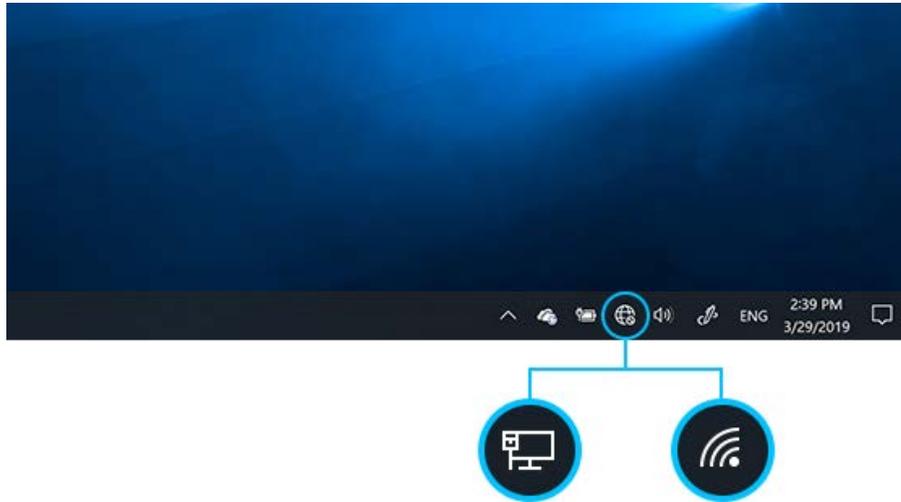


How To Connect to Home Wifi

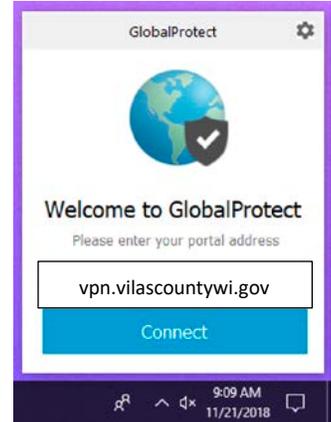
1. Select the Network  icon on the taskbar. The icon that appears depends on your current connection state. If you don't see one of the network icons (or a similar one) shown in the following image, select the Up arrow  to see if it appears there.



2. Choose the Wi-Fi network you want, then select Connect.
3. Type the network password, and then select Next.
4. Choose Yes or No, depending on the type of network you're connecting to and if you want your PC to be discoverable by other PCs and devices on the network.

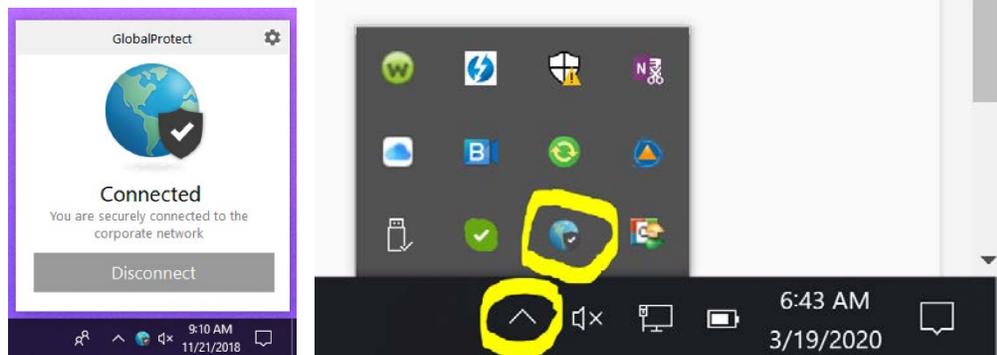
How to Connect to VPN (Global Protect)

1. A pop up when you log in will appear asking for a VPN portal address.
 - VPN Portal address: `vpn.vilascountywi.gov`
 - Click connect
2. A next pop up will ask you for a username and password
 - username: your county windows username
 - Password: your county windows password
 - Click Sign in



3. The vpn will then establish a connection and will connect. A pop up will say "connected".

4. You can also check that you have a green checkmark in your taskbar by looking for a green checkmark with the globe.



Submitting IT Help Desk Tickets

There are a few ways to submit a ticket to us.

- <https://ithelpdesk.vilascountywi.gov/portal/>
- Email us at ithelpdesk.vilascountywi.gov
- Call 715-479-3666 – if no one answers leave a voicemail with phone number to call you back at and it will automatically create a ticket for us.

Checking Email

If you are connected to VPN (Global Protect), you may use your Outlook desktop application to do so. If not connected to VPN but have access to internet, you may check your email at <https://mail.vilascountywi.gov>. You will then enter in your county Windows username and password.

Checking Voicemail Remotely

You have a few options on how to check your voicemail remotely.

Option 1:

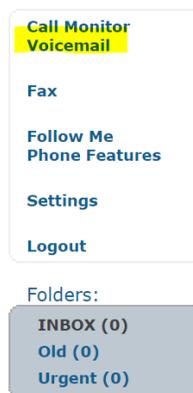
To check your voicemail from outside the office by phone :

1. Dial phone number 715-479-0600.
2. Press 2
3. Wait for the IVR/Automated Attendant to answer.
4. Enter your Extension number
5. Enter your voicemail password

Option 2:

To check your voicemail from your laptop or PC if connected via VPN (Global Protect):

1. Open a web browser and go to <http://vil-pbx.corp.vilascountywi.gov/recordings/>
2. Log is your extension (ex. 3666)
3. Password is your phone's voicemail pin
4. Select "Voicemail" and select which message to listen to or download.



Kronos

If you will need to access Kronos while working remote, you may click the icon on your desktop or open a web browser and go to: <https://secure4.saashr.com/ta/6108712.login?rnd=MWH>

Recommendations on Disabling Caller ID When Making Calls on Personal Cell Phones

We can't confirm this will work with all users but dialing *67 before the phone number is known to block the caller ID or phone number.

Fore more, see this site: <https://www.techlicious.com/tip/how-to-block-your-phone-number/>