

# Information Technology

## Citrix Help

- Citrix
  - Accessing MAHEC Citrix Applications
  - Accessing MAHEC Citrix Applications from Non-MAHEC Device
  - Citrix Apps Getting Started Video
  - Citrix Desktop Features
  - Citrix Getting Started
  - Citrix Workspace
  - Global Protect
  - Submitting a Citrix Ticket
  - What is Tableau Reader?

## Papercut Help

- Papercut
  - Papercut Basic Enrollment
  - Papercut EHRPM
  - Papercut Frequently Asked Questions

## Webex Help

- Webex
  - Advanced Options for Scheduling Webex Meetings on [mahec.webex.com](https://mahec.webex.com)
  - Annotate in Webex Meetings
  - Assign an Alternate Host to Webex Meeting
  - Assigning a Delegate to Schedule Webex Meetings for You
  - Create a Webex Poll Offline
  - Create and Share a Whiteboard During a Webex Meeting

- Getting Started with Webex
- How to Mute or Unmute in Webex Meetings
- How to Schedule a Webex for Others
- How to Schedule a Webex Meeting
- How to Schedule a Webex Meeting Using a Template
- How to share your Webex Meeting window in a Webex Meeting
- Joining a Webex Meeting for the First Time
- Making and Saving Polls in Webex Meeting
- Personal Webex Dashboard
- Sharing Video Content in Webex
- Starting a Webex from a Touchscreen
- Troubleshooting Webex Audio Problems
- Turn Entry and Exit tones on and off
- Webex Breakout Rooms
- Webex Meetings Roles
- Webex Recordings, Transcripts, and On-Screen Buttons
- Webex Reports

## All Information Technology Help

- Information Technology
  - Accessing MAHEC Citrix Applications
  - Accessing MAHEC Citrix Applications from Non-MAHEC Device
  - Advanced Options for Scheduling Webex Meetings on mahec.webex.com
  - Annotate in Webex Meetings
  - Assign an Alternate Host to Webex Meeting
  - Assigning a Delegate to Schedule Webex Meetings for You
  - Block Email in Outlook
  - Citrix Apps Getting Started Video
  - Citrix Desktop Features
  - Citrix Getting Started
  - Citrix Workspace
  - Create a Webex Poll Offline
  - Create and Share a Whiteboard During a Webex Meeting
  - EPHI Transmission Workflow

- Event Management Tools
- Getting Started with Webex
- Global Protect
- How to Access MAHEC Voicemail While Off-Campus
- How to Change Clinical Module (AllScripts EHR) Security Profile Password
- How to Encrypt a USB Drive
- How to Encrypt Email
- How to Encrypt Multiple Files
- How to Encrypt Office Documents
- How to Lock Workstation
- How to Mute or Unmute in Webex Meetings
- How to Reset your Password from your MAHEC Device On Site
- How to Reset Your Password on a MAHEC Device When Offsite
- How to Schedule a Webex for Others
- How to Schedule a Webex Meeting
- How to Schedule a Webex Meeting Using a Template
- How to share your Webex Meeting window in a Webex Meeting
- Joining a Webex Meeting for the First Time
- Making and Saving Polls in Webex Meeting
- Microsoft Home Use Program
- Mimecast Domain Authentication
- Office 365 - Release Email from Quarantine
- Papercut Basic Enrollment
- Papercut EHRPM
- Papercut Frequently Asked Questions
- Personal Webex Dashboard
- Report Phishing or Junk
- SAM Application Guide
- Saving Files on MAHEC Network File Servers and Accessing +SHARES+
- Sharing Video Content in Webex
- Starting a Webex from a Touchscreen
- Submitting a Citrix Ticket
- Technology Request Process
- Troubleshooting Webex Audio Problems
- Webex Meetings Roles
- Webex Recordings, Transcripts, and On-Screen Buttons
- Webex Reports

- What is Tableau Reader?