

How to Guide for the Following Technology Solutions

Outlook Email from Home
OneDrive
Virtual Private Network (VPN)
Teleconferencing

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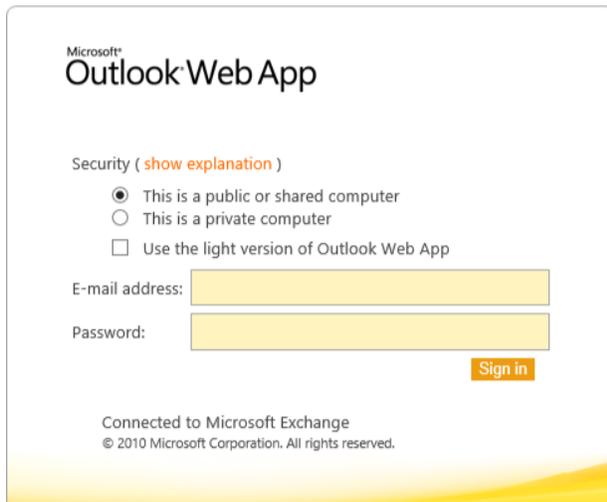
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Access Email

You can connect to your City email via your home internet utilizing Outlook Web Access (OWA). Open your internet browser and type the following URL:

<https://owa.spokanecity.org>

You will now see the login information for accessing your email.



The screenshot shows the Microsoft Outlook Web App login interface. At the top left, it says "Microsoft Outlook Web App". Below that, there is a "Security" section with a link to "show explanation". There are three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App". Below the radio buttons are two input fields: "E-mail address:" and "Password:". To the right of the password field is a "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

Enter your full login credentials: **employee@spokanecity.org** and **password**.

You will have the same functionality as your City Outlook. It will just look a little different.

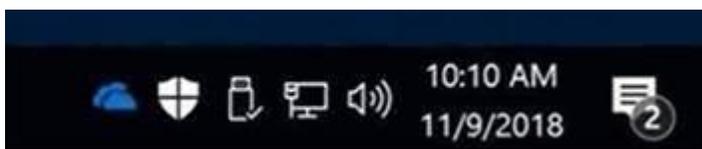
OneDrive

On Thursday, March 19th between 5PM and 11PM, your personal home folders were migrated from your department's H: drive to OneDrive for Business. OneDrive is Microsoft's cloud based storage service. When you log into your computer after the migration is complete, the OneDrive client will install and begin to sync your files with your local computer. Shared folders on your department's H: drive, such as "SHARE" or "Common" will not be moved and will continue to be accessed through the H: drive.

Shortly after you log into your computer, you should see the following window indicating that OneDrive is installing.



After the installation, you should see the blue OneDrive icon in your computer's system tray.

