

Information Technology Quick Reference Guide



<p>Hardware & software</p>	<p>Computers Desktops and portables (laptops, netbooks, tablets, etc.) 4 year lease</p> <p>Microsoft Products Software version will be new at beginning of lease or purchase</p> <p>Custom software by IT</p> <ul style="list-style-type: none"> • 80% in-house • 20% purchased 	<p>BYOD Bring your own device. Use the AWC-Corp wireless network. Have your manager fill out a <i>Request for Mobile Device Management</i> form to access email, contacts, and calendar on your device, plus apps for iOS and Android.</p>	<p>Mobile apps</p> <ul style="list-style-type: none"> • OneDrive • Groups • OneNote • Yammer • Concur • InTouch
<p>Email & system access</p>	<p>Outlook message retention Mailbox assistant policy will automatically clean up your mail:</p> <ul style="list-style-type: none"> • Inbox – 45 days • Sent Items – 30 days • Deleted Items – 7 days • Custom folders – 180 days (6 months) • Archiver – 3 years <p>Barracuda Message Archiver https://bma.woodmark.com</p>	<p>Office 365 Webmail, OneDrive, Groups, OneNote, Yammer from any browser https://portal.office.com</p>	<p>Passwords</p> <ul style="list-style-type: none"> • Change every 180 days (First time password will expire in 2 weeks) • Email reminders • System remembers last 5 passwords. Duplicates not allowed • Share only with IT • Create a strong password: 8 characters minimum; 3 of 4 character types – caps, lower case, numbers, and special • Consider a password phrase
<p>Connect</p>	<p>Reach us anywhere access.woodmark.com Office 365, password self service, directory, help, intranet https://sts.woodmark.com Concur, DocuSign, eLearning, Kronos</p>	<p>Online Directory directory.woodmark.com Employees, locations, conference rooms, org charts</p>	<p>Cisco VPN Client Use Cisco VPN Client to browse mapped network drives and navigate the intranet just as if you were sitting in your office. Cisco VPN is for AWC-issued Windows PCs only.</p>
<p>Help</p>	<p>Online help help.woodmark.com Tutorials, how-to instructions, definitions, best practices</p>	<p>Locations: <i>My TSS</i></p> <hr/> <hr/>	<p>Corporate and TSS team: Solution Center SolutionCenter@woodmark.com ☎ 800-962-5655 or x7750 🕒 7:00 am Mon - 9:00 am Sat</p> <p>IT mailing address American Woodmark / NTC 131 Dawson Drive Winchester, VA 22602 Attn: (Specialist Name)</p>