



# Windows 7 Network Operating guide

## **BPO ELKS**

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# **We need your feedback!**

This guide is being updated weekly. Please provide your feedback to [danz@elks.org](mailto:danz@elks.org). We will be glad to add additional instructions/explanations/clarifications that would be of general interest.

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## YOUR COMPUTER EQUIPMENT

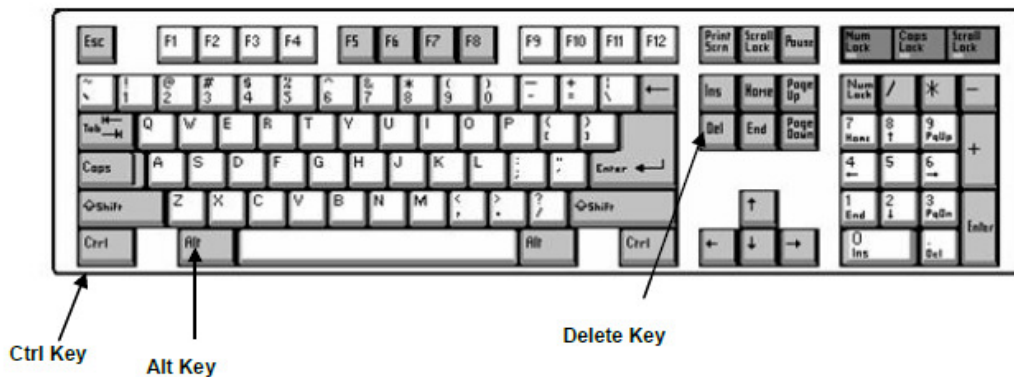
### POWER

ISOBARs should never be used to provide electricity for other devices heaters, fans, vacuum cleaners, etc. should not be plugged in to the power strip. The ISOBAR is designed to protect electronic equipment from the above devices and plugging them into the same power strip basically defeats its purpose

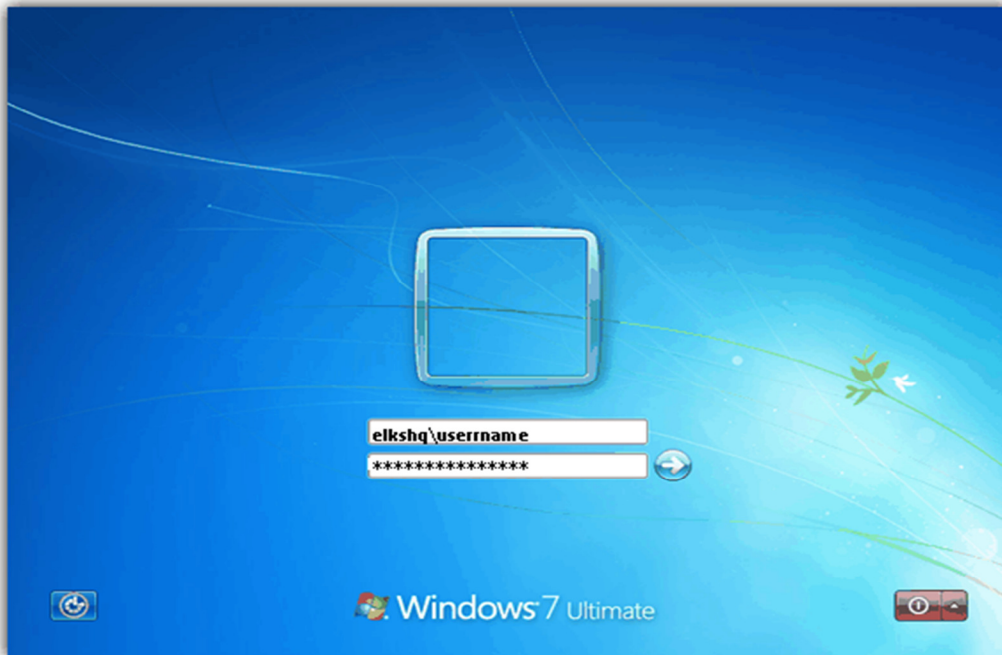
## YOUR COMPUTER

### LOGON

Every staff member has their ELKSHQ USERNAME and PASSWORD (Keep your password confidential). When your computer has powered up, you will see instructions to PRESS CTRL-ALT-DELETE TO BEGIN. This may sound a little confusing, but if you look at your keyboard you will see on the bottom row of keys a CTRL key, and an ALT key. On the right hand side of the keyboard you will see a row of keys between the numeric keypad and the letters; this is where the DELETE key is located.



**When logging on, be sure you are not logged on elsewhere. Log off other PC's to avoid conflicts.**



Enter elkshq\ USERNAME and PASSWORD into the correct areas. Finally, when you have entered your details, click on the arrow button or press ENTER on the keyboard. After your first logon you may not be prompted for the domain (elkshq\ ) and you can just enter your user name and password or if it is easier to remember you can just enter elkshq\ USERNAME and PASSWORD each time

## SHUTTING DOWN, RESTARTING LOGGING OFF COMPUTER

*To insure a consistent environment logoff will always require either a restart or shutdown, you can't simply logoff. **Log off any Citrix Apps remote sessions before you shutdown/restart your PC.***

### Before logging off

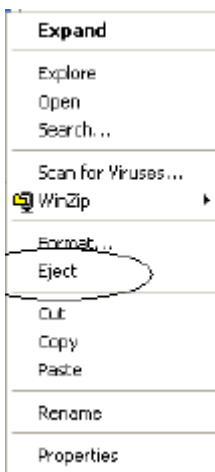
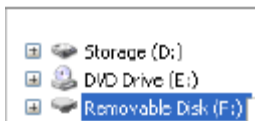
1. ***Please do not use the start menu and select restart or shutdown***, because the log off script will not run potentially hanging your computer and your PC will not restart or shutdown.
2. **Also never shut down your PC by holding or pushing the power button on the PC, this will eventually damage your profile and disable your PC**
3. Before you shut down or restart your PC you should close any applications you have open. This is done by either:
  - Clicking on the File menu within the application and then selecting EXIT (ALT + F4 is the keyboard shortcut for this function); or

- Click on the CLOSE button located on the top right hand side of the application.



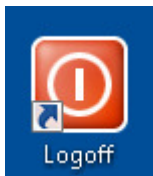
4. **REMOVE USB DRIVE - You should also remove any USB (thumb) drives from your computer.** To eject and remove any USB drives open up Windows Explorer by double clicking the Windows Explorer shortcut on the desktop.

Locate the USB drive name in the FOLDER LIST and right mouse click on the drive, then select EJECT from the shortcut menu. This will ensure that the drive is removed correctly without damaging any files it contains.

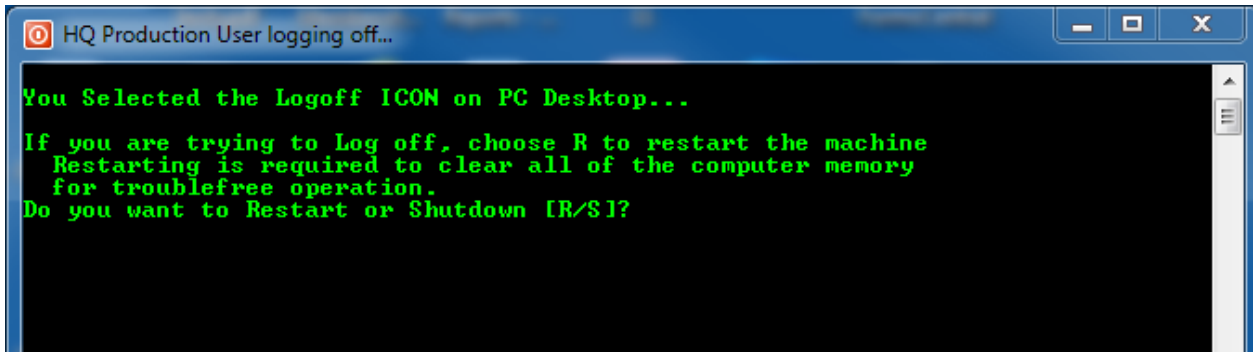


## Logging Off

1. Click on the Logoff button on the desktop




2. Windows will open asking you to select R for reboot or S to shut down.

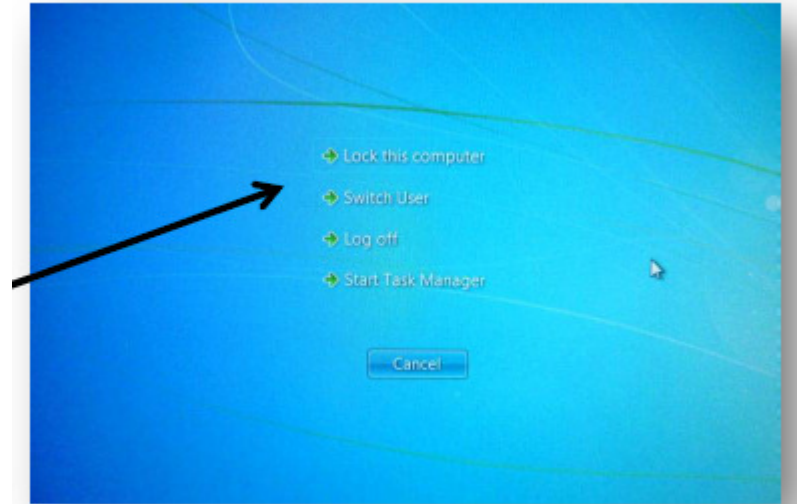


3. Make your select and then press the enter key
4. The log out process will then start.

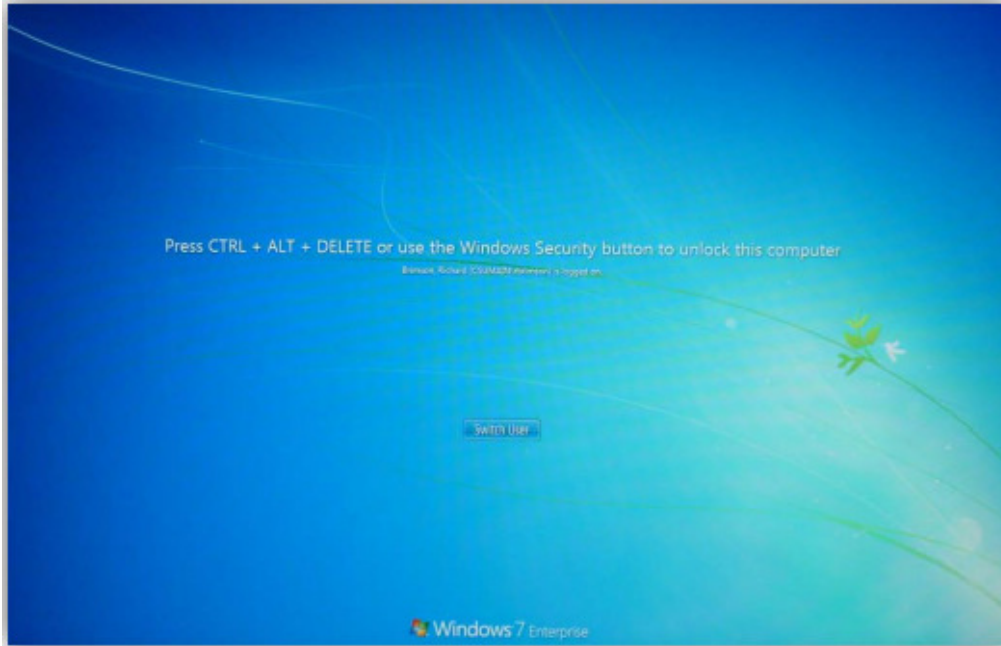
### LOCK PC - Locking your Workstation

When you leave your workstation temporarily, it is important that you lock it so that no-one else can access the system using your username and password. To lock your workstation use the same keys that you used to log on ie CTRL, ALT and DELETE keys.

- Press the CTRL, ALT and DELETE keys simultaneously;
- The Windows Security dialog box will appear;
- Click on LOCK COMPUTER
- OR PRESS  + L.



A COMPUTER LOCKED dialog box which says that your computer is in use and has been locked appears.



## UNLOCK PC

### Unlocking Your Workstation

To unlock the computer;

- Press the CTRL, ALT and DELETE keys simultaneously;
- Type in your Password in the PASSWORD field, just as you did when you originally logged on.

**NOTE:** Remember, it is always best to lock your workstation when you leave it unattended so that no-one else can use your username and password.

### Windows 7 Update Notifications

You may at times be prompted to update your Windows 7 desktop either by a popup that appears in the lower right hand corner of the task bar or you may see it from the start menu. Your computer will be updated during its regular quarterly deployment schedule but we'll try to keep windows patches updated during the interim. So if provided the option allow the update process to proceed. Be careful not to turn off the computer while updates are being applied.

### Software registration prompts

You may periodically encounter prompts asking you to register your applications such as DYMO, ESE, Adobe or other products. When prompted and if provided

with the option to **not remind you again** to register this product, please do so. Otherwise if prompted to register some specific application simply click the cancel button when available. If you continue to have issues with this contact the helpdesk so that they may instruct you on how to handle this situation.

## [Password Expiration Notice](#)

### **PASSWORD CHANGE NOTIFICATIONS - For the User**

Passwords will expire every 90 days and you will be required to create a new one at that time. Failure to comply can cause long delays in gaining access to your system. As you get closer to your password deadline, you will be informed via email as in the example blow. **IMPORTANT – When you change your login in password it is highly advisable that you also change you email password see section CHANGING EMAIL PASSWORD**

*Please wait 30-60 minutes before they try logging in again to insure that all of the domain controllers are synchronized with their passwords. Ultimately the best plan is to change passwords at the end of the day and then log off that would give the domain controllers all night to synchronize before they log on again.*

**From:** [helpdesk@elks.org](mailto:helpdesk@elks.org) [<mailto:helpdesk@elks.org>]  
**Sent:** Friday, September 27, 2013 7:28 AM  
**To:** User Name  
**Subject:** Important: Password Expiration Notification - elkshq.net

Hi UserName,

Your password for account "UserName" expires in 3 day(s). Please change the password as soon as possible to prevent further logon problems.

Click the following link to change your password now: [Enterprise edition only](#).

**NOTE:** Refer to the BPOE HQ Network User Guide for instructions on changing your password. Also change your Intermedia email password at the same time so you are not unintentionally locked out in the future

-----  
This is an automatically generated message from our Password Expiration Notifier.

-----  
This is an automatically generated message from NetWrix Password Expiration Notifier.

## PASSWORD CHANGE NOTIFICATIONS - For the Supervisor

If you are a supervisor you will also be notified by email when one of your subordinate's password is about to expire.

**From:** [helpdesk@elks.org](mailto:helpdesk@elks.org) [<mailto:helpdesk@elks.org>]

**Sent:** Friday, September 27, 2013 7:28 AM

**To:** Supervisor Name

**Subject:** Password Expiration Report - elkshq.net

This is an evaluation version (20 days left). [Request a quote](#)

Passwords and/or accounts of the following users are about to expire:

User name	Email	Expires in
username	username@elks.or	3 day(s): password

### Password Creation Policy

The Password policy changed slightly please be aware of the new composition rules set by Microsoft for secure domain logins.

The password may not contain your account name or parts of your username that exceed 2 consecutive characters.

The password must be at least 15 characters in length.

The password must contain characters from any three of the following four categories:

- 1) Upper case A-Z
- 2) Lower case a-z
- 3) Digits 0-9
- 4) Special characters !,\$,#,%

We suggest that you use password phrases that make sense to you so they are easier to remember like

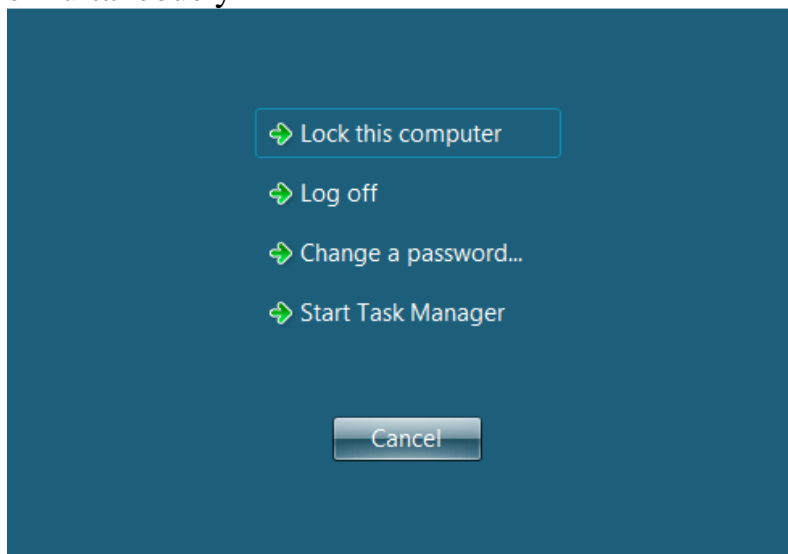
lhagvlo15!Hyho

which could stand for:

I had a great vacation last october 15! Hope you had one

## How to Change your Login Password

1. On your keyboard press Ctrl +Alt + Delete keys on your key board simultaneously



2. You will then be prompted to provide your **Old password** and **New password**, then you must retype your New password again in the **Confirm password** box.



## Paylocity:

To log on to **Paylocity** select the **Paylocity** button on the left side of our intranet page and enter the information provided to you by HR if you are having issues logging into **Paylocity** please contact HR. *(if you are logging on to paylocity from outside the network you will be challenged with additional personal informational prompts)*

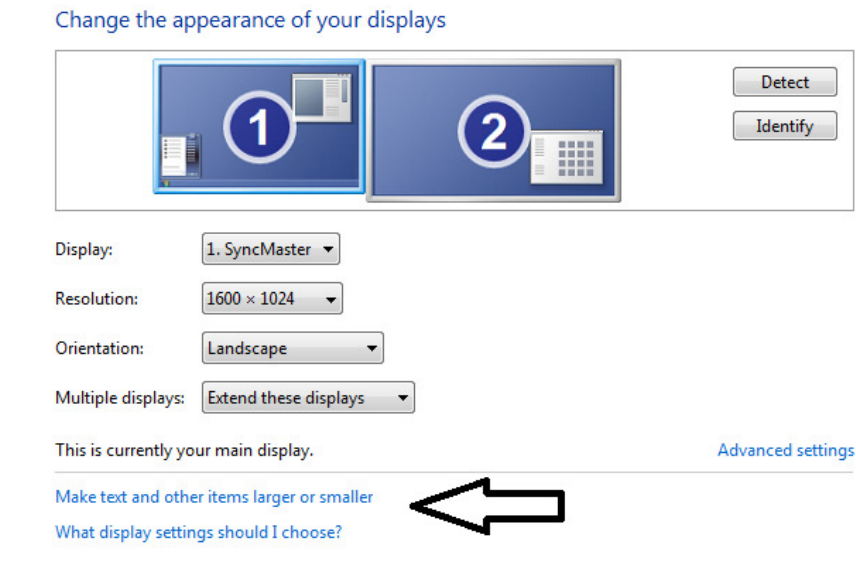


## Display Settings – Configuring Your Screen

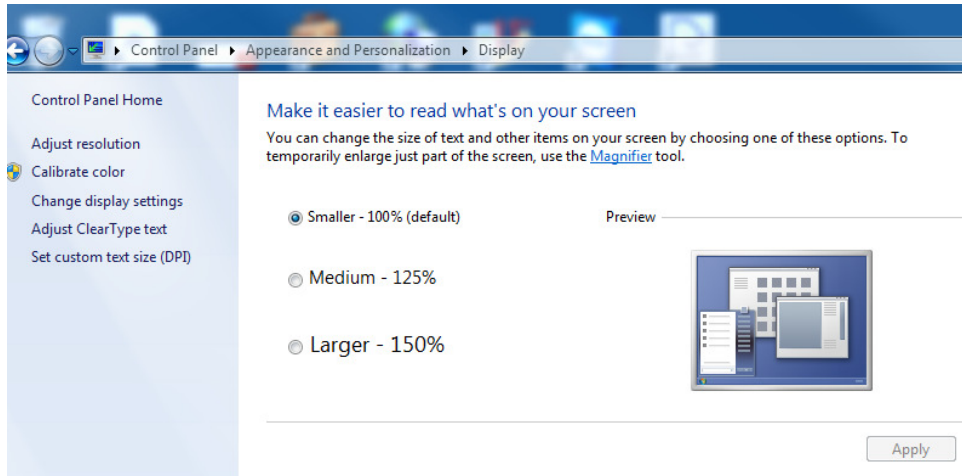
### Changing your text and other items larger or smaller

*It is recommended that if you choose to adjust this setting from its default that you do prior to changing your desktop resolution as this may negate the need to make any further adjustments.*

1. Right click on your desktop and select **Screen resolution**
2. From the screen that appears click on the blue text below **“Make text and other items larger or smaller”**



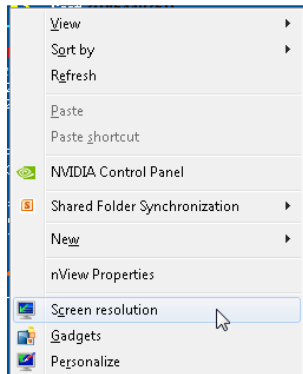
3. On the next screen you can change the size setting as needed the default is “Smaller – 100% (default)”



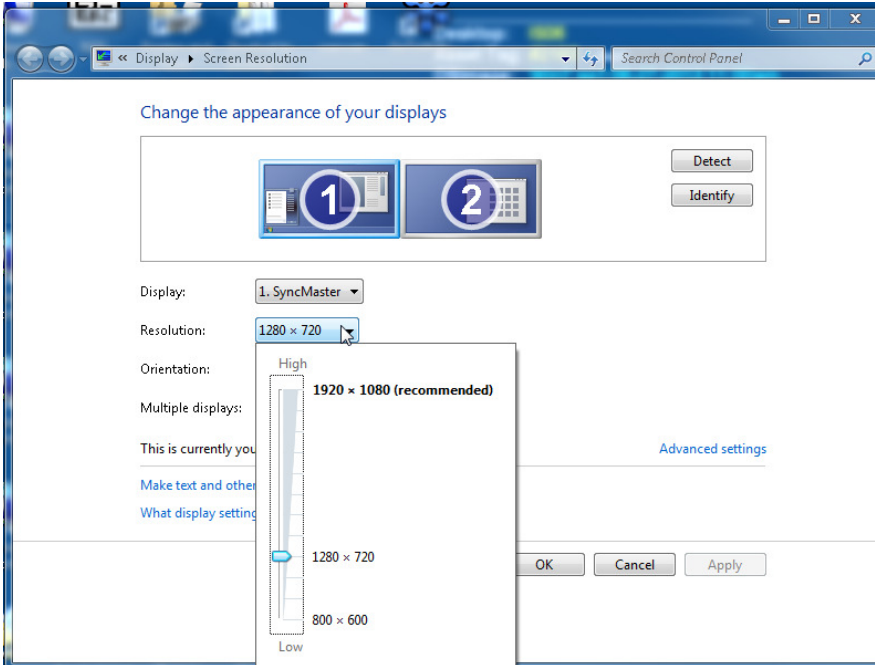
4. You will need to log off to apply changes.

