



Memo

Date: November 18, 2019

To: Chancery staff and clergy

From: Maureen Smith, Director, Office of Communications

Re: What to Do When We Have Inclement Weather and Remote Access Instructions

During this winter season, we want to remind you that in case of inclement weather, the Chancery will follow the Cobb County School District guidelines to determine if the building will be open.

Employees are asked to monitor the major local networks for announcements of a delay to the start of the business day or a complete closing the building.

Special circumstances should be discussed with your supervisor.

Please make sure your current contact information has been updated in Paychex. This is how we are able to call you with our automated system. If your phone number isn't updated, you will miss our call. Human Resources and the Communications department generate a list with the data entered through this service to inform you of any last minute changes caused by inclement weather conditions or other major events.

You may also check your work email regularly to find updates on the latest measures taken on specific situations. As e-mail is definitely the most used remote need, the easiest way to connect to your arch mailbox is by using the Outlook Webmail App. Directions for doing so have been attached. Should you actually need to perform work outside of e-mail (and require true remote access to the network via your office PC or VM), please refer to the attached remote access instructions for assistance. Remember, it is necessary to leave your work PC on in order to access the network remotely.

As the IT staff will also be working remotely from home, they pledge to do their best in assisting users with any issues they may be experiencing. Users should

note that requests for assistance should all be made through the online ticketing system found at <https://support.archatl.com/>.

Thank you.



Archdiocese of Atlanta

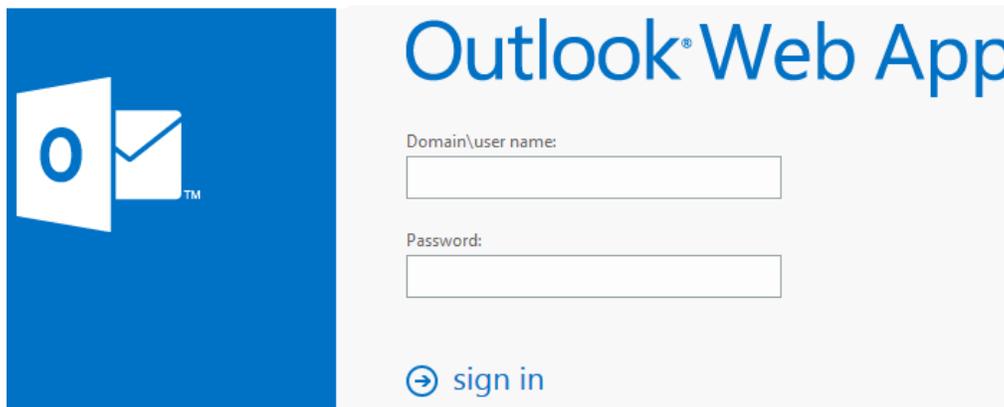


3 Steps for Accessing Your CCA-based E-Mail Account

Prerequisites:

- Your computer must have access to the internet
- Your computer must have an internet browser installed (i.e. Explorer; Firefox; Chrome; etc.)

1. Open your browser and navigate to <https://webmail.archatl.com> where you will find a screen similar to the one shown below ...



2. In the **Domain\user name** field, enter your login credentials – being sure to include the domain name (ex: aoa-int\JDoe). In the **Password** field, use your current password that has been provided to you (similar to what has been shown below in the example for “John Doe”):

Domain\user name:

Password:

NOTE: The Domain is **aoa-int**. Your **user name** will normally be in the following format: **first initial + last name** (i.e. John Doe = **JDoe**). Though not needed to login, your actual e-mail address will be in the following format: **UserName@catholiccharitiesatlanta.org** (i.e. JDoe@catholiccharitiesatlanta.org)



Archdiocese of Atlanta



3. When finished, click the  button to be taken into Outlook Web.

For technical support, please contact the IT Helpdesk at <https://support.archatl.com/>



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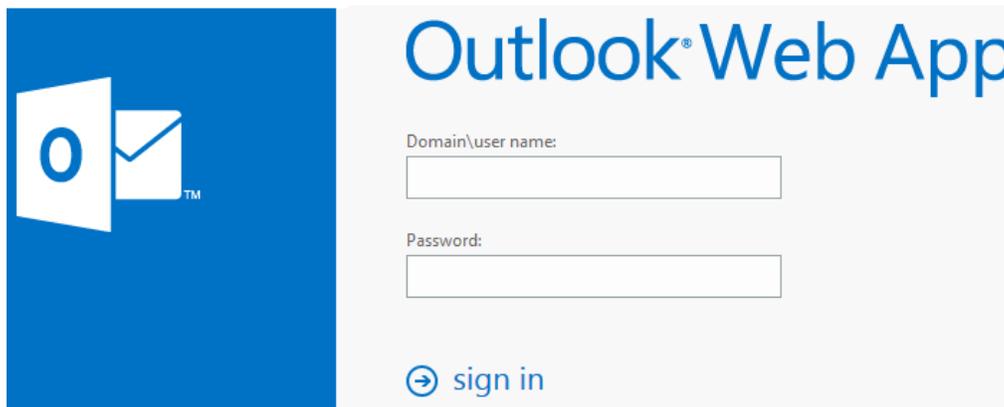


