

City of Gainesville

Two Factor Authentication, VPN, Office.com and Microsoft Teams

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Note: The services offered for remote connectivity rely upon you having Two Factor Authentication active on your account. See the instructions below on how to activate Two Factor Authentication. These actions cannot be done remotely. Do this TODAY!

1. TWO FACTOR AUTHENTICATION

Two Factor Authentication (2FA) is a security method of confirming a user's claimed identities by using a combination of two different factors:

- Something they know (password, code)
- Something they have (device, txt msg, email)

2FA is used to ensure you are claiming your account on your device.

1.1. SETTING UP TWO-FACTOR AUTHENTICATION

1. Download Google Authenticator App from your app store and install on your device.
 - View [Google Authenticator](#) on ClipTraining to skip the steps below and learn how to set up this tool.
2. Go to [Wisdom \(http://wisdom/default.aspx\)](http://wisdom/default.aspx) from your work computer browser and click 2-Factor Authentication tab.
3. Click the 2-Factor Authentication Tab



The screenshot shows a web browser window with the title "User Information". The navigation menu includes "View", "Edit", "HR View", "Preferences", and "2-Factor Authentication", with the last one highlighted. The main content area contains the following text and form elements:

You don't have any tokens yet. Follow the steps below to enroll with a new token.

Step 1. Install Google Authenticator on your smartphone.

Step 2. Choose a PIN (must be at least 6 letters and/or numbers).

New PIN

Repeat New PIN

Step 3. Click this button to generate a QR code to scan with your smartphone, using Google Authenticator app.

4. Enter a PIN, repeat the PIN and Click Enroll.
5. ON the next screen, you will see the screen below with a QR Code displayed.

User Information
[View](#) [Edit](#) [HR View](#) [Preferences](#) [2-Factor Authentication](#)

You don't have any tokens yet. Follow the steps below to enroll with a new token.


Step 1. Install Google Authenticator on your smartphone.

Step 2. Choose a PIN (must be at least 6 letters and/or numbers).

New PIN

Repeat New PIN

Step 3. Click this [Enroll](#) button to generate a QR code to scan with your smartphone, using Google Authenticator app.



If you cannot scan the QR code then you may enter it manually with account name "selphkt@gru2fa" and key "4HJ6ZGONG7WB2P2PCF2UAYNA2B4QGDEI".

When your token is on your device you may click that you are [Done](#).

6. Open the Google Authenticator app on your device.
 - a. First time opening Google Authenticator, follow setup steps to Scan Barcode
 - b. If Google Authenticator is already installed, Select the + (plus sign) to add an account.
7. Follow the instructions in app to scan the QR code with your devices camera.
8. Once scan is successful, you will see an entry for **LinOPT** in the Google Authenticator App.

This completes the setup and will give you the ability to create a “token” on your mobile device.

You will use this token, plus you’re PIN, to authenticate VPN or the Office.com website.

1.2. VALIDATE TOKEN SETUP

1. Once you have a token in Google Authenticator, return to [Wisdom \(http://wisdom/default.aspx\)](http://wisdom/default.aspx) and click **done**.
 - a. You should see the following Wisdom screen.
2. Enter the **PIN** you created in Section 1.1 (Step 4) along with the **Token** showing in Google Authenticator.

You should see a success message!

WISDOM

Welcome Kent Warman

User Information
[View](#) [Edit](#) [HR View](#) [Preferences](#) [2-Factor Authentication](#)

Test that it works

Enter your PIN+code here: [Test](#)

Success!

Reset PIN

PIN must be at least 6 letters/numbers.

New PIN

Repeat New PIN

[Reset PIN](#)

New smartphone or other device

If you have a new device then we'll need to delete your old token and create a new one.

[Delete and create a new token](#)

1.3. FAILED

If something is not quite right, you will see this:

The screenshot shows the WISDOM user interface. At the top, it says "WISDOM" and "Welcome Kent Warman". Below that is the "User Information" section with tabs for "View", "Edit", "HR View", "Preferences", and "2-Factor Authentication". The "2-Factor Authentication" tab is active. It contains three main sections:

- Test that it works:** A form with "Enter your PIN+code here:" and a "Test" button. A red error message below reads: "Failed: Wrong 6-digit code from authenticator app. (Chosen PIN was correct.)"
- Reset PIN:** A message "PIN must be at least 6 letters/numbers." followed by two input fields for "New PIN" and "Repeat New PIN", and a "Reset PIN" button.
- New smartphone or other device:** A message "If you have a new device then we'll need to delete your old token and create a new one." and a "Delete and create a new token" button.

If you receive an error, check that you have entered the correct PIN and Token. The Token is temporary and changes every 60 seconds (there is a countdown indicator next to the token in the app)

You can also try to **Delete and create new token** and then test again (See [Setting Up 2FA](#) section of this doc).

If this still does not work, please contact the Service Desk at x1111. Also, see the [ADDITIONAL TEAMS HELP AND LEARNING RESOURCES](#) section of this document.

2. MANAGING PIN & TOKEN

From [Wisdom \(http://wisdom/default.aspx\)](http://wisdom/default.aspx) 2-Factor Authentication tab in your work computer browser, you can:

- Reset your PIN
- Test your PIN & Token
- Delete and Create new tokens for new devices.

2.1. RESET PIN

To reset your PIN, fill out the Reset PIN fields and click Reset PIN.

The screenshot shows the 'User Information' page with the '2-Factor Authentication' tab selected. The 'Reset PIN' section is highlighted with a red box. It contains the following text and fields:

- Reset PIN
- PIN must be at least 6 letters/numbers.
- New PIN
- Repeat New PIN
- Reset PIN

Other sections visible include 'Test that it works' with an input field and 'Test' button, and 'New smartphone or other device' with a 'Delete and create a new token' button.

2.2. TEST PIN & TOKEN

To test your PIN and Token are setup correctly, you can use the Test option from the [Wisdom](http://wisdom/default.aspx) (<http://wisdom/default.aspx>) 2-Factor Authentication tab.

1. Enter your PIN with the Token showing in Google Authenticator.
 - a. Example 123456998877
2. Click Test

The screenshot shows the 'User Information' page with the '2-Factor Authentication' tab selected. The 'Test that it works' section is highlighted with a red box. It contains the following text and fields:

- Test that it works
- Enter your PIN+code here:
- Test
- Success!

A red arrow points to the 'Test' button.

If something is not quite right, you'll see this:

The screenshot shows the WISDOM user interface. At the top, it says "WISDOM" and "Welcome Kent Warman". Below this is a "User Information" section with tabs for "View", "Edit", "HR View", "Preferences", and "2-Factor Authentication". The "2-Factor Authentication" tab is active. There are three main sections: 1. "Test that it works" with a text input for "Enter your PIN+code here:" and a "Test" button. Below the input is a red error message: "Failed: Wrong 6-digit code from authenticator app. (Chosen PIN was correct.)". 2. "Reset PIN" with a note "PIN must be at least 6 letters/numbers.", two text inputs for "New PIN" and "Repeat New PIN", and a "Reset PIN" button. 3. "New smartphone or other device" with the text "If you have a new device then we'll need to delete your old token and create a new one." and a button labeled "Delete and create a new token".

If you receive an error, check that you have entered the correct PIN and Token. The Token is temporary and changes every 60 seconds (there is a countdown indicator next to the token in the app)

You can also try to **Delete and create new token** and then test again (See Setting Up 2FA section of this document).

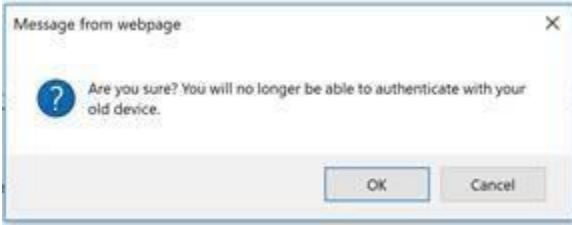
2.3. DELETE AND CREATE NEW TOKEN

If you are changing devices or would like to change your PIN, you can use the Delete and create new token option from the [Wisdom \(http://wisdom/default.aspx\)](http://wisdom/default.aspx) 2-Factor Authentication tab.

