# Jacksonville City Council 2019 Orientation

# INFORMATION SYSTEMS ADMINISTRATION

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#### OFFICE OF THE JACKSONVILE CITY COUNCIL

#### **SECTION 1. CITY COUNCIL and COUNCIL MEMBER WEB PAGES**

The City of Jacksonville maintains a website at <a href="www.coj.net">www.coj.net</a> administered by the Information Technologies Department and the Office of Public Information. The City Council Information Services Administrator maintains and updates the City Council and Council Member web pages on the City's site. These pages adhere to the general standards and style guidelines of the City of Jacksonville and may not contain political content.

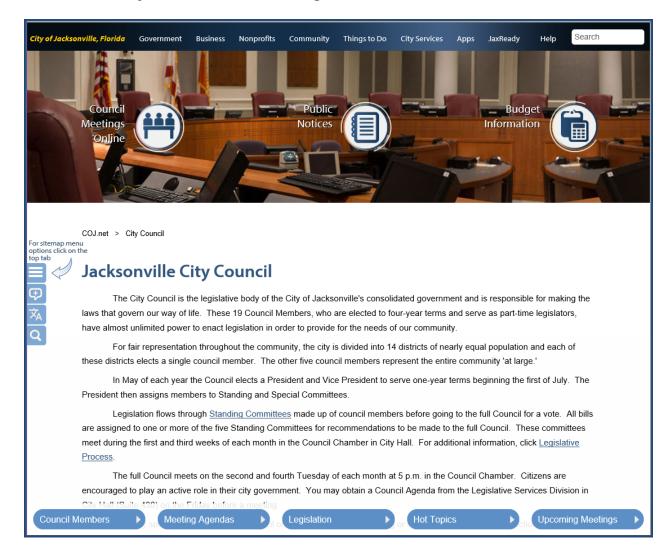
The City Council main page at <a href="http://www.coj.net/city-council.aspx">http://www.coj.net/city-council.aspx</a> (Exhibit 1) contains general information and links to pages with more specific information including:

- Council Member Roster
- Headlines (Press Releases)
- Public Notices
- Council Meeting Video
- District Maps
- Council and Committee Agendas
- Legislation
- Committees, Boards and Commissions
- Events (Meeting Calendar)
- Yearly Schedule
- Staff Information
- Council Auditor's Office
- Reports and Studies
- Rules of the Council
- Ordinance Code
- City Council Appointments
- Frequently Asked Questions
- Current Issues
- Sunshine Compliance
- Lobbyist Information

Each Council Member has a main web page link on the City Council page (Exhibit 3). This page contains a photo of the Council Member, biographical information and links to standardized sub-pages for contact information, assignments and district maps. In addition, Council Members may wish to provide content for other sub-pages such as links of interest, community or town meetings, newsletters, press releases (Exhibit 6), a photo gallery (Exhibit 5), etc. Again, these sub-pages must adhere to City of Jacksonville general standards and style guidelines and may not contain any political content.

Paula Shoup, Information Systems Administrator, is the staff member responsible for maintenance of the City Council and Council Member web pages. She may be contacted at (904) 630-7234 or <a href="maintenance">pshoup@coj.net</a>.

### **EXHIBIT 1. City Council Main Web Page**



# **EXHIBIT 2.** Council Member Roster Web Page

#### **Council Members**

Click on the links below to navigate to individual Council Member pages. To determine who your Council Member is, please go to the "Council District Search" application or to the My Neighborhood application on the JaxGIS maps site for additional neighborhood details. You may also contact the City Council office at (904) 630-1377. Click Precinct Finder to search for your precinct on the Supervisor of Elections website.

Under Florida law, email addresses are public records. If you do not want your email address published, do not send electronic mail to City Council Members or staff. Instead, contact the City Council by phone or in writing.

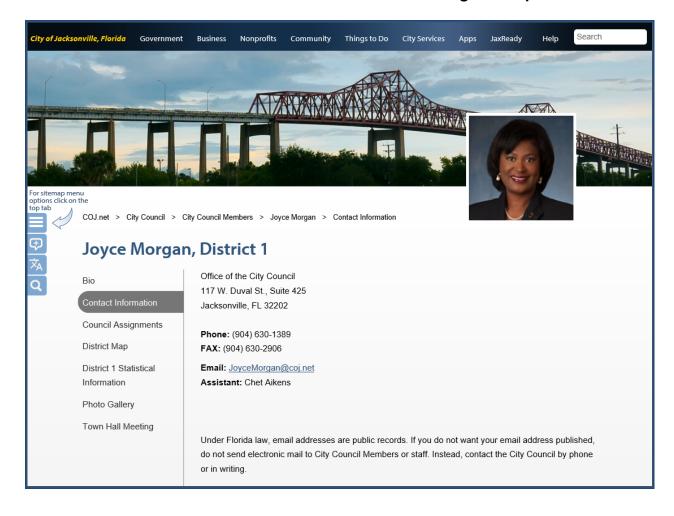
Council Member Roster.pdf (120k) - Revised 9/5/2018

