

OUR CITY OF MADISON



Information Technology Alder and Resident Frequently Asked Questions (FAQ) & Answers

Sarah Edgerton, *CIO and IT Director*

FAQ Overview

Inclusive – Innovative – Thriving



Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

Questions

External: How can I watch a Board, Commission or Committee meeting live without going to the meeting in-person or after the meeting was held?

External: Can the City of Madison tell internet service providers where they need to provide service or better service in Madison?

External: Who can I contact about poor internet service from my provider?

Internal: Is there training for alders on participating in a BCC virtual or hybrid meeting?

Internal: How do I configure my City Exchange e-mail account on my smartphone?

Internal: How do I access my email on my own device?

Internal: I've locked my account who do I contact?

Internal: Can IT support me on my personal device?

FAQ Answers



External: How can I watch a Board, Commission or Committee meeting live without going to the meeting in-person or after the meeting was held?

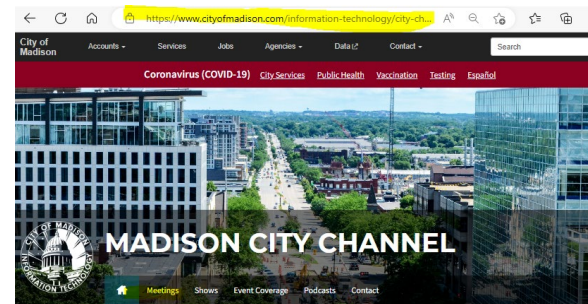
Madison City Channel which is a service of IT offers a multitude of playback platforms for accessing Board, Commission and Committee meetings:

- Find us on Charter Digital 994, AT&T U-Verse 99, [Roku](#), and [Apple TV](#).
- Watch [past meetings, shows, and event coverage](#) online.
- [Podcasts](#) on iTunes and Google
- On the [City of Madison's YouTube Channel](#)



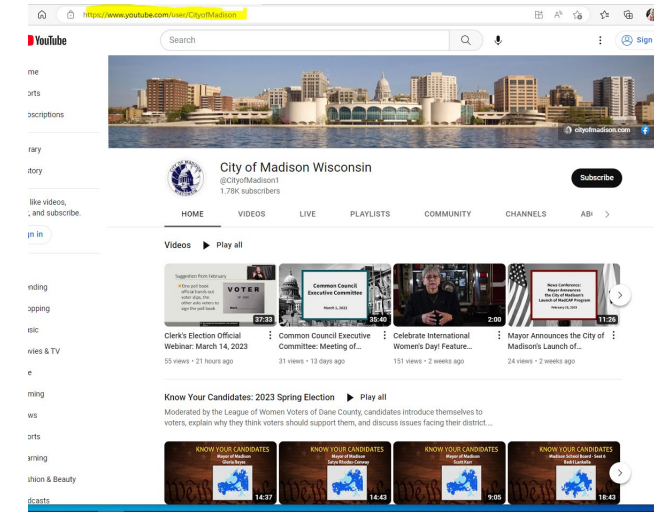
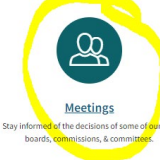
Television

Watch live on Spectrum channel 994, AT&T U-Verse channel 99, and Madison City Channel on Roku and Apple TV.



City of Madison / Information Technology / Madison City Channel

Madison City Channel works to make local government more accessible to residents of the City of Madison. We record local government meetings, record events, and produce shows based on current events and community issues.



Common Council	iTunes	Google Podcasts	RSS
Common Council Executive Committee	iTunes	Google Podcasts	RSS

External: How can I watch a Board, Commission or Committee meeting live without going to the meeting in-person or after the meeting was held?