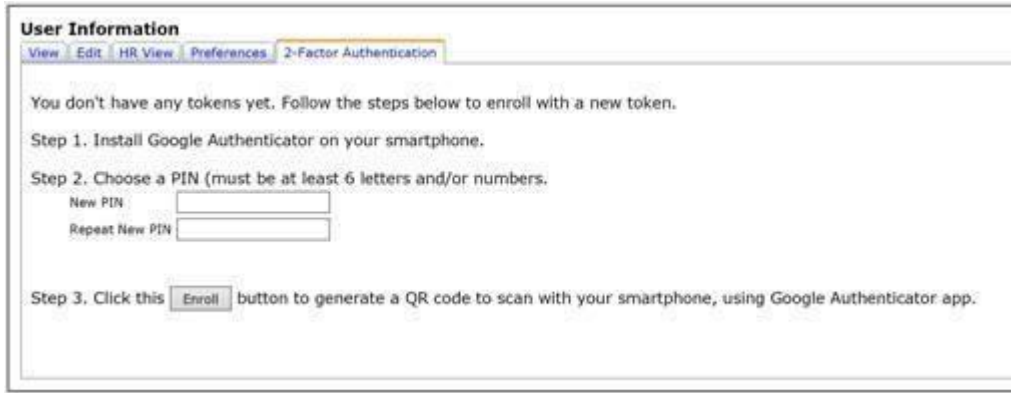
Click on **Delete and create new token** and then follow steps to

This screenshot is identical to the one above, showing the WISDOM user interface. The "Delete and create a new token" button in the "New smartphone or other device" section is highlighted with a red rectangular border.

You will receive a prompt to confirm:



Click OK and Wisdom page will update when delete complete.



Go to Setting Up 2FA section of this document to create new PIN and Token.

Access to certain applications (e.g. SAP) has to be done through the use of VPN. You would make this connection and then use Remote Desktop to access your Desktop at work. The desktop must be turned on and connected to the network. The directions for gaining access to VPN is found below.

3. VPN REMOTE ACCESS

A virtual private network (VPN) is a network that is constructed to connect remote users to a company's private, internal network.

3.1. HOW TO GET VPN ACCESS

Use the WISDOM [Account Setup Forms](#) to add or modify your VPN access. It can be found under **Remote Access > VPN**. It requires manager approval.

The **Cisco VPN Client** is the software installed on your computer. If you are new to VPN the IT Service Desk will contact you to schedule the required training.

3.2. VPN SOFTWARE AUTHENTICATION

To VPN you must Two Factor Authentication, see instructions at the beginning of this document

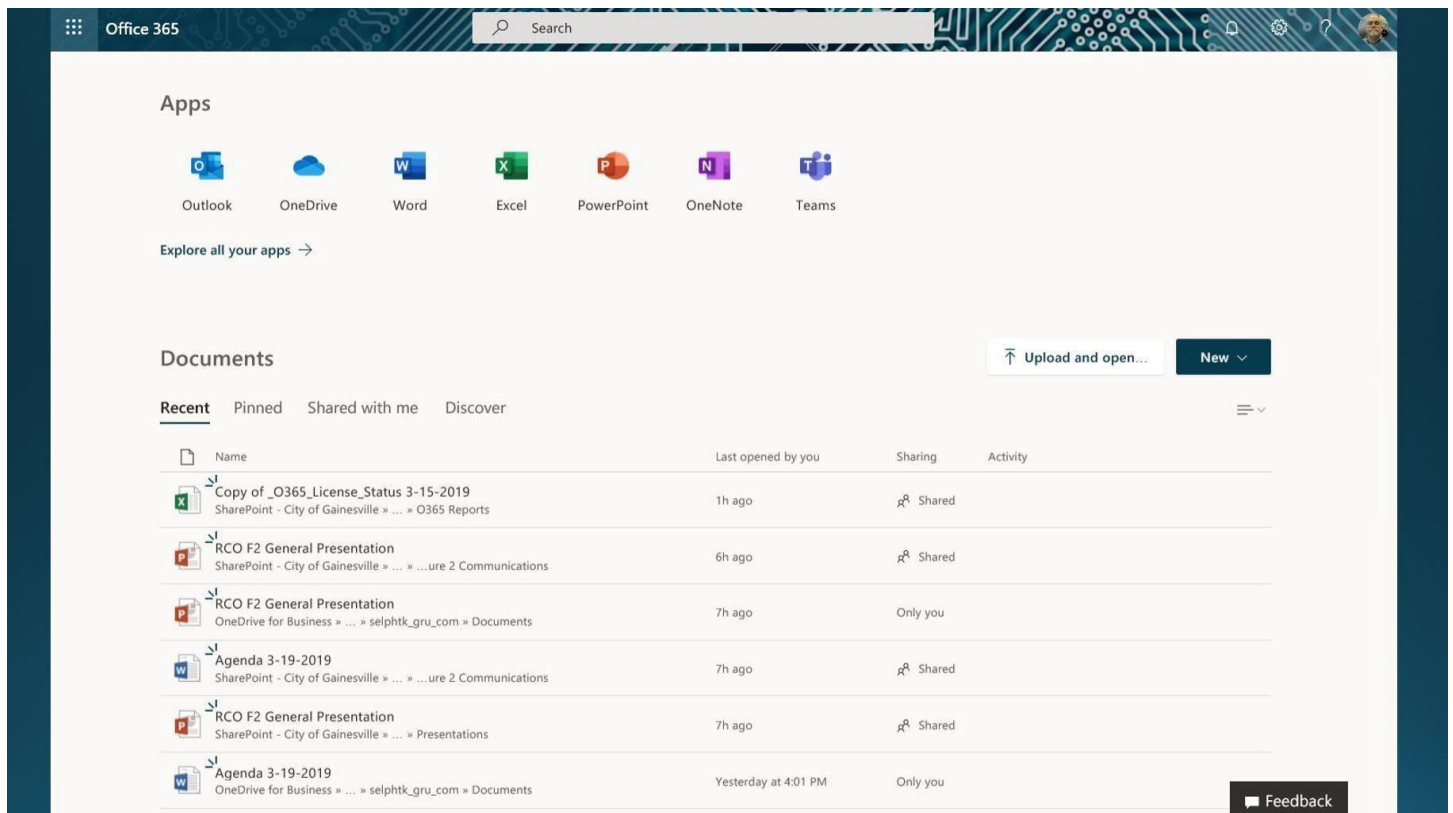
One of the best things about Office.com is the access to your files (if you have been saving them to OneDrive) and the access to the other Office 365 Apps like Word, Excel, PowerPoint and Teams.

4. OFFICE.COM

Office.com is the website that allows us to log into our Microsoft Account and use web versions of the Microsoft Office suite. You can create/edit Word, Excel, OneNote and PowerPoint documents. You can access Microsoft Teams. You can use the Outlook App to read and send email.

Go to Office.com and log in using your email address and password. The first time you access Office.com on a new device you will need to use your Two-factor authentication Pin and Passcode just like using VPN.

Once logged in the page will look similar to the picture below.



The most widely used collaboration tool is Microsoft Teams. Microsoft Teams will allow you to Text Chat, Voice Chat, Video Chat, Share your desktop, and send files back and forth. See the information below on how to maximize the use of Microsoft Teams.

Microsoft Teams



Click here when you are ready to create a new chat conversation with a person or group.

Moving Around Teams

The buttons on the navigation bar let you quickly switch between tasks for a team. This includes Activity Feed, Chat, your Teams, Calendar, Calls and Files.

