent** as successfully registered with a password which will allow them to open and view your secure message. **encryption@aumhc.org**　　　　**Re: Confidential - test message** itchie@gmail.com" (stosh.ritchie@gmail.com) was successfully encrypted.
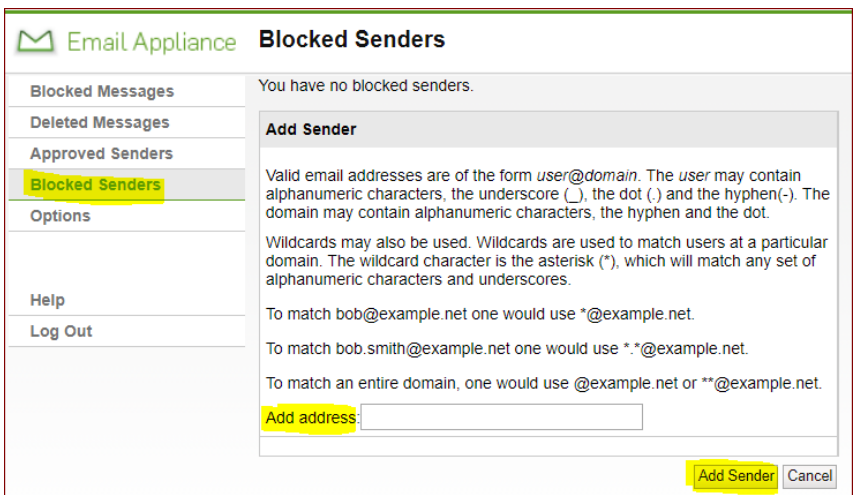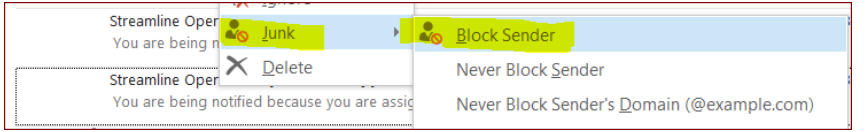
HOW TO RETRIEVE EMAIL FROM SPAM QUARANTINE

The Center uses a Sophos email security system to sort through email and quarantine messages that "could" be valuable to you. Periodically, you will receive a message from the system with a list of emails that are quarantined. To retrieve messages do either of the following:

A. EMAIL SECURITY – use your browser to access all quarantined messages. Tell the system to deliver messages to your inbox. NOTE – you can also update your Approved and Blocked Sender lists. • In web browser: https://mxsophos.aumhc.org • Choose which messages to retrieve and click on DELIVER MESSAGE	

HOW TO BLOCK EMAIL SENDERS

There are 2 methods to block messages from senders:

A. EMAIL SECURITY – use your browser to tell Email Security which senders you want to block. NOTE – you can update both Approved and Blocked Sender lists. • https://mxsophos.aumhc.org • Add email addresses in BLOCKED SENDERS	
A. OUTLOOK – tell Outlook to add the sender to your Junk box. • RIGHT click on a message from the sender you want to block. • Click on JUNK and then on BLOCK SENDER	

EMAIL ON YOUR SMARTPHONE

The Center _does not_ provide support for personal devices. However, you can access AuMHC email on your phone if you prefer. The information provided below has the general steps you will need to configure your smartphone.

NOTES

- Phones are different – even among the same manufacturer and version of operating systems. If you are unsure of the procedures to setup your phone, Google search is a great resource.
- Some phones allow facial and fingerprint recognition. Unfortunately, that does not work with the email system to authenticate you. Please create a PIN code (similar to your ATM card).

PRE-REQUISITES

A. _You must have a PIN code_ to secure/unlock your phone. Depending on the phone, it could be 4 to 6 digits.
B. For HIPAA compliance, _your phone must be encrypted_ before integrating with AuMHC email. Please check your manufacturer's documentation to see if it's already encrypted or what you need to do. Again, Google is a great resource.