[Legislative Calendar](#): Where all City of Madison Board, Commission and Committee Meetings are listed with location, date/time, agendas, minutes and video link

CITY OF MADISON · WISCONSIN
LEGISLATIVE INFORMATION CENTER

legislative Information Center Home Legislation Meetings Common Council Boards, Commissions and Committees Members

Search: [] This Month All Boards, Commissions and Committees notes closed captions

Search Meetings Help

Records Group Export

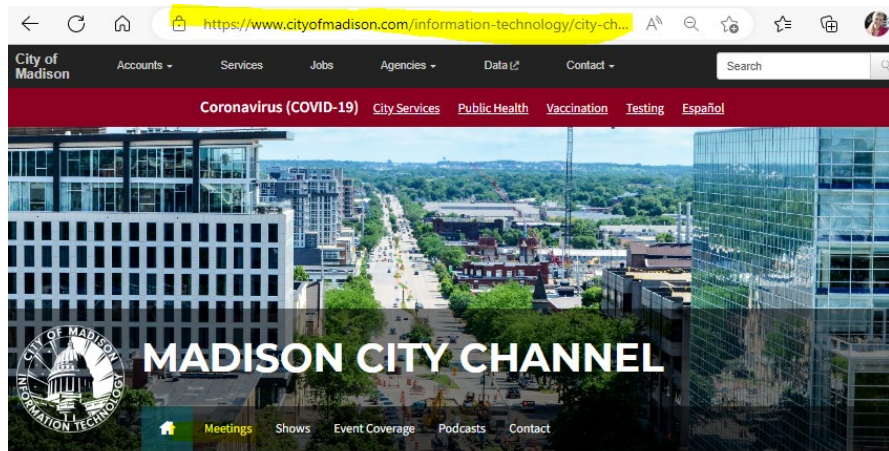
Boards, Commissions and Committees	Date	Time	Location	Meeting Details	Agenda	Agenda Packet	Minutes	Watch
FIRMATIVE ACTION COMMISSION	3/2/2023	31 Canceled	Virtual Meeting	Meeting details	Not available	Not available	Not available	Not available
FIRMATIVE ACTION COMMISSION	3/13/2023	31 5:30 PM	Virtual meeting	Meeting details	Agenda	Not available	Not available	Not available
COHOL LICENSE REVIEW COMMITTEE	3/15/2023	31 5:30 PM	210 Martin Luther King, Jr. Blvd. Room 201 (City-County Building)	Meeting details	Agenda	Not available	Not available	Not available
BOARD OF HEALTH FOR MADISON AND DANE COUNTY	3/14/2023	31 5:30 PM	Madison Water Utility 119 E. Olin Ave., Conf. Rm. A and B	Meeting details	Agenda	Not available	Not available	Not available
BOARD OF PARK COMMISSIONERS	3/8/2023	31 6:30 PM	Olin Facility 330 E Lakeside St	Meeting details	Agenda	Not available	Not available	Watch
BOARD OF PUBLIC WORKS	3/22/2023	31 4:30 PM	Virtual Meeting	Meeting details	Not available	Not available	Not available	Not available
BOARD OF PUBLIC WORKS	3/8/2023	31 4:30 PM	Virtual Meeting	Meeting details	Agenda	Not available	Not available	Not available
BUILDING CODE, FIRE CODE, CONVEYANCE CODE AND ZONING APPEALS BOARD	3/21/2023	31 1:00 PM	Virtual	Meeting details	Not available	Not available	Not available	Not available
DANE COUNTY HOMELESS ISSUES COMMITTEE	3/6/2023	31 5:30 PM	Virtual Meeting	Meeting details	Agenda	Not available	Minutes	Watch
COMMITTEE ON AGING	3/22/2023	31 2:30 PM	Madison Senior Center 330 W. Mifflin St.	Meeting details	Not available	Not available	Not available	Not available
COMMON COUNCIL	3/7/2023	31 6:30 PM	210 Martin Luther King, Jr. Blvd. Room 201 (City-County Building)	Meeting details	Agenda	Not available	Minutes	Watch
COMMON COUNCIL	3/21/2023	31 6:30 PM	210 Martin Luther King, Jr. Blvd. Room 201 (City-County Building)	Meeting details	Not available	Not available	Not available	Not available
COMMON COUNCIL EXECUTIVE COMMITTEE	3/1/2023	31 5:30 PM	Via Virtual Meeting NOTE: Quorum of the Common Council may be present at this meeting	Meeting details	Agenda	Not available	Minutes	Watch



External: How can I watch a Board, Commission or Committee meeting live without going to the meeting in-person or after the meeting was held?