Channels

Channels are the place where your team's information is found. Click one to see the files and chat conversations for that team. You can be a part of multiple teams.

Join or Create a Team

This is where you can locate the team you are looking for or make one of your own.

New Chat

Back and Forward Buttons

Select them to quickly jump between recent tasks in Teams.

Managing Your Team

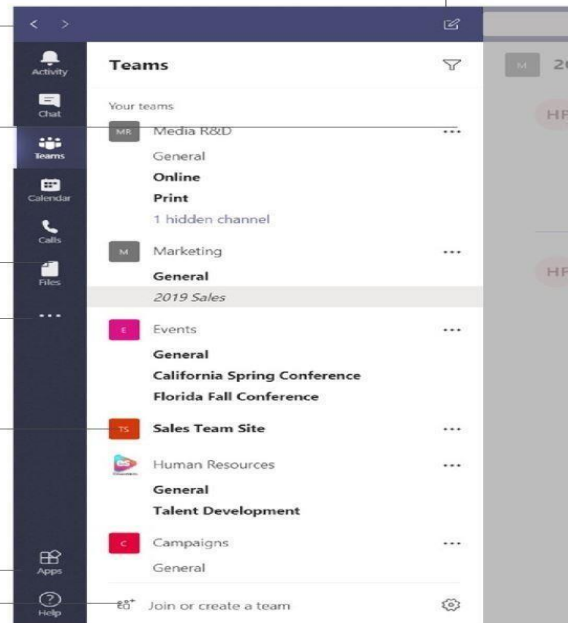
Clicking the three dots gives you more options for your team such as managing the team, adding a channel or getting a link to the Team.

Find Personal Apps

Click to locate apps you have added into Teams.

Apps

Click here to see the selection of apps and services you can add to Teams.



Below are more tips and tricks to help you master Microsoft Teams.



Tips and Tricks

1

Get Attention With @

To quickly message, go to the command bar and type @. Find who you are looking for and type your message and then send.

2

Stay Alert with Activity

On the left navigation bar, locate the Activity button. Click on this to see recent messages. Come back to this feed often to see what's happening in the channels you follow.

3

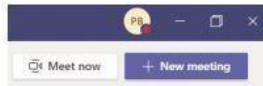
Recent Files Are Nearby

On the left navigation bar, locate the Files button. When you click this, you will be provided with a list of recently used files in Teams. Click the More button for file options.

Enhance Teams Meetings

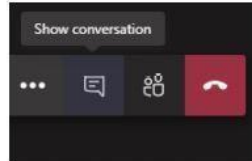
Schedule a Meeting

Click the Calendar button on the app bar to schedule a Teams meeting. Click on the **+ New Meeting** button. Add attendee, scheduling and other meeting information. When done, click **Schedule**.



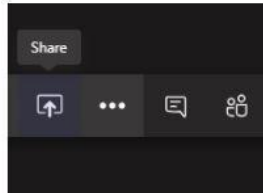
Chat in a Meeting

If you need to send a chat message to meeting participants during a meeting, click on the **Show Conversations** button. This will open the chat window on your right. Messages will be sent to all participants in the meeting.



Share Your Screen

A fantastic way to collaborate with others during meetings is to share your screen as you present information or demonstrate a task. Do this by pressing the **Share** button during a meeting. When done, click on the **Stop Presenting** button on top.



Record a Meeting

With a meeting underway, click the ... button on the controls toolbar and select **Start Recording**. Select ... again at the end of the meeting and choose **Stop Recording** to turn it off.

Become a Teams Power User

Exploring Files in Teams

When you click on the **Files** button on the left navigation, important files will be displayed. These are sorted into the following: **Recent** will display every Office 365 file you have edited or looked at recently. **Microsoft Teams** view displays documents recently edited or created within your channels. **Downloads** shows what you have downloaded to Teams.

Share Files

Lots of ways to do this:

- Send it in chat: one on one or group.
- To share a file with your team in a channel, select **Choose file** beneath the compose box or go to the **Files** tab and select **Upload**.
- If the file you want to share is already in Teams, share a link to it instead. Go to the file and click **More Options** next to the file name and select **Get a link**. Now share that link with your Team member.
- To share files with someone in your organization but not on Teams, you will need to know if they use Teams or not. If they do, you can send it to them in chat. If they do not use Teams or are outside your organization, open the file in Office Online or an Office app and share it from there.

Recover Deleted Files

Whenever you need to recover an accidentally deleted file, go to the left navigation bar and click the **Teams** button. Locate the Team and the Channel where the file was located previously. Once there, click on the **Files** tab and choose the **Open in SharePoint** button. Once that opens, click the Recycle Bin from the left bar where you can locate and restore your file

5. USING MICROSOFT TEAMS WHEN WORKING OFF-SITE

This document brings together Microsoft support and organizational documentation to get you started using Microsoft Teams. The focus is to get you chatting, sharing your desktops, and using voice or video calling. It covers how to use your Microsoft Teams on your desktop computer and mobile devices.

It doesn't cover how to install applications on your mobile phone, how to install hardware or go into detail about how to authenticate.

5.1. ABOUT MICROSOFT TEAMS IN OUR ORGANIZATION

Microsoft Teams is accessible on the Web at <https://www.office.com>. Microsoft encourages the use of the Teams desktop application.

All employees who have moved to the cloud have the Microsoft Teams application installed on their work computer. It allows you to chat, like Spark, from your desktop computer as well as share your desktop, and make voice or video calls.

Other employees opted to take training to have a full Microsoft Teams instance provisioned. A fully provisioned Microsoft Team will have more and different features and options enabled in the application.

If you plan to use voice or video to make a call, you must have a microphone and/or webcam installed on your computer. Some devices have these already built-in like a laptop or mobile phone.

5.2. SUPPORTED DESKTOP WEBCAM & MICROPHONES FOR TEAMS

Webcam:	Microphones:
Logitech® HD Webcam C525	Logitech® H540 USB Headset
	Logitech® H340 USB Headset

See the manufactures recommendations for installation and use.

5.3. USING TEAMS ON YOUR COMPUTER OR MOBILE DEVICE

5.3.1. NECESSARY PREREUISITE: ESTABLISH 2-FACTOR AUTHENTICATION

Information Technology implemented **2-Factor Authentication (2FA)** to ensure safe computing with personal computers and on mobile devices.

You must establish 2FA using WISDOM before accessing Microsoft Teams on your computer or mobile device. 2FA requires you to have a mobile device (phone or tablet) with and the ability to download the Google Authenticator mobile application. Find more information on [2-Factor Authentication](#) with this link.

If you use VPN (Virtual Private Network) for working remotely from your personal computer, then you have everything you need to access Microsoft Teams on a personal computer or mobile application.

5.3.2. ACCESSING TEAMS FROM YOUR COMPUTER

You can access Office 365 (<https://www.office.com>) from any computer with a web browser. The Web version of Microsoft Teams encourages you to [download the Teams application for desktop](#). Downloading the Teams application to your personal computer is optional but recommended.

5.3.3. ACCESSING TEAMS FROM YOUR MOBILE DEVICE

Mobile devices require you to download specific Microsoft product applications, like Microsoft Teams. To get the Teams application, go to your mobile device app store to search for and download the app.

You can try these Microsoft links to locate apps for your mobile device.



[Android](#)



[iOS](#)



[Windows](#)

You can download the Teams application for your computer and all your mobile devices with this link: <https://teams.microsoft.com/downloads>. See **More options** for **Desktop** and **Mobile** apps.