HOW TO

- Find your phone email app
- Add an account. Look for Microsoft Exchange or ActiveSync
- Your email address   example: JohnSmith@aumhc.org
- Server: webmail.aumhc.org
- Domain: auroramhc
- Your network user name   what you use to log into the Center's systems
- Your network password   what you use to log into the Center's systems
- Agree to all Terms and conditions

Depending on your app, you may be able to change settings for:
How often your device receives email, how long to keep them, email only, add tasks + calendars, etc.

SECURE PRINT + SCAN, FAX and COPY

AuMHC has numerous Ricoh copiers throughout the Center. These systems allow you to securely copy, print, scan and fax. Each has a 1 page Quick Guide for directions.

LOGGING IN

To use the system, you will need to login. This is done by one of 2 ways:

1. Using your AuMHC name and password
2. Using a 6 digit PIN code that is sent to you

To receive a 6 digit PIN code, do the following:

Touch LOGIN on the screen Enter your AuMHC name and password Check your email for the PIN code from RicohNX@aumhc.org You can use the 6 digit PIN instead of your AuMHC name and password	
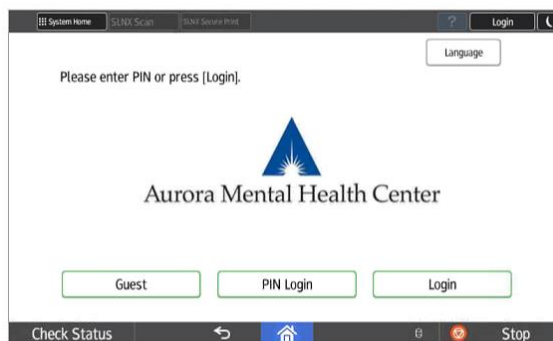
USING SECURE PRINT, FAX, COPY AND SCAN

SECURE PRINT When printing from an AuMHC computer, please use the RICOH SECURE PRINT printer.	 **On your computer, use:** **Ricoh Secure Print on Ricoh** PRINT Secure Print • Press SECURE PRINT • Print jobs are shown, can check/uncheck • Press START **Print jobs not used will delete after 24 hours**
FAX	 FAX Send to MultiTouch Fax FAX to MultiTech FAX Send to FAX server • Enter 9 and the fax number • Press START
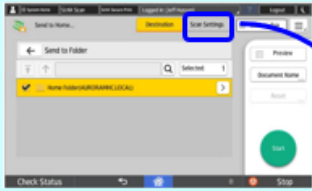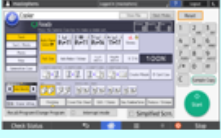
SCAN	
COPY	

PHONE SYSTEM – MITEL (SHORETEL) VOICE OVER IP
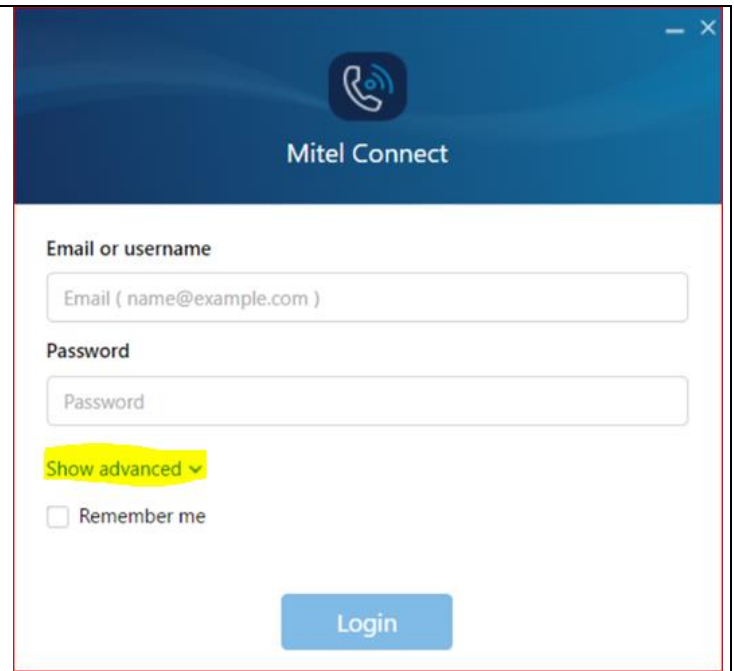
During YOUR FIRST WEEK WITH AuMHC, you have already setup your voice mail PIN, name and greeting. You may also setup the (optional) Mitel Connect software on your PC.