Madison City Channel website is a repository for all Board, Commission and Committee recorded meetings. Madison City Channel:


www.cityofmadison.com/information-technology/city-channel



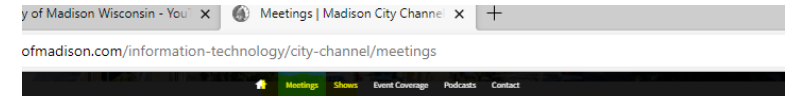
City of Madison / Information Technology / Madison City Channel

Madison City Channel works to make local government more accessible to residents of the City of Madison. We record local government meetings, record events, and produce shows based on current events and community issues.


Meetings
Stay informed of the decisions of some of our City boards, commissions, & committees.





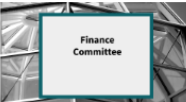

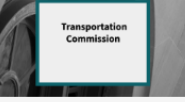


Watch Online
Watch past meetings, shows, and event coverage online!


TV Schedule
Find us on Charter Digital 994, AT&T U-Verse 99, Roku, and Apple TV.



Meetings

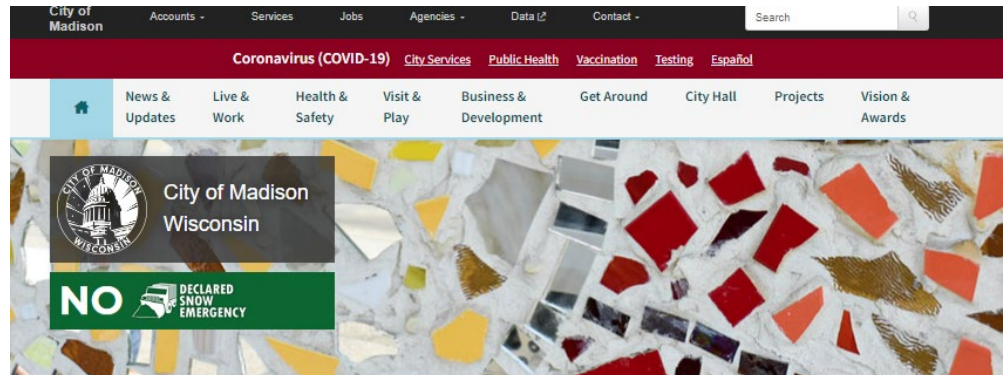
Regularly Covered Meetings

 Alcohol License Review Committee Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Monday at 8:00 am, Wednesday at 5:30 pm, Saturday at 12:30 pm.	 Common Council Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Tuesday at 6:30 pm, Friday at 8:30 am, Sunday at 12:30 pm.	 Common Council Executive Committee Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Tuesday at 4:30 pm, Friday at 6:00 am, Sunday at 10:00 am.
 Dane County Board of Supervisors Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Wednesday at 8:00 am, Thursday at 7:00 pm.	 Finance Committee Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Monday at 4:30 pm, Thursday at 8:00 am, Sunday at 9:00 am.	 Plan Commission Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Monday at 5:30 pm, Thursday at 1:00 pm, Saturday at 8:00 am.
 Transportation Commission Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Monday at 1:30 pm, Wednesday at 5:00 pm.	 Transportation Policy & Planning Board Committee Information Watch Meetings Online Podcast: iTunes Google Podcasts RSS Broadcast: Wednesday at 12:00 pm Noon, Friday at 12:30 pm.	

Additional Meetings

External: How can I watch a Board, Commission or Committee meeting live without going to the meeting in-person or after the meeting was held?