5.3.4. FIRST LOGIN FROM YOUR COMPUTER OR MOBILE DEVICE

Logging in for the **first time** from your home desktop computer or mobile device requires you to authenticate using your:

1. Domain Username
2. Domain Password
3. PIN (Personal Identification Number) created in WISDOM for 2FA
4. Google Authenticator on a mobile device

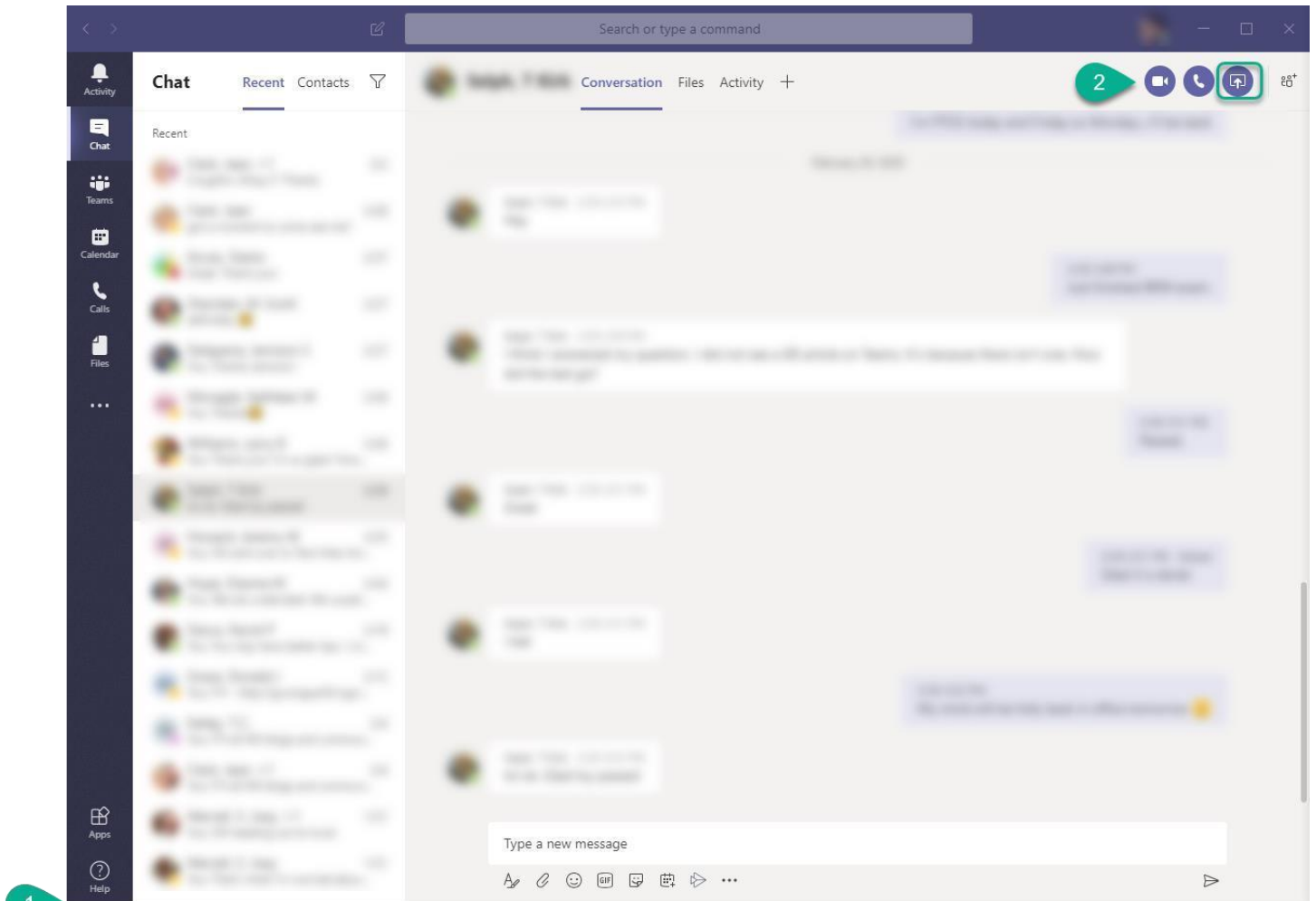
You enter your organization's login information (1&2) and then enter your PIN and 6-digit code generated by your Google Authenticator application (3&4).

6. CHAT IN MICROSOFT TEAMS DESKTOP APPLICATION AND ONLINE

Using chat with the Teams desktop application is very similar to the Team online. There are a couple of minor differences.

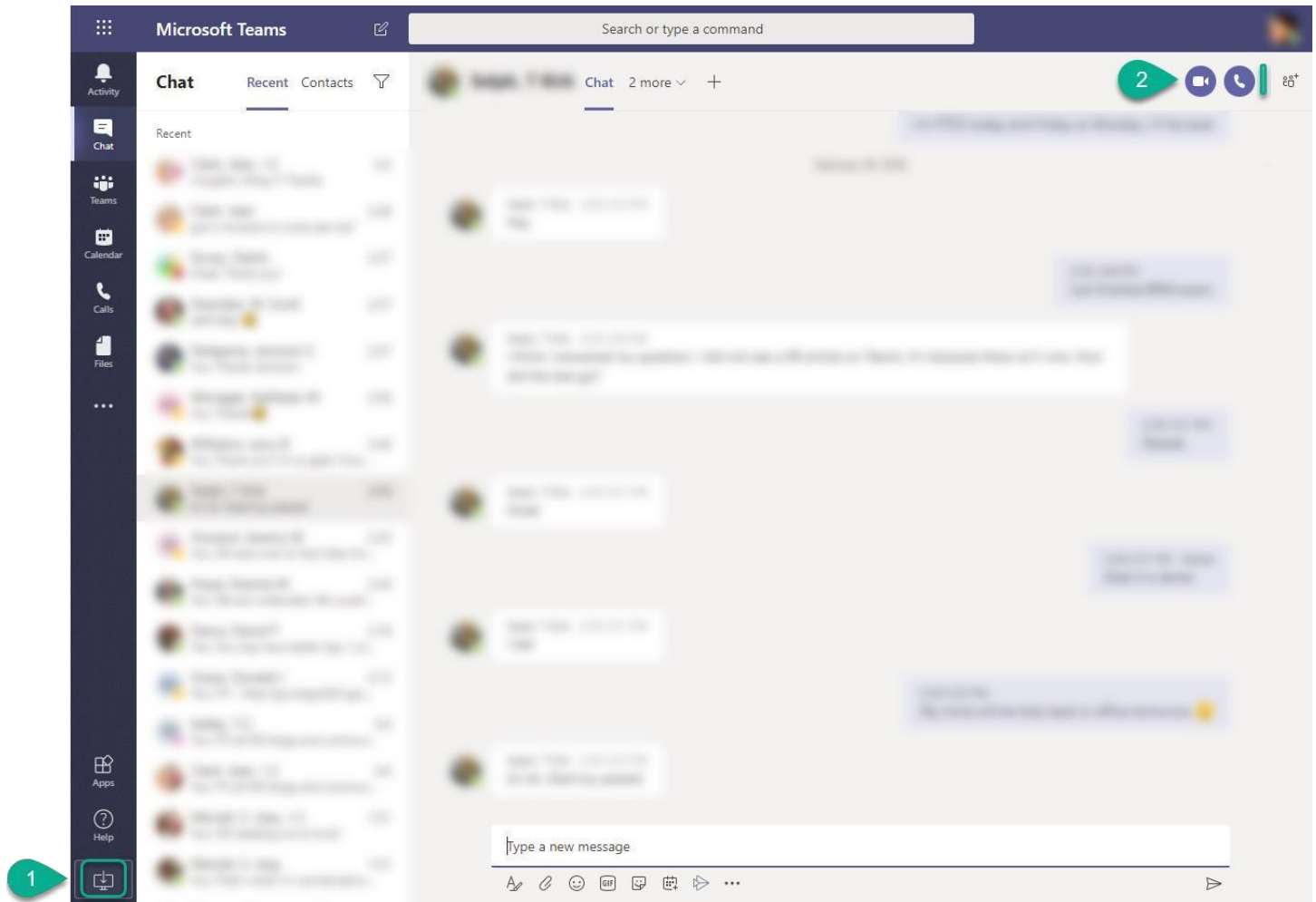
Note: Some options are not available to everyone. If you are not a member of a fully provisioned Microsoft Team instance you will not see all the icons present like the **Teams** icon but everyone will have **Chat**.