### Changing your desktop resolution:

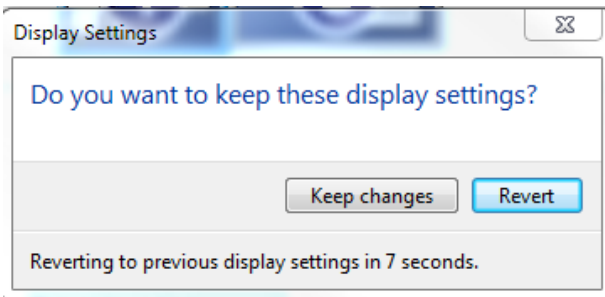
1. Right click on your desktop and select **Screen resolution**



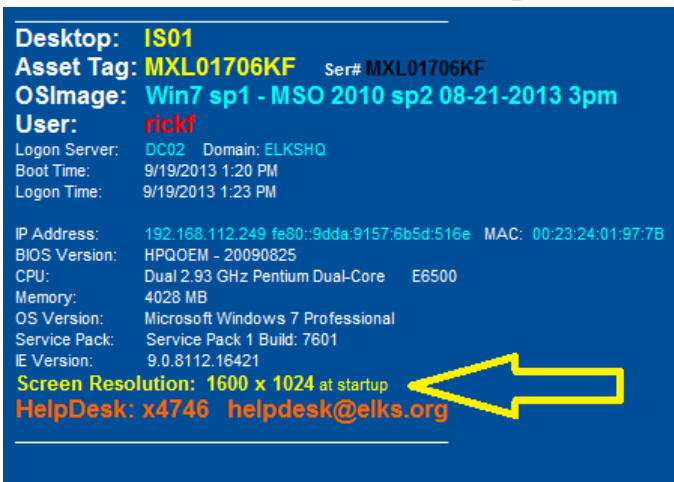
2. Select the desired resolution from the sliding **Resolution** bar



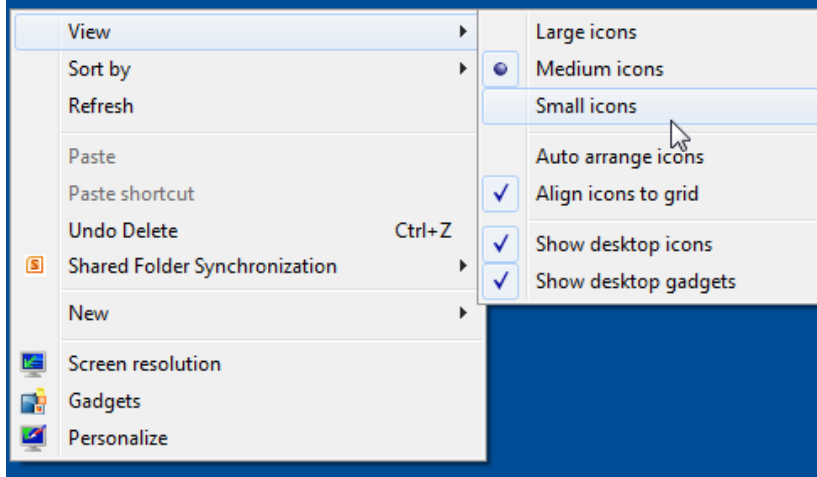
3. Click the **Apply** button after you have made your choice.
4. Click the **Keep changes** button if you want to keep this new resolution or click the **Revert** button to put back to previous setting.



5. Next time you restart the notation in the upper right hand screen will reflect the new screen resolution at startup. **See below.**



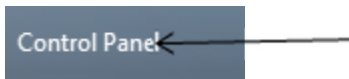
**Changing Icon Size** - To increase or decrease the physical size of the icons on your desktop simply right click on an empty space of your desktop as previously indicated and choose one of the three available sizes **Large icons**, **Medium icons** (default) and **Small icons**.



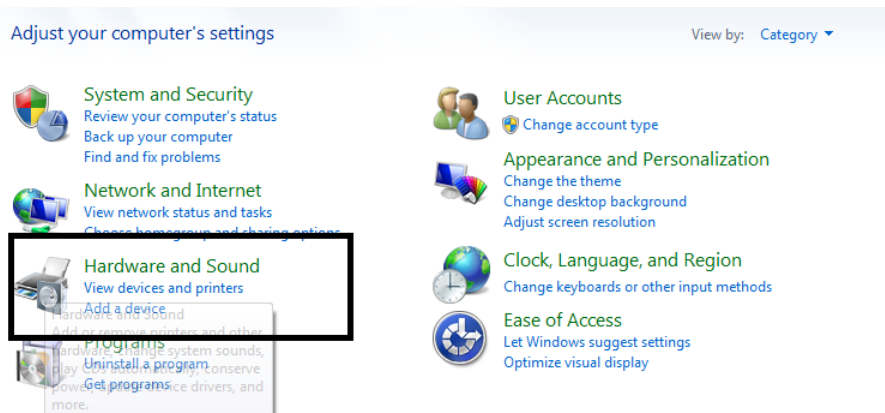
## POWER SETTINGS

In the event that you are having issues with being locked out or screen time outs you can adjust your power settings as follows.

1. From the Start Menu Click Control Panel



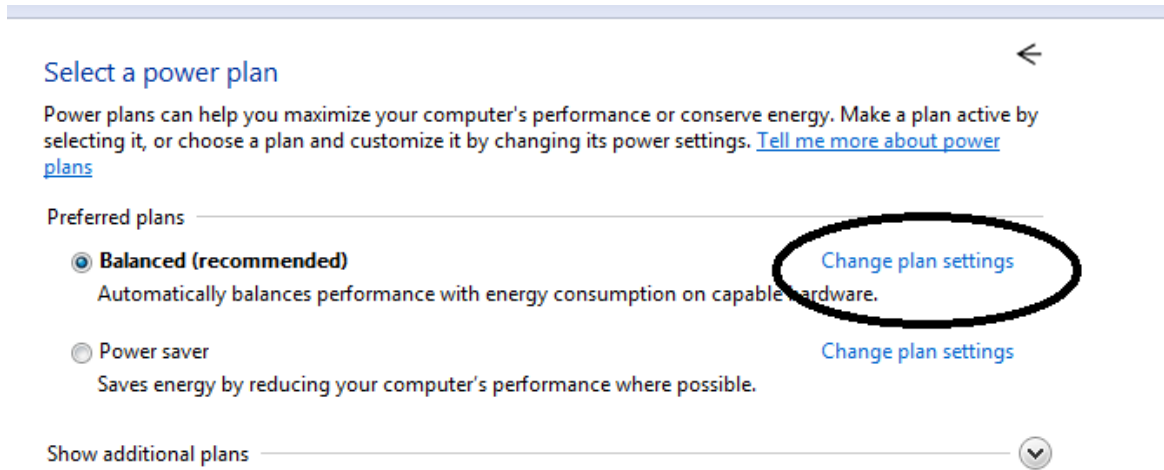
2. From Control Panel Click on Hardware and Sound



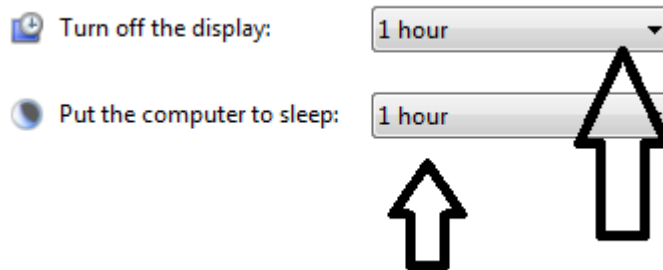
3. Click on Power Options



4. Click on the Change plan settings link



5. You can now change your time settings for the display and sleep settings.



**Email**

**Important:** *For any mass mailings over 25 recipients, consider using constant contact or similar bulk mail providers that would comply with the **CAN-SPAM Federal Act**. Sending mass emails from Intermedia Mailboxes is a **VIOLATION** of service terms and can lead to service interruption or closing of our account.*

**PST Files – How to use**

It is not commonly known that we have 2 replicas of the file server in the environment now; **FS01 & FS02**. This is a fairly new development and is part of the project to move some critical servers to an offsite datacenter to save money and provide better up-time for the organization's IT infrastructure.

**FS01 will be used** to support file server access for our local users connecting via the local PCs, FS01 will remain onsite so that local users retain fast access to files.

**FS02 will be used** to support VPN desktop access and all citrix desktops sessions launched from HQ or remotely, FS02 will be located in a remote datacenter where the remote access desktops will also reside as well as the database servers and webservers.

**FS01 & FS02** will be kept in sync by replication software 24x7 with one exception.

***Important:** One precaution that we need to advise you of pertains to the outlook archive PST files. There will be a copy of each PST file on each of the fileservers, FS01 & FS02 and they will be synchronized one-way from the local replica FS01 to the remote replica FS02 at 10pm nightly. What this basically means to us is we should only maintain the PST files from a local windows PC at HQ, never a citrix desktop connection. This will insure that your changes remain intact when replication occurs.*

*Also, note that changes made locally on the HQ windows PC will be reflected after 10PM nightly should you have need to open the outlook program from a citrix desktop session. We caution you to only access the PST files from the citrix desktop sessions in read-only mode for intents and purposes.*

### **Using Outlook in the Office VS Outlook on Xen app (Remote access) VS at Home**

Outlook in the office is cached so all emails are downloaded to the PC for faster access/response time.

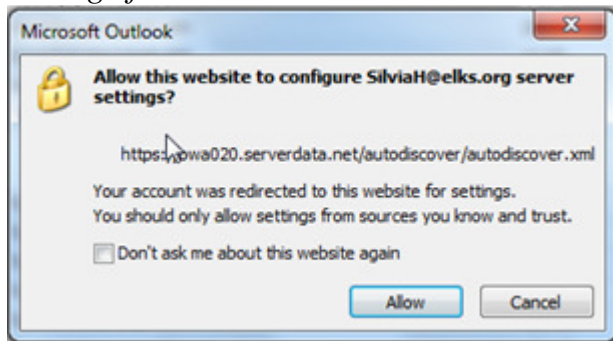
Outlook on Xen app (Remote access) will be non-cached so it will be working off the Intermedia server in real time so slower but still acceptable.

Outlook at Home is cached so all emails are downloaded to the PC for faster access/response time.

If you have any questions please email the helpdesk for clarification.

## EMAIL SETUP

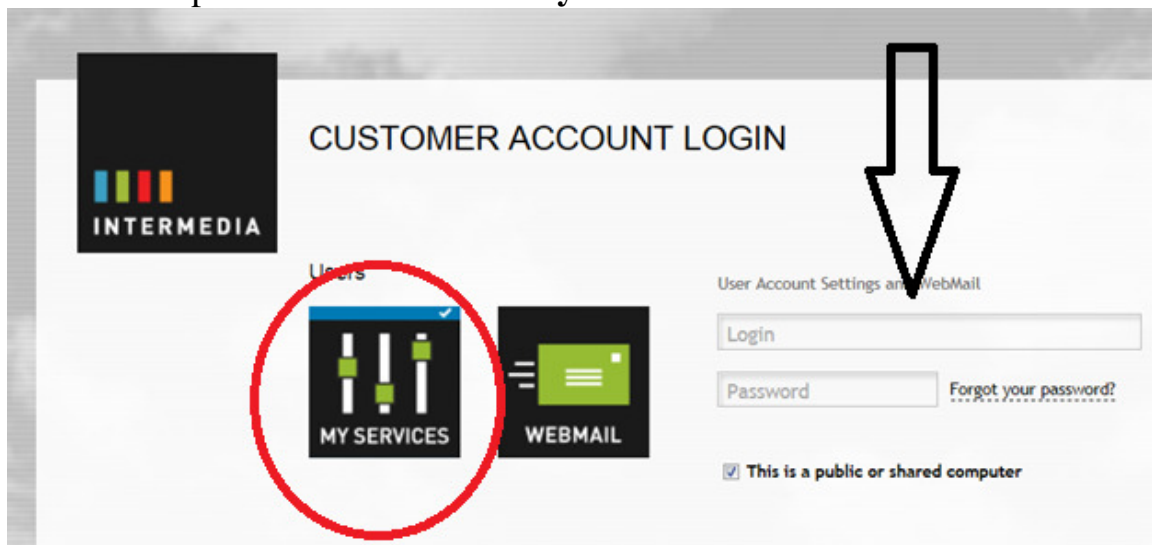
*If you see this exact popup, outlook is asking for permission to get your user settings from the intermedia server.*



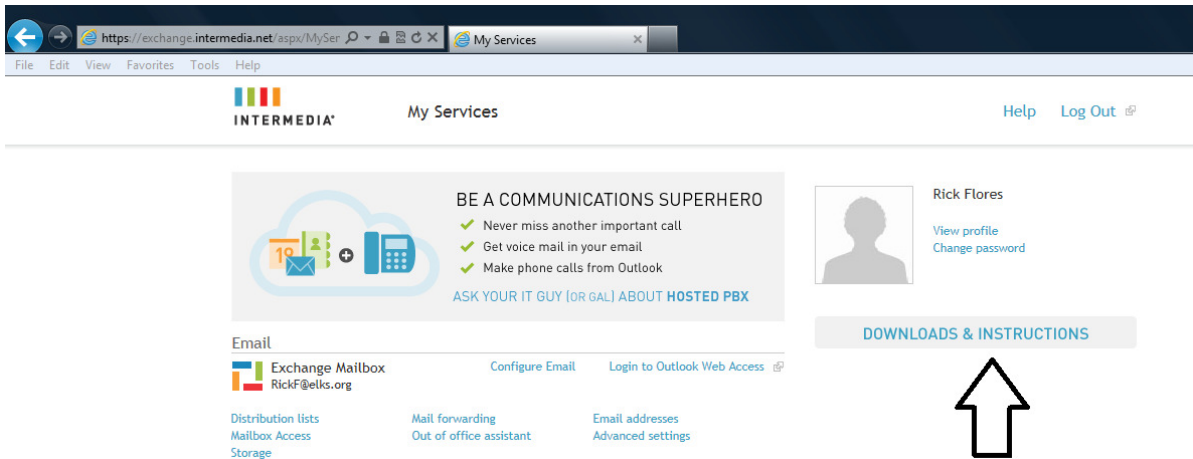
Check the **“Don’t ask me about this website again”** checkbox, then click the **ALLOW** button.

## INSTALLING SINGLE SIGN-ON – AT HOME TO USE EMAIL.

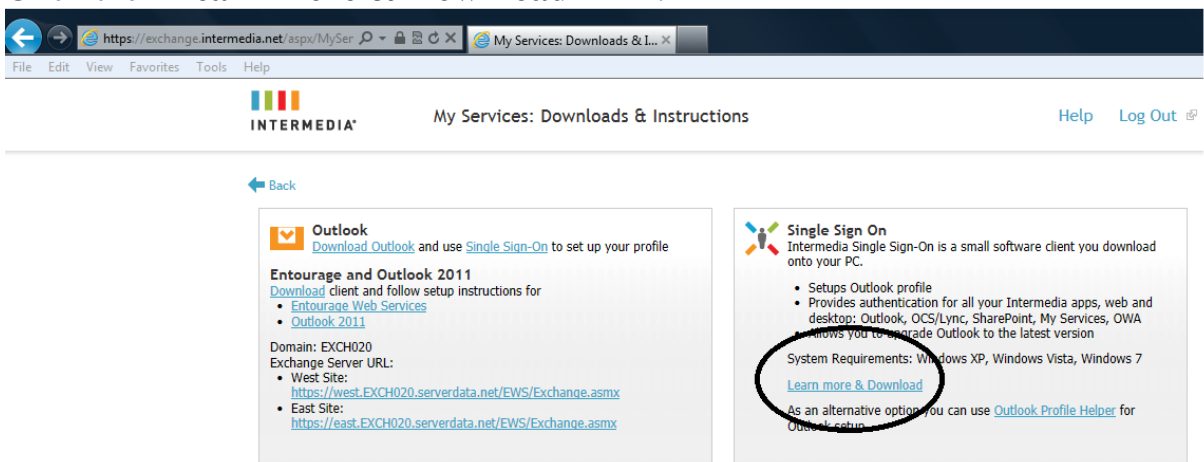
1. Got to <https://exchange.intermedia.net/asp/Login.aspx> provide your email address and password make sure **“My Services”** is checked.



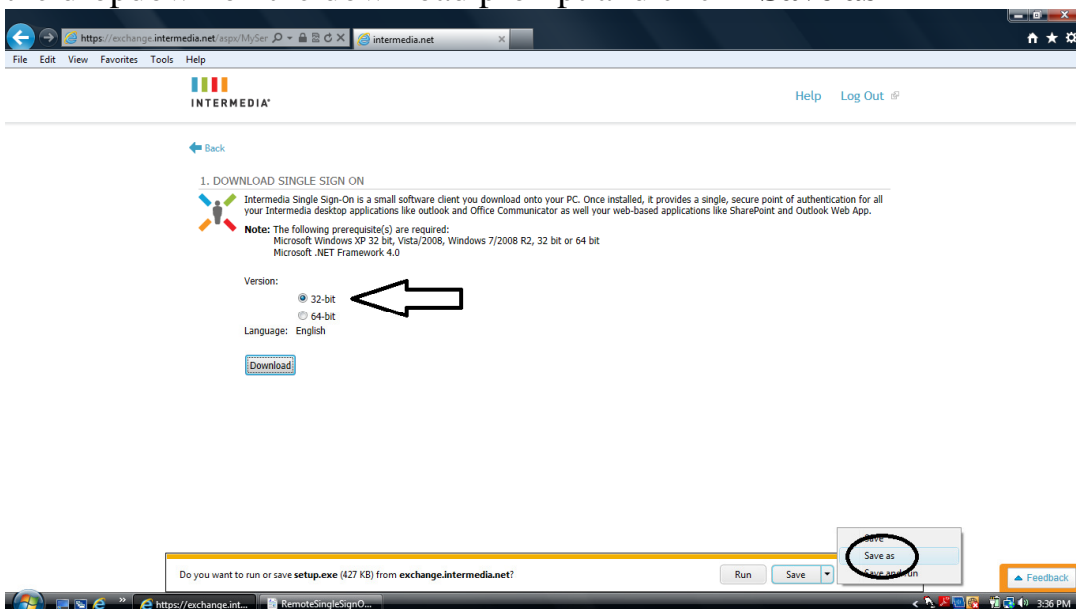
2. Click **“DOWNLOADS & INSTRUCTIONS”**



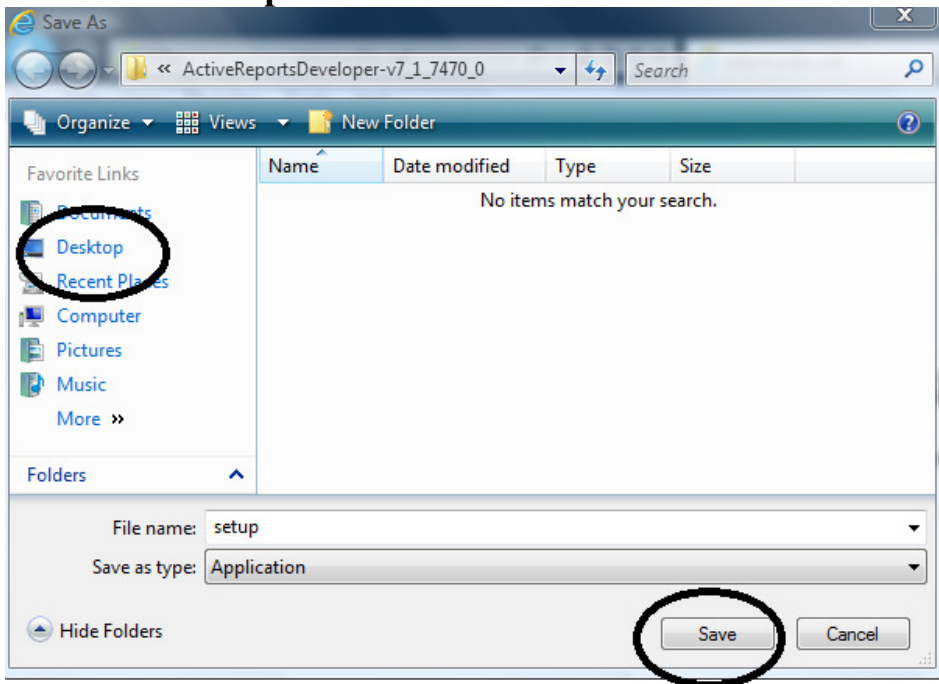
3. Click the “Learn more & Download” link.



