

Whitesburg Baptist Church New Technology Training

PRESENTED BY: BRIAN TISSUE & MATTHEW MCCONKEY

ELITE TECHNOLOGY SOLUTIONS



TOPICS TO BE COVERED

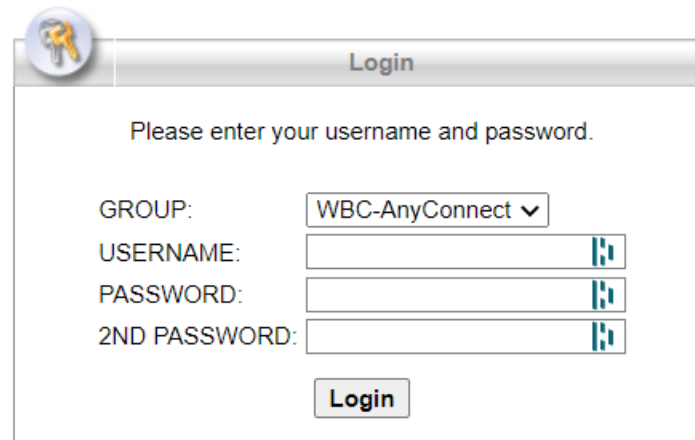
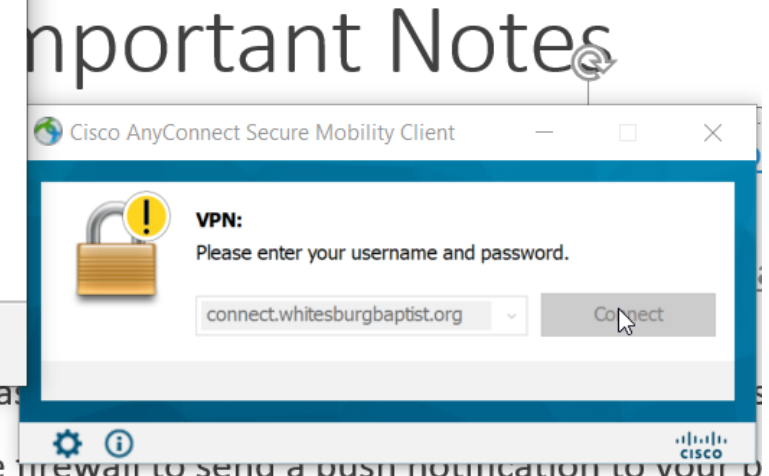
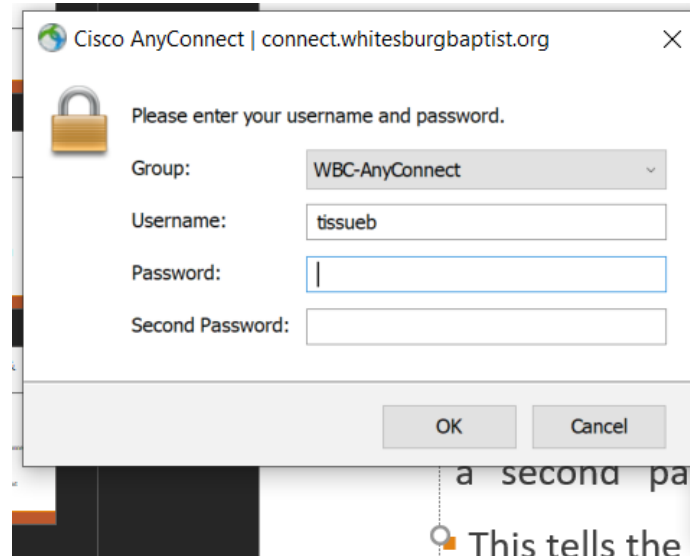
- VPN access and DUO 2FA Authentication procedure
- Microsoft OneDrive
- Microsoft Teams
- Microsoft Excel/PowerPoint/Word
- Helpdesk Support Contact Information
- ESET Familiarization
- Outlook/OneDrive/Teams/Excel/Word etc. Apps on cell phone

