Network User Information and Policies

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IT & FWeb Emergency Hotline

To respond more quickly and efficiently to immediate priority incidents, we created an Emergency Hotline for IT and FWeb support. Calls to this hotline during business hours will ring the Help Desk personnel who will assist immediately.

FOR EMERGENCIES ONLY Users are to call 281-307-1899. All non-emergencies should continue to email technicalsupport@ftlg.net

Emergencies are issues that stop work with no workaround or affect multiple users. If others can still perform the task, submit it through normal channels. System-wide problems impacting everyone should be escalated immediately through the Emergency Hotline.

HOTLINE HOURS Supported hours for the Emergency Hotline are 7am to 5pm CST, Monday-Friday.

Calls beyond those hours you will need to reach out to an immediate manager who will have a process for elevated calls

Emails to technicalsupport@ftlg.net received after hours will be addressed at the beginning of the next business day

IN CASE OF IT EMERGENCY CALL

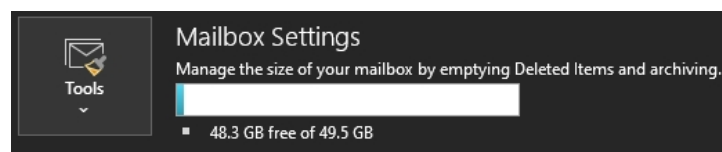281-307-1899

IT SUPPORT

Signature & Background Policy

A simple white background is the most professional and consistent look for composing new email messages.

Your signature should maintain the uniformity to that of the company, this is found on the SharePoint

Email Storage Limits

You are allowed a maximum of 50GB of emails in your mailbox before the email server starts prohibiting emails from being sent and received.

You can check the total size of your mailbox by clicking "File" in the upper left-hand corner of Outlook. The current size of your mailbox is under "Mailbox Cleanup".

Mailbox Settings
Manage the size of your mailbox by emptying Deleted Items and archiving.

■ 48.3 GB free of 49.5 GB

It is important you self-maintain your personal inbox to keep the app running efficiently

Mimecast

Every email that enters or leaves the email server is stored in Mimecast. It is impossible to delete email from Mimecast. Since we have this tool, it is not necessary to archive any email. Please delete old emails from your outlook to maintain a clean mailbox since they are all stored in Mimecast.

Data Storage

Every computer on this network will have a mapped storage drive as a public folder. Public folders are backed up by Frontier; please make use of these public folders for file storage.

The following folders on your computer (including all subfolders and files) will be backed up by Frontier:

- o Desktop
- o Documents
- o Favorites (Internet Explorer)

Employee Phone List

A contact list for employees with company phones can be found on the Frontier Portal

Printers & Copiers

All print devices (desktop printers, label printers and copiers) are supported by BSI. Each printer has a BSI sticker with contact information and a unique equipment ID (see below example).

Consumables will be automatically ordered as they run low. The shipping label or packing slip will contain the site and equipment ID for which printer needs a replacement consumable.

Contact BSI directly for hardware and/or consumable issues.

For all other inquiries, contact technicalsupport@ftlg.net.

THROW USED TONER AND DRUMS AWAY! WE DO NOT RECYCLE USED CONSUMABLES