Information Technology

Welcome to PATH IT

PATH

Welcome to PATH!

We're excited to have you join and look forward to providing support along the way. Please review the following pages as this is a helpful guide to getting started here at PATH.

IT Helpdesk

If you have any IT-related questions or issues, please submit a support request (preferred), or if you have connection issues you can alternatively send an email to help@path.org.

Wireless

PATH Secure Wi-Fi is reserved for PATH laptops and will connect automatically.
You may connect your personal devices to the internet using the PATH Guest Wi-Fi.

Microsoft Office

As a PATH employee, you are entitled to download a full version of Microsoft Office Professional on up to 5 devices. Installation instructions are located here: How to install Microsoft Office from Office365

Please see the subsequent pages for additional information about available software, access and the PATH ecosystem.

We look forward to working with you to make sure your IT onboarding is efficient and educational!

Thank you,

Helpdesk Support

Logging in to your laptop and the PATH online environment

Whether you've been given a PATH laptop or are using your own device, there are two login requirements to access our environment – a password and multi-factor authentication (MFA). Once your MFA method is configured, your PATH laptop will connect to PATH automatically.

1. Log into your PATH laptop (with the temporary password provided on your first day) or login to your personal device.

2. Go to your browser and enter http://work.path.org to access our Single Sign-On (OKTA) page. You will be prompted to enter the current password.

3. Once you enter the password, you will be prompted to setup your Multi-factor Authentication (MFA) method. You will see a list with 2 options to choose from.

    a. Click to choose an MFA method and follow the prompts. **OKTA Verify** is the most secure method and is recommended by PATH Information Technology.
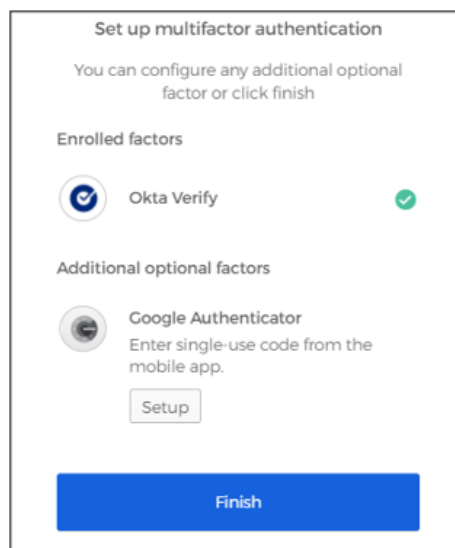
    b. When finished, scroll down to click Finish.

You will be *prompted* with your chosen MFA method whenever you log in to Microsoft365, Box, or OKTA.
*Prompted every 45 days inside PATH facility and every 14 days while remote
If you forget your credentials, please submit an IT Help Desk Support Request (or via email: help@path.org) and they will reset them for you.

Changing your password

On your first day of work, you are given a temporary network password for laptop logon and online resource access. We encourage all new staff to change the temporary password on their first day. Passwords should be at least 12 characters long and contain a mix of upper/lower case letters, symbols, and numerals. Your password expires every 6 months.

To change your password:

Go to your OKTA page (http://work.path.org) and log in with the last working password (even if it expired). From the top toolbar, click on your Name > Settings > Edit Profile. You'll be prompted to change your windows password. Click OK to close the screens.

> **Note**: Do not use CTRL+ALT+DEL to change your password. This method works best if you're in a PATH office. Doing this outside of a PATH office will sometimes cause you to be "out of sync" with your login methods: your laptop will use the new password, while your online resources will require the old.

Our online resource platforms

Most of our resources are cloud-based and can be found on our two main online hubs OKTA and PATH Central.

OKTA / Single Sign-On

OKTA http://work.path.org is a secure Single Sign-On application portal for staff to access PATH work-related, web-based applications. Please log-in and browse the applications that are published there for you.

IT Knowledge Base

Our PATH IT Knowledge Base is where you will find FAQs for new hires as well as IT How-To's on a variety of topics, including How to get IT help and using the desktop phones. This resource is in transition to the new IT Knowledge Base (see IT SharePoint Site, below).