3 Steps for Accessing Your Archdiocesan-based E-Mail Account

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NOTE: The Domain is **aoa-int**. Your **user name** will normally be in the following format: **first initial + last name** (i.e. John Doe = **JDoe**). Though not needed to login, your actual e-mail address will be in the following format: **UserName@archatl.com** (i.e. JDoe@archatl.com)



Archdiocese of Atlanta



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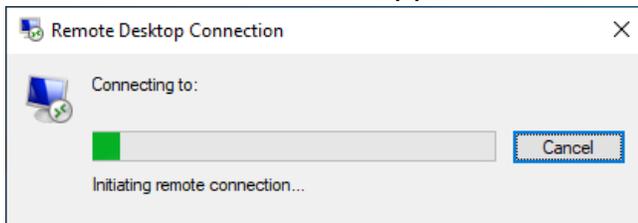
CHANCERY STAFF REMOTE ACCESS INSTRUCTIONS USING REMOTE DESKTOP

1. Find the pre-installed Remote Desktop icon on the device you will be using to remotely connect into your office system. The icon will be similar to that shown below ...



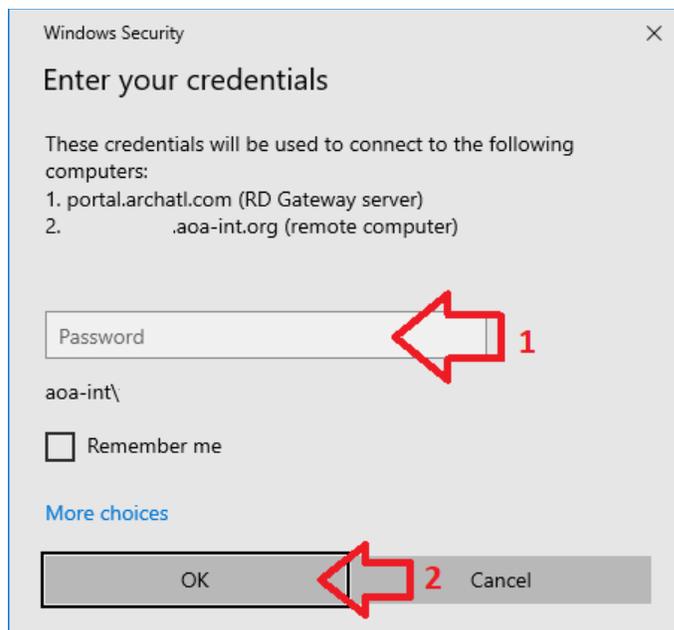
NOTE: If you have not yet had assistance with having the “rdp” app installed on your home system, laptop, etc. then please request to have this accomplished. This can be done by submitting a ticket on the IT Help Desk’s site at: <https://support.archatl.com/>

2. Double-click on the RDP app’s icon – a window similar to the one below should appear ...



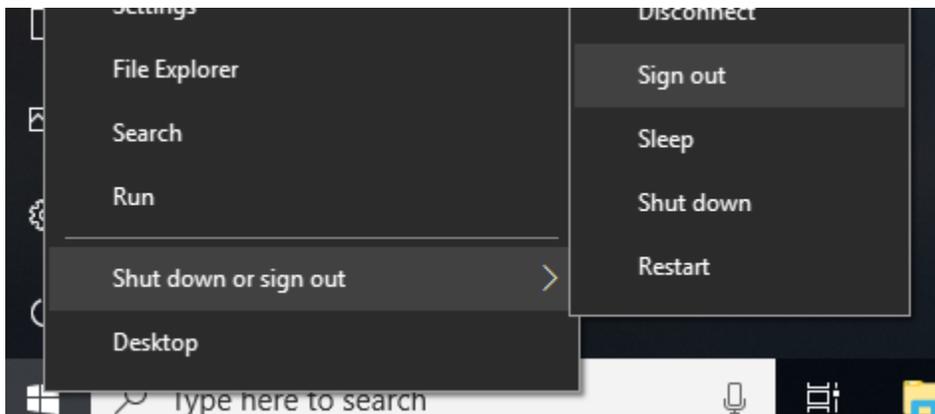
3. Next you will be prompted to enter your credentials ...

- (1) Enter your account’s logon password
- (2) Click on the OK button



CHANCERY STAFF REMOTE ACCESS INSTRUCTIONS USING REMOTE DESKTOP

4. Once you've completed your remote session, be sure to close down the connection by right clicking on the Windows start button (bottom left corner) and choosing "Shut down or sign out" and "Sign out" as shown below ...



NOTE: Be sure you are performing these steps on your remote desktop session (i.e. your Chancery PC) - not on your local system!