
Prevent Theft

If you are involved in critical business objects and use laptops for your jobs, you must take the laptop with you at the close of business each day. No laptop is to be left on-site after hours. Do not leave laptops visible in your car. You are responsible for the laptop while it is in your possession.

Take Care of Equipment

Take precautions to protect IT equipment from theft, loss, damage, or unauthorized access.

We discourage eating and drinking near any IT equipment.

Report Problems

Report hardware malfunctions immediately. When software malfunctions occur, first consult the Help menu of the application that you are using.

Contact the IT department immediately to report possible or suspected viruses, thefts, and other unusual computer-related malfunctions or events.

Telephone Use

AHA communication tools, such as AHA-supplied telephones, Blackberry's, and voice mail, are provided to you to conduct AHA business communications and to enhance your productivity; therefore, make every effort to be professional when you use all AHA communications tools.

E-Fax

You can send and receive faxes from your Outlook e-mail. To send an E-Fax:

1. Create a standard e-mail, and attach the document that you want to fax to the e-mail.
2. In the To field of the e-mail, use the following format: xxxxxxxxxx@fax.sys, where the x represents the 10-digit fax number (no dashes). If the fax number is long distance, add the number 1 in front of the number. The number 9 is not necessary.

The system automatically creates a Fax Cover Page. Anything that you type in the body of the e-mail appears on the Fax Cover Page.

Faxes are received at the AHA Portal:

1. To access the Fax Center, go to the AHA Portal Home Page, and click the AHA Fax Center tab.
2. After the AHA Fax Center Page opens, you can access your fax by clicking the Fax icon or Property name for the property for which you are accessing faxes.



Atlanta Housing Authority

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Information Technology Operations

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INFORMATION TECHNOLOGY DEPARTMENT

QUICK REFERENCE GUIDE

The purpose of this document is to provide helpful information and an overview of the guidelines that apply to the use of Information Technology within the Atlanta Housing Authority (AHA).

Information Technology Operations

The Enterprise Information Technology Operations group provides telecommunications, Portal, and information systems infrastructure, security, guidance, direction, and authority for AHA and its departments.

We are open from 8:00 am until 5:00 pm; however, we are available via Blackberry after hours.

Call us at 404-817-HELP, or contact us using the FootPrints ticketing system.

We offer the following categories of services:

- IT Help Desk
- Equipment
- AHA Portal Administration

IT Help Desk

The IT Help Desk is a very important service that we offer. Using your computer, you can access the AHA Portal, and use the FootPrints ticketing system to report problems with your computer hardware, peripherals, Blackberry, computer software, e-mail, monitors, and so on. We guarantee friendly and speedy service, which we outline in our Service Level Agreement.

Call the Help Desk at 404-817-HELP, or submit a FootPrints ticket from your computer through the AHA Portal.

Equipment & Software Purchases

We purchase approved equipment, computer hardware and software, & company mobile devices.

We can purchase anything that physically plugs into your computer, for example, keyboards, monitors, power cords, laptops, and desk tops.

AHA Portal Administration

We provide Portal maintenance, administration, and training, including Fax Access Center. We reconfigure, rename, and change hyperlinks, & provide access to the Portal. To have your content uploaded on the Portal:

1. Submit a FootPrints ticket, and in the Type field, choose Portal.
2. Put the content that you want on the Portal in a .PDF, Word, Excel, or PowerPoint document, and upload the documents in the Document Library.

Request Forms

Use the following forms to request software or equipment purchases and to get VPN access. To access these forms on the AHA Portal, click Resources and then click Forms.

If you need to . . .	Then submit a . . .
Purchase new software or have software installed on your computer	Software Request Form, and get the CIO's signed approval.
Purchase equipment	Equipment Request Form, and return it to the CIO's assistant.
Access the AHA Network from a remote location	VPN Request Form, and get the Director of IT Operations' signature.

Back Up Your Files

Back up and save your work files on a network drive or removable disk, regularly. We back up the Network drives nightly; therefore, we can restore any lost data. We do not back up your local C: drive.

Available Shared Network Drives

There are three shared drives on the network: S:\, T:\, and U:\.

S: Drive on the network that you use for departmental sharing. All AHA users have access to this drive.

T: Drive on the network that you use for interdepartmental sharing.

U: Drive on the network that you use for storing your professional documents and personal files on the network server.

Remote E-Mail Access from the Internet

You can access your Outlook e-mail from any computer outside of the Agency as long as you have a connection to the Internet. The following instructions explain the process for getting to Outlook e-mail via the Internet:

1. Type <http://mail.atlantahousing.org> into the Browser's Address field, and press Enter.
2. After you press Enter, you are presented with a window that requests your User Name and Password. Type the User Name and Password that you use to login to your computer.
3. Click OK.

Remote Voicemail Access

You can access your voicemail when you are away from your desk or away from the office. The following instructions explain the process for checking your voicemail remotely:

1. Dial the voicemail access number, 404-817-7499.
2. When the system answers, press the # button.
3. Enter your extension.
4. Enter your password, and press the # button.