DUO TWO FACTOR AUTHENTICATION & VPN ACCESS

- Remote access to resources at WBC can be accessed by utilizing Cisco VPN access called AnyConnect. It allows a user to work remotely if need be.
- These resources can be such things as P:\ drive access, printers, and other resources.
- Remote access needs to be very secure, and ETS utilizes a service called DUO two-factor authentication to verify user access beyond just a username/password.
- Duo is installed on your smart phone, and you'll get a push notification when you try to connect to the VPN.
- If you are a user that needs remote access, please send an email to techsupport@elitetechus.com with your desired username and cell phone number.
- Install the Duo application on your iPhone or Android before you receive your welcome text.

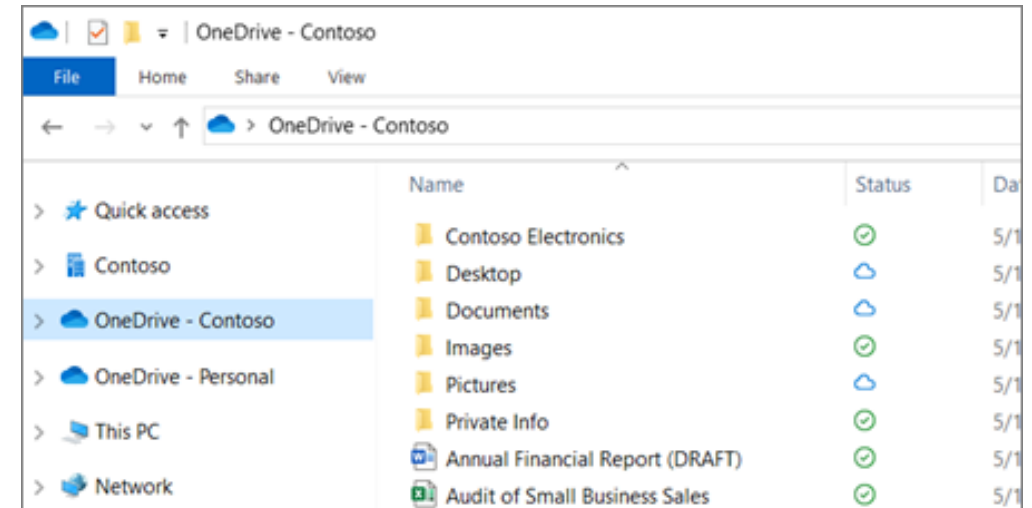
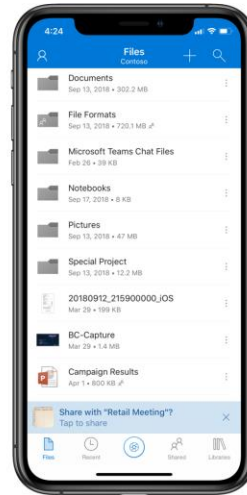
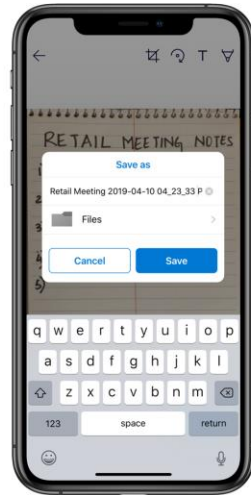
VPN Important Notes

- Duo can be installed from the app store here: <https://apps.apple.com/us/app/duo-mobile/id422663827>
- WBC Main VPN connection: <https://connect.whitesburgbaptist.org/>
- When connecting, you'll have a username and password, and the VPN client will prompt you for a "second" password. That second password is always: push
- This tells the firewall to send a push notification to your phone number, and verifies it is indeed you.