City of Madison's Weekly Meeting Calendar



City Highlights

Earth Day Challenge 2023

Join Madison Parks for this year's Earth Day Challenge and volunteer to help clean up your neighborhood park on **Saturday, April 22!**

News Releases

[The We Read Youth Voices Writing Contest Returns April 3](#) posted March 15, 2023

[Madison Wells Meet Proposed Federal PFAS Standards](#) posted March 14, 2023

[Blair Street South Project Resumes Work on E. Washington Ave.](#) posted March 14, 2023

[2023 Spring Election Sample Ballots Available](#) posted March 13, 2023

[Moving Forward Capital City Path Extension to Connect Glacial Drumlin State Trail](#) posted March 13, 2023

[View all news >](#)

Today's Meetings

Wednesday, Mar. 15, 2023

3:00 pm [Madison Food Policy Council - Food Plan Work Group](#)

4:30 pm [Urban Design Commission](#)

5:00 pm [Economic Development Committee](#)

5:30 pm [Common Council Executive Committee](#)

5:30 pm [Alcohol License Review Committee](#)

6:00 pm [Lake Monona Waterfront Ad Hoc Committee](#)

[View all meetings >](#)

[Home](#) / [City Hall](#) / [Committees](#) / [Urban Design Commission](#) / March 15, 2023

Urban Design Commission – March 15, 2023

Wednesday, March 15, 2023
4:30 pm

Location
This meeting is being held virtually.

[WATCH ONLINE](#)

Agenda & Minutes
[Agenda PDF](#)

Written Comments
You can send comments on agenda items to urbandesigncomments@cityofmadison.com

Register for Public Comment

Committees

[Meeting Schedule](#)

[Virtual Meetings](#)

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[Apply for a Committee](#)

[Resources for Committee Members](#)

[Legislative Information](#)

External: Can the City of Madison tell internet service providers where they need to provide service or better service in Madison?

A: The City does not directly regulate telecommunications providers (providers) in Madison. We do require them, and any entity occupying the right-of-way, to register with us, and they must get various permits when they work in the right-of-way. We are able to tell providers where they can place their facilities, but we do not control whether or how they use the right-of-way for their business. Any provider that is registered with the State has a legal right to place and maintain facilities in the right-of-way, and we cannot take that right away from them.

It is up to them whether they invest in upgrades to their system, abandon their facilities, or even sell their facilities. There is nothing, except for its own financial, technical, and infrastructure constraints, stopping any telecommunication provider from expanding or upgrading its service to compete with other providers in more areas of the City. In the past we've encouraged providers to expand or improve their service to certain areas of the City, but there is little we can do to actually make that happen.

External: Who can I contact about poor internet service from my provider?

