



Office Equipment Set Up

Set Up Computer Username and Password

The bureau Operating Bureau Personnel Administrator (OBPA) will provide your username and password.

Enter username and password on the welcome screen.

You will be prompted to change your password.

Logon using this username and password.

Connect to Selected Printers

Look on the printer for an IP address and/or network path. They will look something like this: \\HR-NAS\pb04hr004c or 10.106.40.10

Write it down and go back to your computer.

Click the “Start” button and enter the IP address or network path into the search bar then press enter.

An icon or list of printers will appear.

Double click on the desired printer to connect.

You are now ready to print!

Remember to use good printer etiquette: use black and white, double-sided settings when possible, clear out any paper jams you cause, contact support staff when error messages occur, and place orders with P&D for large or complicated print jobs. For guidance on minimizing paper usage view Employee Sustainability Best Practices. Link can be found on the New Employee webpage.

Placing a Telephone Call

To place a call to another City of Portland employee dial their 5-digit extension using the last five digits of their work phone number. For example, 503-823-4000 would be extension 34000.

External calls are made by dialing a “9” plus the full ten digits. For example, 9-503-365-2222.

Configure Email Account

Open the Outlook application.

Enter your newly created username and password.

Choose account options including display preferences and email signature. Your bureau may have a specific email signature template. Check with your supervisor to find out.

Visit the Bureau of Technology Services Office 365 website for free tutorials on the Outlook features available.

Voicemail

The voicemail system is linked to the phones.

To access voicemail dial 3-3000.

The tutorial will guide you through the steps to set up your new mailbox.

Enter your temporary password: 123456.

When prompted, enter your new password. Next, record your name, first and last.

Then record your personal greeting. An example of a personal greeting may be something like, “You have reached the voicemail box of Mary Smith. Please leave your name, phone number and a brief message and I will return your call as soon as possible.”

To access voicemail within the office, dial 3-3000 and enter your password.

To access voicemail remotely, call 503-823-3000 and press the “#” key. You will be asked for your mailbox number and password.

At that point you will be in the main menu and can proceed as normal.

A user guide for your telephone is available at www.portlandoregon.gov/bts/60546.

Office 365 Outlook Remote Web Access

You can access Office 365 services from your mobile phone or tablet. Supported devices include Windows Phone, iPhone and iPad, Android Phone, Nokia (Symbian OS), and BlackBerry® devices.

Visit office365.portlandoregon.gov.

Enter your full City of Portland email address as your username.

If you check "Keep me signed in" you may not need to type this email address the next time you sign in.

You will be redirected to the City of Portland's organizational sign in.

Enter the username and password that you use to log in to your computer at work.

The first time you sign in, you will be required to confirm a few settings.

Use the links to access your email and calendar.

Send a Fax from Microsoft Outlook

To create a new message, in the "To" text box, enter the 10 digit fax number@btsfax1.rose.portland.local.

You do not need to include a "9" with the fax number.

Enter the subject and comments.

Attach any files you want to include with the fax including Word, Excel, Power Point, JPEG and PDF. The fax recipient will receive the attached document "opened" as part of the fax.

Click "Send" to the route to the fax server for processing.

Currently, there is no confirmation notification. If you experience problems using desktop faxing, please call the BTS Helpdesk and select option 1.

Renting Equipment

Other equipment including laptops and projectors are available to rent through the Bureau of Technology Services.

A rental request form is available on the BTS website.

Before an employee rents electronic equipment they must get an ok from their supervisor or manager and confirm business need.

All other equipment must be purchased through BTS and requires appropriate approvals.

Some bureaus have equipment to check out. Check with your supervisor for more information.

Mail

Incoming mail is sorted and distributed to employee mailboxes. Ask your supervisor or onboarding peer where to find your mailbox.

There are two mail slots for outgoing mail, one for interoffice mail (to City and County offices) and one for regular U.S. mail.

Packages and items received by methods other than U.S. mail are typically received at the reception desk. The receptionist will notify the recipient and place the delivery on the counter next to the reception area for pick up.

Ask your supervisor or onboarding peer for bureau-specific delivery information.