OPTIONAL - MITEL CONNECT

Mitel Connect mimics phone features on a Center computer. The AuMHC IT department has installed the Connect program, which is now ready to setup under your phone account.

Information for your Setup	SAMPLE screens (please use the information in the left column)
Start the Mitel Connect app	

Click on SHOW ADVANCED	
· Checkmark USE WINDOWS CREDENTIALS (you will see your Windows network Username, Password and Domain filled in automatically) · Server name: **10.3.200.20** · Checkmark REMEMBER ME Click LOGIN at the bottom	
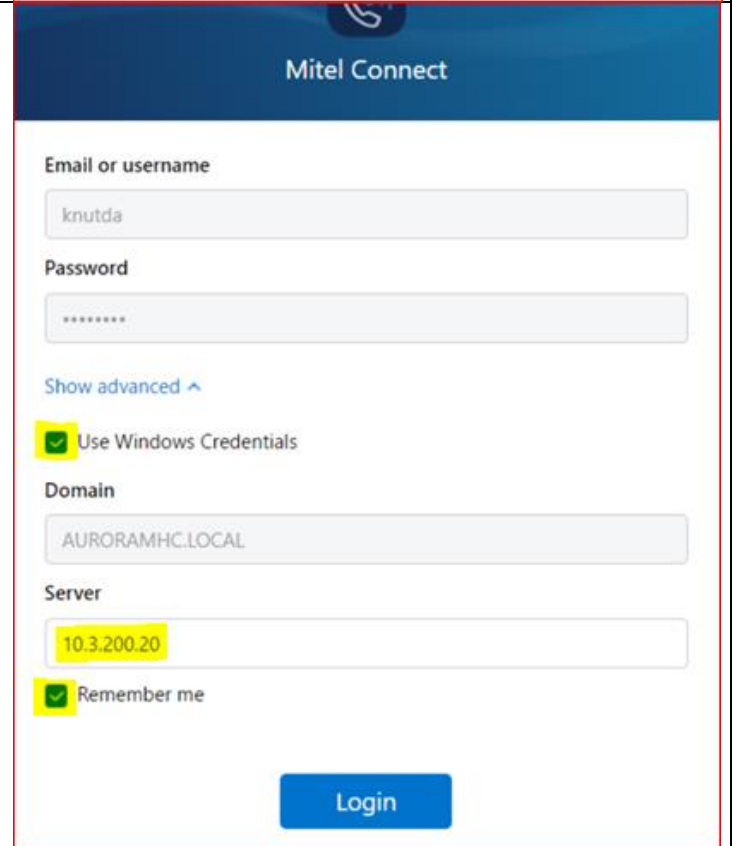
The Connect app will launch	
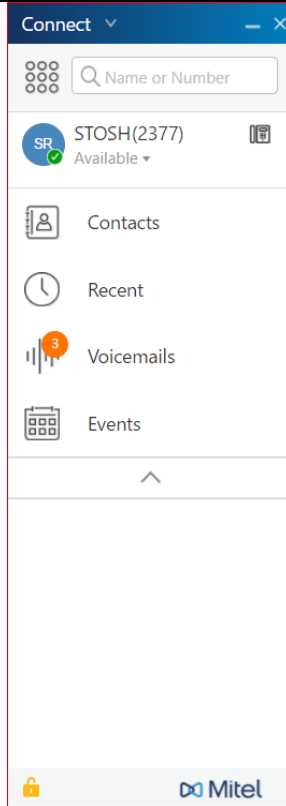
Please refer to the guides on the Center's intranet (MyWeb) in HELP & SUPPORT / TECHNOLOGY / PHONE SYSTEM. Guides include Mitel Connect and the phones the Center uses.