PATH Central
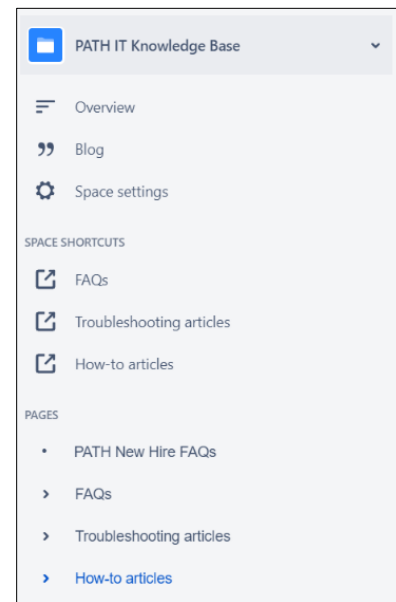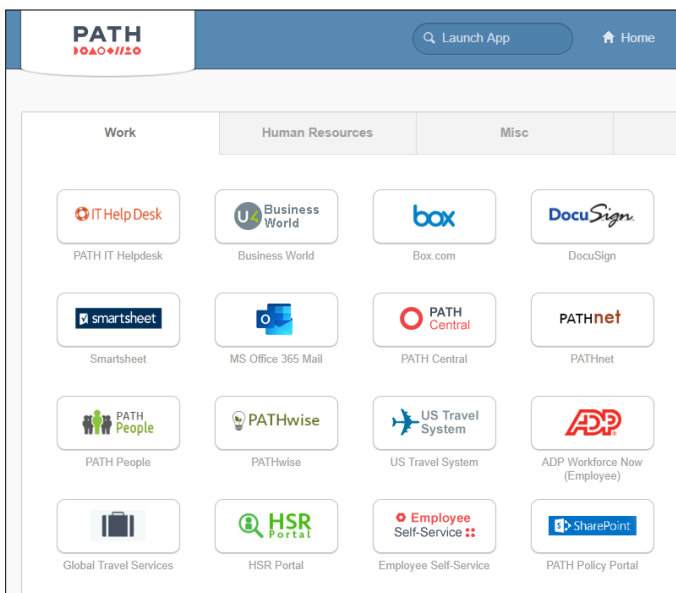
http://pathcentral.path.org – is our intranet site and is accessible to all PATH staff. It contains PATH announcements and information about internal policies, PATH branding and travel resources, as well as links to other online resources, i.e. IT Helpdesk, Human Resources manual, PATHwise training portal, etc. We encourage you to become familiar with this site.

IT SharePoint Site

The IT Topics & Tips *SharePoint Site* offers quick links to get help, training resources, the Software Procurement Policy (requiring all PATH staff to obtain approval for any new software or software development), the Software Inventory (listing pre-approved software and forbidden software), the new IT Knowledge Base, and many other helpful resources.

Microsoft Teams

Microsoft Teams is PATH's unified communications and collaboration platform. Please see the next page for a quick start guide to using Teams.

The All PATH Staff team is a place where you can find topics (channels) ranging from PATH official staff announcements to organizational discussions, from opportunities for sharing PATH news via social media, to learning opportunities. For key announcements, be sure to have notifications turned on for the General and Announcements channels. Come join the conversation!

The IT Topics and Tips *Team* provides critical information about PATH systems health and outages, as well as tips for using PATH's official platforms like Microsoft Teams, Microsoft 365, and Salesforce. For key announcements, be sure to have notifications turned on for the General, Announcements, and System Notifications channels. Stop by and browse the articles, you just might learn something new!

Have a question? Ask PATHbot! PATHbot is a chatbot (not a human) that has been primed with answers to most frequently asked questions from PATH staff. Simply send a chat message to PATHbot in Microsoft Teams and if the content has been loaded, a message with the answer will be chatted back to you. PATHbot doesn't know everything, but we continue to add content so PATHbot is continually learning. If PATHbot knows, it is your fastest route to a quick answer. PATHbot even knows acronyms! Give it a try.

Communication + Collaboration

PATH uses Microsoft Teams as our unified communications and collaboration platform. We encourage you to use MS Teams over email whenever possible for everyday communications, for collaboration on documents and files, and to consolidate communications into an accessible shared channel with related subject matter.

Getting Started Guide for Microsoft Teams.
Use this guide to quickly learn the basics.

Using Chat: Chat enables you to quickly connect with colleagues in one-to-one private chat or small group chats for instant collaboration.

Task: Chat a Colleague - Click the New chat icon at the top of MS Teams and start typing a colleague name. Select them from the list and type a message. Notice their presence icon for available, busy, or offline. If not online, the message is there when they next use MS Teams.

Using Teams and Channels: This feature allows you to collaborate in groups using Chat, Files and Apps at the division, department, or project level.

Task 1: Explore a Team - Click the Teams icon in the app rail on the left side of Teams. Notice you are already a member of some teams, including the Companywide All PATH staff team. This Team is for internal messages and content from the Executive Team and Global Communications.

Task 2: Check out channel tabs
A. Locate and read the Wiki tab at the top of the Microsoft 365 channel on IT Topics and Tips. Wikis provide additional information about the activities related to channels.
B. Locate and review the PATH Values tab on the All PATH Staff team.
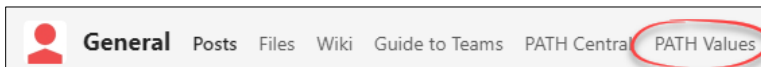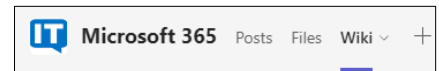
Using Meetings: Meetings in MS Teams support voice, video, screen sharing, breakout rooms, power point presentation modes and more!

Start slow and practice meetings in 1:1 and small groups to learn how they work in Teams.

Outlook: Look for the New Teams Meeting icon at the top of Outlook calendar. Click and schedule your Teams meeting or initiate a meeting from within Teams.
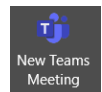
*PATH does not currently have Enterprise Voice external "Calls" feature enabled in Teams as some standard Microsoft trainings might indicate.

Additional Help: Additional Help for MS Teams can be found by clicking Help on the app rail in the bottom left corner of the Teams application window.