District Council Members							
District 1: <u>Joyce Morgan</u>	Phone: (904) 630-1389 Email: JoyceMorgan@coj.net Assistant: Chet Aikens						
District 2: <u>Al Ferraro</u>	Phone: (904) 630-1392 Email: Ferraro@coj.net Assistant: Connie Holt						
District 3: <u>Aaron L. Bowman</u>	Phone: (904) 630-1386 Email: ABowman@coj.net Assistant: Carol Brock						
District 4: Scott Wilson	Phone: (904) 630-1394 Email: <u>SWilson@coj.net</u> Assistant: Jackie Lee						

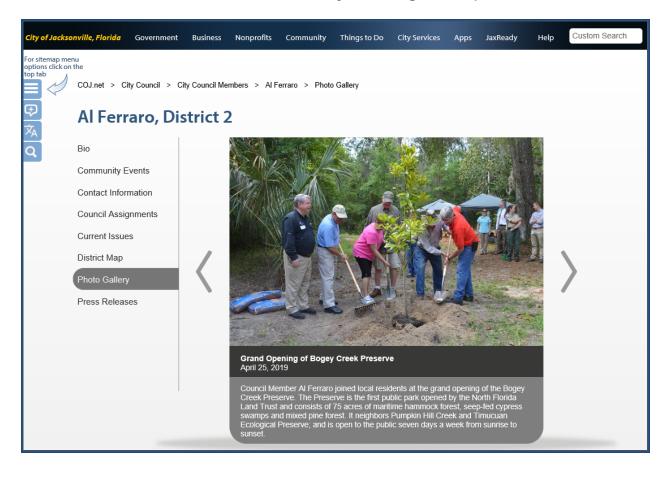
# **EXHIBIT 3. Council Member Web Page Example**



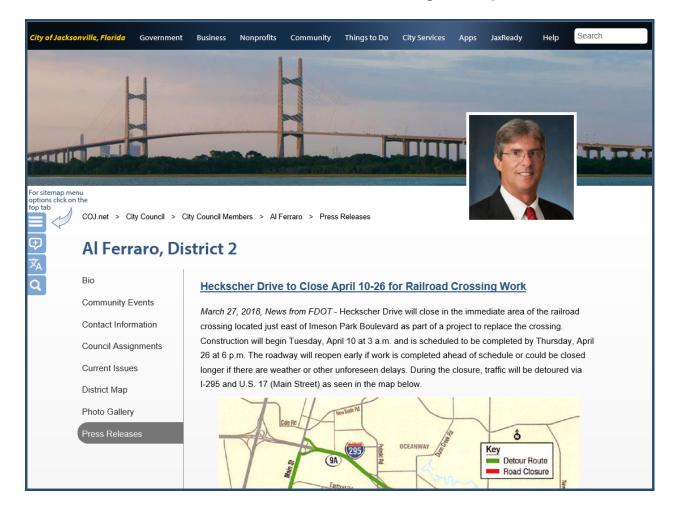
# **EXHIBIT 4. Council Member Contact Information Web Page Example**



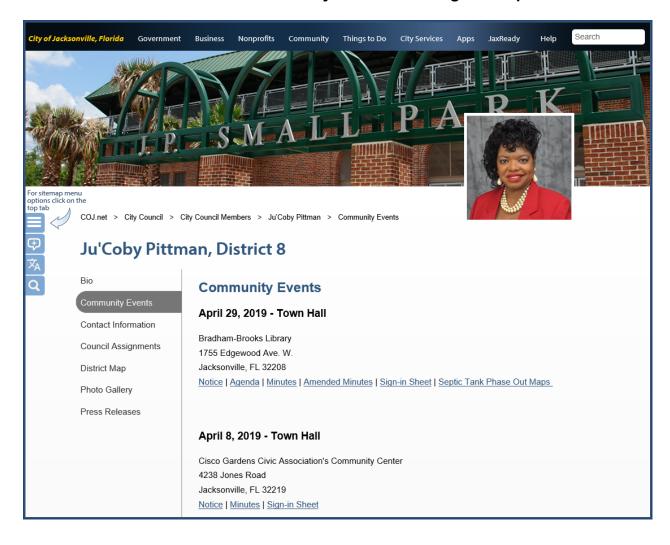
# **EXHIBIT 5. Council Member Photo Gallery Web Page Example**



**EXHIBIT 6. Council Member Press Releases Web Page Example** 



**EXHIBIT 7. Council Member Community Events Web Page Example** 



#### **SECTION 2. COMPUTER EQUIPMENT**

#### **Dell XPS 13" Laptop**

The laptop Council Members are issued is the ultraportable Dell XPS 13" laptop with the Intel 5 processor with carry case and wireless mouse. Along with your laptop you will have available an external monitor, speakers, keyboard, and mouse as well as a port replicator designed to make it much easier to connect/disconnect your laptop for portable use. Each office also has a Lenovo M920 or Dell Optiplex3020 desktop computer as well as a color all in one printer/scanner/copier available.

