Tools for Working from Home

Logging into your City of Cottonwood account and email

Use this link to access your email through a web browser:
 https://webmail.cottonwoodaz.gov

- The "Domain\user name:" will be your network logon (e.g. **Cottonwood\jdoe)**
  your username will be your fist initial and last name, in most cases)
- The "Password:" is the same password you use each day to log in to your
  computer.

Forwarding your Phone

Polycom VVX600 (Polycom on top with color touch screen):

- Tap Forward
    - 1 Always (Select this to always forward calls immediately without ringing the phone)
        - Enter extension or phone number to forward to then tap Enable
- To disable any of the forwarding features
    - Tap Forward
    - Tap the forwarding option you wish to disable
    - Tap Disable

YeaLink T42S (Yealink on top with T42S on screen):

- Press the menu softkey
    - Press 2 for Features
    - Press 1 for Call Forward
    - Press 1 for Always Forward (Select this to always forward calls immediately without ringing the phone)
        - Press the right arrow key to enable
        - Press the down arrow key then enter extension or phone number to forward to then press the Save soft key
- To disable any of the forwarding features
    - Press the menu softkey
    - Press 2 for Features
    - Press 1 for Call Forward

Polycom IP450 (Polycom on top with b/w non-touch screen):

- Tap Forward button (use arrow buttons on right to change selections)
    - 1 Always (Select this to always forward calls immediately without ringing the phone)
        - Enter phone number to forward to then tap Enable (enter 9 digits – not the 1)
- To disable the forwarding features
    - Tap Forward button
    - Tap the button for Disable

As always, if you need assistance you can contact the IT helpdesk:

Email: helpdesk@cottonwoodaz.assist.com

Phone: 928-340-2199

For those who need remote access to their work computer from home:

Install AnyDesk on Your Work Computer

1. Contact the IT Help Desk to request installation on your work computer **(please use email unless this is not possible)**
   Email: helpdesk@cottonwoodaz.assist.com
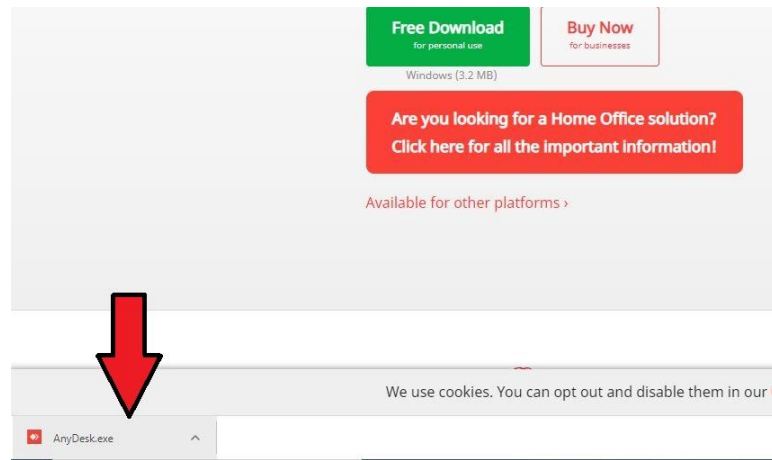   Phone: 928-340-2199

Install AnyDesk on Your Home Computer

1. Open a browser and go to www.anydesk.com
2. Click on the green "Free Download" button

3. (Google Chrome) If you are prompted to Keep or Discard the download, choose Keep. When it is done downloading, click the AnyDesk.exe icon at the bottom of your browser window.

4. (Internet Explorer or Edge) If your browser asks if you want to Run or Save the file, choose Run.
5. The AnyDesk window opens
6. Click on the text for "Install AnyDesk on this computer."
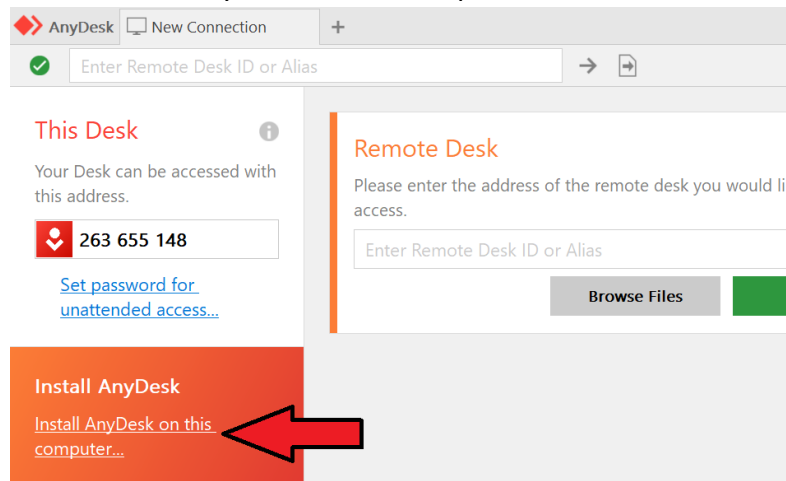
7. Keep all of the default options and choose "Accept & Install"

Installation

Installation path: C:\Program Files (x86)\AnyDesk

☑ Create start menu shortcuts
☑ Create desktop icon.
☑ Install AnyDesk Printer

Updates

⦿ Keep AnyDesk automatically up-to-date.
○ Download updates and ask for installation.
○ Disable auto-update.
☐ Beta version

End-user license agreement

By starting the installation, you accept the license agreement.

🛡 Accept & Install

8. If you get a popup asking if you want to allow the app to make changes to your device, choose Yes.

To Use Anydesk

1. When AnyDesk opens, it will give you a Welcome screen. Close the Welcome screen tab or click on the New Connection tab at the top.