6.1. CHAT INTERFACE: DESKTOP APPLICATION




1. There is **no download button** like the online application
2. There is a **screen sharing button** on the desktop application.

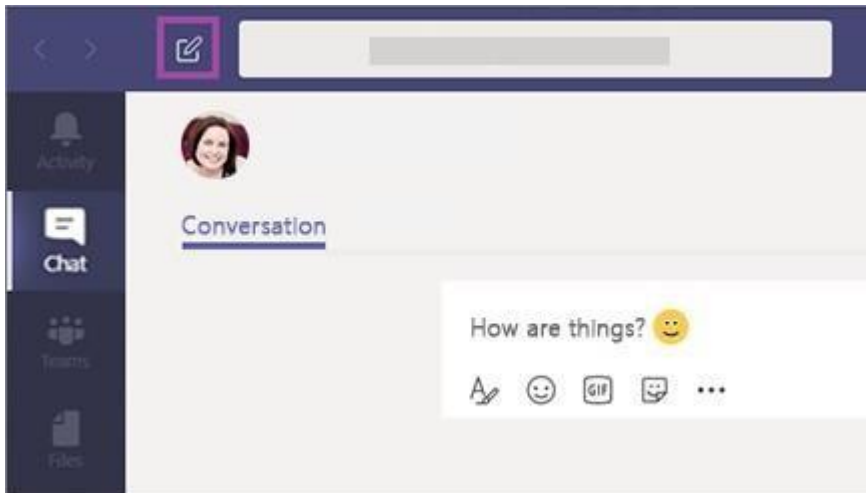
6.2. CHAT INTERFACE: ONLINE APPLICATION





1. There is a **download button** in the online application
2. There is **no screen sharing button** with the online application.

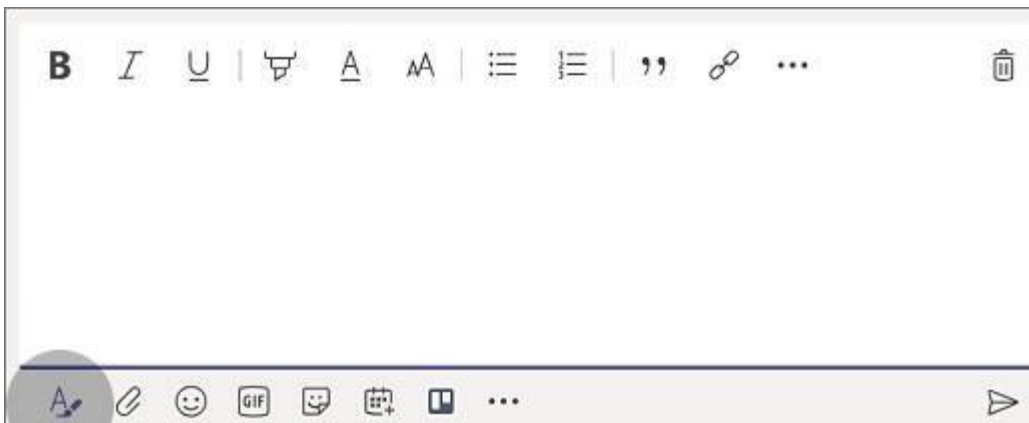
7. START A CHAT IN TEAMS

You start one-on-one and group chats the same way: by selecting **New chat**  at the top of your chat list.
[Link to article on support.office.com](https://support.office.com)



7.1. START A ONE-ON-ONE CHAT


Once you've selected **New chat**  and entered the person's name, compose your message in the box at the bottom of the chat. To open your [formatting options](#), select **Format**  beneath the box where you type your message.

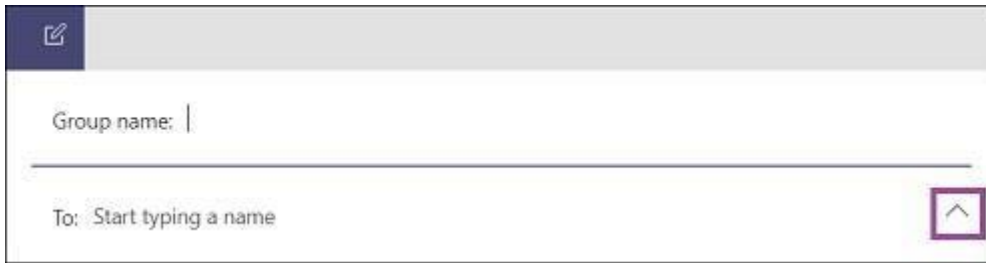


When you're ready, select Send . This starts the chat.

You can also start a one-on-one chat from someone's profile card. Open it by clicking their picture in a channel or from a search.

7.2. START AND NAME A GROUP CHAT


Start one the same way you start a one-on-one chat: select **New chat**  at the top of your chat list. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field. Then, type the names of the people you'd like to add in the **To** field.



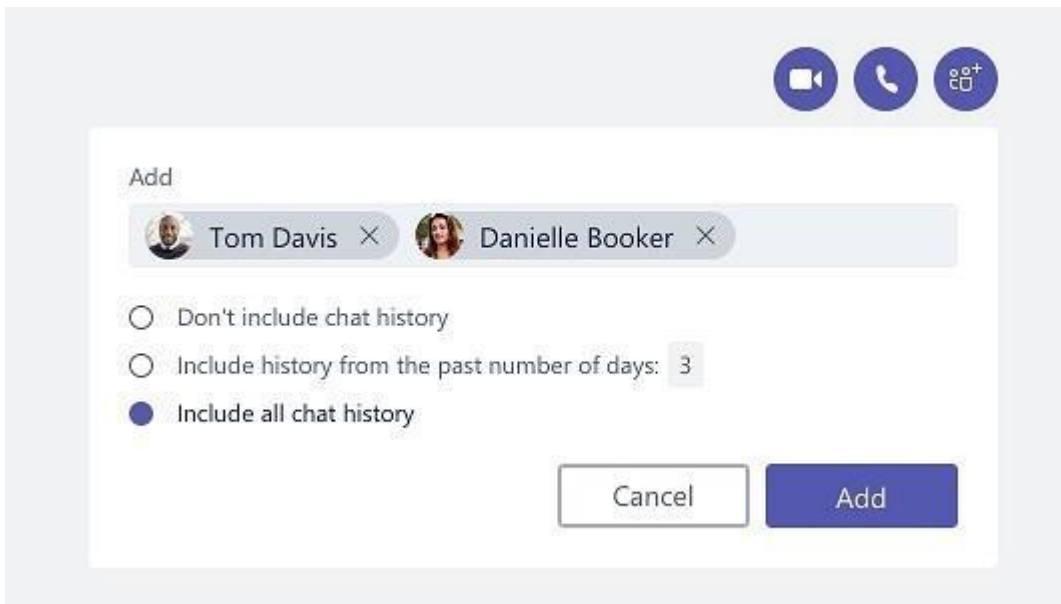
This starts a new conversation. Everyone who has access to the group chat can [send messages](#).

You can include up to 100 people in a group chat.

Add people to the conversation

To loop more people into the conversation, just click **Add people**  (or **View and add participants** in group chat) in the top right corner of Teams. Then, type the names of the people you'd like to chat with, select how much of the chat history to include, and click **Add**.

