Punta Gorda
Florida's Harborside Hometown

INFORMATION SHARING REPORT
April 26, 2021

WELCOME:
The City of Punta Gorda welcomes Heather Shaughnessy as a Public Safety Dispatcher.

IT TIDBITS:

City Smart Phone Users – AirWatch Enrollment Scheduling
The initiative to enroll all City-owned smartphones will start on April 29. Users whose devices are not enrolled should expect to receive a calendar invite from IT this week to schedule their enrollment with the software. The invite will be received from Jesse Howell – IT/Computer Support Specialist. You will receive a link within the email to schedule your designated time slot. Follow the invite process accordingly.

Wireless Keyboard / Mouse not working
Common failures of wireless Keyboards and Mice
- Is there power? Make sure the batteries are not worn and are properly installed
- Replace batteries
- Check your surface type; placed on a smooth surface is ideal. A shiny or reflective surface can cause functionality issues
- Resync your devices with the USB receiver. If your device has a connect button on the USB receiver press the connect button or remove the USB and place in another available port on the computer
- Test on another computer

Still not working. Contact IT for a replacement wired device.

IT Interesting fact – Your Mouse
The first computer mouse was not made from plastic.
Back in 1962, Doug Engelbart invented the first-ever computer mouse! Back then, it was made from wood. It was rectangular and featured a little button on the top right. He called it a mouse because the cord coming out of the back reminded him of the tiny rodents.

PASSWORDS – One Identity

Reminder – Make Your Password Long and Strong!

Password Tips –

- Long passwords are good; long passwords that include random words and phrases are even better
- Include Numbers, symbols, upper and lowercase letters; Randomly mix up of symbols with letters
- Avoid using personal information; personal information is easily discoverable-such as birthdays, addresses
- DO NOT REUSE PASSWORDS; often compromised email address and passwords are leaked
- Keep your password under wraps. Do not share your password with anyone. Do not have in plain sight written down.

Examples of STRONG Passwords

Weak Passwords	Strong Passwords
Password	\ne2o.P1/
12345678	&k1cO_282.lim)
JimBob	(Tr35uR3_hun2er/)
joedoe120171	

Password resets are required to be changed every 90 days.

If you have not registered for **One Identity Password Manager** follow this link using your current login password – Password Manager

Once you have registered your account, you will be able to use this software to:

- Receive an email notification before your password is set to expire
  - You will receive a reminder 12 days prior to your password expiring
    1. Open the Self-Service site home page
    2. Enter your network username (not email address)
    3. Select the Manage My Passwords task
    4. Follow the instructions in the wizard
- Update your network password
- Reset forgotten password when away from the office an extended absence
- Unlock your locked out account
- Your AS400 (Naviline) and network passwords should sync when changed
- If you have a City-provided Smart Phone, you are required to change your password at the same time.

Only register City-issued mobile devices – Personal wireless devices should not be registered.

If you are experiencing difficulties registering for the first time, please contact the Information Technology Help Desk at ext.3333