4. Select the correct version for your operating system. 32 or 64 bit. Then click the dropdown on the download prompt and click “Save as”



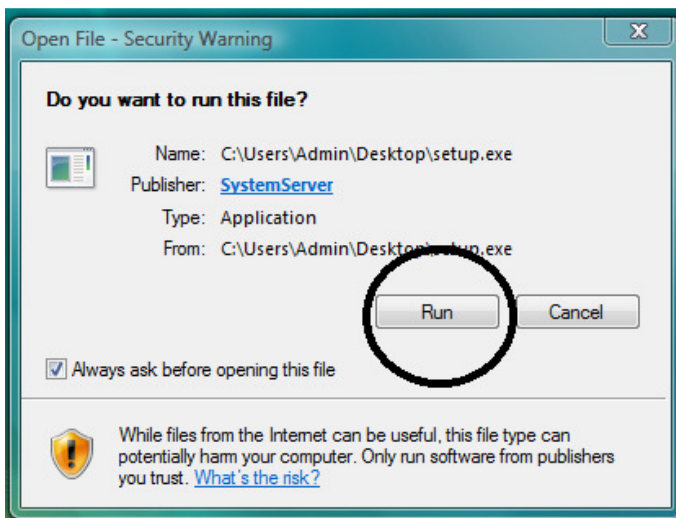
5. Find a location that will be easy for you to locate the setup, we are going to select the **Desktop**.



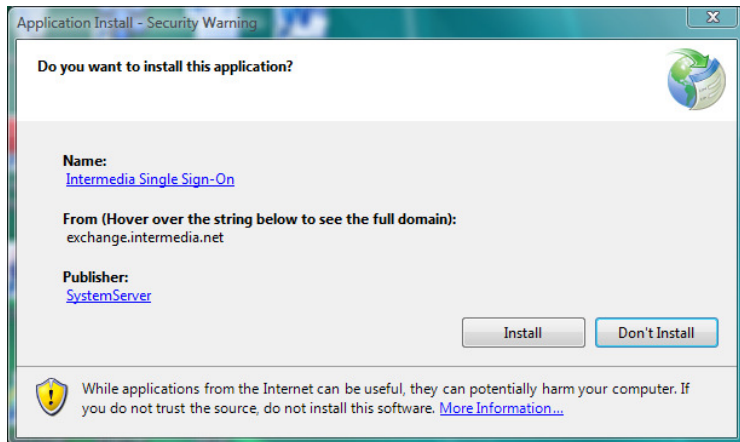
6. Once downloaded to your desktop you can double click the setup program



7. Click the **Run** button.



8. Click the “Install” button

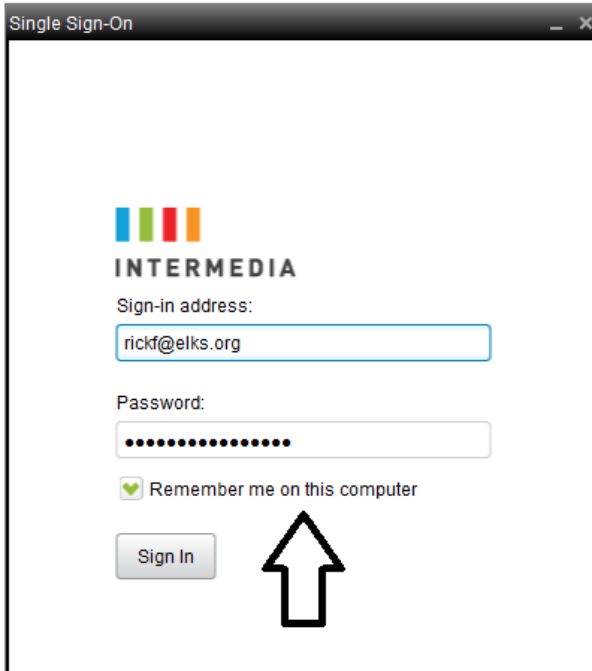


9. Once the install is complete review Intermedia Single Signon it works the same both inside and outside the office.

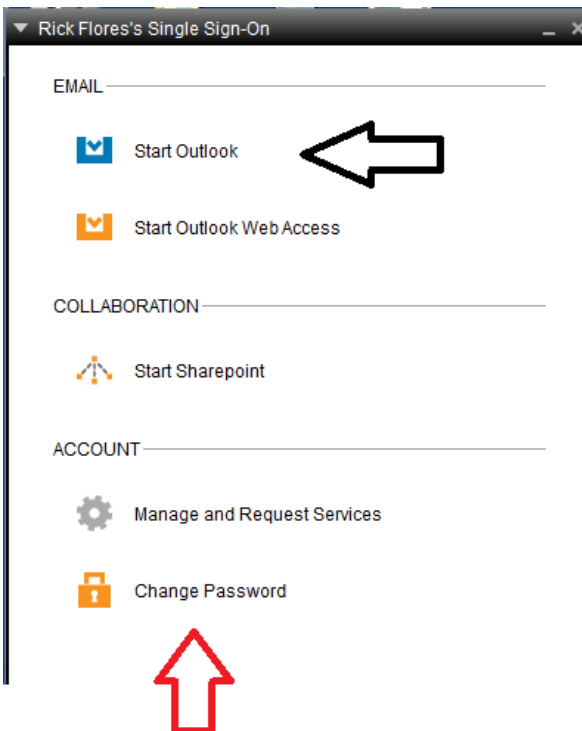
### Intermedia Single Sign-on

*Setting up your single signon you will witness this action each time you login to your system. Follow these simple steps to configure your single signon.*

1. Provide your Sign-in address this would be your company email address
2. Typically you would provide the same password you use to login to your computer. However it may be different if you did not change your email password when you changed your login password. ***See topic Changing Email Password***
3. Make sure to check the box for “**Remember me on this computer**” then click the “**Sign In**” button.



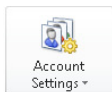
4. Click the **“Start Outlook”** button to load outlook. *Note the **“Change Password”** button to change your email password.*



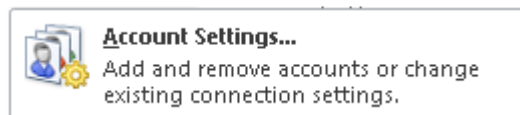
## Creating a new Archive (PST) file in Outlook

1. Select File menu in outlook 

2. Select Account settings



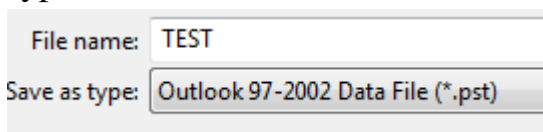
3. Select Account settings again



4. Select data Files  tab.

5. Select  Add...

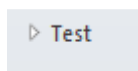
6. Type the name of the archive



7. Select OK

8. Select OK

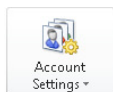
9. An icon will appear in your Navigation Pane with the name you have created.



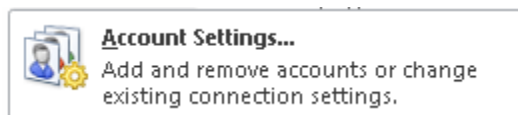
## ADDING OUTLOOK ARCHIVE (PST) FILE

1. Select File Menu in Outlook 


2. Select Account settings




3. Select Account settings again

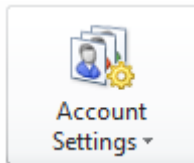


4. Select data Files  tab.

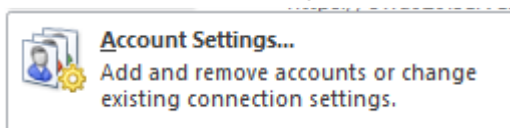
5. Select add  Add...
6. A navigation window will open and you must then navigate to the Outlook folder on your H: drive. Locate the PST file. Select the file and then select OK.
7. Repeat this process for adding additional PST files.

## Adding Department Mailbox

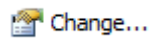
1. Select File menu in Outlook 
2. Select the Account Settings button.



3. Select account settings once more



4. Select change



5. Select the **More Settings** button
6. Select the **Advanced** tab
7. Select the **Add** button
8. Enter the mail box name or the first few characters of the mailbox
9. Select the mailbox from the list of close matches
10. Select the **OK** button
11. Select the **Apply** button
12. Select the **OK** button
13. Select the **Next** button
14. Select the **Finished** button
15. Select the **Close** button.

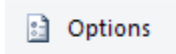
## Setting Up Email Signatures

When opening email for the first time you will need to add your signature.

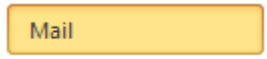
1. Select the **File** tab



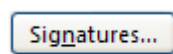
2. Select **Options** button



3. Select the **Mail** button



4. Select icon



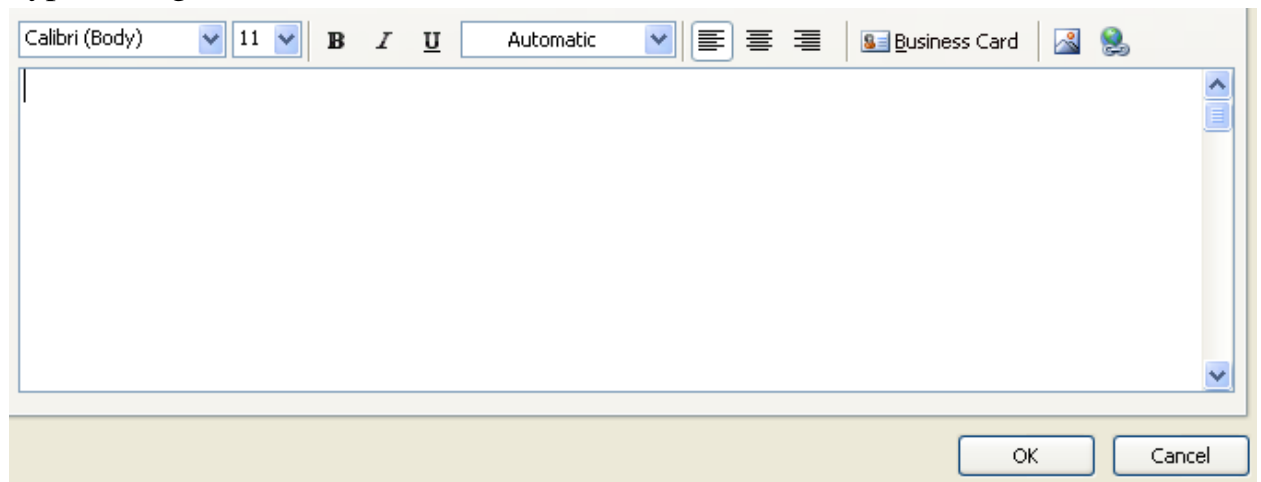
5. Select icon



6. Type the name of the new signature



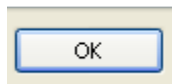
7. Type the signature



8. Select New messages and replies if you would like the signature to be on the New messages and replies .



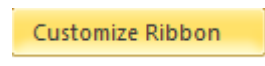
Then click



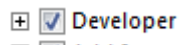
## Setting up Outlook Templates

If you have Outlook templates and would like to attach the folder that you have created do the following.

1. In Outlook from the **File** menu select the **Options** button from the list of menu items.
2. Select the **Customize Ribbon** button.



3. Check **Developer** from the list of **Main Tabs**

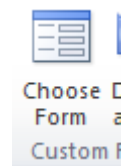


4. Select the **OK** button

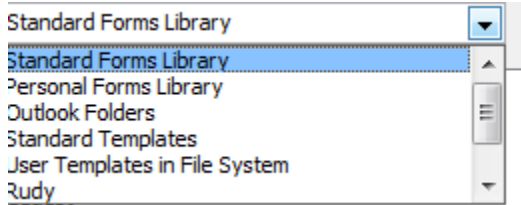
5. Select the **Developer tab** that has now been added to the list of tabs at the top of the Outlook application window.



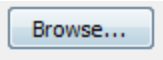
6. Select the **Choose Form** button from the **Developer** tab



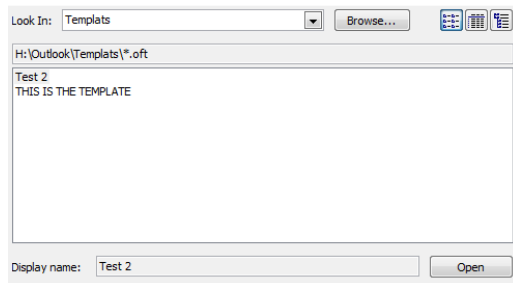
7. Select **User Templates in File System**



8. Select the **Browse** button and locate the folder that contains your templates



9. Select the template and select OK

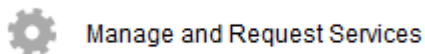


## CHANGING EMAIL PASSWORD

1. From your desktop click on the shortcut for Intermedia Single SignOn



2. You will be prompted to provide your Sign-in address and Password login using your email user and password.
3. Single Sign-On window will appear click the **Manage and Request services** button



4. A IE windows will open then select Change password

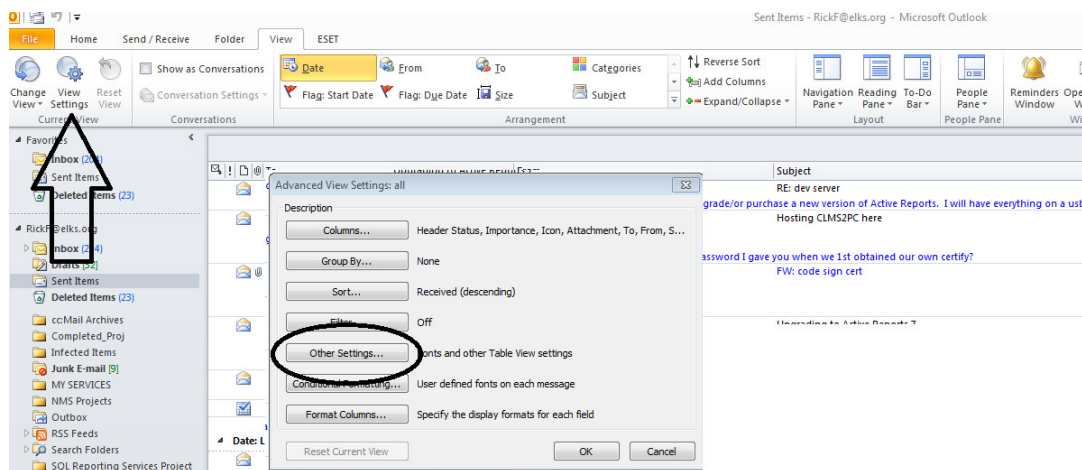
[View profile](#)  
[Change password](#)

5. Enter your current password and your new password and then enter your new password again for verification.
6. Then select the **Save changes** button.

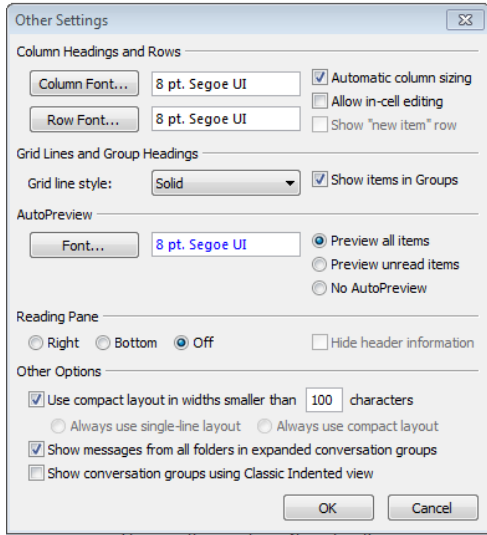
Your password should be the same as your domain password (the password you use to logon to the PC each day). ***When you change your account password or are required to change your login account password it is highly recommended that you change your Intermedia Outlook password too.***

## Changing Outlook Column and Navigation view settings

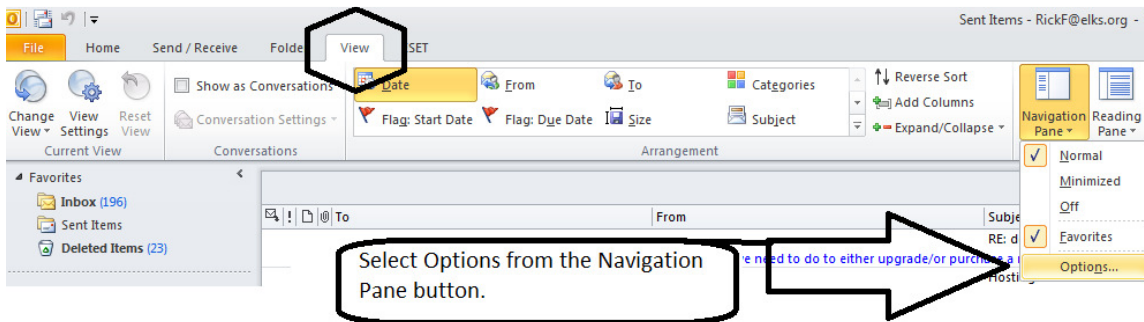
To change the size of your email columns click “View Settings” from the “View” Tab. *Make sure you have already adjusted your display resolution prior to changing outlooks view settings. These can be found in the section titled. CHANGING YOUR DESKTOP RESOLUTION.*



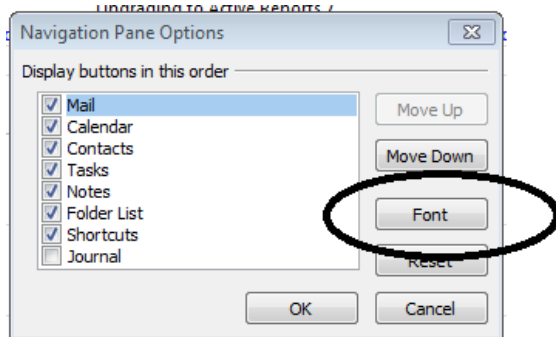
**Then change the font options you want to enhance. Hint Keep the “Column Font” and “Row Font” the same**



To Change the size of your Navigation Pane from the View menu select “Options from” the “Navigation Pane” button



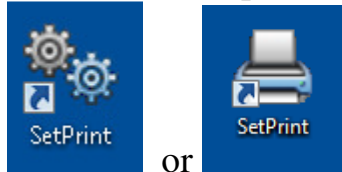
Then select the “Font” button to change the font and or the size of the font this will have the effect of making your “Navigation Pane” larger or smaller to fit your preference.



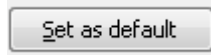
## Printing

### Setting your default printer and adding printers

To access or change your default printer you can double click on the **SetPrint** icon from the desktop. It can look like either of these icons.



To set your default printer select the printer from the list of **Available printers** and click the **Set as default** button.

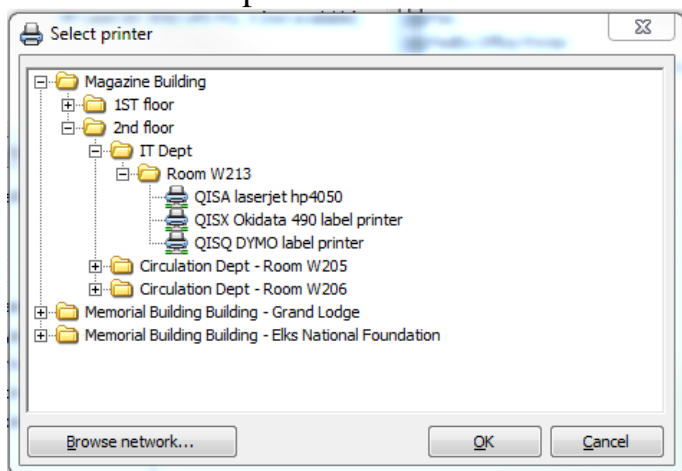


To add a network printer select click the **Connect...** button at the bottom of the **SetPrint** screen. This is done for all network printers including Dymo and Oki data.



The **Select printer** dialog will appear

- Then select the building
- Then select the floor and then the department.
- Then select the printer and then select OK



Printing from your local printer is quite simple if your local printer is set as the default.

The application you are working with should recognize the printer that you have chosen as your default. Yet you may still change which printer you wish to print to by using the print dialog from any application.

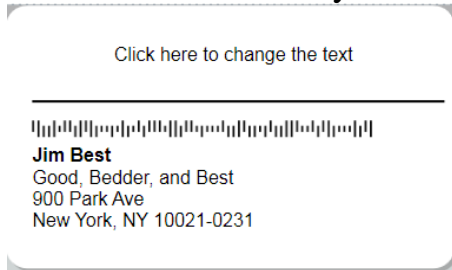
## DYMO Label Printing

**Note: DYMO labels are not specifically supported on Terminal or remote sessions you can cut and paste directly into the DYMO software to print labels. It is however recommended that you use your local desktop to have full DYMO functionality especially when printing labels from the Membership system applications.**

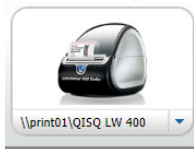
Double click the DYMO icon on your desktop



Select the label size you want, you can manually type the address information you want or from the **Address Book** tab within the **DYMO** application you can change the **Address Book** to your **Outlook Contacts**.