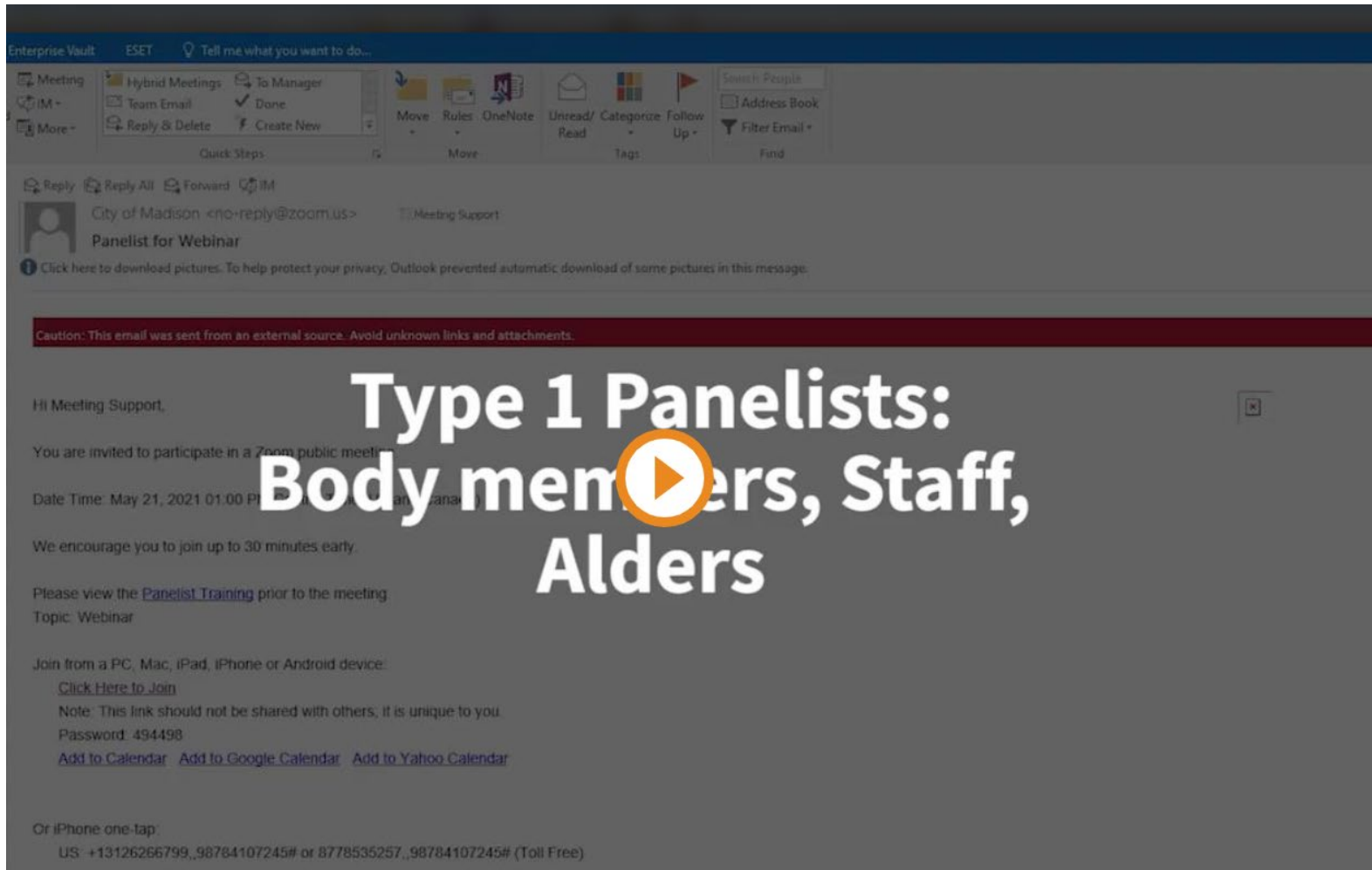
A: The City does not directly regulate telecommunications providers (providers) in Madison. You can reach out to Public Service Commission (PSC) of Wisconsin, who has established an Internet & Phone helpline for Wisconsin consumers. Please dial (608) 267-3595 to speak with dedicated PSC staff or leave a voicemail.

To learn more about Public Service Commission of Wisconsin Broadband activities, please go to:

<https://psc.wi.gov/Pages/ServiceType/Broadband/BroadbandConsumerResources.aspx>

Internal: Is there training for alders on participating in a BCC virtual or hybrid meeting?

IT Media Team has created a training video for panelists (Alders and City Staff).



Enterprise Vault ESET Tell me what you want to do...

Meeting Hybrid Meetings To Manager
IM Team Email Done
More Reply & Delete Create New

Quick Steps Move Rules OneNote Unread/ Categorize Follow
Read Tags Filter Email Find

Reply Reply All Forward IM

City of Madison <no-reply@zoom.us> Meeting Support

Panelist for Webinar

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Caution: This email was sent from an external source. Avoid unknown links and attachments.

Hi Meeting Support,

You are invited to participate in a Zoom public meeting.

Date Time: May 21, 2021 01:00 PM

We encourage you to join up to 30 minutes early.

Please view the [Panelist Training](#) prior to the meeting.

Topic: Webinar

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

Note: This link should not be shared with others, it is unique to you.

Password: 494498

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Or iPhone one-tap:

US: +13126266799,,98784107245# or 8778535257,,98784107245# (Toll Free)

**Type 1 Panelists:
Body members, Staff,
Alders**

Internal: How do I configure my City Exchange e-mail account on my smartphone?

