



TSC Support Information and Contacts

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. For new TSC customers, your computer information is as follows:

Username:

Password - change at first login:

Computer Name:

Asset Tag:

Printers:

E-mail address:

Intranet ID:

For support, contact the TSC Help Desk:

Phone: (503) 378-2135

E-mail: tsc@state.or.us

Fax: (503) 378-5543

Get this brochure online at:

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

DAS Information

This brochure provides general and common technical support information in an abbreviated format. You will also find other support contacts on the flip side of this document. Hang it on your wall for quick access!

TSC Services Provided

- IT Procurement
- Desktop and Desktop Application Support
- E-mail Support for Exchange and First Class
- Mobile Computing
- Remote Access to E-mail & Files
- Audio and Video Conferencing
- Dial-up Accounts for Network Access
- Mainframe User Administration
- Dataset/Tape Management

Computer Files and Storage

DAS maintains a cluster of data storage drives that house the majority of DAS' computer files, including directories for Agency, Division, Section and employee home folders. This cluster is called the DAS Sancluster. Migration is now taking place for many DAS sections and a new drive cluster mapping will occur.

You can access your Section (Business Unit) folders through mapped drives located in the My Computer folder on your desktop. You access your personal home folder by clicking the My Documents icon on the desktop. Other drives may be available, based on your job requirements, and they too are available either in the My Computer folder or as a shortcut on your desktop.

Example:

Business Unit folder: TSC on 'Sancluster\OPS'(U:)

Home folder: JDoe on 'Sancluster\OPS\TSC'(H:)

PC Management – The Basics

- Log off your computer and turn off the monitor at the end of your shift.
- Remember to leave the computer on after you log off. Software patches are pushed out from the TSC during non-business hours.
- Reboot your computer once every week.
- Clean out your internet temporary files at least weekly.
- Keep data files on the server. Files are not backed up on pc hard drives.
- Change your password on a regular basis (required at least every 90 days) using the password rules (8 characters with a number and it must be unique).
- Keep your password private - never repeat or share your password with others.
- Report any possible viruses to the TSC.
- Verify files before downloading them from unknown sources, including from e-mail and other sites.
- 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.



DAS IT Related Links and Policies

Internet - the state of Oregon Web portal is located at:
<http://oregon.gov/>

Intranet - DAS maintains an internal web site for employees (must have a password to access):
<https://oregon.gov/egov/portal/.scr/Login/.reqid/0>

DAS Password Security Policy:
<http://oregon.gov/DAS/OP/docs/policy/internal/107-01-140.pdf>

List of Standard software installed on your PC:
(http://oregon.gov/DAS/OP/docs/tsc/PC_Software_Standard_s.doc)

To order hardware or software:
http://oregon.gov/DAS/OP/tsc_ordering.shtml

IT Acceptable Use Policy and Exception Request Form:
http://oregon.gov/DAS/OP/tsc_support.shtml

Telework Policy:
<http://oregon.gov/DAS/OP/docs/pdf/10701050.pdf>

Telework Request Form:
http://oregon.gov/DAS/OP/docs/tsc/Telework_Application.doc

TSC User Management Form:
http://oregon.gov/DAS/OP/tsc_email.shtml



DAS Contacts

Online State Agencies Directory:
<http://www.state.or.us/agencies.ns/>

Online State Employee Search:
<http://www.state.or.us/cgi-bin/employee.html>

DAS Payroll Services:
<http://oregon.gov/DAS/OP/PayrollServices.shtml>

Directions to DAS locations:
http://oregon.gov/DAS/directions_maps.shtml

DAS Services, listed by Division:
<http://oregon.gov/DAS/services-bydivision.shtml>

Statewide and DAS Internal Policies:
<http://oregon.gov/DAS/OP/policies.shtml>

DAS Contacts List:
http://oregon.gov/DAS/docs/whoyagonnacall_DAS.pdf

DAS Publications:
<http://oregon.gov/DAS/publications.shtml>

Public Employees Benefits Board:
<http://oregon.gov/DAS/PEBB/index.shtml>

Public Employees Retirement System:
<http://oregon.gov/PERS/index.shtml>

Oregon State Library State Employee Information Center:
<http://library.state.or.us>

Oregon Blue Book:
<http://sos.state.or.us/bbook/misc/about/new.htm>

Training Options

State Training
<http://oregon.gov/DAS/HR/training.shtml>

Microsoft desktop applications (PC Help) phone support:
(503) 378-2135, option 1, then option 1 again.

Applications Support

The links below provide easy and quick tips for Word, Excel, Access and other applications installed on your desktop. You can save these links in your Favorites in Internet Explorer so they are always available in a single click.

<http://www.pchelps.com/library/library.asp?o=B7D75C2B3D&s=10&i=C744C702E4AB45A4B32252D12CFAADFA>

ClipArt and Loads of It – Free
<http://office.microsoft.com/en-us/clipart/default.aspx>

MSOffice Product Training for End-Users – Click on the Office 2003 Tab Mid-Page – Loads of Stuff
<http://office.microsoft.com/en-us/help/FX100485361033.aspx?pid=CL100605171033>

MSOffice Templates – Very Cool Stuff
<http://office.microsoft.com/en-us/templates/FX100595491033.aspx?pid=CL100632981033>

Crabby Office Lady – Tips and Tricks
<http://office.microsoft.com/en-us/help/FX101679371033.aspx>