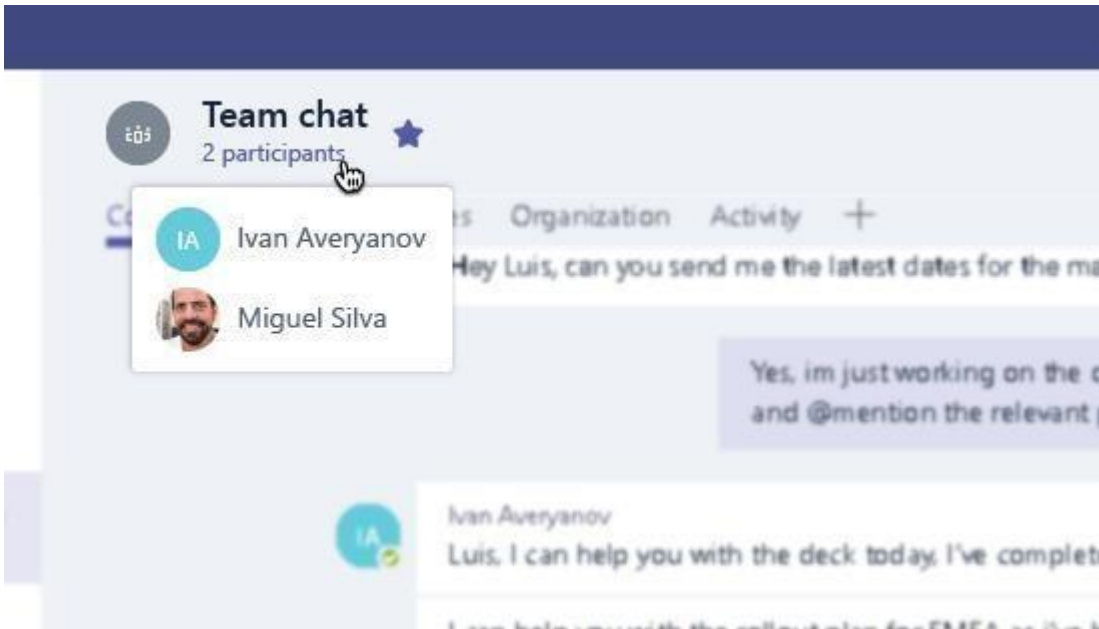
Note: When adding someone to a group chat (not a one-on-one), you can include the chat history.



Teams will save the whole chat history, all the way back to the first message. And if someone [leaves the group](#), their chat responses are still there in your chat history.


See who's in a group chat

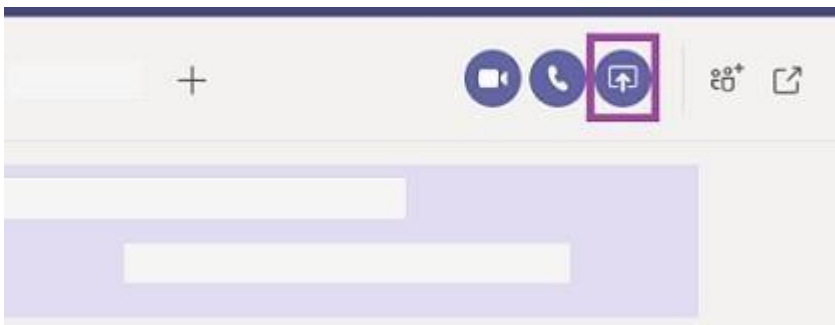
To see who's in a group chat, hover over the number of participants in the chat header to show a list of everyone's names.



Share your screen in a chat in Teams

[Link to article on support.office.com](#)

When you're [chatting with one or more people](#) in Teams, you can instantly [share your screen](#). Go to the chat controls in the upper-right corner and select **Share** .



Choose a window to share that specific program and its content, or select **Desktop** to share everything on your screen.

The other participants in the chat will receive a notification asking them to accept your screen share. Once they do, they'll be able to see your screen and continue the chat.

When you're done sharing, go to your meeting controls and select **Stop sharing**.

Note: Linux users can't share screens in a Teams chat at this time.

8. HOW TO MAKE A VIDEO OR VOICE CALL IN TEAMS CHAT

[Link to article on support.office.com](#)

Watch this Microsoft video with steps on how to [Start chats and make calls.](#)

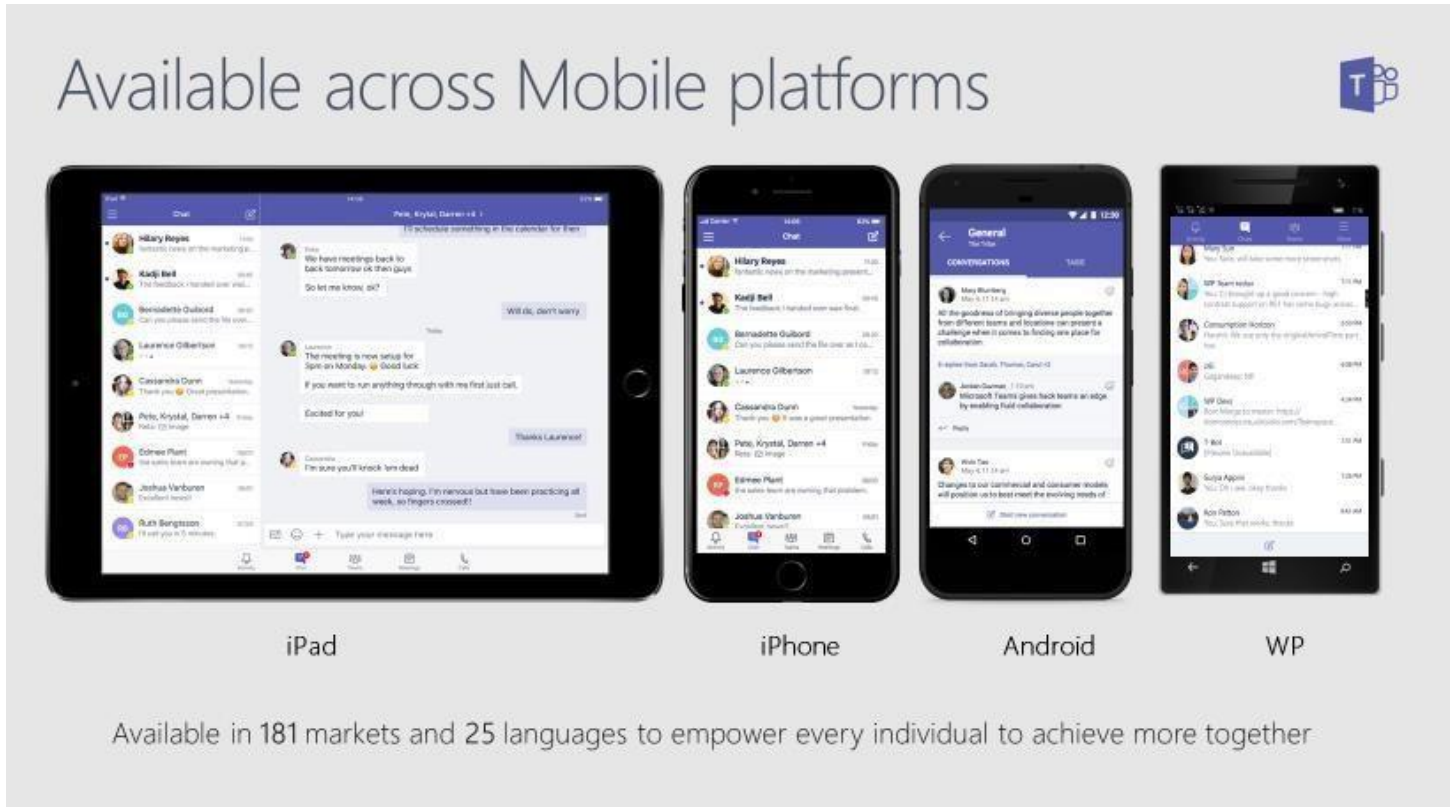


Click the image for a direct link to the video.