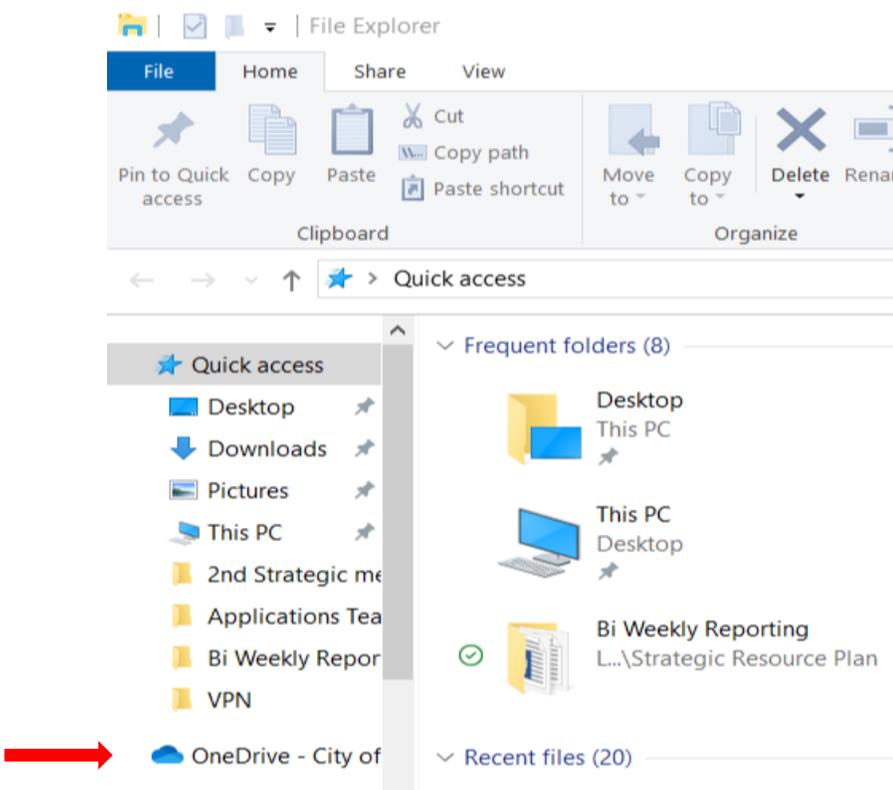


If the icon is gray, click on it and sign in using your City email address and take the default options.



After your files are synced, you will be able to access your files from the "OneDrive – City of Spokane" folder in the navigation pane on the left side of your Explorer

window. Any files that you would normally save to your H: drive home folder should now be saved to “OneDrive – City of Spokane”. It is the only folder on your computer that will be synced with OneDrive.

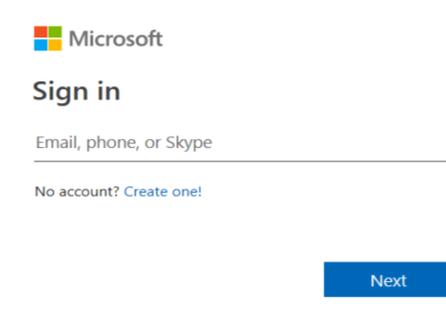


Access OneDrive from Home

To Access your OneDrive from home, select the following link:

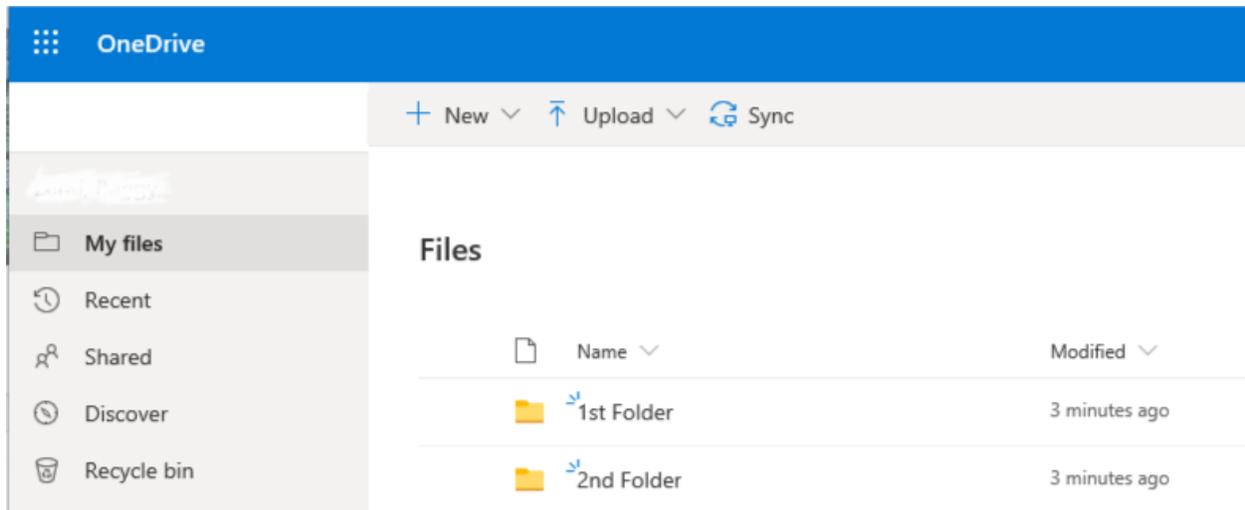
<https://onedrive.live.com/about/en-ie/signin/>

You will be prompted to sign in with your City email address.