2. In the area that says "Remote Desk" enter the address (9-digit code) that IT gives you from your work computer. Click Connect.
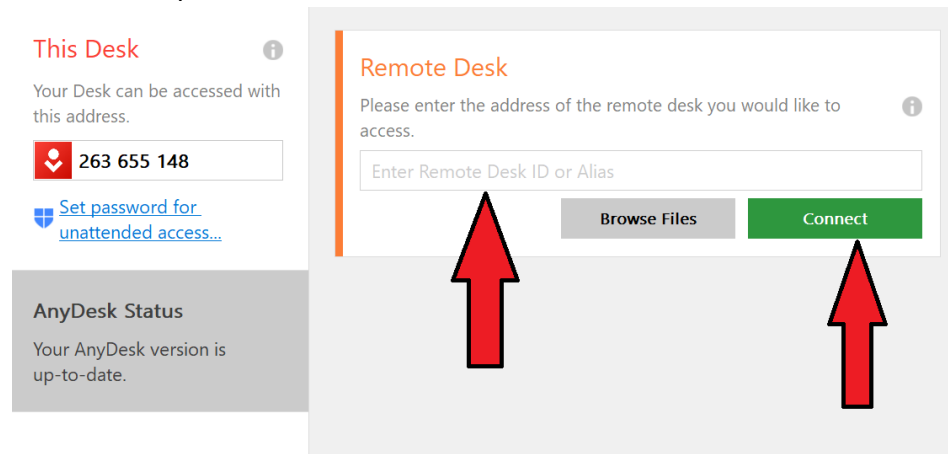

3. In the Authorization window that pops up:
   a. Enter the password provided to you by IT (this is not the same as your computer password.)
   b. Check the box for "Log in automatically from now on."
   c. Click OK to connect
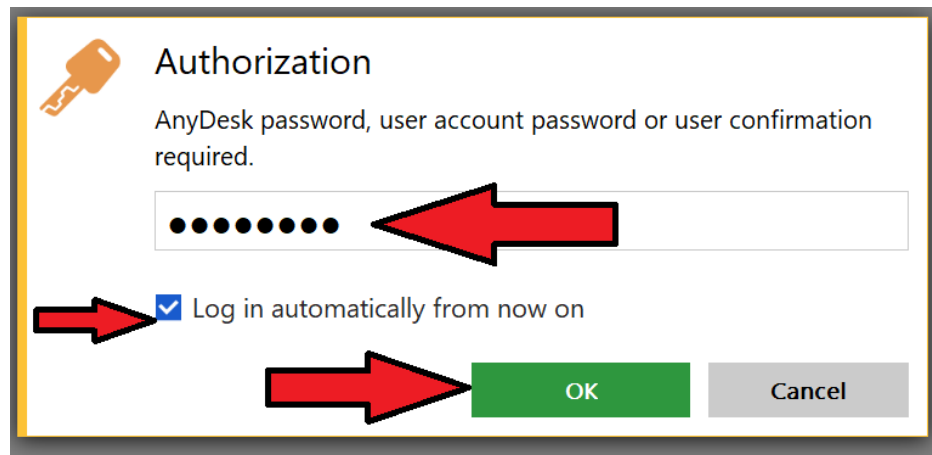
4. When the connection completes, you may be met with a Windows lock screen, similar to what you would see after logging off your computer. If so, proceed to step 13.

5. Find the icon at the top of the AnyDesk window that looks like a lightning bolt. Click it and choose Ctrl + Alt + Del. This will bring you to a login screen, asking for your password. Enter your normal computer password and hit Enter. You are now in control of your computer the same as if you are at work.
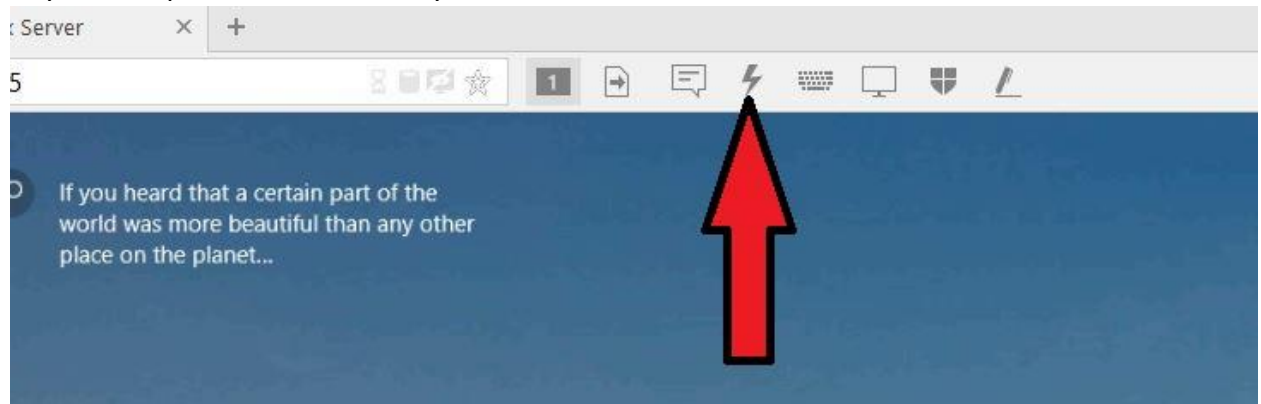
6. When you are done with your remote session, press the lightning bolt icon and then Ctrl + Alt + Del again. Choose "Lock Your Computer". You can then close the AnyDesk window.
7. You should have an AnyDesk icon on your desktop now. Open it when you need to connect to your work computer. You should have an icon already in the AnyDesk window from your Recent Sessions. It will show the same address you entered in step 2. Double-click that and it will connect you automatically.