# Welcome to the Public Knowledgebase Portal

### **Popular Topics**

- Voicemail
- Email Access
- VPN / Working Remote
- Out of Office

## Need more help?

The IT Service Desk is your first point of contact for all of your technology questions or issues.

Ask a Question or Raise an Issue

#### Other resources

- Electronic Filing via NYSCEF (websit e)
- Digital Copy Submissions Portal (web site)
- Technical Services Unit Knowledgebase (confluence secured)

### Browse by topic

- 1. A-H
- accounts
- active-directory
- avaya
- away
- backup
- calendar
- call-pilot
- directory
- email
- helpdesk
- 2. I-N
- id-photo
- inbox
- inbox-rules
- internet-access
- iira
- kronos
- login
- meeting
- mfa
- nortel
- 3. O-Q
- office365
- orientation
- outlook
- owa
- password
- phone-list
- photo
- policy
- profile
- pulsevpn

#### 4. R-U

- restore
- sslvpn
- teams
- telecom
- test
- time-leave
- training
  - tutorial
- user-self-service

#### 5. V-Z

- viva
- voicemail
- vpn
- wfh

# Recently updated articles

How to Listen to Your Voicemail Messages

Mar 26, 2024 • updated by Joe Loiacono • view change

Creating Your Atlassian Account for Jira Cloud Help Desk

Mar 06, 2024 • created by Joe Loiacono

How to Login to Your NYCOURTS.GOV Email Account

Jul 07, 2023 • updated by Michael T. Lazik • view change

Nortel Avaya Desk Phone Quick Start Guide

Nov 17, 2022 • updated by Joe Loiacono • view change

How to Disable Microsoft Viva - Your daily briefing

Jul 14, 2022 • created by Michael T. Lazik

How to Submit a Photo for the Staff Directory

Apr 28, 2022 • updated by Michael T. Lazik • view change

How to Listen to Your Voicemail Messages

Apr 04, 2022 • updated by AD4 Administrator • view change

How to Change Your Voicemail Greeting

Apr 04, 2022 • updated by AD4 Administrator • view change

How to Change Your Voicemail Greeting

Apr 04, 2022 • updated by Michael T. Lazik • view change

How to Set a New UCS Password from a Court Issued Computer

Mar 09, 2022 • updated by Michael T. Lazik • view change

How to Set a New UCS Password while on VPN from a Personal Computer

Mar 09, 2022 • updated by Michael T. Lazik • view change

Employee Internet Access Terms and Conditions

Mar 02, 2022 • updated by Michael T. Lazik • view change

How to Login to SSLVPN

Aug 30, 2021 • updated by Michael T. Lazik • view change

How to Login to PULSE VPN with your Court Issued Device Aug 30, 2021 • updated by Michael T. Lazik • view change

How to Login to VPN

Aug 30, 2021 • updated by Michael T. Lazik • view change