Validate you have the correct **DYMO** printer selected.



Click **Print**

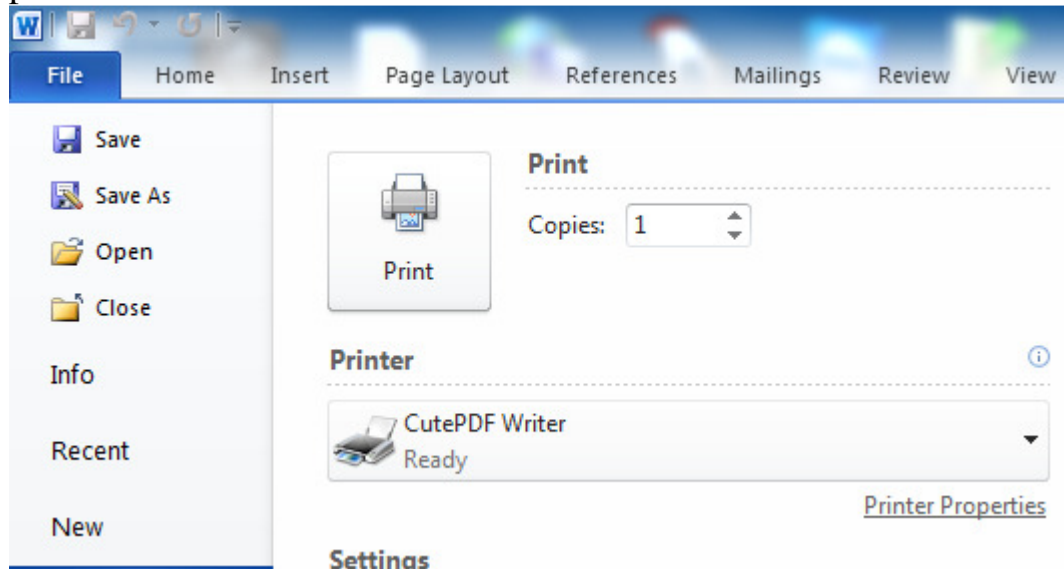


## Printing to PDF

### Adobe Acrobat Pro Request to register.

Acrobat Pro XI may ask you to register the application; this is nothing to be concerned about. All you will need to do is check the do not ask again and then select skip. If you are still having issues after performing the steps listed above please contact the helpdesk.

From any applications print dialog make sure to select the **CutePDF Writer** to print a **PDF** document.



A **Save As dialog box** will allow you to name and select the location you wish to save the document.

### Printing to PDF from remote session

*Printing a pdf from a remote desktop connection initially can seem a little more complicated. The reason being you can view printers that are local to the actual desktop(non-remote connection) and the printers that are available to the CTX or remote desktop.*

*Always use one of the **pdf printers** that are local to the remote session avoid using the pdf printers that include **session** in the name.*



### Verify default outlook profile

If you are unable to send PDF files from Adobe reader please validate that your Outlook profile is select as the

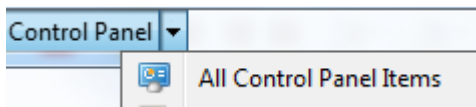
1. Select **Start** icon



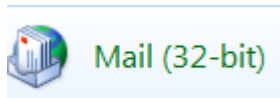
2. Select **Control Panel**



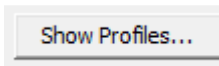
3. Select **All Control Panel Items** that appears after clicking the down arrow next to the **Control Panel** button.



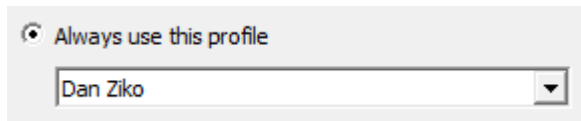
4. Select the **Mail (32-bit)** icon



5. Select the **Show Profiles...** button



6. Select make sure your name is selected from the drop down



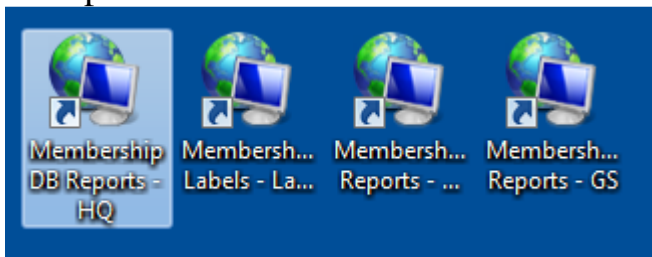
Select the **OK** button.

## MEMSYS Label Printing

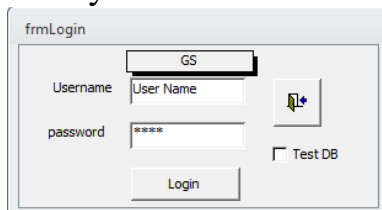
*(MEMSYS Dymo label printing from Cixtrix Desktops and remote sessions is currently not supported by DYMO because smartpaste is not supported on terminal servers.)*

*Dymo Label printing from Memsys is only supported from your local PC desktop.*

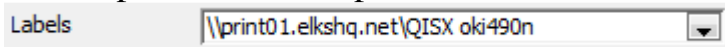
Double click any one of the Membership DB applications provided on your desktop.



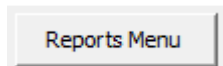
Enter your user information and click the **Login** button

A screenshot of a web form titled 'frmLogin'. It has a 'Username' field with 'GS' entered, a 'password' field with '\*\*\*\*', and a 'Login' button. There is also a 'Test DB' checkbox and a small icon with a plus sign.

On the **Main Menu** under the **Labels** dropdown make sure you have selected the correct printer all label printers will have “**oki**” somewhere in the name.

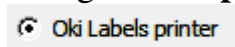
A screenshot of a dropdown menu for 'Labels'. The selected option is '\\print01.elkshq.net\QISX oki490n'.

Now select the **Reports Menu** button

A screenshot of a button labeled 'Reports Menu'.

Select the **Report #** you wish to use in this case you are printing labels so you wish to select **0100 – Individual Labels** from the available reports.

Change the **Report Output** to **Oki Labels Printer**

A screenshot of a button labeled 'Oki Labels printer' with a printer icon.

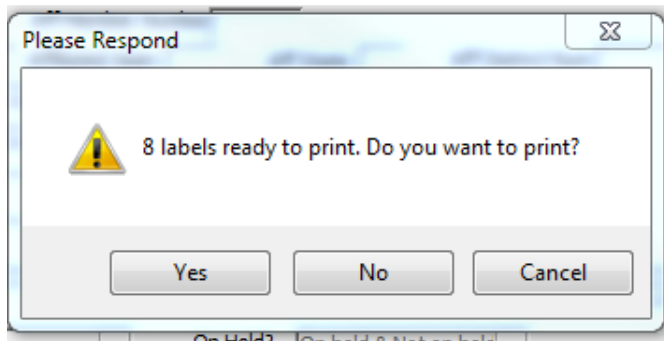
Click the **Submit** button.

You will be presented with the label form called **Report 0100 Params – Labels** provide the information or use one of the **Quick Select options** from the dropdown.

Click the **Execute** button



As a precautionary measure a dialog box will appear with the number of labels you are about to print. If the number does not adhere to what you believe is correct you have the opportunity to **Cancel** and check the parameters you provided on the **Labels** form.



### **Print 1.5 Inch Labels - Mail Merge using Microsoft Word (Issue)**

*New development concerning continuous label printing mail merge using Microsoft Word.*

As of September 1st, 2013 new mail merge templates created will not work with the Okidata targeted printers. There are various postings on websites, non-really correct the problem. We are posting to Microsoft websites hoping that they find a solution.

In the meantime – copy a Word template that is known to work and connect to any new data source you might need to work with and paste in the new fields, but do not modify the page settings or printer settings as this will compromise your copied template.

A better scenario would be to use Access to develop your mail merge process instead of Word. Access has more robust layout capabilities and does not put you through the treacheries that Word does to accomplish this relatively simple task.

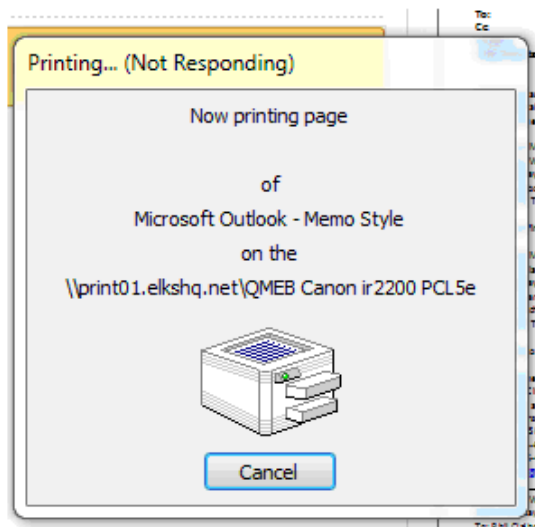
The Word mailings option to print the same labels on Avery stock labels does ironically work without incident, but mail-merge has been seriously compromised for continuous labels.

The Word sheet fed mail-merge labels on the other hand continue to work fine.

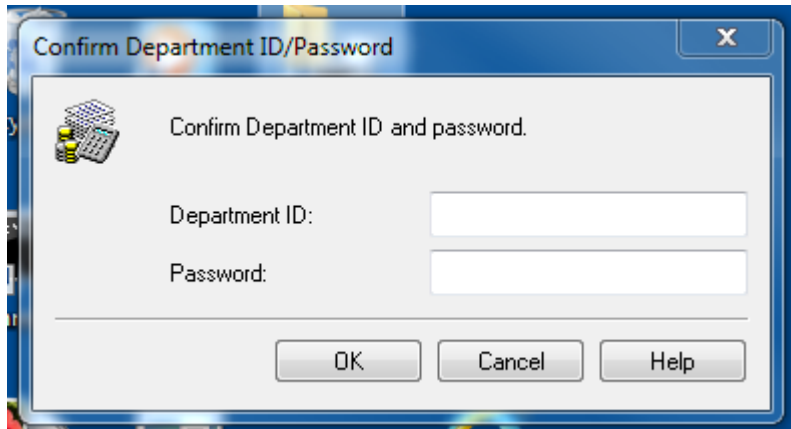
### Xerox or Canon Printing

If you send a printout / report to a Canon (or Xerox) that has requires a billing code

You will see this message below



You will need to know a valid **Depart ID**



If you wait a few seconds the Windows application will indicate not responding, until you confirm department ID/Password.

## [PrintKey](#)

PrintKey will automatically load when you log on to your PC. To use Printkey simply press the **Print Screen** button located on your keyboard and the application will open. Output will be sent to the default printer designated at startup, unless you select an alternate printer in the Printkey dialogue box.

## [Scanning](#)

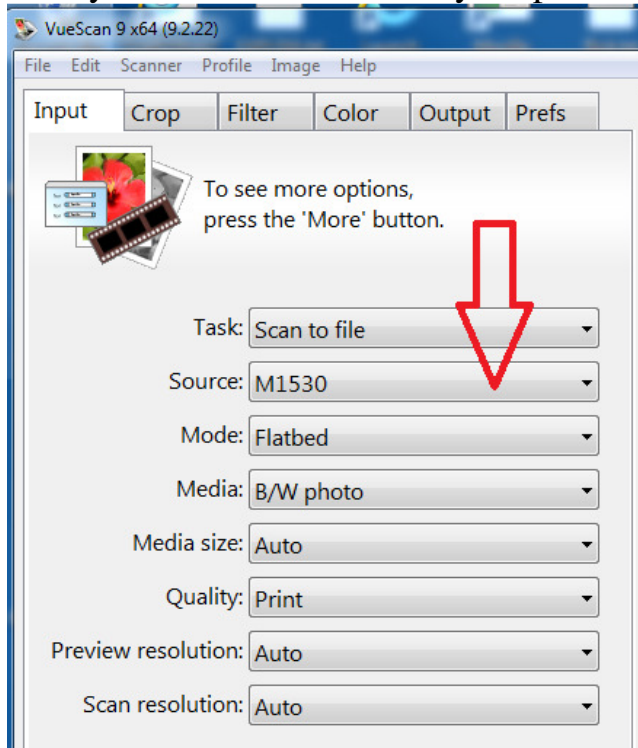
### [Basic How to Scan Instructions](#)

Double click the **VueScan** icon located on your desktop.



**Note: Typical scanning devices are HP1530 printer. The Source dropdown must contain the device you wish to scan from.**

Note your Source this will be your printer/scanner typically a M1530.



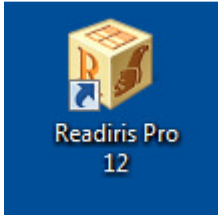
- Then make sure your source is set to your printer/scanner.
- **Mode:** can be **Flatbed** or **Doc Feeder** in some cases you may not have a **Flatbed** option.
- **Media:** should be set to what will best fit your needs. Your options are
  - **Color photo** – for color photos
  - **B/W photo** – for black and white photos
  - **Line art** – Line art for simple graphics
  - **Text** – for text only items
  - **Magazine** – for mixed text and graphic
  - **Newspaper** – for mixed black and white graphics and text
- Then if you need to change the default folder location, select the **Output** tab and then select the icon and then navigate to the desired save location and select save.
- Default location is **My Documents\My Scans** located on your **H: drive**
- Now select Scan and the scan will be displayed when finished. If using the **Doc Feeder** and not **Flatbed** you must click on the **Last page button** to

end the scanning process otherwise it will wait for you to insert another page and click the Scan button once more.

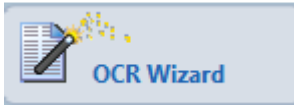
*To restore application defaults such as file location and default name from the file menu in the ViewScan application select Default Options*

## OCR Scanning

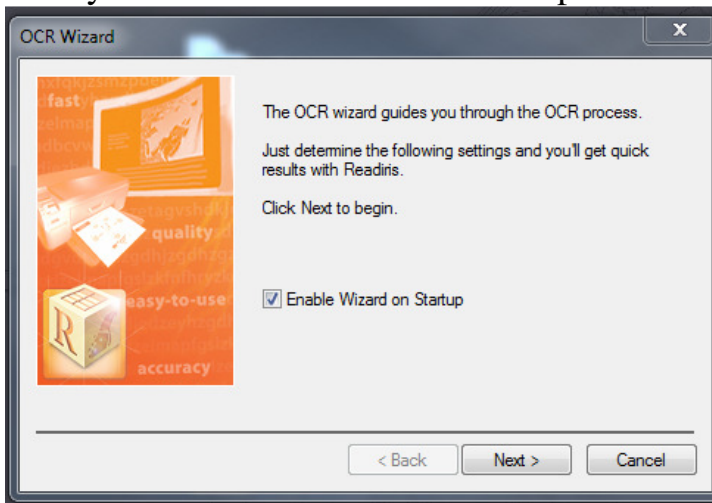
1. Double click the **Readiris Pro 12** icon on your desktop



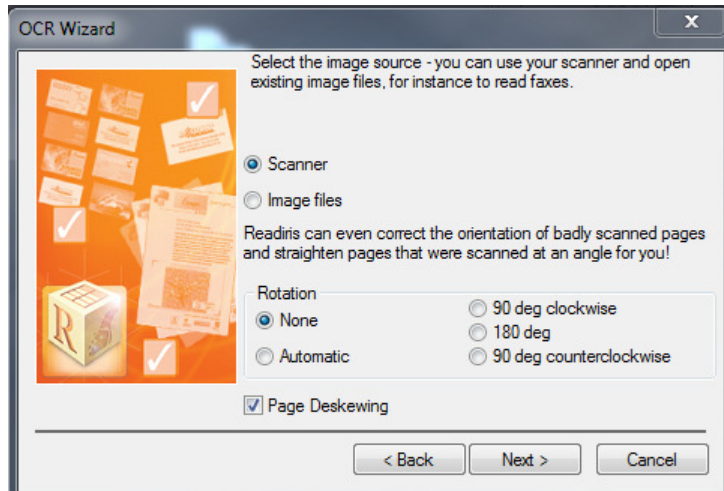
2. Click the **OCR Wizard** from the left hand panel.



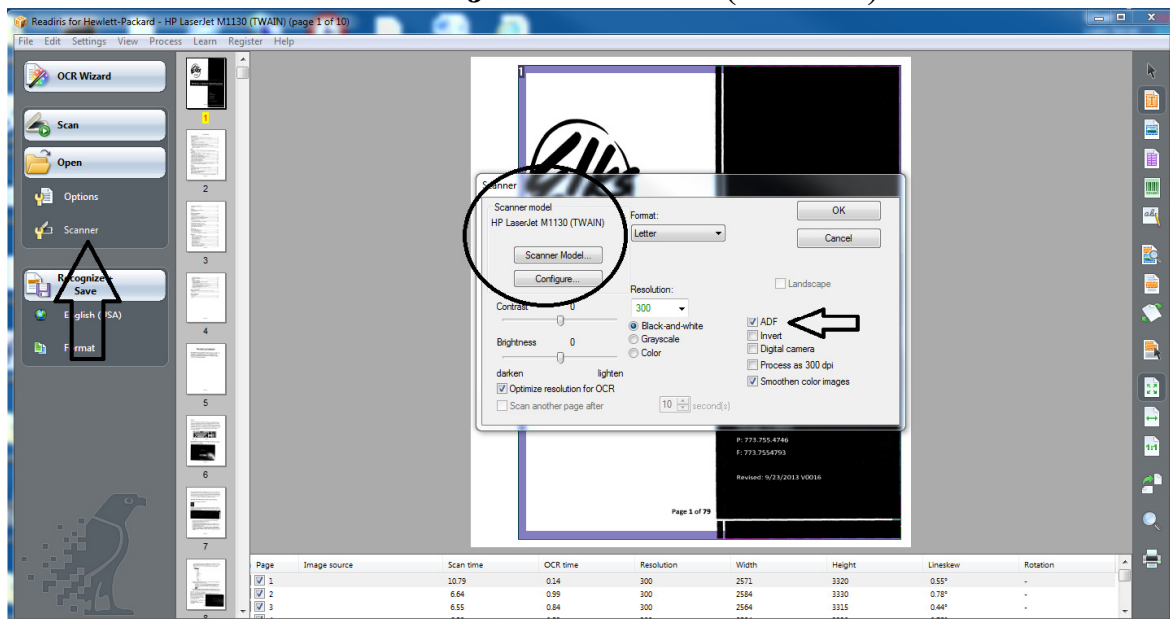
3. Click the **Next** button on the **OCR Wizard** dialog box that will appear. Here you can check or uncheck the option to **Enable Wizard on Startup**.



4. **OCR Wizard** will present you with several options make sure to check the options
  - a. **Scanner** as the image source
  - b. **Page Deskewing**.
  - c. Click the **Next** button.



5. Leave the default scanner **HP Scanjet 3600 series (TWAIN)**, click the **Next** button.
6. Leave the default language to **English**, click **Next**
7. Leave the default **Microsoft Word 97**, click the **Next** button
8. Click the **Go** button once prompted to start the operation
9. The document will be opened in **Readiris Pro 12** with an **Output File dialog** will appear allowing you to name the file, as well as identify the file type as Microsoft Word. You can browse to a specific location to save your file.
10. If you encounter issues with the scanner settings such as the ADF (Auto Document Feeder), click the scanner link for the left side panel. Check the following settings, make sure ADF is checked. In the example the Scanner model is setup as **HP LaserJet M1522(TWAIN)**, you may need to try another model like **“HP LaserJet M1530 MFP(TWAIN)”**



## Browsing the Internet

### Internet Explorer A.K.A IE



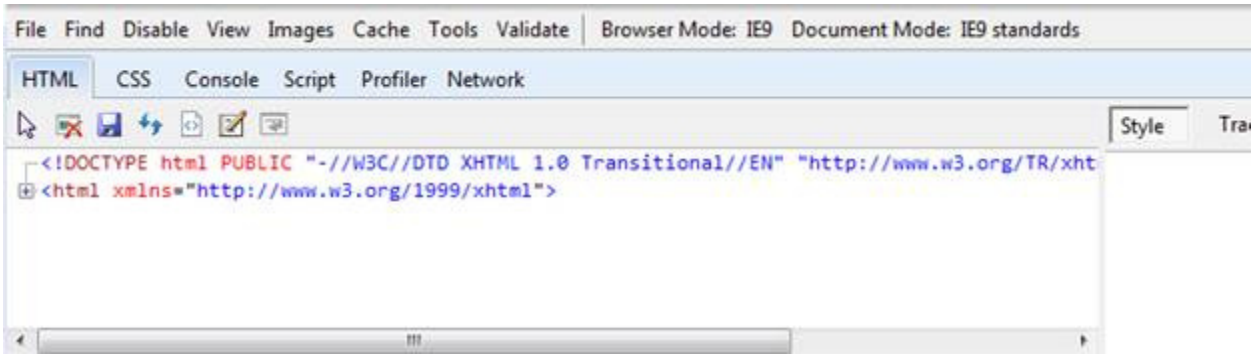
When you open IE you will be directed to our home page [www.elks.org/hq](http://www.elks.org/hq)

A screenshot of the Elks Grand Lodge Intranet website. The header features the Elks USA logo and the text 'GRAND LODGE Intranet Human Resources'. A navigation bar includes 'Home', 'Tools', 'MemSys', and 'Elks.org'. A search bar is on the right. The main content area is titled 'GL Home &gt; Human Resources' and shows 'Overdue Membership Applications: 2' and 'Overdue Membership Inquiries: 27'. There are tabs for 'HQ Updates', 'Benefits', 'Payroll', 'Policy', 'Resources', and 'Training'. The 'IS News' section lists several articles, including 'Sunday Afternoon Server restarts', 'How to change your email password - video', 'Office 2010 Hotkeys', 'Malware on thumb drives', 'IT Service timetable', 'Wireless Mice/Keyboards', and 'Windows &amp; Outlook password changes'. A 'What's New?' sidebar on the right shows 'Events Today: Posted August 11, 2013' and a link to 'Sunday Afternoon Server restarts'. The footer contains a navigation menu and a contact link for the Elks.org Webmaster.