PASSWORDS: THE RULES AND HOW TO CHANGE

IMPORTANT! If you have your smartphone setup to access AuMHC email, you will need to change the password on the phone as soon as you change it on the network. Otherwise, the phone will keep using the "old" password and lock you out when it tries too many times (5 failed attempts).
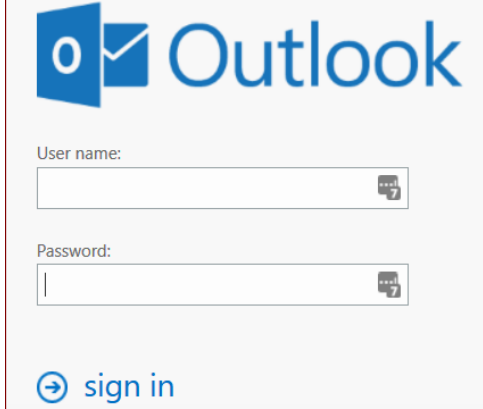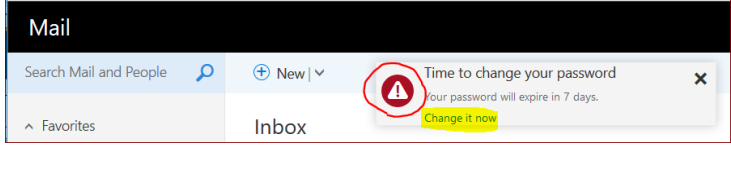
WHEN WILL YOU NEED TO CHANGE YOUR PASSWORD?
Every 365 days, you will be reminded to change your password. The reminder comes in 2 ways:
   a. On a Windows computer, a set of "keys" will show at the lower right of the screen

   b. Emails are also sent out 1 week in advance
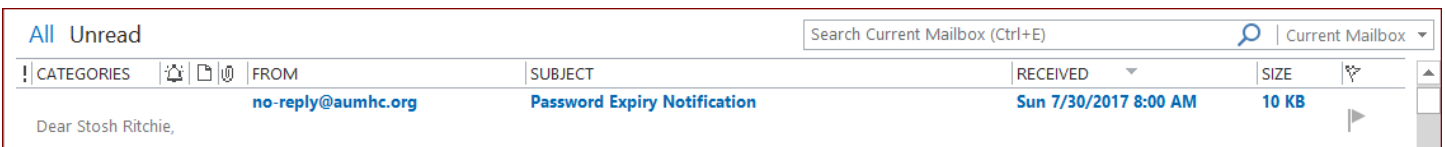
If you use AuMHC's web based email portal, enter your AuMHC network login (User name) and password at https://webmail.aumhc.org/owa	**Outlook** User name: Password: ⊕ sign in
The alert will display at the top of the screen. Click on the Change it now link. You can also use the web mail's procedure as described below.	Mail — Search Mail and People — ⊕ New — Inbox — Time to change your password — Your password will expire in 7 days. — Change it now

PASSWORD RULES
- Passwords need to be a minimum of 13 characters long
- Passwords are case sensitive. Passwords with capital or lower case letters must be entered that way when you log in.
- No proper names – don't use family, friends, etc. or anything that may have been put into social media (a favorite target for hackers)
- Can't use your login (account) name as part of the password
- Do not use sequential or repeating numbers – such as 123 (sequential) or 222 (repeating)

