

ICT Systems Quick Guide

Day One Induction

An induction will be scheduled with an officer from ICT on your first day.

During this induction the information on this document will be discussed in more detail, some minor set up to your systems based on your requirements will be completed and any questions can be answered.

Password Requirements

Upon logging into your computer for the first time you will need to set your password.

Password requirements need to be a minimum of 15 characters and must contain at least three of the following:

- Uppercase letter
- Lowercase letter
- Number
- Non-alphanumeric character

Passwords cannot contain the word password, any portion of your name, department details or repeated character sequences.

Our Computers

Our standard computers are a combination of Dell Laptops or Dell and HP All-In-One's.

The standard operating environment we use is Windows 11 with Office 365.

Workstations are equipped with either a second screen or a curved 34" screen which can be used as a dual setup.

Portable storage devices are restricted from connecting to your computer or the City network. File sharing and collaboration is accomplished via OneDrive.

Please discuss any ergonomic requirements with the City Safety Team

Our Phone System



Microsoft Teams is our unified communications platform.

Microsoft Teams unifies Voice and Video calls, Meetings, Presence and Instant Messaging in one easy to use client.

Instead of having a phone on your desk you will have a headset which connects to the computer.

Headsets are available in both mono (one earpiece) and duo (two earpieces).

Our Printers

You will receive a security swipe card on your first day to enable you to access the buildings.

This same card is used to enable you to print to any copier and most printers within the organisation.

You will print to one print queue, then go to any copier, swipe, and then release your documents.

Our Business Information Systems



Integrated Business Intelligence System
-TechnologyOne



Intranet – SharePoint



File Sharing, Single Sign On, Mobile Device Management – Office365



Content Management - TRIM



Business Process Management - Promapp

ICT support is available between the hours of 8.00am - 5:00pm.

ICT do not provide after hours on call support

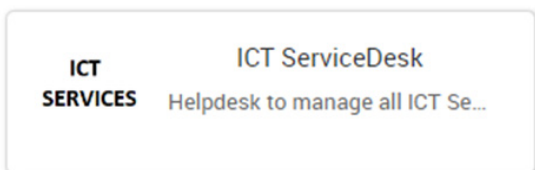
We look forward to meeting you!

ICT Support

ICT use a service desk ticket management system to support the organisation. This can be accessed by looking for the below icon on the landing page of the Intranet.



Then selecting ICT Services



To find help independently of ICT, a list of FAQ's can be accessed by double clicking on the below icon located on your computers desktop.



Multi Factor Authentication (MFA)

MFA is a security enhancement that requires you to use two different authentication methods to log into an account. This small extra step helps keep your data and identity secure.

The City uses the Microsoft Authenticator app on a smart phone, MFA will be set up on your first day. To make the process faster you can install the app on your phone before your first day by scanning either the iPhone QR code If you have an iPhone or the Android QR code if you have an Android phone.



iPhone Authenticator
QR Code



Android Authenticator
QR Code

The app is free and looks like this.