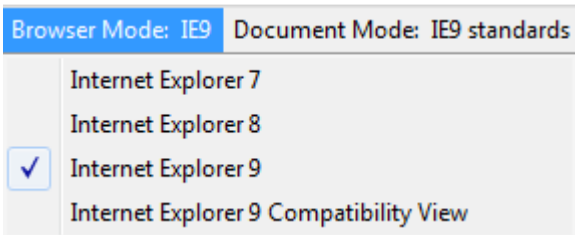
## WEBSITE COMPATIBILITY ISSUES

There may be instances where you are attempting to use specific websites and the pages of this website are not appearing correctly or features that should be available may not be working. In a case like this you may wish to try changing your compatibility options in **IE** to find a mode that may be better suited to your website.

1. Have IE open and then select the F12 button at the top of your keyboard. You will then be presented with the following window at the bottom of IE.



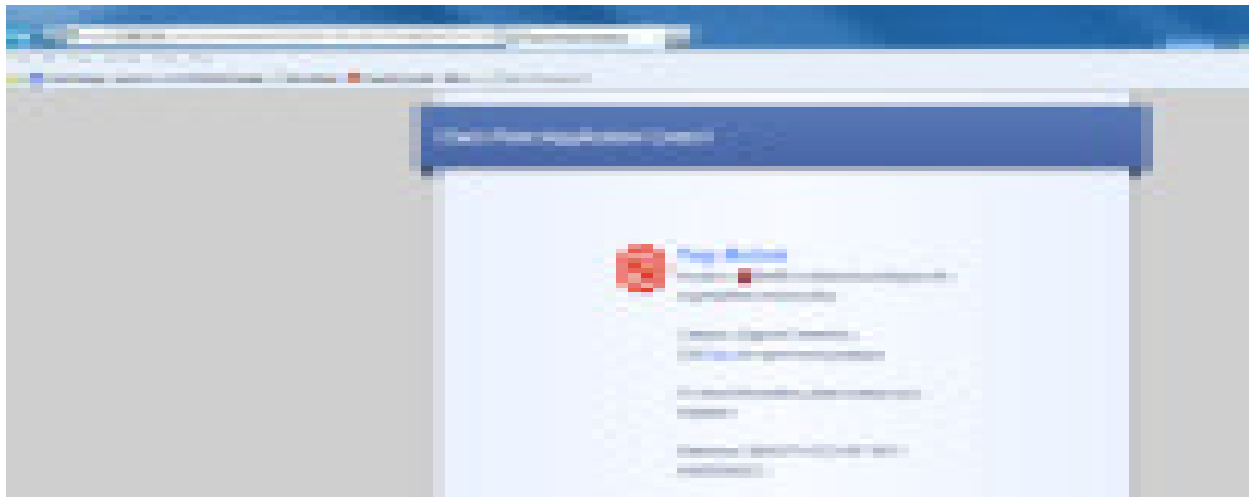
2. You will then select the Browser mode tab. When you do you will see this window.



3. You will then select what mode you would like IE to be in. For some sites you may want to use Internet Explorer compatibility view and for another site you may want Internet Explorer 9 or lower may work better.

## BLOCKED WEBSITES

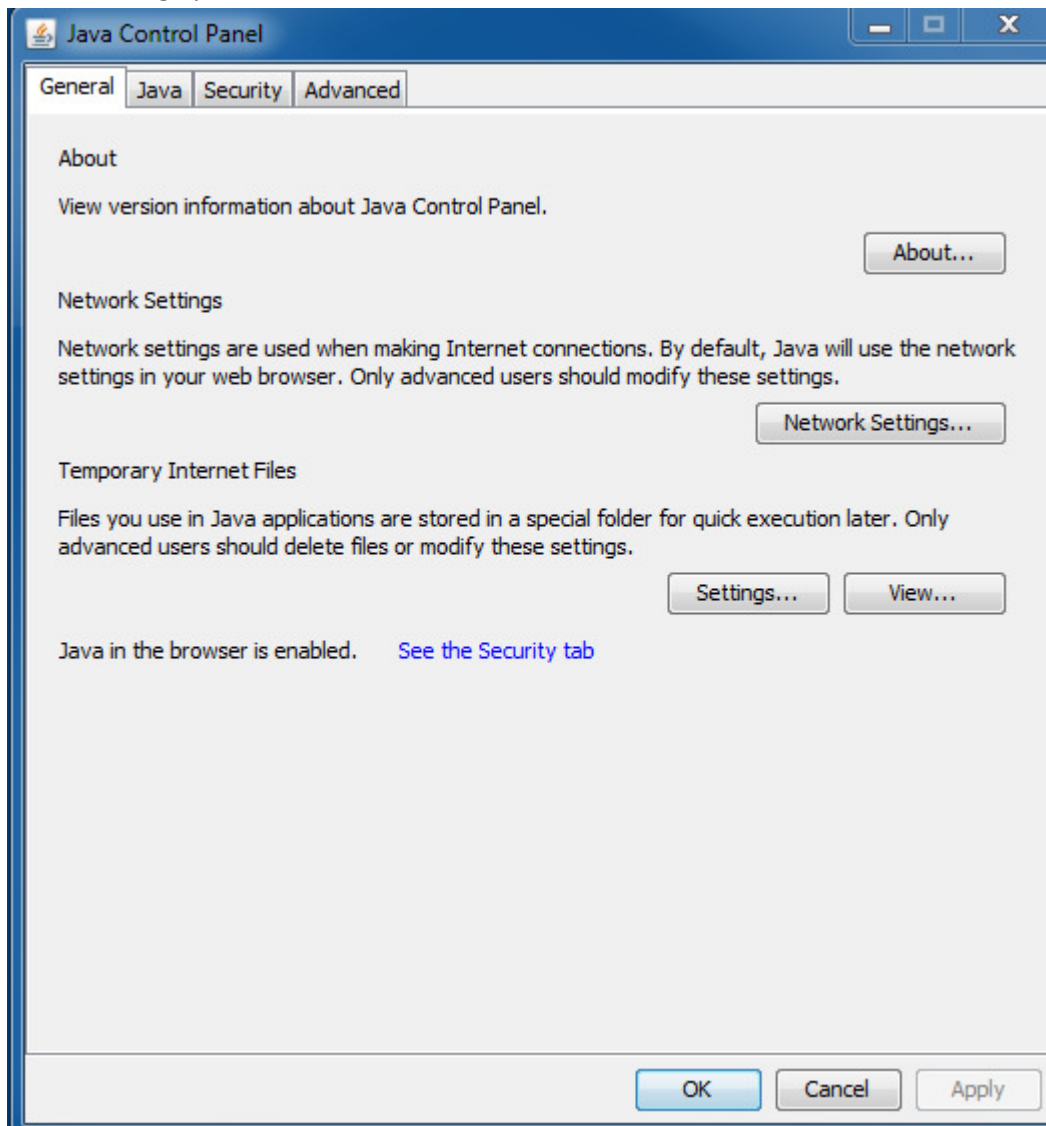
If you receive a message such as the following while browsing the internet it means that this site is blocked for some specified reason. If you have a legitimate reason to have access to this site you will need inform your supervisor who can then make a request to the IS department on your behalf. On the **Grand Lodge Intranet** under **IS News** Read Article link **“What to do if the internet browser returns a popup instead of the web page you selected”**. This will provide you with full instructions on how this is to be handled.



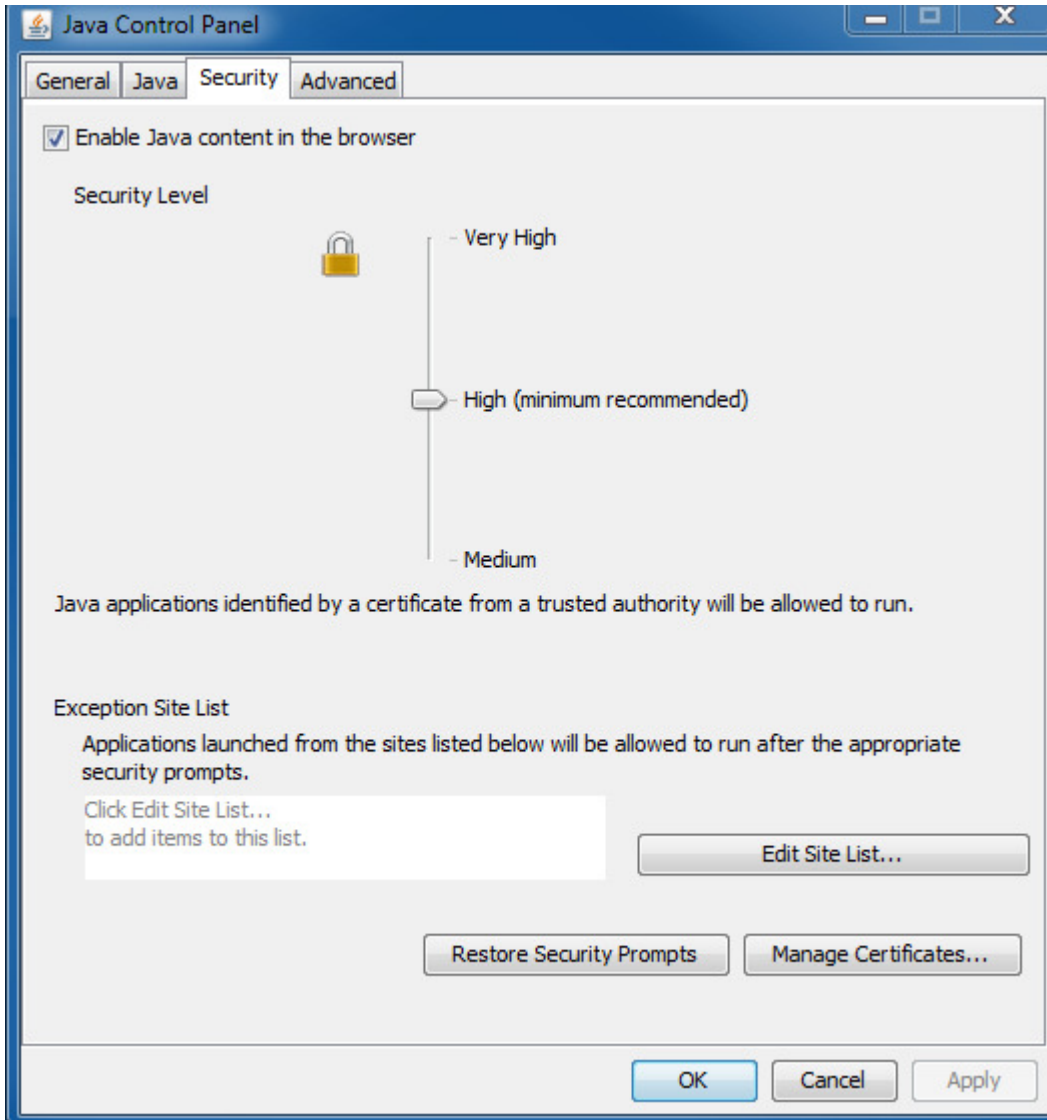
## Hancock Pension Website – Allow full functionality

To Allow Full Functionality of John Hancock Pensions Website:

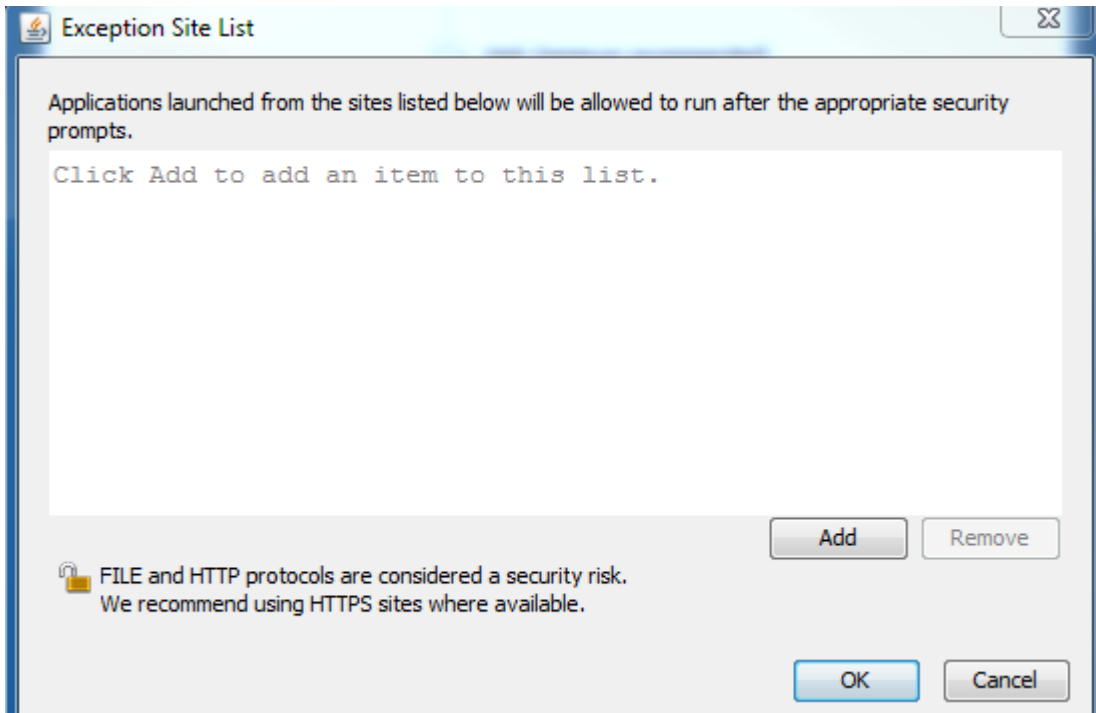
1. Click on Start button in lower left corner.
2. Choose All Programs.
3. Click on Java.
4. Click on Configure Java.
5. This will bring up this window



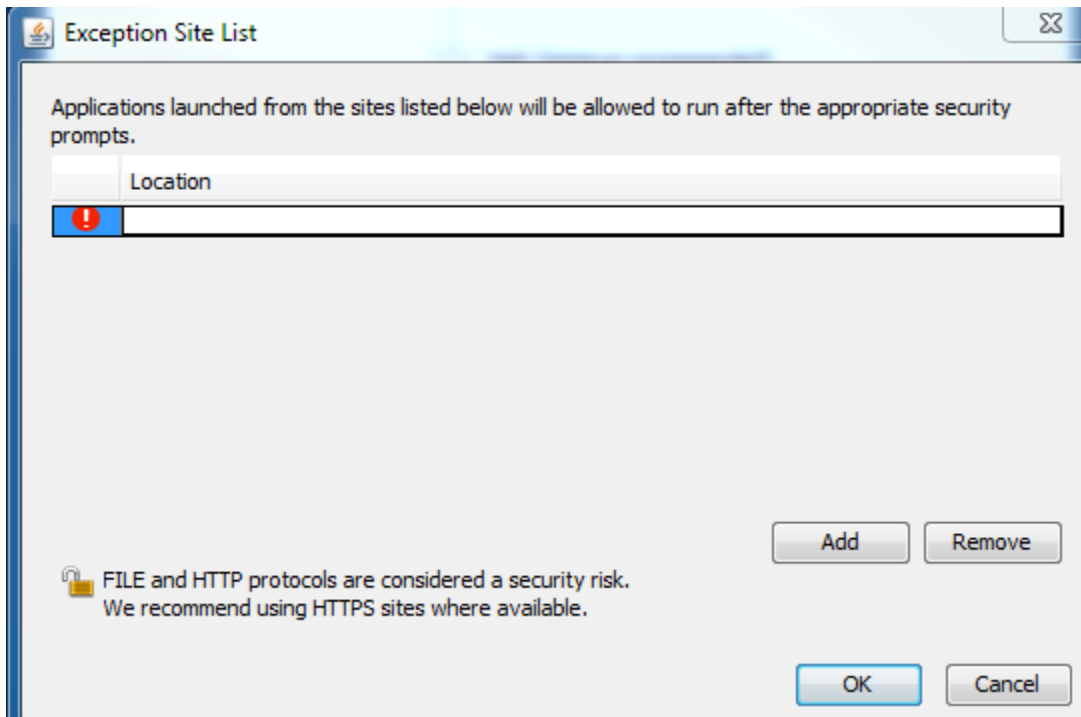
6. Click on Security Tab.



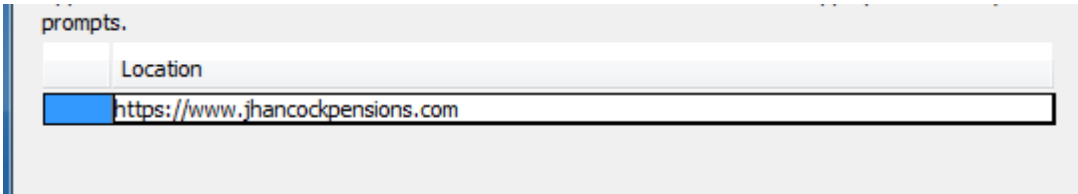
7. Click on Edit Site List.



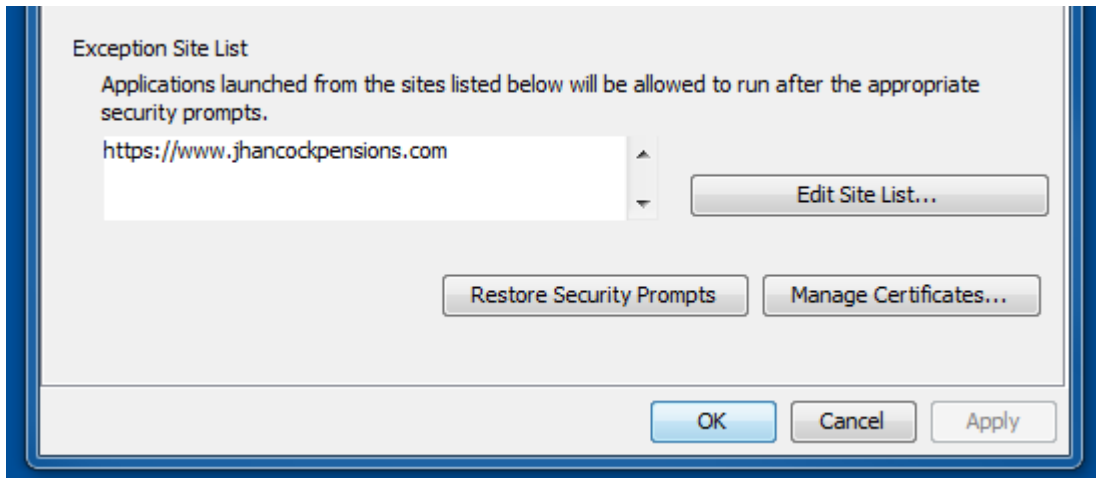
8. Click on the Add button



9. Enter the following in the Location field: <https://www.jhancockpensions.com>  
You'll need to type it in because you can't paste into this field.



10. After entering the address in the Location field click on the OK button.



11. You will now see the web address in the Exception Site List.

12. Click on OK and you'll be able to access everything on the website.

## IE Favorites

To access your favorites please click on the **favorite's** button which looks like a **star** located in the upper right corner of IE a drop down list will be displayed showing your favorites.



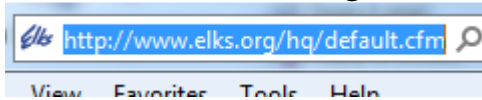
## Trusted Sites Internet Explorer

**To add a site to your trusted sites**

1. Select Internet options
2. Select Security tab.
3. Select Trusted
4. Select Sites
5. Select add (you should be on the site you want to add)

## Creating a short-cut from IE address bar

1. Left click and hold the left most position of the address bar, this would be the *Elks* logo all the way to the left in the example.

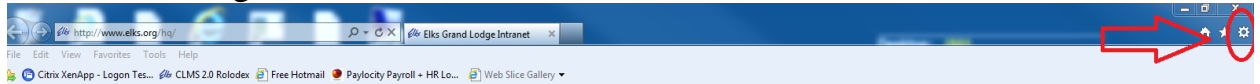


2. While holding down the left mouse button, drag and drop to your desktop a short-cut will be produced for the website you have selected.

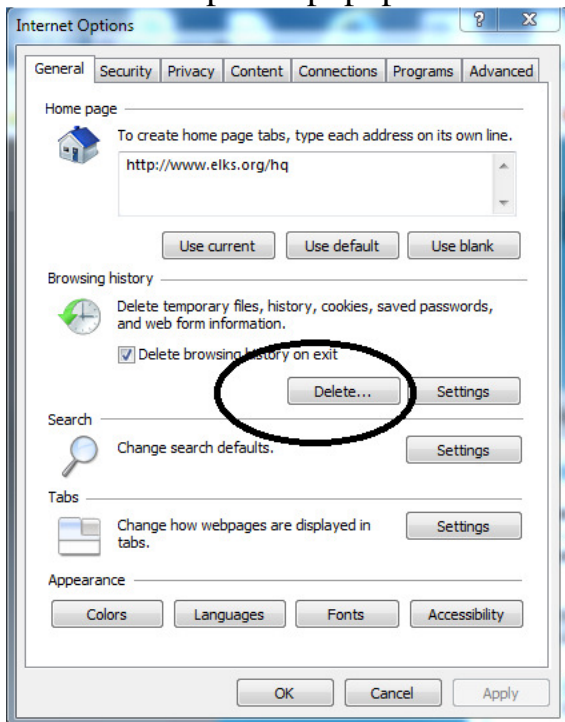
## Reset IE (Internet Explorer) History

If IE gets badly confused or is not behaving normally you can reset your IE history which can sometimes cause the application misbehave.

