

DEPARTMENT X ADMINISTRATION GUIDE

Subheading

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Overview

Introduction This guide details the administrative processes for the Remote Site team.

Audience The audience for this document includes:

- The Engineering Team
 - Operations Group
 - Voice Analysts
 - Project Managers
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Acronyms

Acronym	Meaning

Elevated Rights

Requesting Elevated Rights IT made the decision to move away from general Admin Rights and removed the ability for users to have their ID in the Local Administrators Group on workstations using the Beyond Trust application. To allow developers and other support personnel to install applications and administer their Windows 7 workstation, you can request elevated rights (refer to the document below).

[Requesting Elevated Rights](#)

SharePoint and Confluence Confirm that you have access to the [SharePoint](#) and [Confluence](#) sites. If you cannot access the SharePoint site, request access to the x_xx_xxxx group through [Access Management](#).

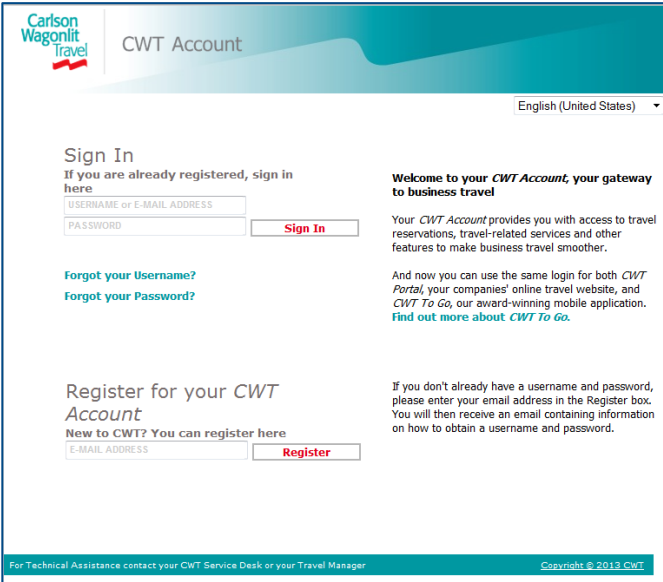
Travel

Booking Travel

Refer to the [Traveler Resources](#) site for information on travel procedures.
 Refer to the [Booking Business Travel](#) site for travel booking procedures.

- Ask a Project Manager or a team member for hotel recommendations.
- Try to coordinate your flights so you land at the same time.
- Adhere to all guidelines set forth by the department for which you are traveling.
- Travel arrangements need to be cancelled if the trip is postponed. Make sure you use the correct Cost Center as it changes based on department.

To register, complete the following steps:

Step	Action
1	Access the travel portal . <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>
2	Click the Register button at the bottom of the page on the left.
3	You will be sent instructions for registration.
4	Once you have access, complete your travel profile. This is located on the left side of the home page.

Concur (Expense Reporting)

Concur is used for expense reporting. Access Concur by completing the following steps:

1. Access [Your Life](#).
2. Click **Concur (Expense Reporting)**.

Note: It may take a few days before you have access to Concur.

Using Virtual Meeting Rooms (CVMR)

Overview

CVMRs are similar to a PGI bridge, however they allow for video with no cost to internal callers. Participants can join a CVMR via any of the following:

- Skype for Business
 - Video phones
 - Dedicated video conference rooms
 - Regular phones (audio only)
 - Internet (video.x.com)
 - Acano cell phone app
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Requesting a Room

Access [How to Obtain a CVMR](#) page for instructions on how to obtain a CVMR for an individual or a team/group.

There is no cost associated with having a room created for you. xxx-xxx-xxxx forwards to one of our domestic DIDs. When you call in from a company phone, the call stays on net, resulting in no charge per minute.

Using a Room

After receiving your CVMR, test it out.

Your CVMR can be used with:

- Your Laptop
 - The Web (video.x.com).
 - Lync ([sip:\[RoomName\]@video.X.com](mailto:sip:[RoomName]@video.X.com)).
 - Video Phones
 - XXX.XXX.XXXX
 - Video Conference Rooms
 - Either the number or the URI
 - Cell Phones
 - iPhone: Download the GoAcano app.
 - Androids: Go to video.X.com in your Chrome browser.
 - A landline (audio only)
-

CVMR Star Controls

CVMR Star Controls	
*6	Toggle Mute Self Audio
*96. Note: *96 mutes people currently on the call. If someone joins after you hit *96, they will not be muted.	Mute All Except Self Audio
*97	Unmute All Except Self Audio
*93	End Call
*3	Next Layout (Video)
*1	Previous Layout (Video)

Tips

- Mute your phone and computer.
 - If you hear echoes during a CVMR, you are hearing feedback. Feedback occurs when someone has two devices on the same call, right next to each other. E.g., a cellphone and a conference phone on the same call. Prevent feedback by muting participants.
 - To share your screen in the Internet Explorer Web version, click **Share Screen**.
 - If your camera is not working, enable your webcam by choosing **Start, Control Panel, Lenovo Web Conferencing, Enable Webcam**.
 - Include multiple options for joining your CVMR when you send an invite.
 - Include the phone number and your personal Web link, e.g., sip:firstname.lastname@video.X.com.
 - The phone number is **1.xxx.xxx.xxxx**.
 - If you have dedicated conference rooms, you will want to include the CVMRNAME@video.X.com as well. Domestic rooms should be able to call in using the phone number, but international rooms will have issues.
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Support

- Contact [Firstname Lastname](#).
 - Visit the [Video Team Website](#).
 - Contact the [Online Help Desk](#).
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Helpful Links

Online Help Desk

Contact [Online Help Desk](#) to open a ticket for a support issue. If you are unable to connect to the online help desk, you can call them at **1-800-xxx-xxxx**.

Password Management

Changing your password is an important practice that you should perform on a regular basis. By changing your password often, it increases the safety of the company network and business and customer information and ensures that no one else will access your data except you.

Access the [Password Management Tool](#) to change your LAN, AS/400 PMHS SSMHS, and Mainframe passwords. Log in using your LAN ID and password.

External Email Access

1. Access the [Outlook Web App](#) if you need to access your email via web browser.
 2. Enter your **Domain/user name** and **Password**.
 3. Click **Sign In**.
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Holiday Schedule

The [holiday schedule](#) is located on Your Life.

Document Information

Revision History

Revised By	Description of Changes	Version	Date
Tanya Zehnder, Technical Writer	Initial document	1	8.9.2017