You can use any combination of the following – best practice is to include something from each category, but it is not required.
  - ➢ UPPER CASE LETTER
  - ➢ lower case letter
  - ➢ Number
  - ➢ Special characters - such as   !@#$%^&*()_+   "spaces" are a valid special character

- Passwords must change every 365 days on your AuMHC system or via the web email - Outlook Web App: https://webmail.aumhc.org
- Cannot reuse a password, use proper names, or use your login name in the password
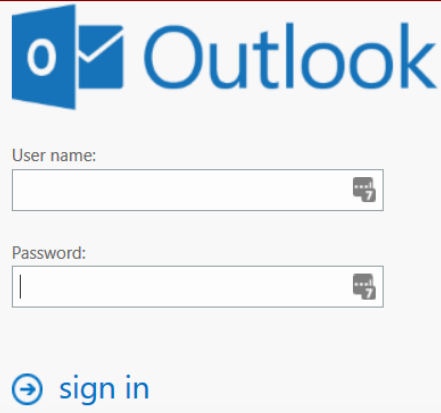- The system will lock you out after 5 failed attempts

HOW TO CHANGE YOUR PASSWORD
From your Windows PC
- Press the CTRL, ALT and DELETE keys (at the same time), then click on Change a Password.
- Type your old password, type your new password, type your new password again to confirm it, and then press Enter.
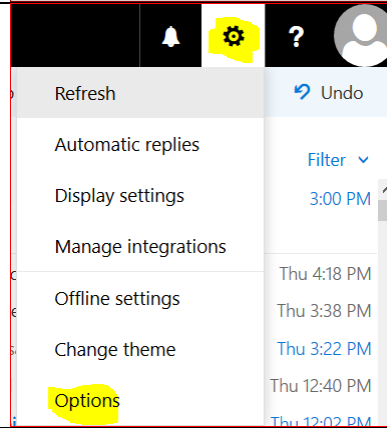
From AuMHC's Outlook on the Web email portal
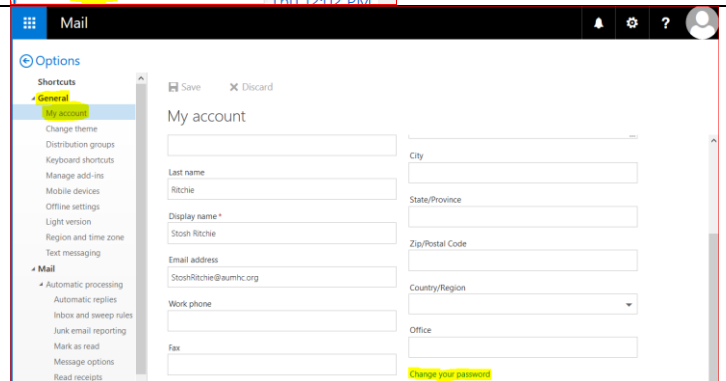
Enter your AuMHC network login (User name) and password at https://webmail.aumhc.org/owa	
Click on the 'settings' icon ⚙ at the top right of the screen, then on Options	
Click on General, then My Account then on Change Your Password	
Enter your "old" (current) password Enter your "new" password (2 times) Click on Save	
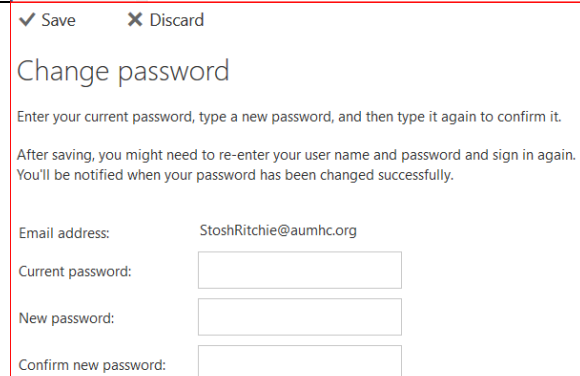
ALERT SYSTEM

AuMHC uses a service to alert staff for:
- ✓ Center closures – usually weather. Goal is to alert you by 6 am of the affected day

- ✓ Building closures – power or other issues
- ✓ Severe weather

Verify the Human Resources app (currently this is PAYCOM) has a "primary" phone number for you – we call this number, will leave a voice mail if you don't answer.