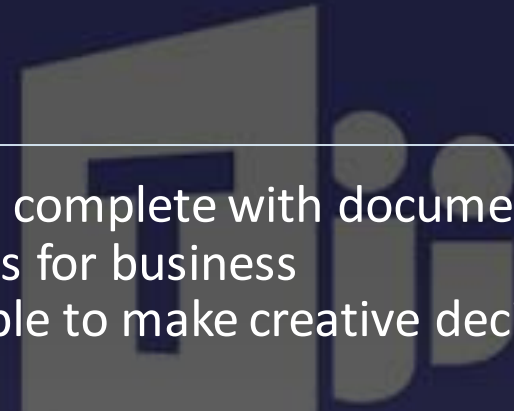
Office365 OneDrive

- OneDrive for work and school accounts is online storage space in the cloud that's provided for individual licensed users in an organization. Use it to help protect work files and access them across multiple devices. OneDrive lets you share files and collaborate on documents, and sync files to your computer.
- Each WBC User gets 1TB of cloud storage
- OneDrive can be installed on your mobile device
- OneDrive on your laptop/desktop can be accessed either via the web or using the application.
- Access your files anywhere, without a VPN.



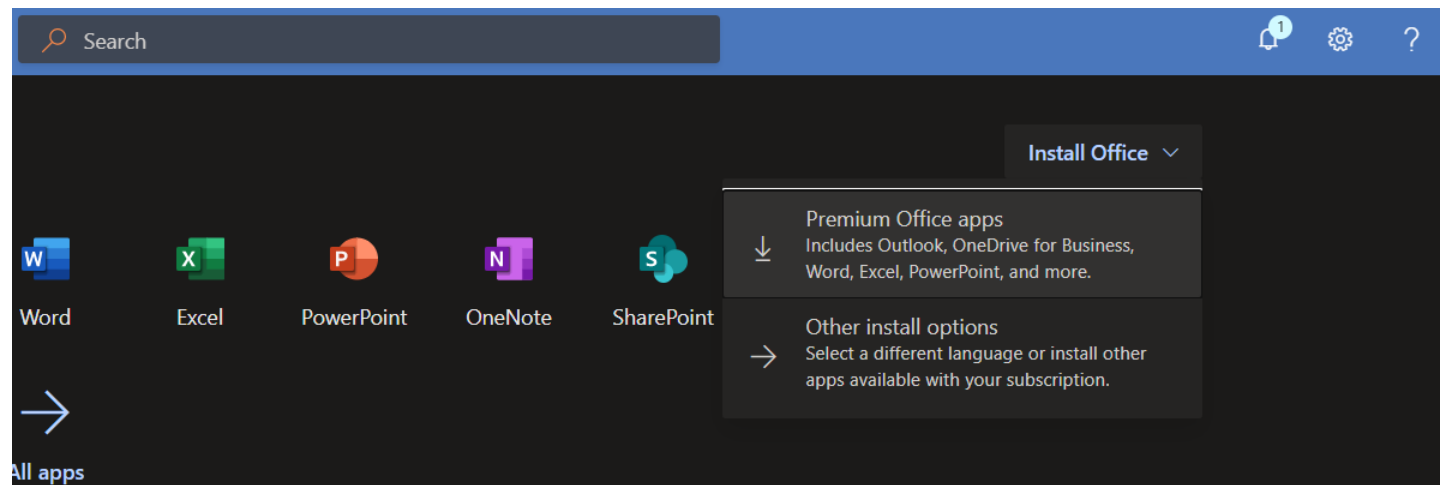
Microsoft Teams

- Microsoft Teams is a persistent chat-based collaboration platform complete with document sharing, online meetings, and many more extremely useful features for business communications. Having an excellent team space is key to being able to make creative decisions and communicate with one another.
- Many organizations using Teams for remote working, and collaboration including video chat.
- Teams can be installed on your mobile devices.
- Very similar chat functionality like Google Chat
- Highly secure communication platform



Excel/PowerPoint/Word

- Office365 comes with all the applications you need with your subscription including Excel/PowerPoint/Word/Outlook for Windows and MacOS
- All these apps can be installed on your mobile devices, and ETS quite strongly urges you to do so. It helps you view documents easily and keeps formatting more consistent between devices.
- Each user with a WBC email address is allowed 5 separate device installations of the Microsoft Office Suite.
- All of these applications can be used as local installation or on the web.



