New Hire Technical Information

Welcome to The Archdiocese of Atlanta! The information provided here by the Office of Information Technology is to assist you in your first few days (and beyond) regarding any technical questions or issues you may have.

AoA's Computer Systems, Internet Usage and Security Policy

First and foremost, you will notice when you first turn on your PC that you will be met with a Computer/Internet Usage Policy Agreement. Everyone must acknowledge this agreement before being able to login to an Archdiocese of Atlanta PC. Please check our Knowledge Base for more information regarding the Computer Systems, Internet Usage, and Security Policy.

Setting up Duo by Cisco (Multifactor Authentication)

On your first day, we will send you two texts regarding setting up Duo. The first will be a link to install the application from your phone makers respective App/Play Store. The second will be a link to activate your Archdiocese of Atlanta account within Duo. Upon clicking the second link and following the prompts, your Duo multifactor authentication will be successfully setup and will be required to authenticate anytime you login to the AoA domain. Please check our Knowledge Base for more information regarding Duo (MFA).

Signing into OneDrive

To sign into OneDrive, right on the up arrow in the bottom right-hand corner of the screen near the clock, there you will see an icon of a cloud that is currently grey in color. Click on the cloud icon and then on the button that says, 'Sign In'. Enter your Archdiocese of Atlanta email address which will then sign you into OneDrive, ensure that all options are selected for backup and select 'Backup Now'. Now all your files stored under Documents, Pictures, and Desktop will be backed up to the cloud. Please check our Knowledge Base for more information regarding OneDrive.

Signing into RingCentral

Upon opening the RingCentral app for the first time, you will be prompted to Sign In. You will need to click the option 'Single Sign-On', then once prompted, enter your Archdiocese of Atlanta email address. After submitting your email address, a web browser will open and ask for permission to open an external app (RingCentral). Click 'Allow' and RingCentral will open back to the foreground, and you will be signed into RingCentral. Please check our Knowledge Base for more information regarding RingCentral.

Accessing Email

You can access your email either by opening the Outlook app found on the taskbar, or by opening a web browser and navigating to https://www.outlook.office.com/. When accessing email via your mobile phone, we only recommend and support using the official Microsoft Outlook app, not the native Mail/Email app provided by your phone manufacturer. Please check our Knowledge Base for more information regarding email/Outlook.

Signing into Adobe Acrobat/Creative Cloud
After opening Adobe Creative Cloud, you will be prompted to enter your email address, afterwards clicking Continue. You may be asked to authenticate your account by entering the six-digit verification code that will be sent to your email. After entering the verification code, you will be asked to create a password. Once your password has been created, you will be signed into Adobe Creative Cloud. Please check our Knowledge Base for more information regarding Adobe Acrobat/Creative Cloud.

Resetting Your Password
To reset the password of your Archdiocese of Atlanta email address/login from your office PC, press CTRL + ALT + DEL and select the option that says 'Change Password'.

To reset your password online, navigate to https://www.outlook.office.com/, enter your Archdiocese of Atlanta email address and click Next, then under the password blank click 'Forgot My Password'.

Meetings with Microsoft Teams
At the Archdiocese of Atlanta, Microsoft Teams is our official meetings software. You will be automatically logged into Teams upon logging into the computer with your credentials. Please check our Knowledge Base for more information regarding Microsoft Teams.

Accessing the U:\ Drive
The U:\ drive is a personal file storage drive that is hosted by a server by the Archdiocese of Atlanta. You can store files here safely knowing that it is not stored on your local hard drive in case of a hardware failure. To access it, simply open File Explorer, click the collapse/expand arrow beside 'This PC', and there you should see a U:\ drive that is named the same as your username. You should also see any other shared drives that you are connected to according to your role/department.

Archdiocese of Atlanta Intranet
You can access the AoA Intranet and find resources such as submitting an IT ticket, submitting a work order for Facilities, and requesting business cards. Our intranet can be found at https://intranet.archatl.com .