Select 'Next'

You will now have access to your folders.

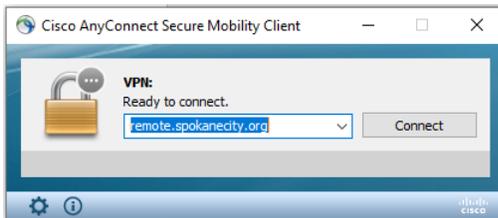


Remote Access to City Network (Cisco AnyConnect VPN)

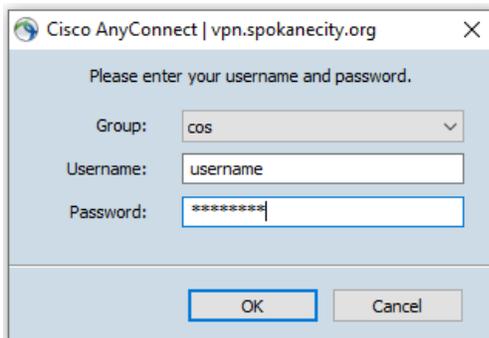
Click the AnyConnect icon in your system tray in the lower right corner of your screen. If the icon does not appear, click the up arrow to locate it.



Enter “remote.spokanecity.org” in the Cisco AnyConnect Secure Mobility Client box and click Connect. NOTE: This may be prefilled with “vpn.spokanecity.org”. If so, click Connect to proceed.



In the next dialog box, select “cos” from the Group drop-down list, enter your City username and password and click OK.



You will now have a lock icon in your system tray to indicate that you are securely connected to the City of Spokane network.



To log out of the VPN connection to the City network, right click the lock icon in your system tray and click Disconnect.

NOTE: If you need to search the internet, please log out of your VPN session. This will help mitigate over saturation of the City’s network.

Teleconferencing

General information

For teleconferencing needs, the City will be using Cisco's WebEx application. City ITSD has already pushed out the WebEx desktop app for all employees computer. It is now available to start, schedule and join meetings with City employees and external vendors as needed. Follow the instructions below to install WebEx. Following these instructions is a link for more in-depth information on how to use WebEx.

Installing Cisco WebEx on Your Computer

Please open the Cisco WebEx application that should be located in your system tray.

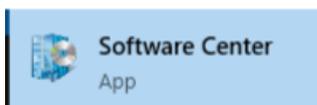


If you do not see it please open the software center to install and download it.

To find the software center just type 'Software Center' in the search area of your computer located at the bottom left corner of your computer screen. It should look like the image below.



Select the Software Center App icon.



Then select the Cisco WebEx Desktop App as shown below.



You will then need to install the Desktop App. Just select the Install button as shown below.

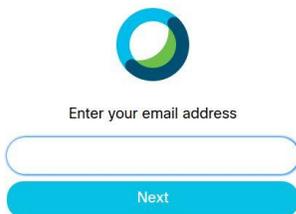
[Applications](#) > [Application details](#)



You will now be prompted to sign in. There should be a prefilled URL which should be **spokanecity.webex.com/spokanecity**. Validate that it is correct. If so, select the 'Next' button as shown below. If not correct, contact the Helpdesk at x6460.



After selecting 'Next', you will now be prompted to enter your City email address.



Enter your City email address and then select 'Next'



You should see a notice indicating that your account is pending activation. An email will be sent to you with instruction to activate.

Cisco Webex

Your account is pending activation.
To activate your account, click the link we've sent to
ofitzgerald@spokanepolice.org

Didn't get the email message? [Resend.](#)

Schedule and Start Meetings

Schedule Meeting

Go to <https://spokanecity.webex.com/>

Click "Sign In"

English

Classic View



Sign In



Enter your work e-mail address and click the "Next" button



Enter your email address

ihayes@spokanecity.org

Next

You may be prompted to sign in again using your work e-mail address and your computer password.