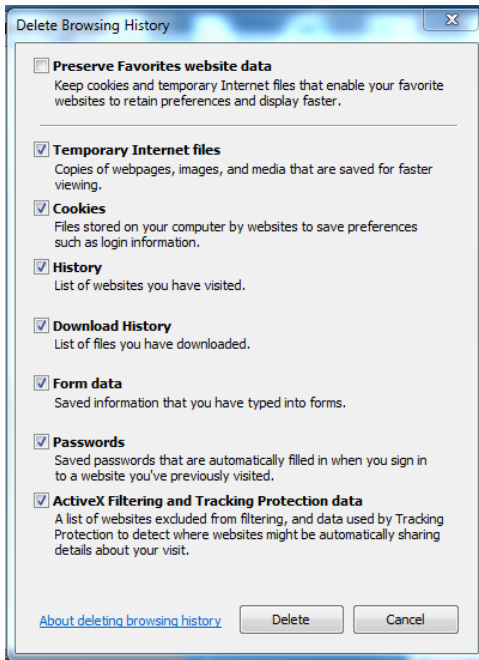
1. Click the settings button located on the IE tool bar



2. Select **Internet options** from the dropdown that appears
3. Click the **Delete** button that located in the **Browsing history** area of the Internet Options popup



4. Check all the boxes to clear all saved history for the browser, then click the **Delete** button



5. A message will appear at the bottom of the browser window indicating that **“Internet Explorer has finished deleting the selected browsing history”**

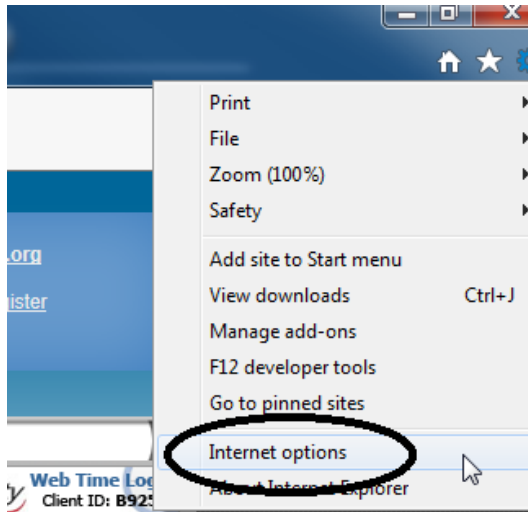
## IE – Reset Internet Explorer’s settings to their default condition

Sometimes when you are getting strange behavior from the browser it is recommended resetting IE to its default settings. Especially after there have been several modifications to the settings and you’re not sure which one is causing the issue?

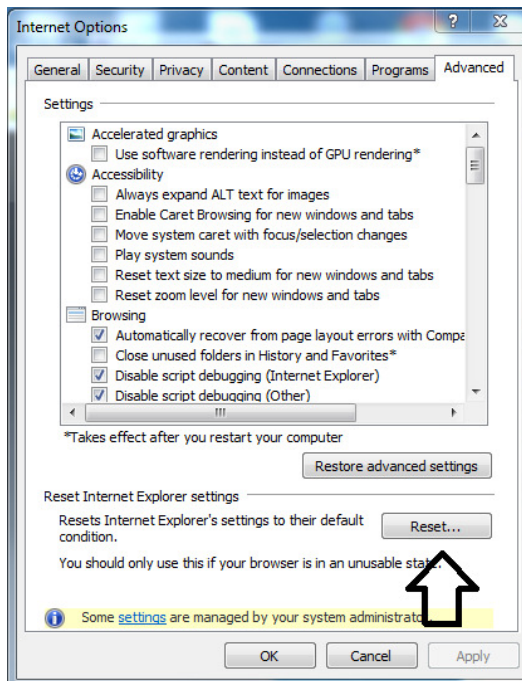
1. From the IE browser upper right hand corner click on the **Settings button**.



2. Select **Internet Options** from the dropdown



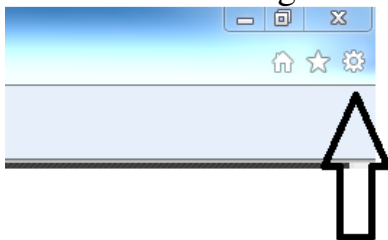
3. Click on the **Advanced Tab** then click the **Reset** button.



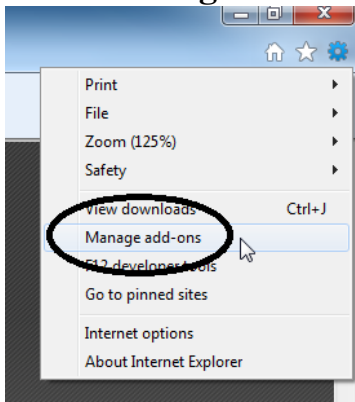
## How To Change your default search provider

To change your default search provider do the following.

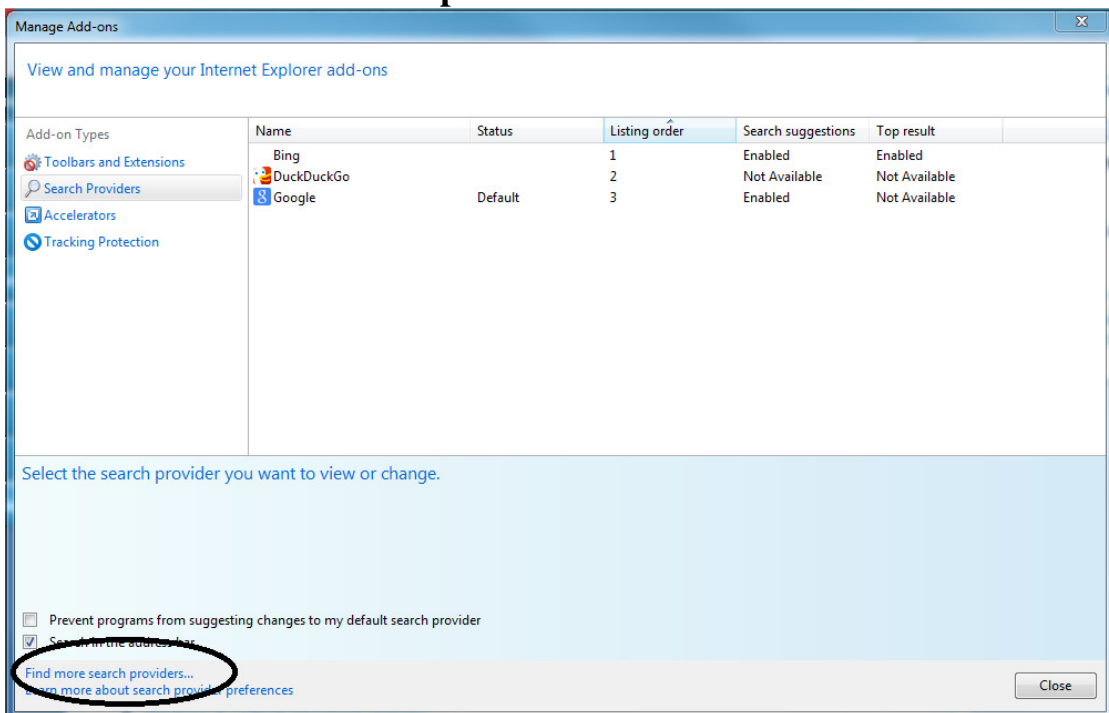
1. Click on the settings button on your browsers tool bar



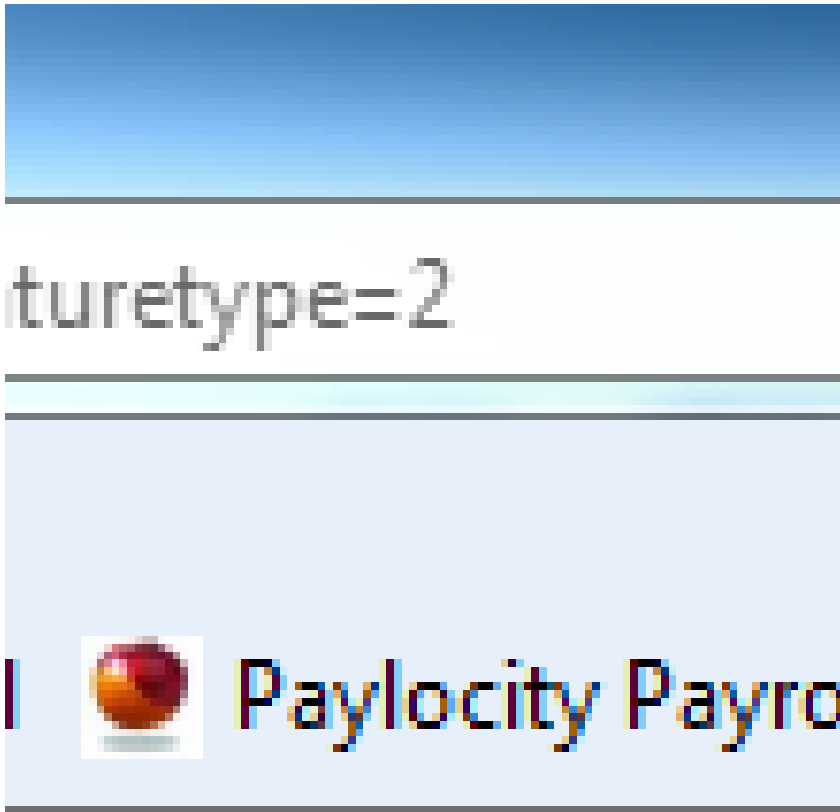
2. Select **Manage add-ons**




3. Click the **Find more search providers...** link.




4. Once the list of providers displays select one for your preferred search engines in the example **Duck Duck Go** is selected




5. Click **Add to Internet Explorer**

Internet Explorer Gallery united states (english) sign in  [Download](#)

Pinned Sites Add-ons Tracking Protection Lists

 [back to Add-ons](#)




DuckDuckGo

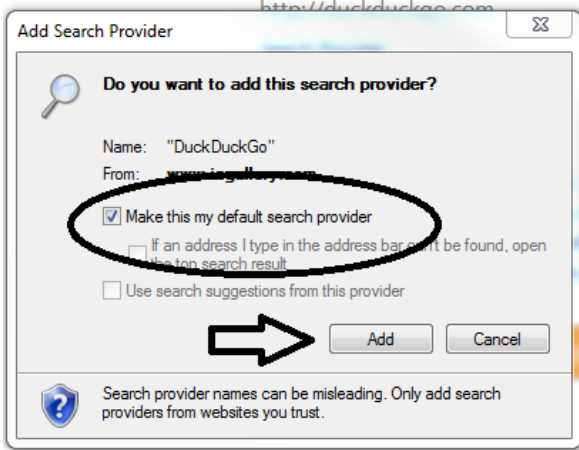
DuckDuckGo for Internet Explorer  
<http://duckduckgo.com>  
Search Provider

★★★★★ Based on 4 ratings

DuckDuckGo is a search engine. We believe in better search and real privacy at the same time. That's why we focus on better instant answers and less spam/clutter while at the same time we don't track you or put you in a filter bubble. Enjoy!

 [Add to Internet Explorer](#)

6. Check the box for **Make this my default search provider** and then click the **Add** button. You will have to close your internet browser to make it final.



## Firefox

Open the **Mozilla Firefox** browser from the shortcut on your desktop.



When you open FireFox you will be directed to our home page  
[www.elks.org/hq](http://www.elks.org/hq)

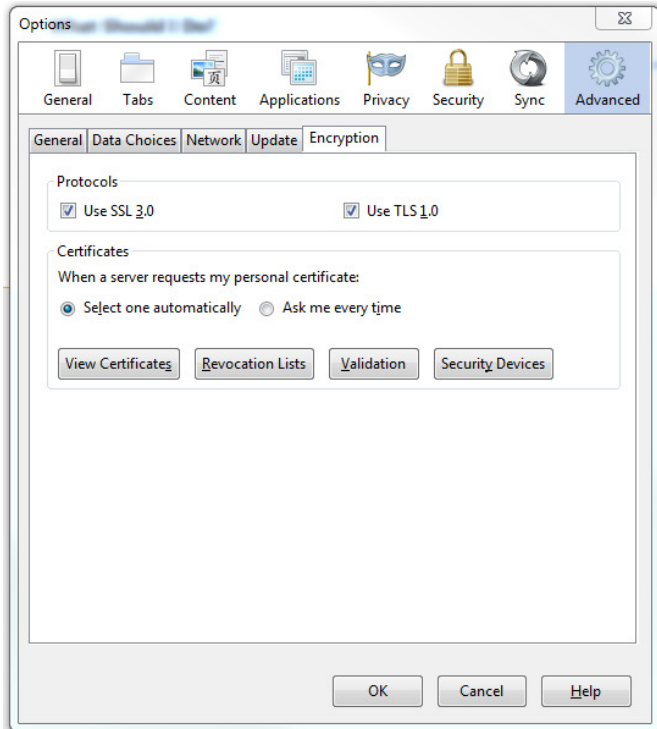
**When prompted by Firefox to make Firefox your default browser please select NO. Letting it become your default will break other applications that depend on Internet explorer being your default browser.**

**To clear your history in FireFox**

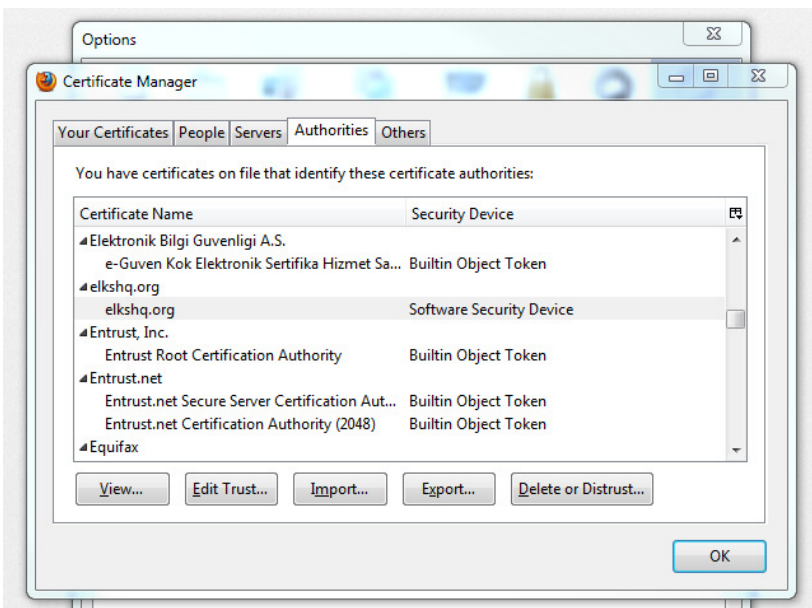
1. At the **left top** of the **Firefox** window, click on the **Firefox** button and then select **Options**
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click **Clear Now** button.
5. Click the **OK** button to close the Options window.

**Establishing trust for firefox – *Firefox does not have trusted sites option like IE does.***

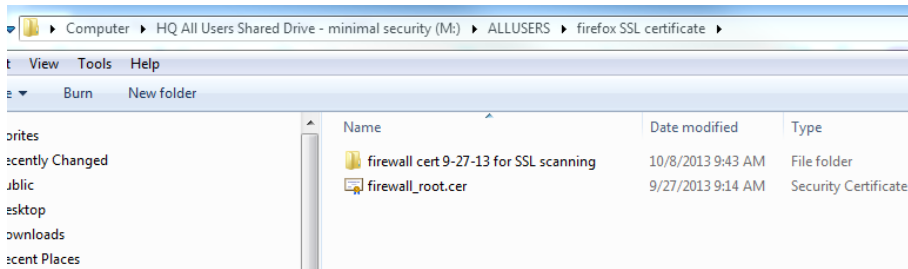
1. Click Options, then advanced, then view certificates



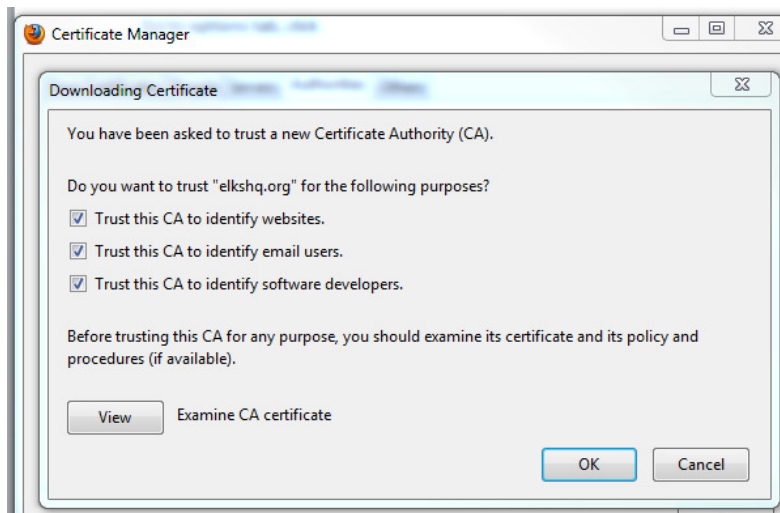
2. Click the **Authorities Tab**, then the **Import button**



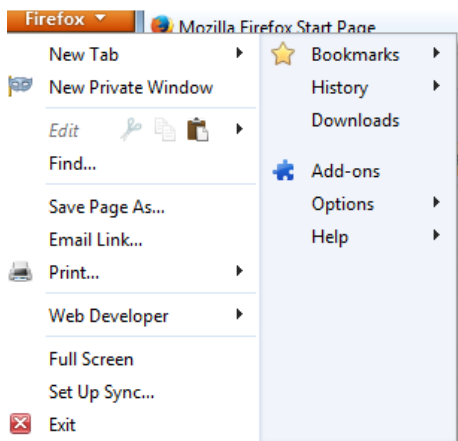
3. Navigate to folder on M drive as shown



4. Double click on firewall\_root.cer file
5. Check all the checkboxes and click OK



To access your favorites please select the Firefox in the upper left corner and then select bookmarks.

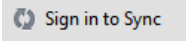


## Firefox Sync of your favorites.

1. From the upper right corner of Firefox select the



2. Now select at the bottom of the dropdown.



3. Select get started and then enter an email address can be your work or personal, then enter a password and DOB.
4. That will sync your favorites to the WEB so you can access them for home or work after a reimage of your PC.

## Citrix Desktops & Applications

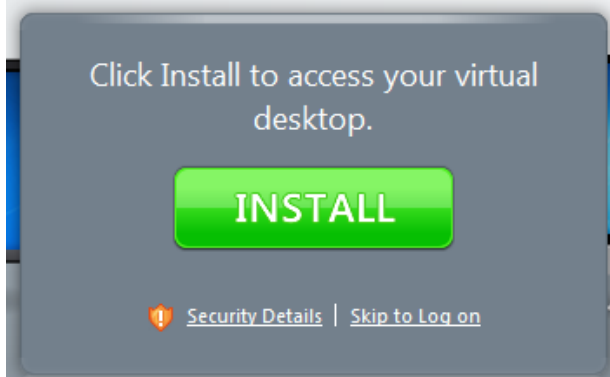
### Connecting to Citrix while on campus

**SOLOMON, RE and Adobe users** will access the applications in the following manner. Select the desktop icon and then enter your user name, password and

domain if prompted for domain it is ELKSHQ. You will then select the desired desktop SOLOMON, RE or Adobe and the desktop will load.



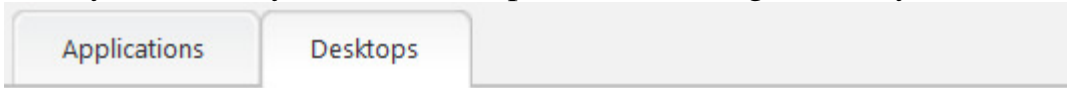
You may see this prompt if so click the link **Skip to logon** to bypass this warning.



**Login** – provide your user name and login password which is the same as you would use to login to your Windows 7 desktop on campus.

A screenshot of a login form with a grey background. The title 'Log on' is at the top left. Below it are two input fields: 'User name:' followed by a white text box, and 'Password:' followed by a white text box. At the bottom right of the form is a grey button with the text 'Log On' in white.

Then you must select the desired desktop that you are allowed access to. Keep in mind you will only see the desktops that are configured for your use.