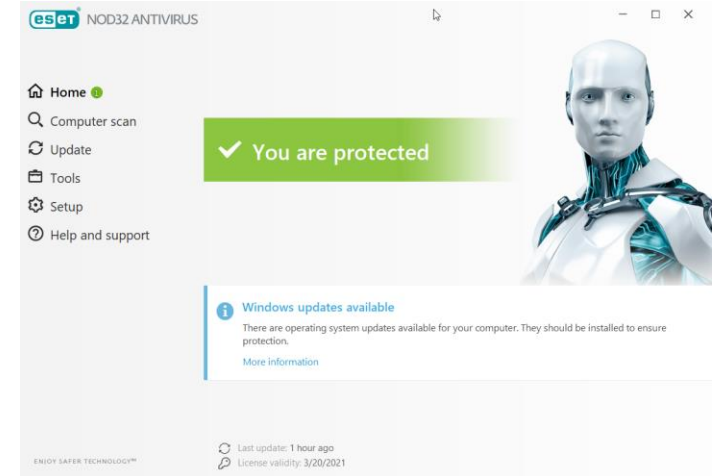
Outlook/OneDrive/Teams/Excel/Word for Mobile Devices

- WBC can fully utilize O365 on mobile devices as well.
- Email can be sync'd to your mobile device by either using the default mail client or the Outlook application.
- ETS will be providing the links to install these applications on your iPhone or Android device.
- All you need to do is log into the applications on your phone with your WBC email account and password to utilize these applications.

Application	iPhone	Android
Microsoft Word	https://apps.apple.com/us/app/microsoft-word/id586447913	https://play.google.com/store/apps/details?id=com.microsoft.office.word&hl=en_US
Microsoft OneDrive	https://apps.apple.com/us/app/microsoft-onedrive/id477537958	https://play.google.com/store/apps/details?id=com.microsoft.skydrive&hl=en_US
Microsoft PowerPoint	https://apps.apple.com/us/app/microsoft-powerpoint/id586449534	https://play.google.com/store/apps/details?id=com.microsoft.office.powerpoint&hl=en_US
Microsoft Excel	https://apps.apple.com/us/app/microsoft-excel/id586683407	https://play.google.com/store/apps/details?id=com.microsoft.office.excel&hl=en_US
Microsoft Teams	https://apps.apple.com/us/app/microsoft-teams/id1113153706	https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_US
Microsoft Outlook	https://apps.apple.com/us/app/microsoft-outlook/id951937596	https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en_US

ESET Familiarization

- ESET is the new Anti-Virus (A/V) software we have begun rolling out to WBC and we wanted you to see what it looks like, so you have an understanding of what it is, and what it will do.
- ESET is a very robust A/V that helps protect you on the web, and scans your computer daily. This application will be installed on both MacOS and Windows machines.
- The ESET deployment will be automated for WBC Windows computers, but will have to be manually installed on MacOS.
- ESET allows ETS to centralize alerts and notifications for quick remediation of virus threats.



Helpdesk Support Contact Information

- ETS wants to make getting help as easy as possible.
- Email can be sent to:
techsupport@elitetechus.com
- 256-306-3361 option 5
- Remote Interactive HelpDesk Support:
<https://remotesupport.elitetechus.com/>
and select a logged in technician to begin chatting. This is a new support method that ETS has invested into in the last couple of weeks. Better support for our customers, especially MacOS customers. We're pretty excited!