When completely logged in, you will be presented with your "Personal Room".

Click on the “Schedule” button



Enter a name for your meeting in “Meeting Topic”

Change the “Date and Time” for your meeting

Add “Attendees” by e-mail address (some will auto-populate for you as you type)

When all this is complete, click the “Schedule” button



START MEETING

Go to your start menu and find “Cisco WebEx Meetings” -> “Cisco WebEx Meetings”

The “Cisco WebEx Meetings” tool should pop up

Click on the gear symbol in the top right corner of the tool, and select “Preferences”



A new “Preferences” window will pop up

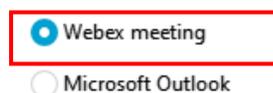
On the left side of the “Preferences” window, choose “Calendar”

On the right side of the window, choose “WebEx meeting”

Calendar

Meetings list

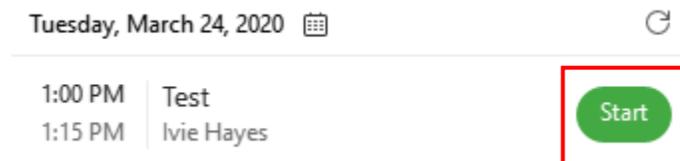
Which meeting calendar do you want to use for your meetings list?



Click the “Apply” button

Close the “Preferences” window

In the “Cisco WebEx Meetings” tool, you will see your WebEx meeting schedule. Find the meeting you will be hosting and click “Start”



Click “Start Meeting” in the pop up window

If your call in information is not displayed, click on the dot under “File” to view your call in information.

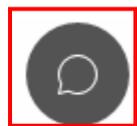


Call into the meeting, and you are ready to start your meeting.

Chats and Notes in WebEx

Save Chat Messages

Once in a meeting, open the chat window by clicking on the speech bubble button at the bottom of the screen



Enter your chat messages in the chat window

When you are ready to save the chat messages, in the meeting window, go to **File > Save > Chat**

The “Save Chat As” dialog box will appear

Choose a location where you want to save the file

In the “File name” field, type a name for the file

Note: *By default, if you have already saved chat in the session, the chat will automatically be saved to the original file each time you choose **File > Save > Chat**. To save chat messages to a new file, go to **File > Save As > Chat***

Click the **Save** button

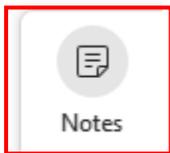
Note: *If the chat is not saved before a meeting is closed, the chat history cannot be retrieved.*

TAKE AND SAVE NOTES

Once in a meeting, open the chat window by clicking on the three dot (...) button at the bottom of the screen



In the pop up box, click on “Notes”



Type your notes into the notes window

At the bottom of the notes window, click the **Save** button, and the “Save Notes As” dialog box appears

Choose a location where you want to save the file

In the “File name” field, type a name for the file

Note: *By default, if you have already saved notes in the session, new notes will automatically be saved to the original file when you click the Save button.*

Click the **Save** button

Click the **Save** button from time to time to update your file with the new notes

Note: *If the notes are not saved before a meeting is closed, the notes history cannot be retrieved.*

Installing Cisco WebEx on Your Smart Phone or Tablet

Cisco WebEx has an app for your Smart Phone or Tablet. The app makes it really easy to attend meetings when you're away from your desk.

Install the App

To use Cisco WebEx from your Mobile Device, you can install the app for either Apple or Android. Here are links to the installs:

Apple: <https://apps.apple.com/us/app/cisco-webex-meetings/id298844386>

Android: https://play.google.com/store/apps/details?id=com.cisco.webex.meetings&hl=en_US

Getting Started

Once you've got the app installed, we recommend you watch a short (2-3 minute) video on how to join meetings from the app.