Adobe Desktop CTX10



Adobe Desktop CTX11



Remote Desktop



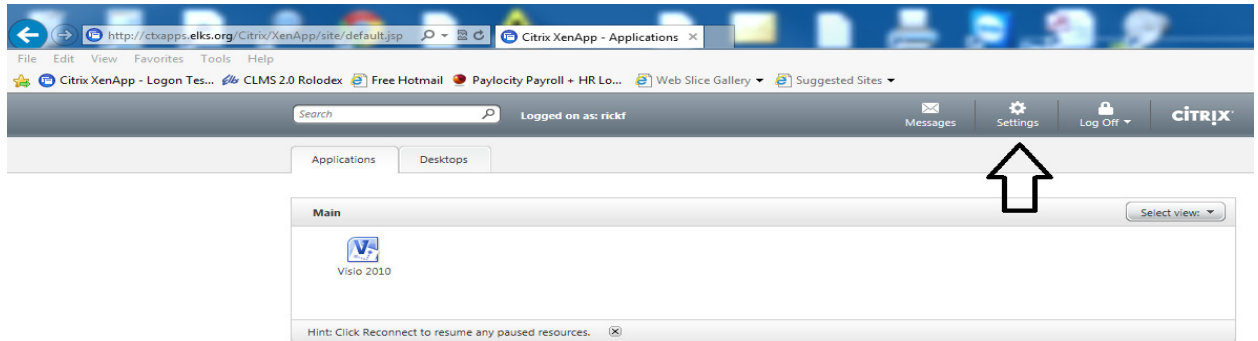
Remote Desktop - CTX12



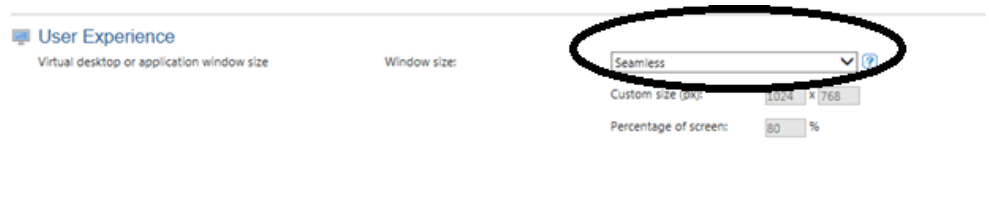
## Configuring Your Remote Desktop Experience

Once you login to Citrix XenApp you can set the environment to your choosing. Depending on how these are set it can affect the way your desktop looks and functions. Below are the standard settings that are recommended for the optimal features of your desktops.

1. Click the **Settings** button.

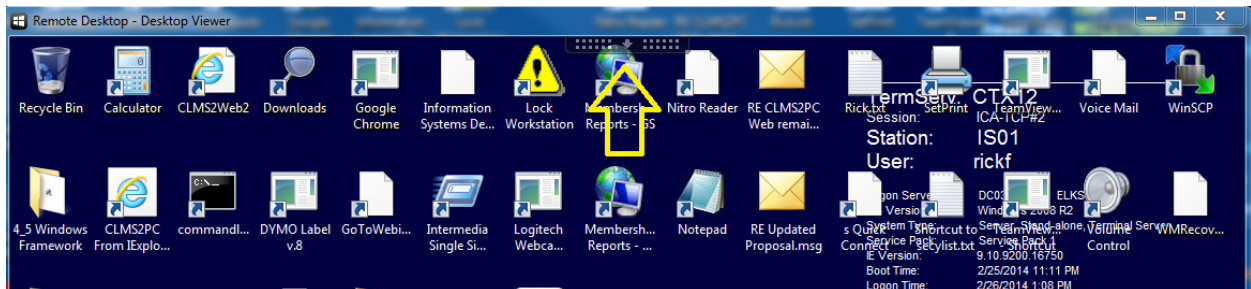


2. Under **User Experience** located at the bottom of the **Settings** page make sure **Window size:** is set to **Seamless** in the dropdown.



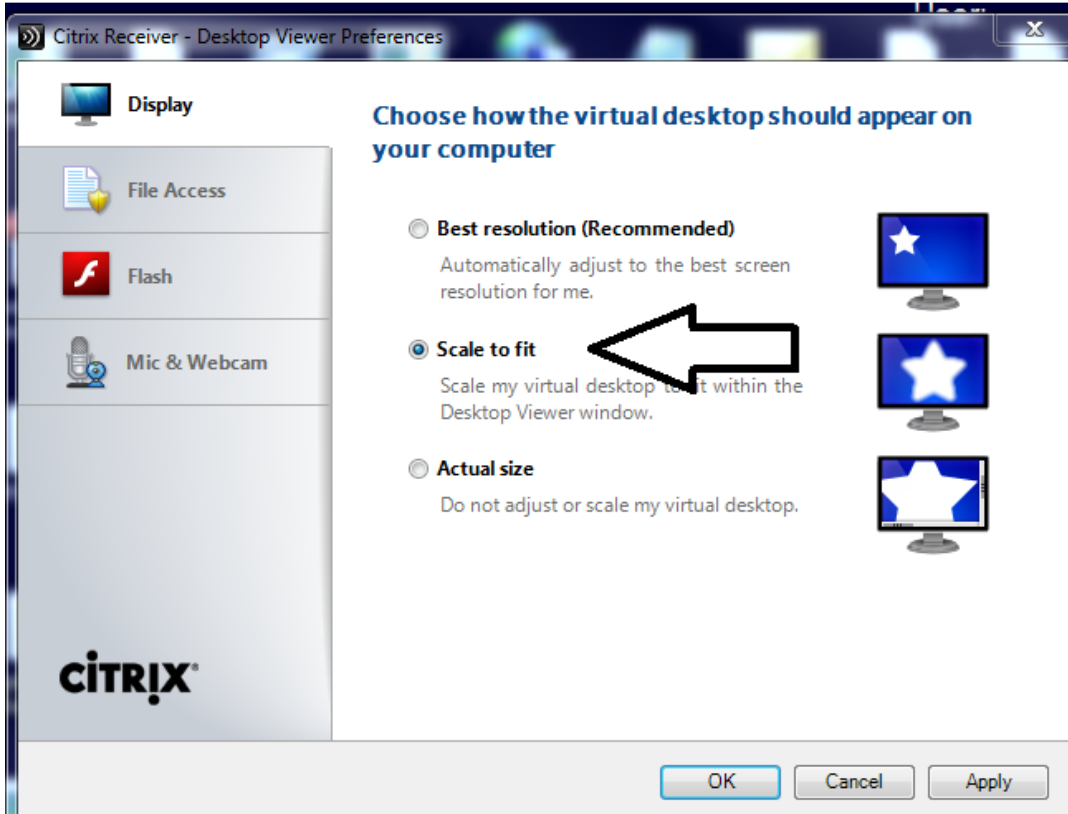
## Configuring your Citrix XenApp client setting your preferences

Once you are logged onto your remote client click on the dropdown panel located at the upper middle of your screen. If no such dropdown is available then see the previous section above where it explains how to set the **Window size:**

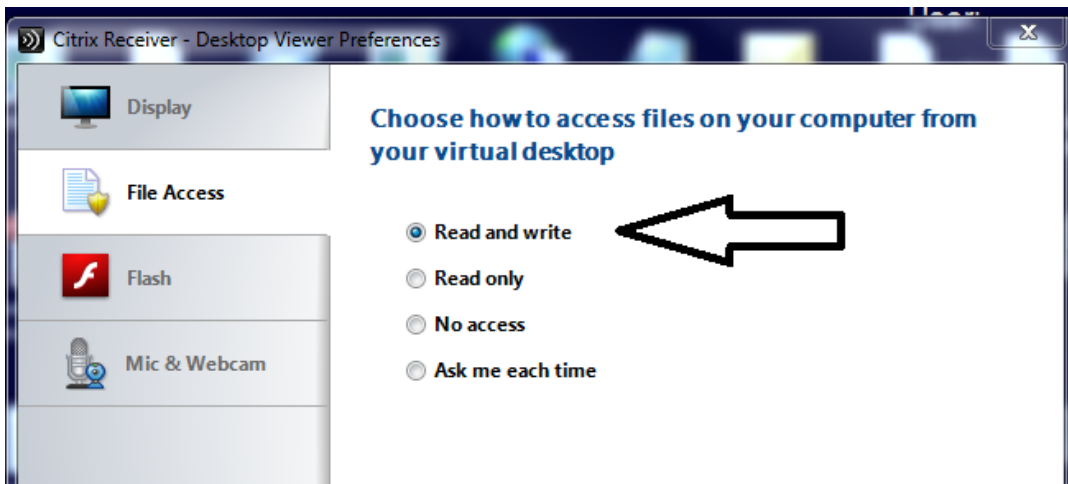


## Citrix Preferences

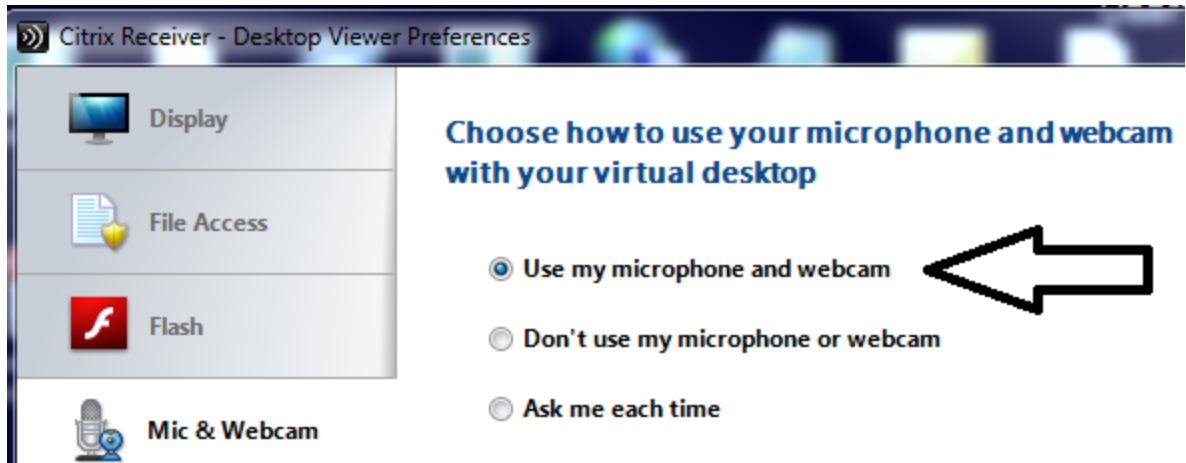
1. Make sure **Display** is set to **Scale to fit**



2. **File Access** should be **Read and Write**



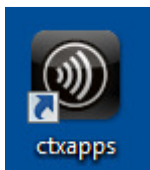
3. **Mic & Webcam** should be set to **Use my microphone and webcam**



## Emergency Desktop access

*Should you be instructed to work from home.*

1. Select



2. Enter your logon information and click the **Log On** button

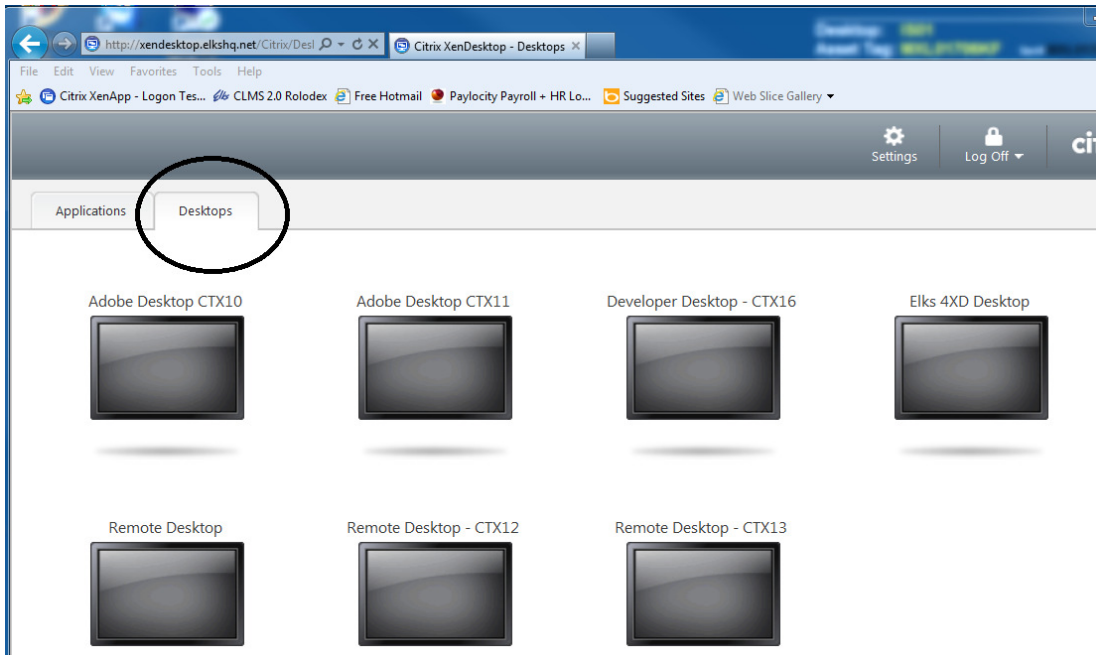
Log on

User name:

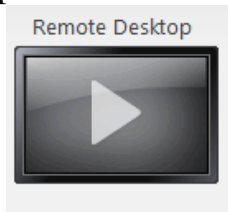
Password:

Log On

3. Select the **Desktops** tab



4. Click the Remote Desktop for general access to Office 2010 or a specific published desktop for Adobe Apps or Raisers Edge.



A Remote desktop will load and you will be up and working in no time.

*Note: Emergency & Remote Access also requires a special remote logon token for Security. HR would have us also note that non-exempt employees must punch in and out as required normally at start and end of work sessions.*

## Deployment

### Basic Maintenance

We will be redeploying desktop images every 3 months. This allows us to update applications and to make sure your PC is running according to IT standards. Your

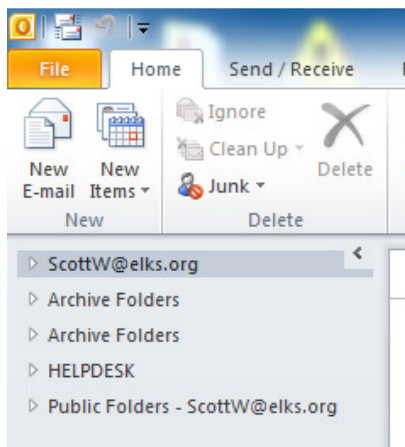
PC will be automatically defragged each day and ESET will auto update to insure that your PC is safe to use. PCs are also programmed to reboot each night.

Microsoft patches will be applied according to IT change control needed. If you notice the computer FAN speeding up when the PC is extra busy, this is necessary to cool the CPU and is perfectly normal, the fan will return to normal when the CPU workload subsides.

### Before a Windows Deploy

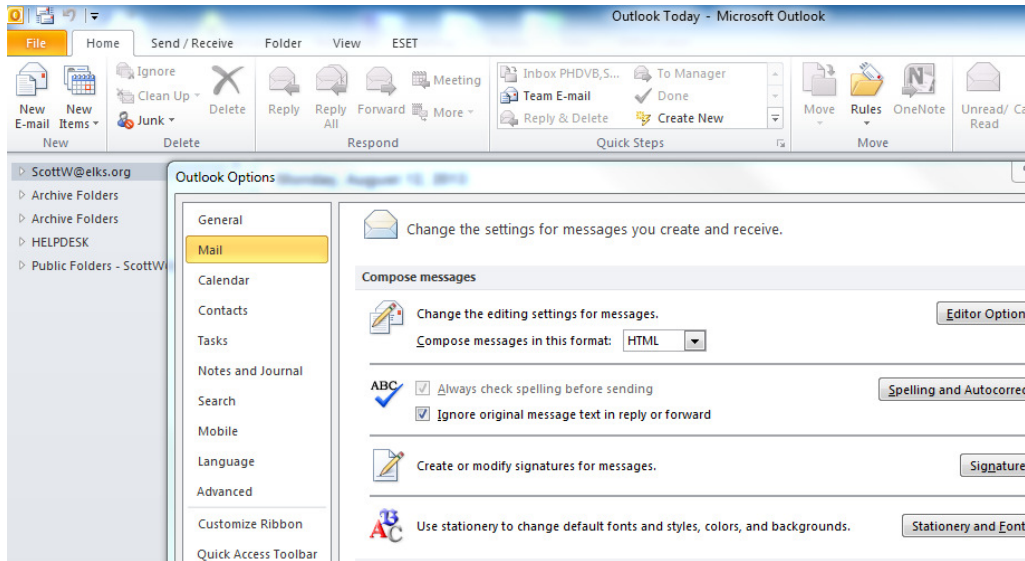
*(We ask that you collect this configuration data in the event that the automated process fails to work for your PC, should that happen the helpdesk will assist with remediation. The configuration data being collected would be used by the helpdesk staff to restore the rest of your settings)*

Open up Outlook and get snapshots or record of configured folders, all mailboxes, pst (Archive) files that you have configured. This is a precaution should RES workspace manager fail to carry over your settings to the new desktop.

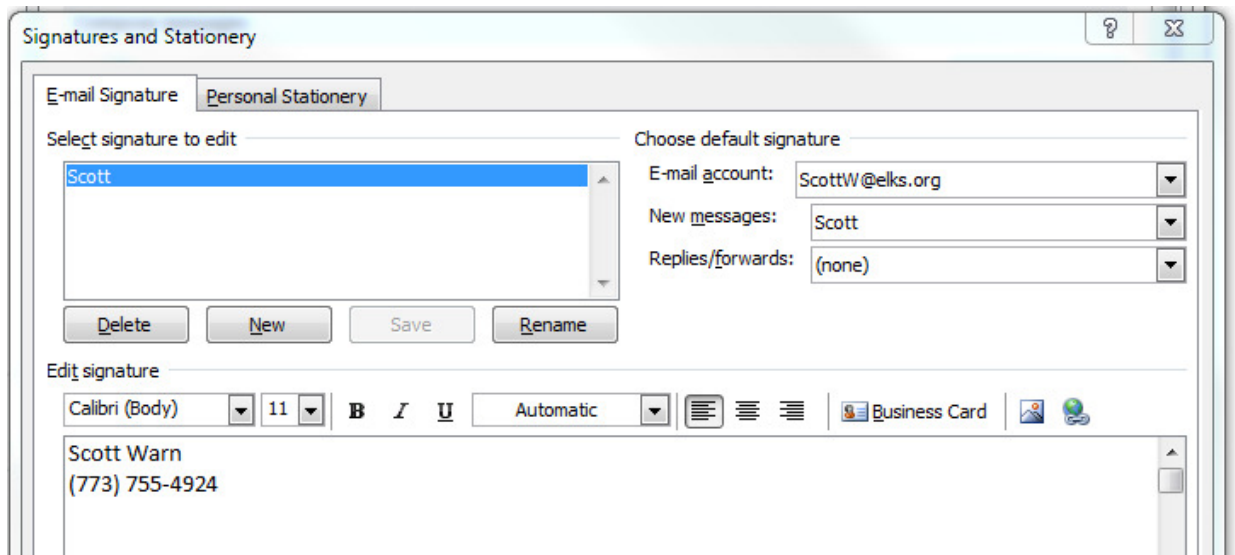


**Configured signatures and stationary can be found by doing the following**

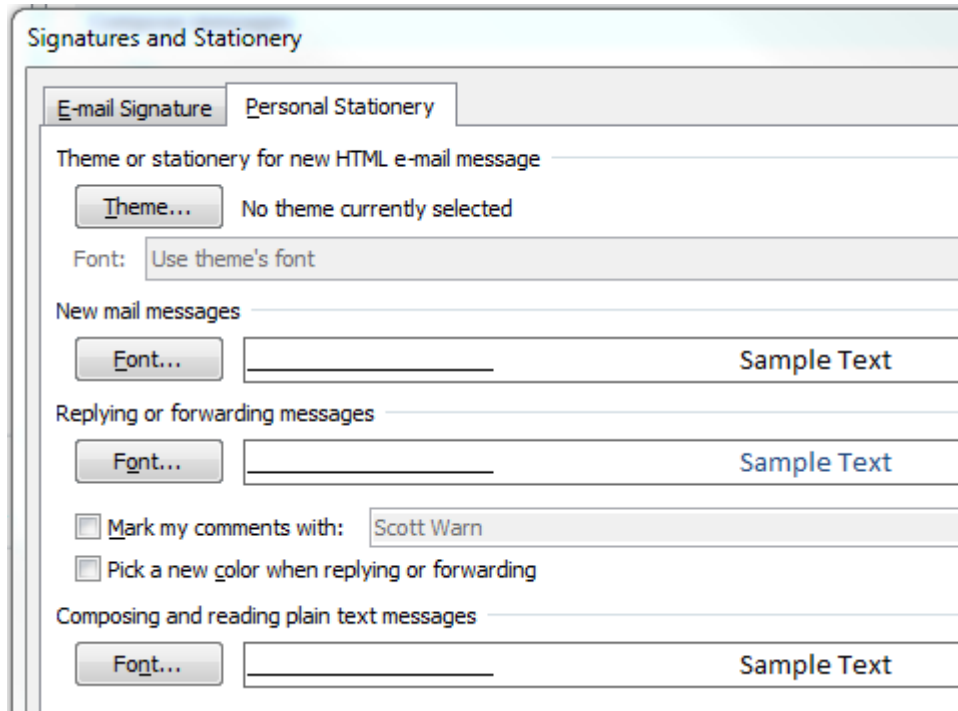
1. Selecting the **File** tab in **Outlook**
2. Click the **Options** button from the left side panel
3. From the **Outlook Options** screen that appears click **Mail** button form the side panel
4. Click the **Signatures...** button that is found on that screen.



5. **Review** and Record your signatures and stationery that can be found on these tabs.

