WORKING FROM HOME GENERAL ACCESS INSTRUCTIONS

Requesting IT Assistance:

Please try to e-mail the IT Helpdesk <u>ithelpdesk@springfield-or.gov</u> as your primary means of soliciting IT support.

EMAIL ACCESS:

If you do not already have access to your work email account remotely, you can have access by using the following steps:

1. While in your internet browser, type "https://mail.springfield-or.gov" in your search bar.



2. When prompted, enter the name portion of your email account and your regular computer password.

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3. It will look similar to the screen you would see if you logged in at your work station.

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GOTOMEETING ACCESS:

You will first need to request an account with IT. To do this, email the help desk (<u>ithelpdesk@springfield-or.gov</u>) and provide your User Name, Email Address, and Account String (\$19 per organizer/month).

You will receive a confirmation email once an account has been set up by IT. Open the confirmation email and click on "Get Started." It will ask you to set up a password. Once you are in the GoToMeeting platform, you can establish a meeting via computer or phone.

FORWARDING WORK PHONE TO PERSONAL PHONE:

To forward your desk phone to your personal phone:

*3-9 and your phone number (include area code) (example- * - 3 – 9 - 5417474728) and then hang up, the phone screen should state "forward set".

To cancel the forward: **3 (The phone screen would read "forward cancelled".)

ACCESSING VOICEMAIL REMOTELY:

- 1. Dial 541-736-1000
- 2. When you hear a voice press the # key
- 3. Put in your mailbox number: 4180 (just your extension without the prefix or area code)
- 4. Put in your voicemail security code
- 5. Follow the instructions