A: Email on Mobile

Configuring a City Exchange e-mail account on a smartphone

Please refer to your device's user guide for detailed Exchange e-mail account setup instructions, as the setup steps vary by manufacturer and/or device. Most email setup will be located under Settings/Mail – choose Exchange. All Android, Windows, and iPhone's will ask for the following information:

Email	Your full city e-mail address, <i>i.e. asmith@cityofmadison.com</i>
Server	email.cityofmadison.com
Domain	city
Username	Two letter City department abbreviation and your own initials, <i>i.e. itabc</i>
Password	Your network (outlook) password

Internal: How do I access my email on my own device?

A: External Access

To access your email from home, go to email.cityofmadison.com. Enter your Network username (for example, **isabc**) and password (the password you use to login to your computer each day).

Outlook WebAccess allows you to remotely access your messages, calendar, and global address book. You cannot access any archived email or personal address books.

Secure Outlook Mailbox with a Password

With your Outlook mailbox open:

- Select Tools, Email Accounts
- When the E-Mail Accounts Wizard appears, select "View or Change existing e-mail accounts" and click Next.
- On the next screen, highlight Microsoft Exchange Server and click on the "Change" button.
- Select the "More Settings" button.
- Select the "Security" tab, and under "User identification", check the box that says, "Always prompt for user name and password."
- Click the "OK" button
- Click the "Next" button
- Click the "Finish" button

The next time you login into Outlook you will have to key in your username and password. The *username* field will require that you type in **city** along with your *username*; for example, **city\isabc**. Your username alone will not work. The password for Outlook will be the same as your network password.

Internal: I've locked my email account who do I contact?

A: Outlook passwords are encrypted so we cannot tell you what your password is. We can, however, reset it. Call the Help Desk at (608) 266-4193 and we will be happy to reset it for you during normal business hours, Monday – Friday, 8a.m. – 4:30p.m.

Internal: Can IT support me on my personal device?

DANEnet is working with the City of Madison to ensure all members of the Common Council have access to the technology and digital skills they need to productively participate in the Common Council via Zoom meetings and independent work.

DANEnet will also be able to provide tech support. You should reach out to the Common Council Office on scheduling a time with DANEnet.

Resource Links:

- Email on my personal device:
<https://www.cityofmadison.com/employeenet/information-technology/training-support/email>

How Our Agency Provides Customer Service



Externally We Provide Customer Service By...

On the Website:

- General Feedback of Report a Problem
- Was this page helpful?

Was this page helpful to you? ** required* Yes No Why or why not?

- Contact the Web Team form
- Media Team contact form and telephone line
- Licensing & Permitting Technical Support Telephone and contact form

We Provide Customer Service By...

Madison City Channel is a service provided by

INFORMATION TECHNOLOGY

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Information Technology

IT Office
210 Martin Luther King Jr. Blvd.,
Room 500
Madison, WI 53703

Madison City Channel Studio
210 Martin Luther King Jr. Blvd.,
Room 350
Madison, WI 53703

Office Hours:
Monday – Friday, 8:00 am – 4:30 pm

Contact Us

IT Main Line: (608) 266-4506

Madison City Channel: (608) 266-6501

Fax: (608) 261-9289

it@cityofmadison.com

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[ePayments](#)

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CENTER FOR DIGITAL GOVERNMENT
DIGITAL CITIES
2022 SURVEY WINNER

WHAT WORKS CITIES
SILVER 2021

We Provide Customer Service By...

Internal: Information Technology Employeeenet website with contact forms and knowledge base articles to help City staff and alders. Please see: <https://www.cityofmadison.com/employeeenet/information-technology>

Information Technology

Vision

Inclusive, Innovative, & Thriving Through Technology

Mission

Our mission is to connect employees, residents, and visitors to City services and information through people-focused solutions.



Cybersecurity



Video Conferencing



Virtual BCC Meetings



Telework



Configure Email on Mobile



Authorized Contacts



IT Newsletters



New Software Request



Project Request

Information Technology

HelpDesk +

Cybersecurity

Records Management +

Price Quotes

Authorized Contacts

About +

Dell Employee Purchase Program

Training & Support +

Policies & Standards +

Project Request

Surveillance Technology Request

OUR CITY OF MADISON



Stay Connected!

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sedgerton@cityofmadison.com

608-261-9642

CITY OF MADISON