

PLUMAS COUNTY TECH TIPS

WHAT YOU NEED TO KNOW ABOUT TECHNOLOGY TODAY



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Friendly Reminder - Please Use FreshService for IT Support/Needs

Please remember to use FreshService to submit a ticket to IT. Everyone should have a red dot icon on their desktop labeled "IT Helpdesk". (see image) You can also bookmark plumascountyca.freshservice.com.



IT Helpdesk -
Ticketing S...

If you can't remember your password, please use the "forgot password" link on the sign in page. If you don't have an account, please reach out to Melodie at melodiesylvia@countyofplumas.com.

Using the ticketing system assures that your issue doesn't get forgotten and helps us track time spent helping each department.

Acceptable Use Policy

During the December 6th, 2022 Board of Supervisors meeting, the Plumas County Acceptable Use Policy was adopted. The purpose of this policy is to describe the acceptable use of Plumas County's technology assets (e.g. hardware, software, data, and authentication information) by County employees, and occasionally others such as a contractor and volunteers. Acceptable use of technology assets is essential to ensure Plumas County meets its regulatory requirements and maintains the confidentiality, integrity, and availability of technology assets used to provide public services.

This policy applies to all employees, contractors, consultants, temporaries, and other workers at Plumas County and to all equipment owned or leased by Plumas County.

While IT desires to provide a reasonable level of freedom and privacy, users should be aware that all Plumas County-owned equipment, network infrastructure, and software applications are the property of Plumas County and therefore are to be used for official use only. Also, all data residing on Plumas County-owned equipment is the property of Plumas County and therefore, should be treated as such, and protected from unauthorized access.

The following activities provide a general roadmap to using Plumas County's technology resources acceptably:

- All passwords used to access Plumas County systems must be kept secure and protected from unauthorized use.
- No user account can be shared between individuals. Authorized users are responsible for the security of their passwords and accounts.
- Do not transfer personally identifiable information on portable equipment and storage devices.
- Do not keep personal data on your county devices (computer, laptop, etc.).
- All computers residing on the internal Plumas County network, whether owned by the employee or Plumas County, shall be continually executing approved virus-scanning software with a current, up-to-date virus database.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders.
- Personally identifiable information (PII) cannot be sent via electronic means unless through an encrypted email. PII should be transferred within the internal network, via an encrypted email, or through secure Virtual Private Network (VPN) connections.
- Off-campus work should be completed via a secure VPN connection so that no data is transferred off-network.
- All workstations should be kept secure. Users should lock the workstation when not attended to protect unauthorized users from accessing secure files.
- Under no circumstances is an employee of Plumas County authorized to engage in any activity that is illegal under local, state, federal, or international law while utilizing Plumas County-owned resources.

This policy encompasses Acceptable Use Behavior, Acceptable Use of the Internet/Intranet, Access to Usage Records, Acceptable Use of Electronic Messages (email), Acceptable Use of Voice Communications Systems (phone), Acceptable Use of Wireless Networks, Acceptable Use While Utilizing Remote Access Technology, Acceptable Use of Social Media, Electronic Signature Use, and Multi-Factor Authentication.

The policy also goes over consequences for noncompliance of the policy. Please read and familiarize yourself with the full policy. This month's KnowBe4 training is a 5-minute video that goes over the basics of the Acceptable Use Policy.

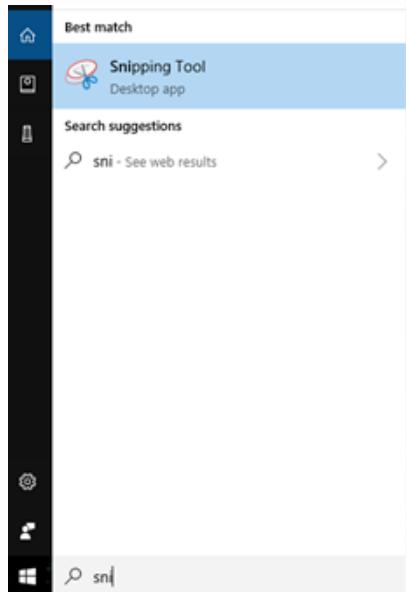
How to Use the Windows Snipping Tool

Ever wonder how to take a screenshot? The snipping tool is a powerful feature of most Windows computers and can be used to create images of the device's screen.

Using the snipping tool is very straightforward.

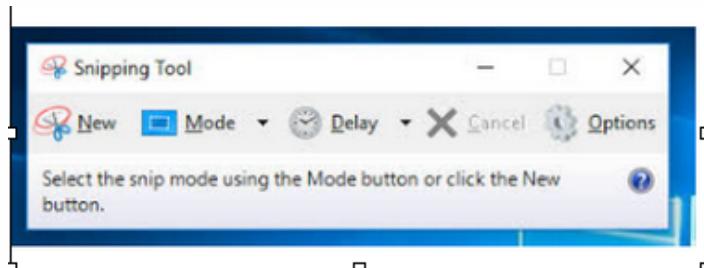
To access it, simply search "snipping tool" in the windows search bar.

Then, click on the scissors and paper icon which shows up in the results.

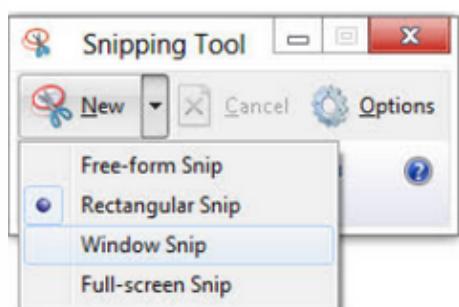


This tool has a very basic interface. A snip is an image of part of the screen.

Users have the option to take snips as well as to adjust basic settings.



By default, this box is in the shape of a rectangle. To change, click mode and select your preference.



When you are ready to take a screenshot, simply release your mouse or touchpad. A new interface will appear with your image and a set of additional options. For instance, you may click the mail icon to email your screenshot, or you can save your image.