ANSBI Technology Awareness Training

Support documentation: http://support.nethounds.net/forums/77678-best-practice
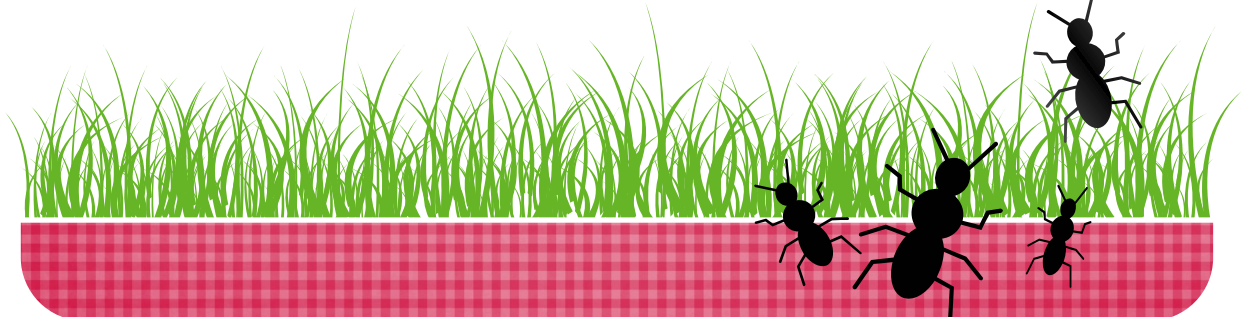
Best Practice: Rules for Virus Prevention

- Never open Attachments unless you need the information in it, Never open an attachment just to see what is in it, Never open any files or macros attached to an e-mail from a known source (even a coworker) if you were not expecting a specific attachment from that source.

- Do not click links in e-mails unless you are expecting a link in an e-mail.

- Back up critical Internet data and software configurations on a regular basis and store back-ups in a safe place.
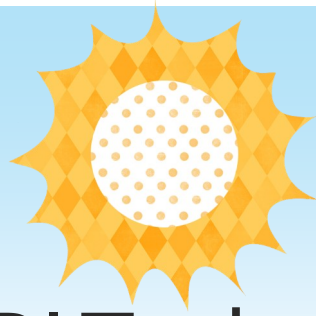
Best Practice: Passwords

- Never write password down and leave it at your desk.

- Never use remember password feature.

- Be careful who you tell your password and change it afterwards.

- All password reset requests must go through supervisors. They may be emailed to support@ansbi.org.

New User

- New users must sign the user agreement at the business office when in orientation. Once the agreement is given to Nethounds.net, the user accounts will be created. It may take up to 16 work through the systems.

- User name will generally be first initial and last name, unless there are duplicates. Default password is Tazzz989.

- Email website: email.ansbi.org. Email user name will generally be first initial and last name followed by @ansbi.org and the default password is also Tazzz989.

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Best Practices: Internet use

- Protect your information.
- Know who you're dealing with .
- Use your work Internet connection for business use only.
- Protect your passwords.
- Back up important files.
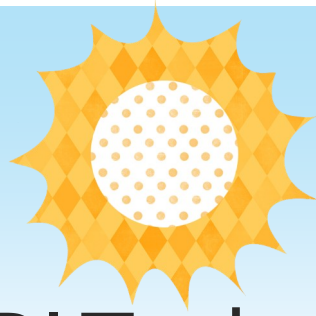- If you think you have caught something let IT know ASAP.

Best Practice: E-mail, Phone

- Prevent virus outbreaks and spam.
- Avoid phishing attacks.
- Protect e-mail addresses.
- Be smart about handling attachments.
- Know when to use e-mail (and when not to).
- Reply to all, CC, BCC, etc.

Best Practice: Intranet

- Security
- Viruses
- U drives / Share Drives
- Network bandwidth
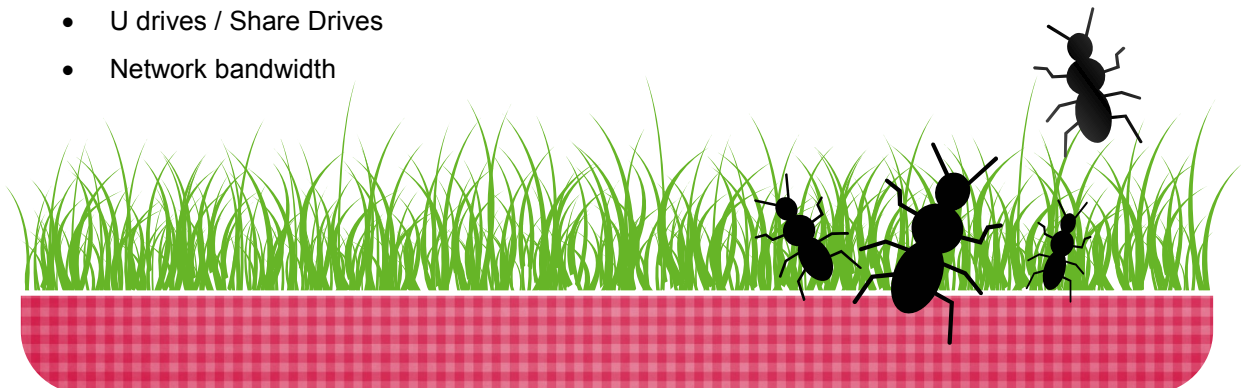
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Best Practices: Backup data

- Identify what you can not afford to lose.

- Save files to share drives.

- Use a USB drive for backups of ANSBI mission critical items.

- Store duplicates.

- Files may not be retrievable.

Best Practice: USB approval procedure

Purchase or obtain a non U3/Smart USB drive (flash drive, jump drive, thumb drive, ect.)
Take the drive to the business office in a envelope with your name and division on the front.
Drop off the drive at the front desk and have them place it in the Telcom manager's box.
Once the drive is approved it will be returned to your division for return.

ANSBI Support

- ANSBI Phones, Voice mail use, phone passwords.

- Quotes (Software, Computers, All IT related items.)

- Repair request (email support@ansbi.org or go to support.nethounds.net)

- Planning (Building modifications, Software/Hardware purchase, New construction/wiring.)

- Software support: ***We support your ability to get to your software***. We do not have training in the various software packages used at ANSBI and do not supply tech support for them.

- What IT does not cover: We do not cover personal IT items, Non IT related items (eg: wall power, leaks, floods, fire, mice the ones with fur.)

- Questions Please email all questions to support@ansbi.org