

PNR New Employee IT Information

IT Issue Resolution

Who to contact based on issue type:

Issue Type	Primary Contact	Secondary Contact	Last Resort
Network	Eric Godel	ITD	-
Desktop	Eric Godel	-	NDACo
Landline Phone Connection Issues	Eric Godel	ITD	-
Landline Phone Billing	Carol Jorgenson	-	-
Cell Phone - All	Eric Godel	Carol Jorgenson	-
Account Lockouts	Eric Godel	Kathy Renner	ITD
ITD Online Applications	Eric Godel	ITD	-
*Virus or Malware	Eric Godel	NDACo	

Contact Information:

IT Coordinator for PNR:

Phone: 701.328.5379
 Cell: 701.527.1657 (after hours emergency only)
 Email: egodel@nd.gov

ITD Help Desk:

Phone: 701.328.4470
 URL: <https://www.nd.gov/itd/onlineincident/createincident.aspx>

**NDACo:

Phone: 701.250.9400 (option 1 for service desk)
 Email: support@nrgtechservices.com

Carol Jorgenson: 701.328.5359

Kathy Renner: 701.328.5304

* If you think you may have gotten a virus on your pc, unplug it from the network. Call me immediately. If I am unavailable leave the computer turned off and unplugged from the network until I am available (or call NDACo if I am out of the office for an extended period).

** If it is a desktop (local pc) problem, we have contracted with NDACo Resources Group to handle these types of issues when I am not available. They are available from Monday – Friday 8am – 5pm. The contract rate is \$63.00/hour, so please only use NDACo in emergencies. If you can get by until I am available to fix your pc, that would be best.

Determining 'Issue Type':

For the most part, if you have an IT issue of any kind contact Lara Anderson. If the coordinator is unavailable, you need to decide what type of issue you have and how soon you must have it fixed.

See S:\35-Education & Training\IT\issue_type_flowcharts.pdf for help with determining the type of issue. Note: These charts cover only some of the most common issues. If you have something going on that isn't covered, contact Lara Anderson.

Passwords:

DO NOT SHARE YOUR PASSWORD WITH ANYONE

Password Creation Rules:

shall consist of a minimum of 8 characters in length
shall include at least one (1) numeric character
shall include at least one (1) character in lower case
shall include at least one (1) character in upper case

- Passwords must be changed every 90 days
- When you change your password, you cannot change it again for 7 days (if for some reason you really need to change it before 7 days call Lara Anderson).
- You cannot reuse a password.

If you type your password incorrectly 3 times, the system will lock you out. This is to protect the system against attacks where the attacker uses software that tries every combination of keystrokes possible to break your password.

Note: Please note that the *ITD help desk will NOT reset a password (though they will unlock an account) for you unless you have provided them with 2 'secret' questions/answers that they can use to 'ensure' that you are who you say you are when you call them.* To provide them with this information do one of the following:

- 1) If you have an ndgov email account, you can set your password change questions at <https://secure.intranetapps.nd.gov/itd/passwordchg/emailentry.htm>
- 2) If you do not have an ndgov email account, you can fill out the form at <http://www.nd.gov/eforms/Doc/sfn52378.pdf> and send it in to ITD.

Other:

When it comes to computer security, paranoia is generally a virtue.

- **Always lock your computer or log off of it when you are not working on it** (Ctrl, Alt, Delete then 'Lock Computer' or 'Log Off'). This is especially critical if your pc is in an area easily accessed by the public. Never leave a computer unlocked when you take a break or leave the area for any reason.
- **NEVER download ANYTHING from the internet onto your work pc unless the IT Coordinator has okayed it.**
 - o NOTE: Files like PDFs, PowerPoints, image files (.jpg, .gif, etc.) even Word and Excel documents have all been used (and/or are being used) as attack avenues by hackers. Do not open nor download files like this from emails or the internet unless you are sure they are to be trusted.
- **Open Records Laws** - Keep in mind that all email and other electronic communication done on state government computers is subject to open records laws. This means anyone can request copies of any or all emails you send or receive. Don't ever send emails you wouldn't want the general public to read.
- **File Backups** - Files on your pc are not automatically backed up. This means that if you save a file under 'My Documents' or on your 'Desktop' and your PC crashes you may lose those files. Please put any files you don't want to risk losing on a network drive such as the S:, P: or H. These drives are backed up nightly.
- **ITD generally does server/system maintenance on the weekends.** If the network goes down or you cannot access OMS or the Game and Fish licensing websites on a weekend, wait awhile and try again. I'll try to give everyone warning if I know something will be down during the weekend.

Useful URLs:

Note: I have created shortcuts to most of the sites listed below and put them at S:\35-Education & Training\IT\Website Shortcuts. You can copy any of the ones you use often directly to your desktop from that folder if you'd like.

Parks and Recreation Department Sites:

Main Site: <http://www.parkrec.nd.gov/>
Mobile Site: <http://www.parkrec.nd.gov/mobile/index.html>
Facebook: <http://www.facebook.com/ndprd>
Flickr: <http://www.flickr.com/photos/ndprd>
YouTube: <http://www.youtube.com/ndparkrec>

PeopleSoft Portal: <https://www.connectnd.us/psp/ndrp/?cmd=login>

(This is for permanent employees to view paycheck information, leave balances and benefits information. Use your ndgov user id and password to log into this site.)

Webmail: webmail.state.nd.us

(You can use this site to log onto the state's webmail site using your normal ndgov id and password. This allows you to access your email from anywhere you have internet access.)

Large File Transfer:

The following is taken from <http://www.nd.gov/itd/services/file-transfer> -

The [Secure File Transfer System](#) (SFTS) is a web-based application that provides an easy and secure alternative method to email when you need to transfer files, especially those *really* large ones. Notifications or invitations are sent among individuals to initiate action.

SFTS allows Active Directory (NDGOV) users to upload files into the system. An invitation to download the file is sent to the intended recipients, who are not required to be authenticated users. Likewise, NDGOV users can also send unauthenticated users an invitation to upload files into SFTS. Agencies may also set up Service Areas to exchange files; however, this method requires public users to easily create a NDGOV account. Expiration dates are used to manage the retention of files uploaded into SFTS.

For additional information, refer to the [Secure File Transfer System Manual](#).

OMS:

Production Admin Site:

<https://secure.intranetapps.nd.gov/pnr/sp/services/private/main.htm>

Production Public Site:

<https://secure.apps.state.nd.us/pnr/sp/services/public/main.htm>

Test Admin Site:

<https://secure.intranetappstest.nd.gov/pnr/sp/services/private/main.htm>

Test Public Site:

<https://secure.appstest.nd.gov/pnr/sp/services/public/main.htm>

TMA:

Production Site:

<https://secure.apps.state.nd.us/webtma/>

Test Site:

<https://secure.appstest.nd.gov/tmalogin/login.aspx>

(Note on TMA Logons: Append your login id with ndgov\. 'Client is ndpr'.)