

TSC Call Tree

Press One

DAS TSC

- 1 Desktop Application
- 2 HelpDesk

Press Two

TSC Provisioning

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Audio/Video

- 1 Audio Only
- 2 Conference Scheduling
- 3 Audio/Video

Press Four

First Class Mail

TSC Tips

When sending large attachments within your Division, highlight the folder path and send a link to the file instead. Like this:

O:\YourDivision\YourUnit\FolderName\FolderName\FileName.doc

When Moving folders ALWAYS Copy, Paste, then Delete the original so you don't have data in two locations. The reason for this is two-fold. One, the permission will follow the folder if you move it which messes up security. Two, if something goes wrong during the move you could lose the data if you MOVE or CUT instead of COPY.

Do Not save original documents on your desktop or C drive. Use the network instead. Your Desktop and C drive are not backed up

My Computer—Mapped Drives

It can be confusing to know where to save your work if you are not exactly sure how the network is organized. We hope this outline of your most common mapped drives will clear things up. Keep in mind, based on your business needs, you may have more or less mapped drives but the **Standard Drives** are listed below.

H Drive = Home (personal)

O Drive = Organization or Division

U Drive = Unit (most work saved at this level)

Home Directory (change based on your business unit)

Home directory is your personal directory at the Staff level. This directory is not shared. Most commonly your "home" folder is located within the Business Unit folder. However, your "home" folder is still locked down to only you.

EXAMPLE:

%user% on 'wpsdcclr006\K\DIV\BusUnit\Home' (H:)

Division Directory

Division Directory is the shared directory at the Division level. Only your Division has access to your Directory.

EXAMPLE:

DIV on 'wpsdcclr006\k' (O:)

Business Unit Directory (change based on your business unit)

Business Unit Directory is the shared directory and the working business unit level.

EXAMPLE:

BusUnit on 'wpsdcclr006\K\DIV (U:)

NOTE:

%user% = individual's network login

DIV = your Divisions Acronym

BusUnit = your individual Unit



DAS DEPARTMENT OF
ADMINISTRATIVE
SERVICES

TSC Support Information & Contacts

One call....One stop.

The DAS Technology Support Center (TSC) supports computers, printers and connection to the state enterprise network for the staff of DAS, as well as some small boards and commissions. This includes the hardware and software that comprise your desktop/laptop system.

TSC HELPDESK

Phone: 503-378-2135

E-mail: tsc@state.or.us

Fax: 503-378-5543

TSC Services Provided

IT Procurement
Desktop Support
Application Support
Email Support
Mobile Computing
Remote Access to E-mail and Files
Network Access & Security
Audio & Video Conferencing
Conference Scheduling



When you call TSC

- Please give us your name, organization, phone number and location.
- Check your screen for error messages that may help us determine the cause of the problem(s).
- Give us an estimated time factor when you experience a problem with response time (10 seconds, 2 minutes, none.)
- Indicate the name of the system or software package with which you are encountering a problem.

PC Management—The Basics

Turn off your computer and turn off the monitor at the end of your shift.*

Turn off your monitor during work hours if you will be away from your desk for an extended period.*

Software patches are pushed out from TSC during non-business hours. You will be alerted by email to leave your computer on for these updates.

Clean out your internet temporary files at least weekly.**

Keep data files on the server (H, O or U drive), Files are not backed up on the PC Hard Drive (C Drive)

Password change is required every 90 days. Keep your password private.

Report any possible viruses to TSC

Verify files before downloading them from unknown sources, including from e-mail and websites.

Lock your workstation when you leave your desk. Press the Ctrl, Alt and Delete keys at the same time and click “Lock Computer” or press “Enter”.

*To comply with statewide policy 107-011-010 on resource conservation.

**From Internet Explorer on toolbar click “Tools” then “Internet Options”. On pop up click “Delete Browsing History” then choose “Temporary Internet Files”. You can choose other options but read them first.



Network Directory

There are some basic rules we ask you to follow when creating folders and saving files to your network directories. This is for your benefit as well as ours.

- Keep Folder and File names short but meaningful. Rule of thumb: keep it under 20 characters if possible.
- Try to limit folder depth to 5 deep
- Do not use special characters (like &*%^\\$) in your folder or files names. These are reserved.
- Try not to use spaces in folder or file names. use underscores “_” instead.

For helpful information visit the TSC website listed below

TSC Homepage

http://oregon.gov/DAS/OP/tsc_support.shtml

TSC “Related Links”

http://oregon.gov/DAS/OP/tsc_links.shtml