9. CHAT WITH MICROSOFT TEAMS MOBILE APP

As you can see, the experience of Microsoft Teams on mobile devices is different among the available platforms. It makes it difficult to give a step by step for each type of device.

- ❑ **iPad, iPhone, and Android** have navigation at the bottom of the screen.
- ❑ **Window Phone (WP)** has navigation at the top of the screen.




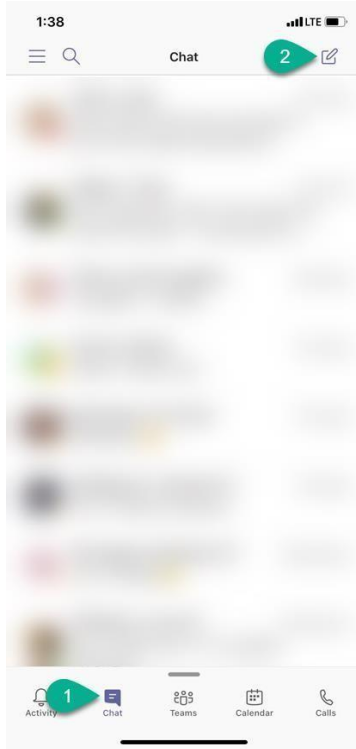
Every platform has the option to **chat** or and make a **voice call** or **video call**; there is **no option for desktop sharing**. Your phone has a built-in microphone and camera it can use for calling.

9.1. START A CHAT IN TEAMS MOBILE

The following screenshots are from the **Microsoft Teams app for iPhone iOS**.

1. Click the **Chat** in your Teams mobile app

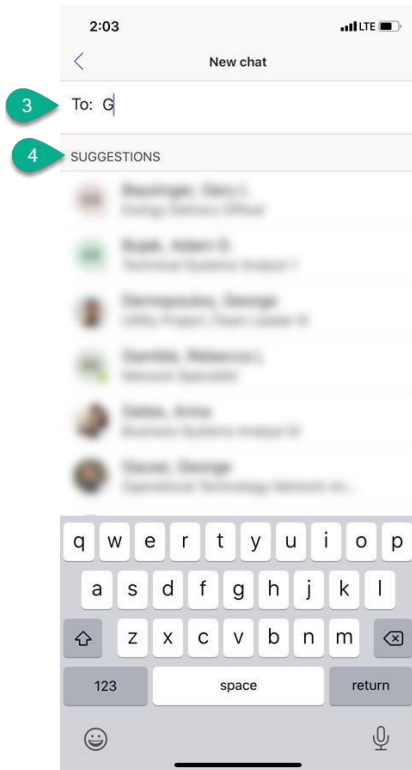
2. Start a chat by selecting **New chat** 



3. Enter a name, email or group into the **To** field

a. You can enter multiple names, emails or groups as needed

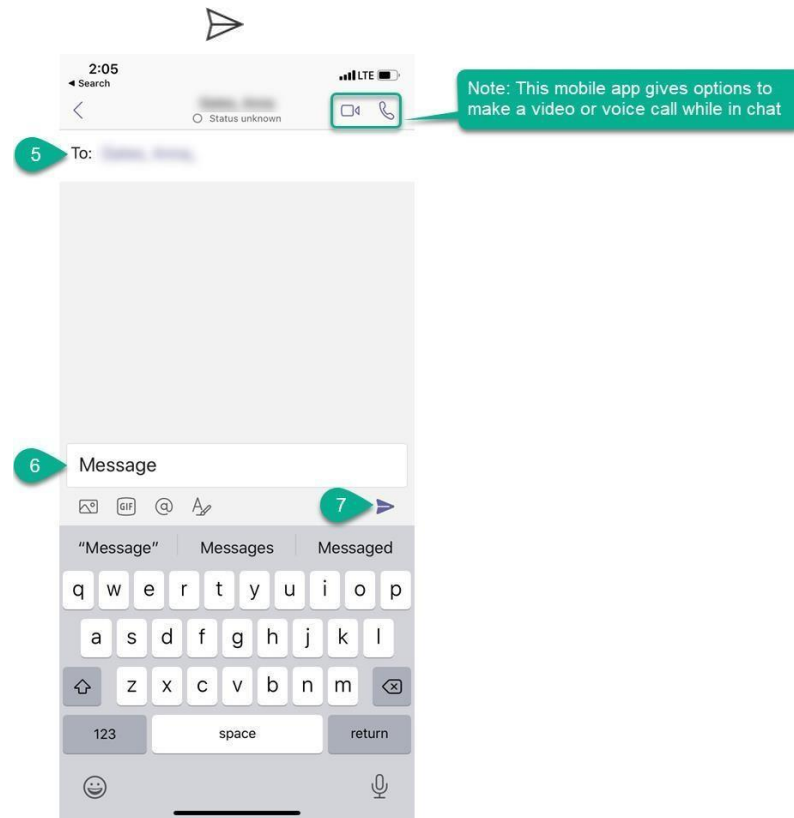
4. The app offers suggestions based on what you type



5. After you enter a name or a group, you will see an area to enter your text message

6. Type in your message

7. Press "Send"




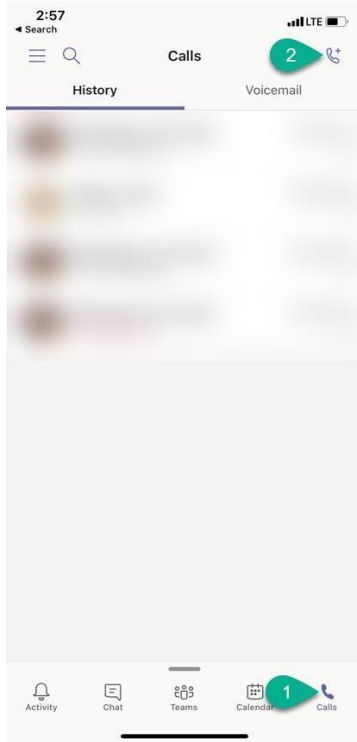
7. Select the **Send**

9.2. START A CALL IN TEAMS MOBILE

The following screenshots are from the **Microsoft Teams app for iPhone iOS**.



1. Click the **Calls** in your Teams mobile app

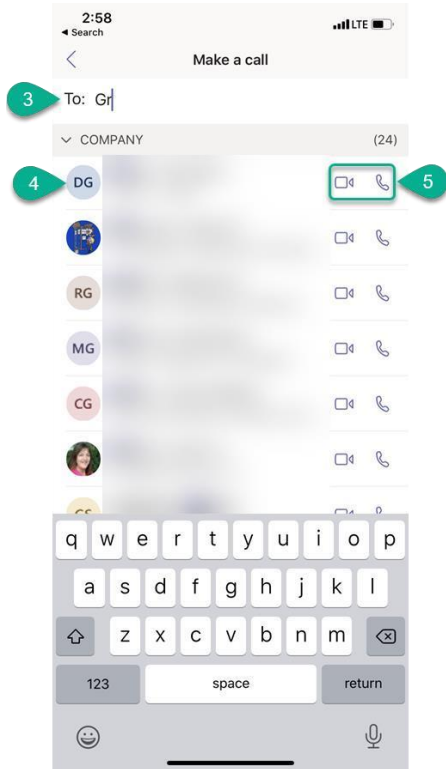
2. Start a call by selecting **New call** 




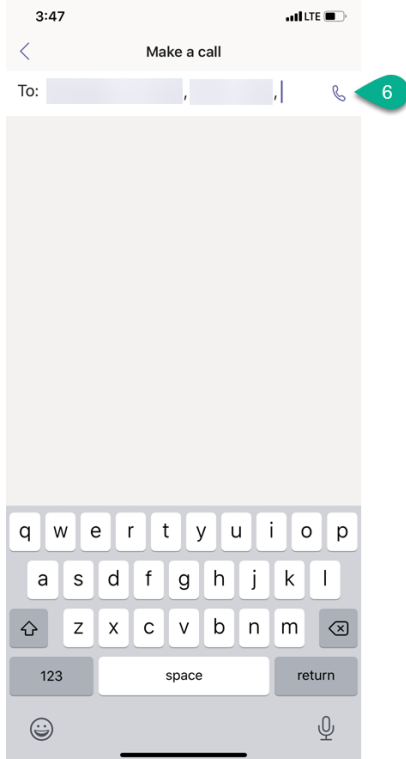
3. Search for people by typing into the **To** field



4. The app offers suggestions based on what you type

5. If you are calling a single person you can select **Video call**  or **Audio call**  in the search results. It will call the person immediately when either is selected.



