



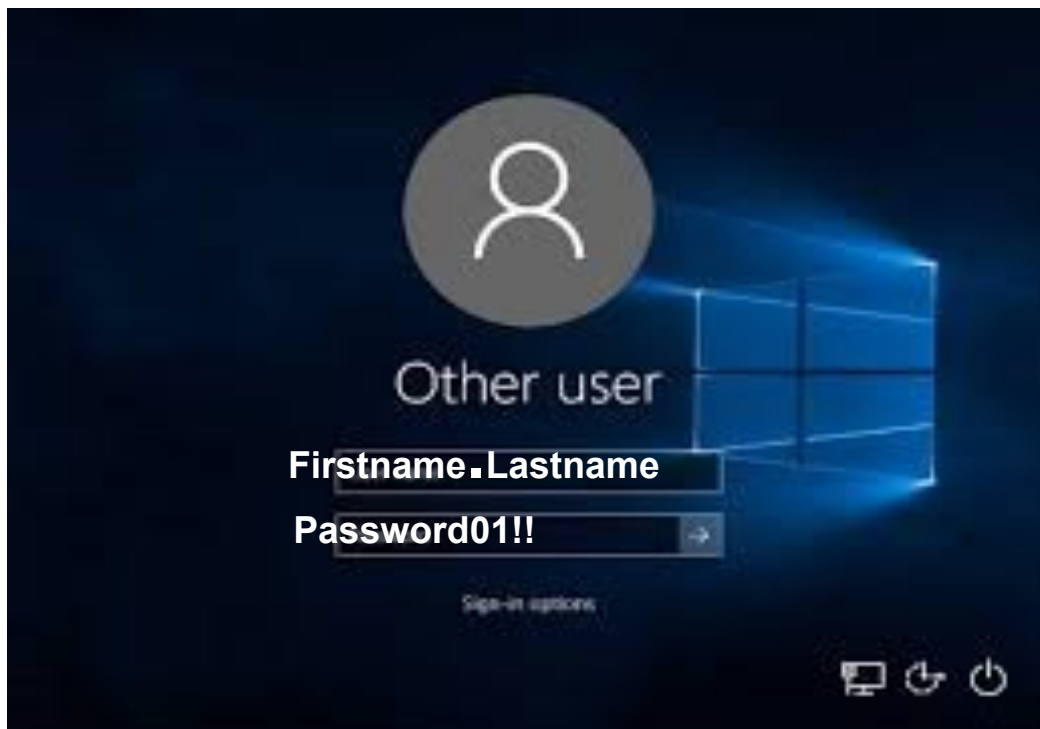
Service Desk Orientation

ITC Service Desk

Logging In For The First Time

Step 1. Turn on your computer to access the **Welcome to Windows** screen.

Step 2. Press [Ctrl - [Alt] - [Del] to access the **Log On** screen.



Step 3. Type your **Firstname.Lastname**.

Step 4. Type your temporary **Password** and click **OK**.

Step 5. You will be prompted to reset your password.

Step 6. Follow the guidelines on the next page.

If you need assistance, call the Service Desk at 202-418-1200.

202-418-1200 Service-Center@fcc.gov



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PASSWORD REQUIREMENTS:	
Complexity	Passwords must contain three of the four following criteria:
Minimum Password Length	12 Characters At least one uppercase letter (A-Z) At least one lowercase letter (a-z) At least one number and a special character Do not use the word "password" or any part of your name.
Expiration Date	60 days
Password Reuse	Users may not use their previous 24 passwords. With normal password expirations this is equal to 5 years.
Inactive Accounts Disabling	Inactive accounts will be disabled 45 days following password expiration. After 90 days, the account will be deleted.

Hours of Operation	Contact Information
Monday - Friday (7:00am - 9:00pm)	Phone: 418-1200
Saturday - Sunday (9:00am - 5:00pm) Phone Support Only (Closed Federal Holidays)	Walk in: TW-A722

Need Help?

Subject: Brief description of the problem

Body: Detailed problem description, to include: the location of the problem, number of people affected, severity of the problem, contact information and screen shots of the error message, if available.

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Standard Software Applications (Office 2016)

- Word
- Excel
- PowerPoint
- Outlook
- Specialized Applications (ABC/COR Approval)

Service Center

The Service Center serves as a one-stop shop for all Information Technology and Customer [Service](#) needs.

Desktop/Hardware Support

Desktop/Hardware Support provides support for all FCC hardware, software and peripherals (i.e., laptops, network printers, scanners, Blackberry Smartphones, and FAX [equipment](#)).

Service Center Training

The Service Center provides group, one-on-one or specialized training, which is part of FCC University. We provide basic end-user training for Office 2010 and other applications. For additional information on scheduling a class, please contact the Service Center or view a class via the Intranet:

<http://www.fccuniversity.gov>.

Facility Services (ASC)

202-418-0330

Hard Drives

- C/D Drive (Unsecure Drive)
- N Drive (Personal - Secure Drive)
- K Drive (Shared - Secure Drive)
- OneDrive - FCC (Cloud Drive)

Conference Room Requests

(24 Hour Advanced Notice)

Email ConferenceRoom@fcc.gov for Conference Room reservations. All conference rooms are equipped with presentation set-up.



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