For Center closures – **more ways to know!**
- ✓ We alert TV and Radio – channels 2,4,7,9,31 + KOA. Check their web sites for closings (sometimes under School Closings).
- ✓ We send out a blanket email, can be checked via the web at https://webmail.aumhc.org
- ✓ Call our main number (303) 617-2300. Press 9 (hidden option) to hear a recording. Also, listen to the initial greeting, we change it if there is inclement weather.
- ✓ The Center's website will have a banner on the front page www.aumhc.org
- ✓ Facebook and Twitter accounts are updated

http://kdvr.com/weather/closings	Channel 2 / 31
http://www.9news.com/closings	Channel 9
https://www.thedenverchannel.com/weather/school-closings-delays	Channel 7
http://denver.cbslocal.com/school-closings/	Channel 4

BUILDING SECURITY & FIRE ALARM SYSTEMS
All security keypads have a laminated sheet with a shorter version of the following:

FIRE ALARM
Horn, Siren, Strobe – All employees should exit the building immediately and wait for the Fire Department to show up.

False alarm (the 'Burnt Toast' situation) –
Employee should call: **1 (800) 434-4000**
Give **AMH** as a password.

Trouble signal ("beeping" for example) –
The trouble can be silenced by hitting the **Silence key**, then the **Enter key**. Employee should then call Facilities to make sure a service call is arranged if necessary.
Business hours: extension 2581 or (303) 617-2581
After hours: (303) 204-6941

BURGLAR ALARM
False Alarm – if an employee causes a false alarm, they should:

If you **have** a 4 digit security code	1. Enter the 4-digit code into the keypad to shut off the alarm 2. Call **1 (800) 434-4000**

	3. When the operator answers, employee must give the name of Facility and their 4-digit code to cancel the alarm
If you **do not** have a security code	Call the Facilities emergency number immediately: (**303) 204-6941**

BUILDING ENTRY

- **Viewpoint** and **Alameda** have an outside keypad but it is not activated while the Center is open. You may receive a 4-digit code if you work at these locations <u>and</u> need access during <u>off hours</u>. This code is different from the code you are given for the inside alarm. Your manager must request via an IT Help Desk ticket.
- **Galena** and **Alton** have outside keypads that are activated at all times. If you work at either building, you must be assigned a 4-digit code to enter. This will be the same code that you are given for the inside alarm. Your manager must request via an IT Help Desk ticket.

Some buildings require a key but doors remain open while the Center is open. You would only be given a key if necessary.

ALARM - Alarm keypads inside the buildings

791 Chambers	**Entry:** A badge is required for entry during off hours (A badge is required for entry into offices, even during working hours) **Alarm:** Enter your 4-digit code
1390 / 1400 Chambers (CTP)	**Entry:** A key is required for entry during off hours **Alarm:** Enter your 4-digit code
Alameda	**Entry:** This building outside keypad has only one code and it will be given to you if you need access **Alarm:** Enter your 4-digit code
Alton (APDC)	**Entry:** Enter your 4-digit code, then push # **Alarm:** Enter your 4-digit code
Galena	**Entry:** Enter your 4-digit code, then push # **Alarm:** Enter your 4-digit code
Hampden	**Entry:** A key is required for entry during off hours

	Alarm: Enter your 4-digit code
Homeless (1544 Elmira)	**Entry:** A key is required for entry most of the time. You will be assigned a key if you work at this building. **Alarm:** Enter your 4-digit code
Viewpoint	**Entry:** Enter your 4-digit code, then press * **Alarm:** Enter your 4-digit code