6. Entering a single name or multiple names in the To field begins with an **Audio call**  option only



7. When the call connects you have the option to turn the **Audio call** into a **Video call**
- Select  to enable Video on the call
 - Each person must select  enable Video if they want to be viewed during the call.

c. If Video enabled the call remains an Audio call

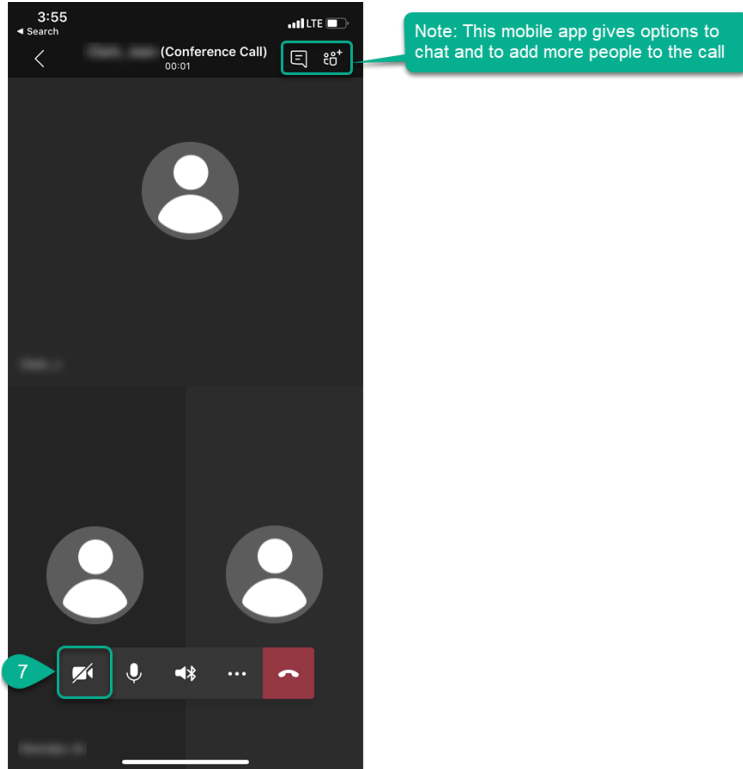
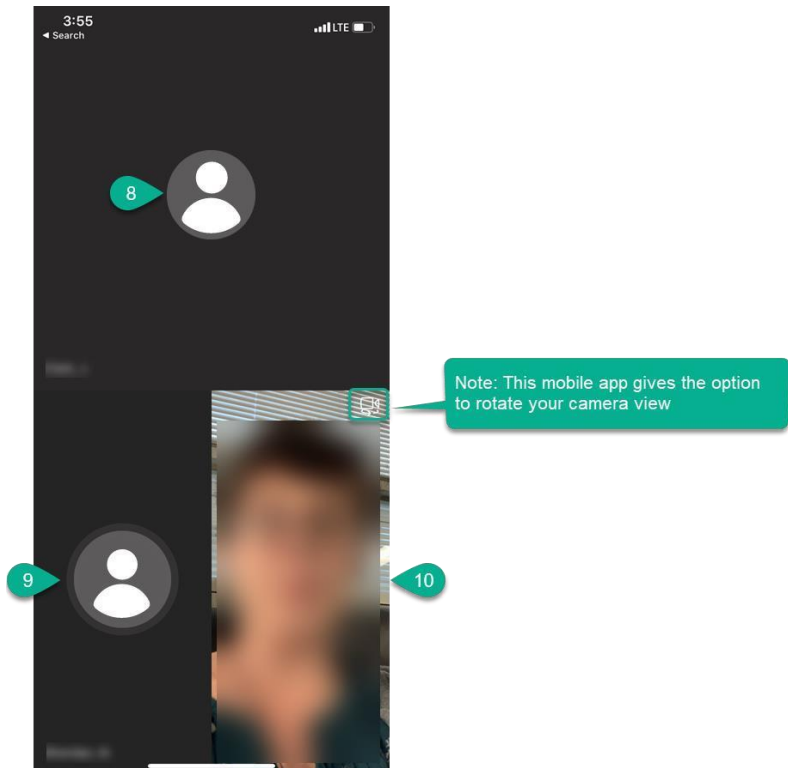


Figure 1 Screenshot of a Teams call with 3 people. Video is not enabled.

- 8. Shows a caller who is not on the line
- 9. Shows a caller on the line, indicated by the light gray circle around their image
- 10. Shows a caller with Video enabled



11. The call menu automatically minimizes after a time to provide more screen room. Touch the screen to activate/restore the menu when you need it. End the call by selecting the red phone button.

Call Menu

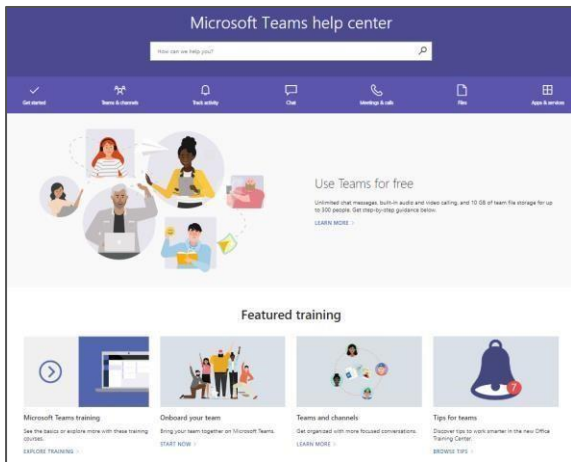
Video Mic Bluetooth Addl End
Speaker Options Call



10. ADDITIONAL TEAMS HELP AND LEARNING RESOURCES

10.1. MICROSOFT RESOURCES

This document uses and links to Microsoft support documentation. Here are some additional links to help you find information on Teams not covered here:



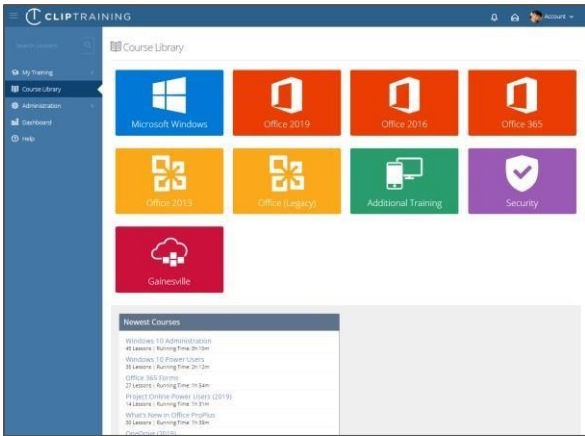
[Microsoft Teams help & learning](#)



[Microsoft Teams Quick Start Guide](#)

10.2. CITY OF GAINESVILLE RESOURCES

[ClipTraining](#) is a free organizational resource for learning about Microsoft Teams and other products in Office 365.



If you need assistance, please contact the Service Desk at <http://itssp> or call the IT Service Desk at extension 1111.