Accessing FMX
FMX is a cloud calendar program that is used by the Archdiocese of Atlanta to coordinate bookings of the Grand Halls at the Chancery. To access FMX, open a web browser and navigate to https://www.archatl.gofmx.com/. Upon arriving at the website, click the 'Chancery Employee' option and use your Microsoft (AoA) account to utilize Single-Sign On.

Printing to Follow Me Printer Using Access Card
The very first time that you use the Follow Me driver for printing, you will need to place your access card on the square designated on the printer and then login using your AoA credentials (username and password). Please check our Knowledge Base articles for more information on how to register and use the Follow Me printing option.

Submitting an IT Support Ticket via Zendesk
If you come across an IT issue, you can submit a ticket by opening a web browser and navigating to https://help.archatl.com/. Once arriving at the page, in the center you will see a red banner if there are any widespread issues that we are aware of as well as a search bar where you can search our Knowledge Base for articles that may assist you with your issue. If you cannot find a resolution within our Knowledge Base, you can submit a ticket at the top of the page that reads 'Submit a Ticket'. Also, please ensure that you are properly signed in before submitting a ticket to the support team. For more information on how to use the IT helpdesk, click here.

Requesting Remote Assistance
If you have submitted an IT Support Ticket via Zendesk, you may be asked to request remote assistance from the technician. To accomplish this, open a web browser and navigate to https://www.assist.archatl.com/ and click on the name of the technician that is assisting you. Once clicked, a file will be downloaded to your Downloads folder on your PC. Opening this file will create a connection with the technician allowing them to remotely assist you. You can also accomplish this by navigating to https://www.intranet.archatl.com/ and clicking on the button labeled 'IT Remote Assistance'.

Folding Machine Instructions (2nd Floor Mailroom)
The folding machine can be found in the 2nd floor mailroom and you can find the manual as well as instructions and tips and tricks within our Knowledge Base labeled Folding Machine Instructions.

Security Awareness Training
Now that you are an employee at the Archdiocese of Atlanta, you are automatically enrolled into our security awareness training provided by KnowBe4. Your first required training will be named 'New Hire Security Training'. Once this is completed, you will begin receiving phishing email tests monthly and be enrolled into 'The Inside Man' training series.

Reporting Suspicious Emails
If you receive an email that appears suspicious and would like to report it to the IT Team, in the far-right corner of the email there will be a button that will show an envelope with a letter as well as an orange fishing hook. Simply click on this icon and it will ask if you are wanting to submit this email as a phishing email. Click the button on the bottom that says, 'Phish Alert' and the email will be submitted to the IT Team. Please check our Knowledge Base for more information regarding suspicious/phishing emails.

Automatic Email Signatures
Having a standard email signature is a policy of the Office of Communications. By doing so, it reinforces the archdiocesan brand and helps promote our website. It also helps to distinguish official communication. Users are not permitted to use Outlook stationery or change the standard background or text colors. For more information on this policy (contained in the official "Brand Standards Guide"), please click here.

Rebooting PC Each Night
Every employee of the Archdiocese of Atlanta is required to restart their PC at the end of the workday to ensure that updates can be downloaded and installed. To do this, right click on the Windows button on your taskbar, hover over 'Shutdown and sign out' and select the 'Restart' option. For more information on why this is important, click here.

Scanning a File with CrowdStrike
If you would like to ensure that a file is safe, you can have CrowdStrike Falcon run a malware scan by selecting/highlighting the file, right clicking, then selecting 'CrowdStrike Falcon malware scan'. Please check out our Knowledge Base for more information regarding CrowdStrike.

Remote Access Guidelines
You can find the Archdiocese of Atlanta Remote Access Guidelines here.

Remote Access Policy
You can find the Archdiocese of Atlanta Remote Access Policy here.

Personal VPNs
For security reasons, if you are traveling abroad and are going to what could be considered a possible 'threat country', you will need to obtain a personal VPN if you are wanting to conduct any Archdiocese of Atlanta work (email, remote connection, etc.). Please check out our Knowledge Base for more information regarding Personal VPNs.

IT Tips & Tricks
We also have a plethora of tips & tricks covering topics such as security, mobile telephony, and more! You can find more within our Knowledge Base here.