Apple: <https://www.youtube.com/watch?v=rbLABQEhYkw>

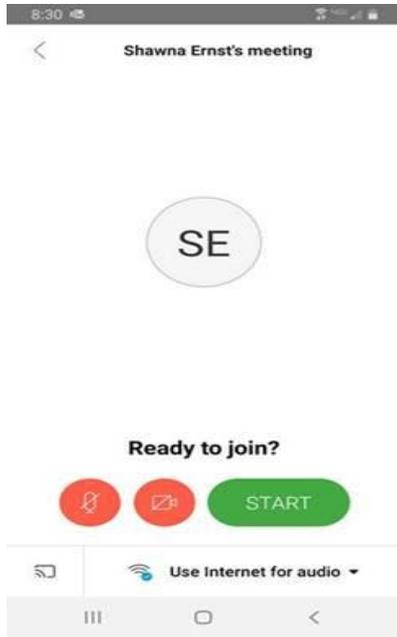
Android: <https://www.youtube.com/watch?v=8jcBswuDaGk>

Quick Tips

Here are a couple of quick tips for you once you're in a meeting.

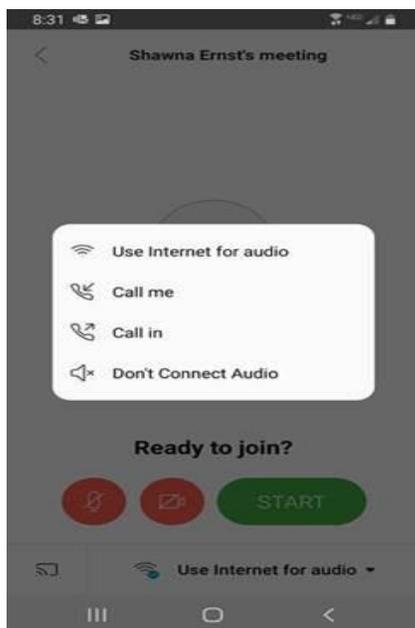
1. Control your Audio/Video Settings before you join the meeting. From the home page of the app, you can **mute your microphone** and hide your video before you join the session. **This can be really helpful if you are in a noisy area.**

In the screenshot below, my microphone is muted and my video is turned off using the round buttons at the bottom of the screen. They'll turn green if I want to re-enable them.



2. Decide how you'd like to connect by clicking the audio drop-down menu at the bottom of the screen.

There are several options for audio. You can use the internet for audio, but we ask that you don't do this while connected to the City's network in order to save our system's internet bandwidth. Telecommuting is tough on the system. Please use one of the two phone call options.



3. View other attendees by clicking on the person icon:

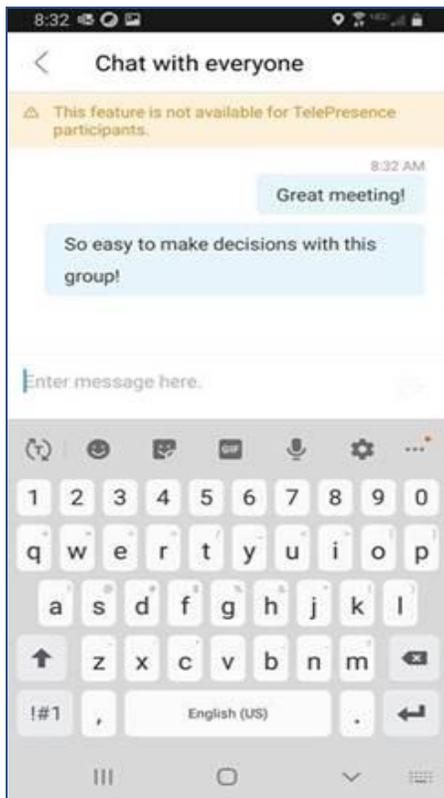


Now you can see a list of all the meeting participants. Looks like it's just me for this one!



4. Chat with other attendees (via text) by clicking the chat bubble in the meeting participant's window.

Chatting is just like using text messaging. It allows you to send a quick note without interrupting the meeting audio.



Need More?

If you'd like an in-depth tutorial, check out the WebEx site for more info:
<https://help.webex.com/en-us/p3t8bg/Use-the-Cisco-Webex-Meetings-Mobile-App>