Even though the laptop has Outlook installed locally, your City email cannot be accessed using this local application unless you are physically plugged into the City's internal network. It is recommended you access your email via Internet Explorer using either **remote.coj.net** or **outlook.office365.com**. The former will also give you access to your files saved to your network drives.

It is strongly recommended that you save your critical files to network drive (F) since on the network drives are backed up each evening.

In addition to your laptop, there is also support for <u>most</u> smart phones which you may utilize to retrieve and manage your Outlook Email, Calendar, Tasks and Contacts should you elect to do so. These phones are capable of synchronizing your Outlook, meaning any changes you make to Outlook will be reflected on your device and vice versa.

#### **Printer Maintenance**

Replacement cartridges for desktop printers can be found in the City Council mailroom. Staff can help identify which cartridge is required for your printer and aide with replacement if necessary. Always contact Information Systems Staff to replace cartridges for the industrial printers found in the Supply Room and in the Research Division. For all maintenance issues, please notify staff and do not attempt to troubleshoot any desktop or industrial printer.

#### **Computer Problems**

Steve Cassada, Information Systems Administrator & Senior AV Manager, and Louie Marino, Information Systems Administrator & AV Manager, are the initial points of contact for all computer problems. Notify these individuals in the event of an outage, issue, malfunction of any electronic equipment, computers, or devices. It is imperative that these individuals are made aware of any and all problems prior to contacting outside sources. They will evaluate the problem and coordinate the appropriate repair. Mr. Cassada may be contacted at (904) 630-4482 or <a href="mailto:scassada@coj.net">scassada@coj.net</a> and Mr. Marino may be contacted at (904) 630-1400 or <a href="mailto:long">lmarino@coj.net</a>.

**EXHIBIT 1. Phone Layout & Commonly Used Features** (Page 1 of 2)



# **EXHIBIT 1. Phone Layout & Commonly Used Features**

(Page 2 of 2)

# Cisco Phone | Commonly Used Feature Information

"Ca	Il 255-1818 for issues"	"All"				"Revert"	"Set Up"
Call H calls/N Prefer Ringto Bright  Contacts Corpo Dial by  Message	et Information: istory: All dissed calls ences: one, Wallpaper, ness :: rate Directory: y name  Key: mail access	Step 1: Press the Forward All softkey  Step 2: Enter a phone number, or select an entry from the Call History list or you may press the Messages button to forward all calls to voicemail. Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded  Step 3: Verify that your calls are forwarded, look for:  See a Forward all icon in the line label  See the forwarding information on the phone header	Step 1: Press the Redial softkey  Step 2: To place the call on a specific phone line, select a dial tone on that line  Step 3: Pres the redial softkey	Step 1: Start with an active call (not on hold)  Step 2: Press the Transfer button and do one of the following to enter the transfer recipient's phone number:  • Enter the transfer recipient's phone number.  • Press the Active Calls softkey and select a held call. (The transfer completes immediately.)  • Press the pulsing green button of a held call (right side).  • Scroll to a Call History record and press the Call softkey  Step 3: Press the Transfer button or the Transfer softkey. (You do not have to wait for the recipient to answer to complete the transfer.) The transfer is complete  Note: To swap between	Step 1: Start with a connected call that is not on hold  Step 2: Press the Conference button and do one of the following:  • Enter the phone number for the party you want to add and press the Call softkey  • Press the Active Calls softkey and select a call  • Select a call from the Call History  Step 3: Wait for the party to answer (or skip to step 4 while the call is ringing)  Step 4: Press the Conference softkey. The conference softkey. The conference begins. Repeat these steps to add more parties, if desired	Step 1: To put a call on hold, press the Hold softkey. The Hold icon displays and the line button pulses green  Step 2: To resume the highlighted call, do one of the following:  • Press the pulsing green button  • Press the Resume softkey  • Press the Resume softkey  • Press the Select button in the Navigation pad  Also, use the Session buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the "Session "button for the held call resumes that call and places the other call on hold automatically  Revert  Step 1: Press the flashing amber line button or the Answer softkey to resume the call from hold	Step 1: Press the message button  Step 2: Enter the temporary passcode (135797) given to you by ITD  Step 3: The system w prompt you to:  Record your name Record a greeting Set a new password (a minimum of 4-digits  Step 4: Once you hav completed all the prompts your voicema box is ready to receive messages
	Speakerphone			Calls before Completing a Transfer. After you connect to the transfer recipient -but before you transfer a call to			mu
7	Mute			this party—you can press the Swap softkey to toggle		41 119	
4	Wester			between the two calls. This			
_	Headset		10	allows you to consult		1	