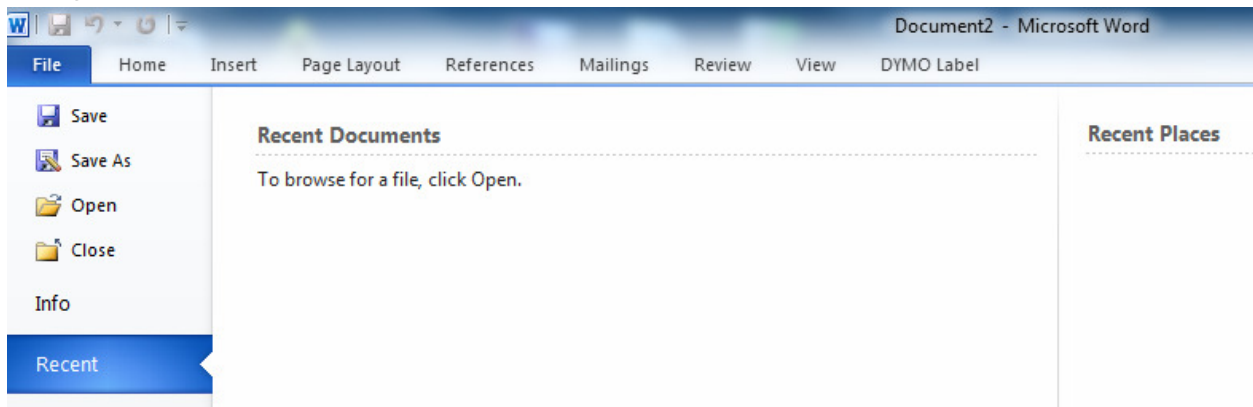


## Stationery

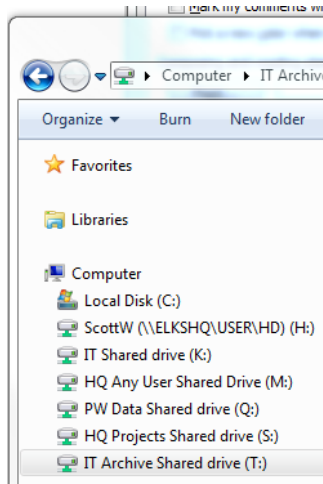


## Record File locations and Drives you have configured.

File locations for recently used Documents will not be retained Word, Access, Excel, or any other application. Make sure you know where your files are located using **Windows Explorer**.



You should have the following Network drive connections at your desktop. H: K:  
M: S: Record the drives you currently have so that you can make sure they are  
back after imaging.

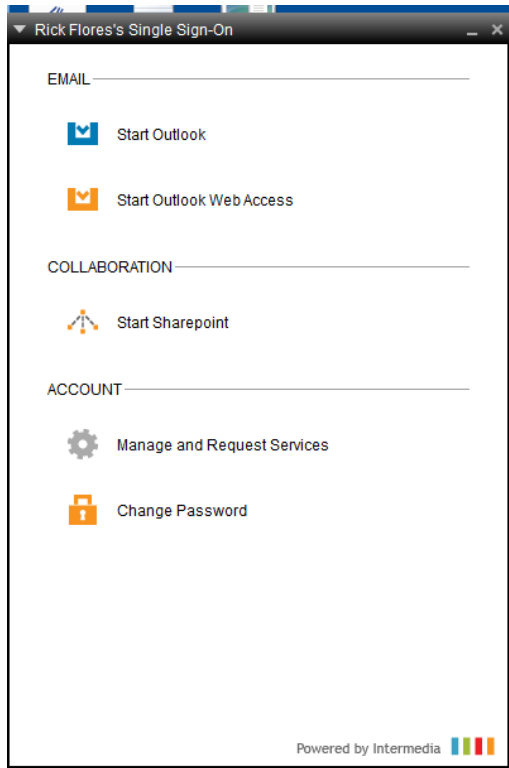


## Verifying your Intermedia/Outlook password -IMPORTANT

Logon to Intermedia.net

<https://exchange.intermedia.net/aspx/login.aspx?ClientType=WebMail>

And validate your email password if different than your login password it would be a good time to change your single signon password. Typically the old password is the previous windows password. It is prescribed to change your outlook password anytime you change your windows logon password, *if you do not this part can get real sticky and will prevent access to your email inbox.*



Do you have custom Desktop Shortcuts? We suggest getting a print screen of the icons and layout.

Do you have quick Launch files Icons and settings that may need to be recreated after a New deployment.

Record the screen resolution noted on the desktop in the upper right hand corner – you will need this after deployment when you 1st login.

Desktop Screen settings? Get screen captures of all of them and save them on a USB drive or network drive so you can refer to them.

Always use the Logoff ICON located on the desktop

***Do Not Use the Shutdown to logoff provided for by Microsoft Windows from the Start Menu.***

## After a Windows Deploy

Set your preferred screen resolution

You will need to configure your Intermedia Single Sing-On

1. **Enter your email address [xxx@elks.org](mailto:xxx@elks.org)**
2. **Enter your email password should be the same as your domain password.**
3. **Select logon change option to automatically logon.**

*This is typically all you have to do when we redeploy the desktop image unless RES workspace manager has difficulty bringing back your user preferences. Should that happen use the notes you took to return all your preferences. It is unlikely this will happen but we cover this just in case.*

**You will need to validate you have your archive file and departmental or special mail boxes.**

You will need to validate your signatures to Outlook.

Check your book marks in IE.

Check that you have all your network drives.

You will need to validate your quick launch icons

## Action Center

You will also need to go to the Action center and perform the following steps. So that you do not get unnecessary system messages.

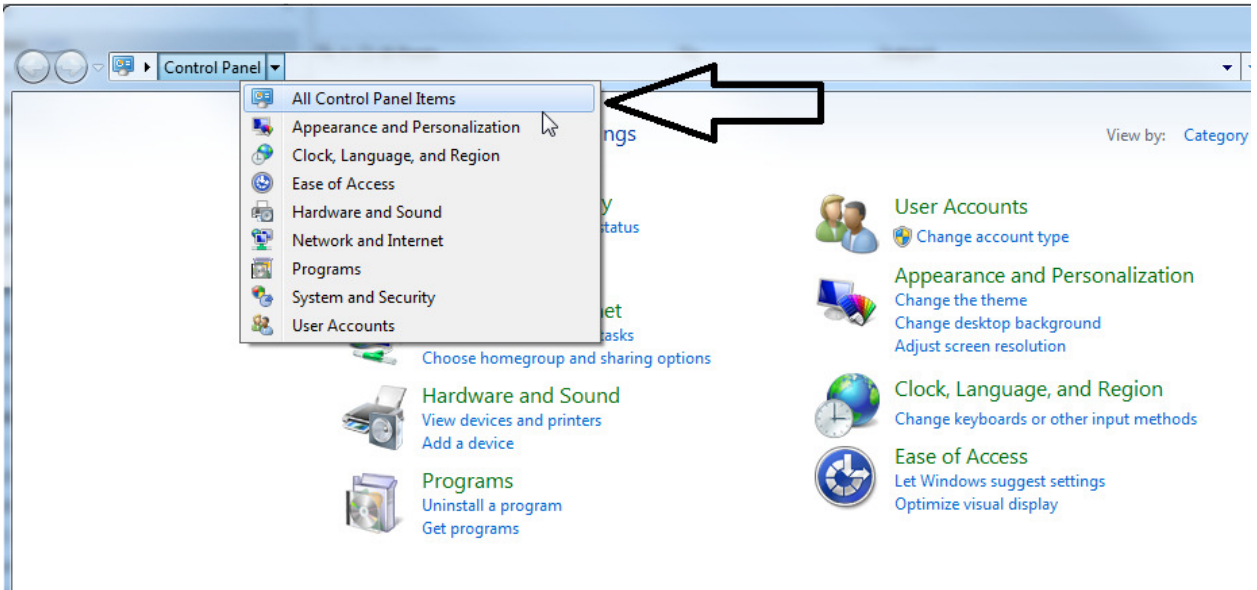
1. Click the **Windows Start** button



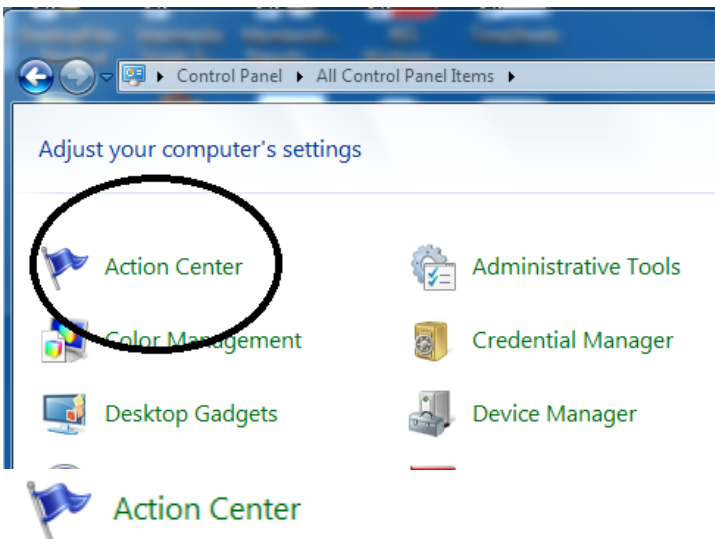
2. Click on **Control Panel**

Control Panel

3. Once in **Control Panel** click on the black down pointing arrow and select **All Control Panel Items**



4. Select **Action Center**

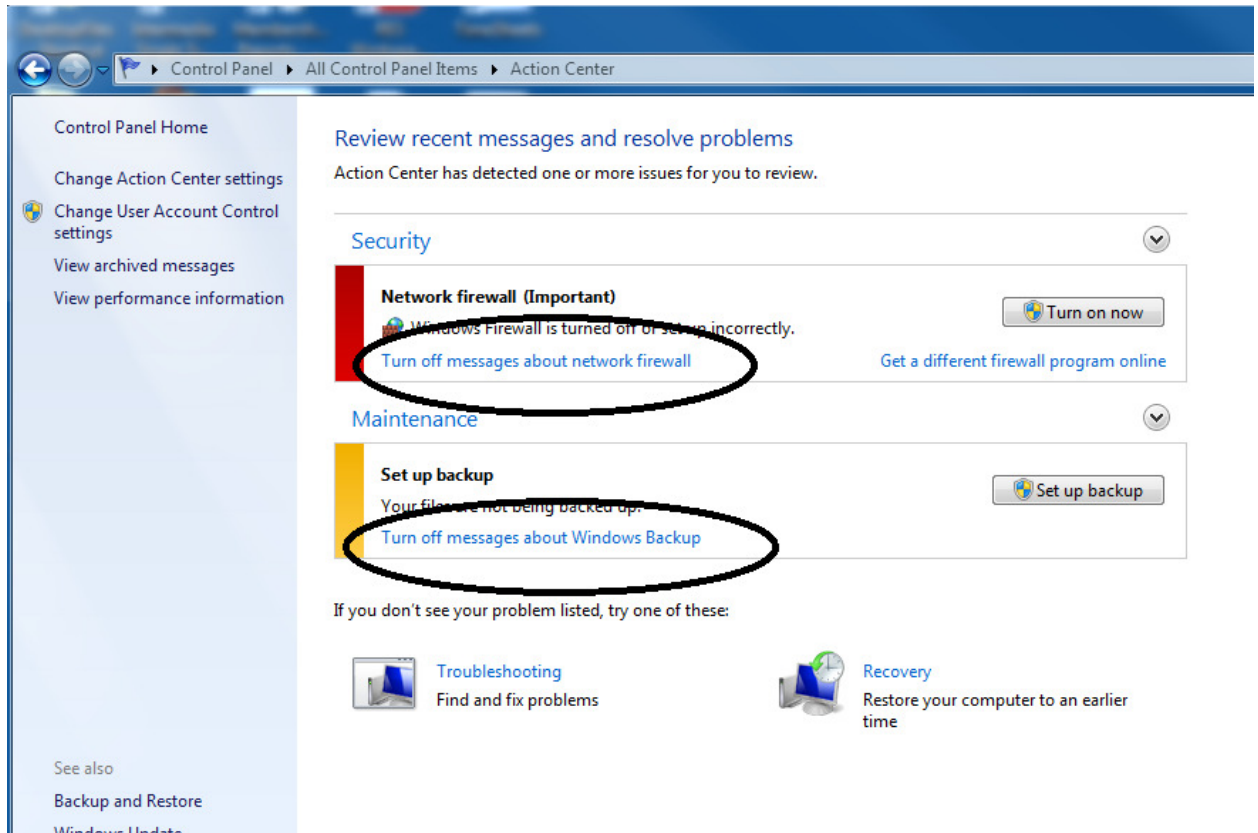


5. Click on both of the links show below

**Turn off messages about network firewall and**

# Turn off messages about Windows Backup

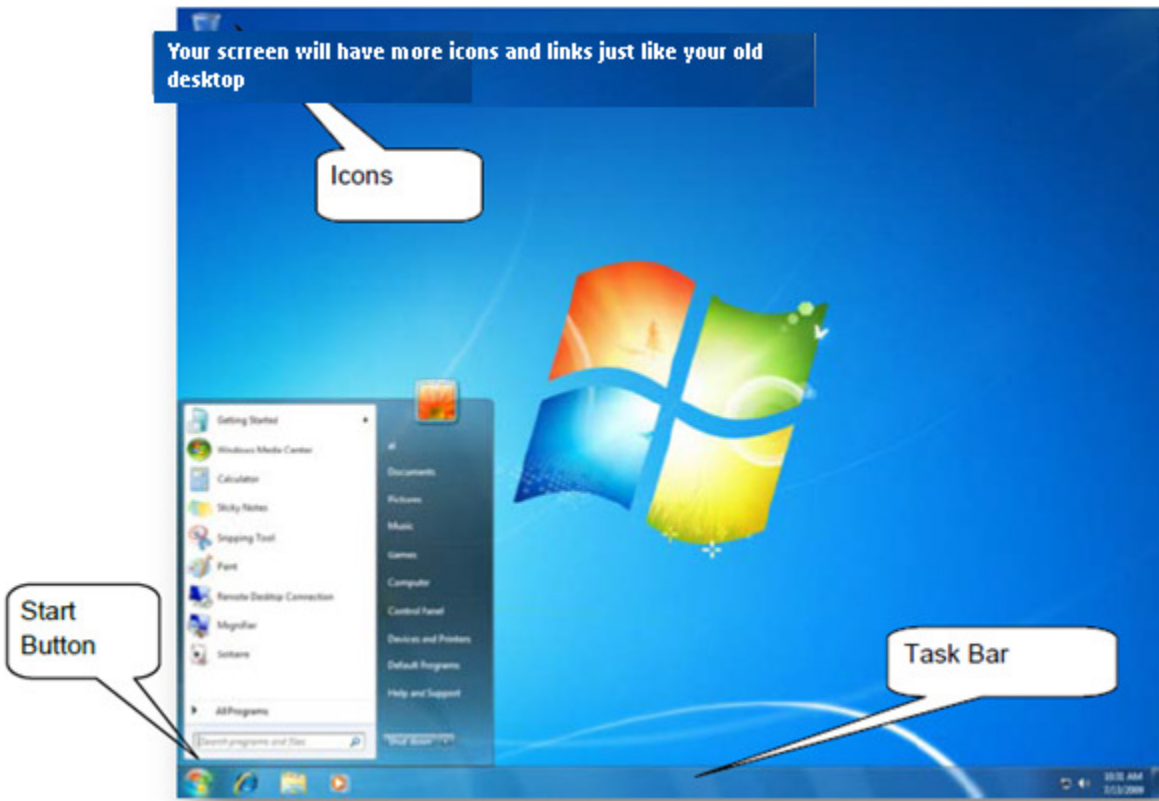
Exit Control Panel once done.



## Windows 7

### Introduction to Desktop

Think of your screen as your DESKTOP. Your DESKTOP is what you now see on the screen (as shown below).



### Glossary of Icons:



#### **My Computer**

**Computer**

MY COMPUTER displays information about your computer, such as the contents of your computer drives and which printers you have installed. It also allows you to find, view and organise files.



#### **The Recycle Bin**

**Recycle Bin**

This is where you place files you no longer need. Your computers data files should be tidied up regularly and any unwanted files deleted from the system. Any file you delete from your



## Internet Explorer

With INTERNET EXPLORER and an Internet connection, you can search for and view information on the World Wide Web.



## Intermedia Single sign-on

Will open Microsoft Outlook. Outlook is an e-mail program that lets you exchange mail with Elk employees/members as well as manage appointments through the calendar function.



## Microsoft Excel

MICROSOFT EXCEL is a spread sheet application which allows users to enter text and numbers into rows and columns. This data can be manipulated and analysed by using formulas and functions and reporting and charting can be done on the results,



## Microsoft PowerPoint

MICROSOFT POWERPOINT is a presentation program. It turns text, numbers and graphics into a presentation which can be shown to an audience in a slideshow, or printed off as handouts.



## Microsoft Word

MICROSOFT WORD is a word processing application used for creating documents such as reports, letters, business plans, and more.

### Desktop Icons are missing or unusual

Icons may display like this when you first log on. To fix you will need to delete these generic icons and log off. Once you log back on your system the icons should then display correctly. If the icon issue does not resolve it may no longer be supported, contact the helpdesk.



Most icons will find their place and remember where you placed them after a few logon and logoffs.

Some icons are created dynamically by the logon script and **WILL NOT** remember their place between sessions.

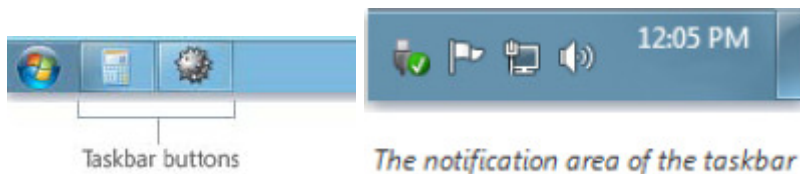
## Windows Task Bar

The taskbar is the long horizontal bar at the bottom of your screen. Unlike the desktop, which can get obscured by open windows, the taskbar is almost always visible. It has three main sections:

- The Start button , which opens the Start menu.



- The middle section, which shows you which programs and files you currently have opened and allows you to quickly switch between them.
- The notification area, which includes a clock and icons (small pictures) that communicate the status of certain programs and computer settings.



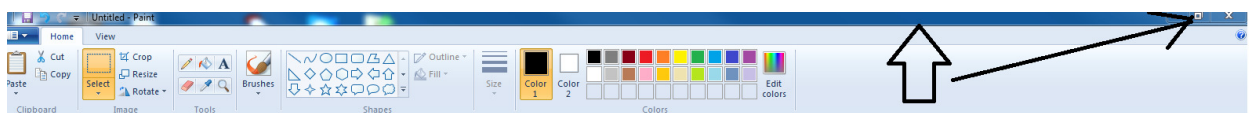
## Opening Applications

There are many ways to start an application; it is up to the user to find one or two that suit you. The most common ways are:

1. By clicking on the **START** button, going to the **PROGRAMS** menu and locating the application in the list that appears.
2. By double clicking with the mouse on a **shortcut icon** on the **desktop** if one has been created.

## Changing Window Size

- To make a window fill the entire screen, click its Maximize button or double-click the window's title bar.



- To return a maximized window to its former size, click its Restore button (this appears in place of the Maximize button). Or, double-click the window's title bar.



- To resize a window (make it smaller or bigger), point to any of the window's borders or corners. When the mouse pointer changes to a two-headed arrow (see picture below), drag the border or corner to shrink or enlarge the window.

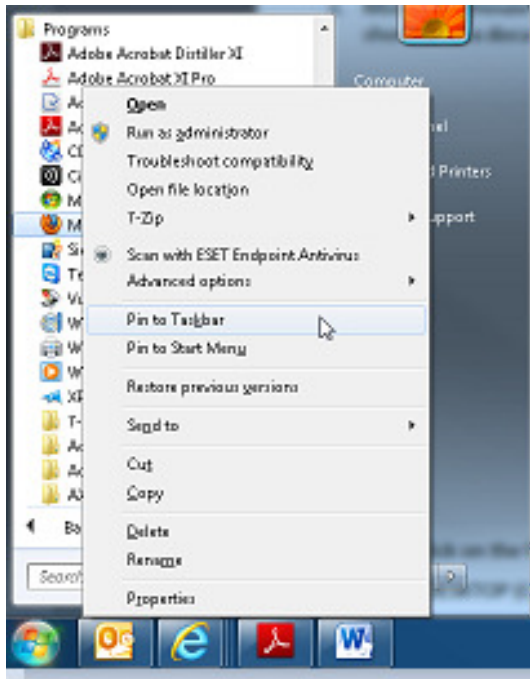


*Drag a window's border or corner to resize it*

A window that is maximized cannot be resized. You must restore it to its previous size first.

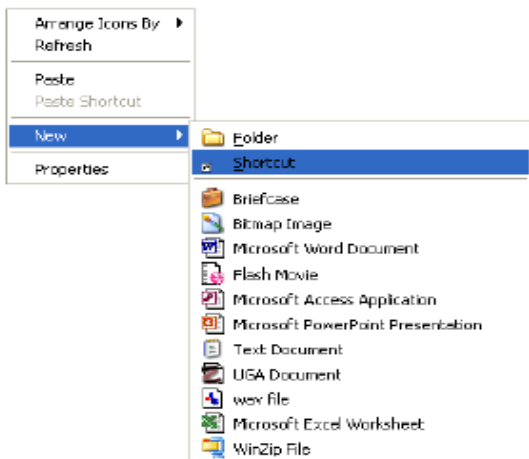
### **Pinning Programs to the Task Bar**

Go to the START menu (right mouse click on the application and select pin to taskbar).



## CREATING SHORTCUTS

1. Right mouse click on an empty part of the desktop, click on **NEW**
2. Click on **SHORTCUT**



3. In the dialog box that appears, navigate to the file that you want by clicking on the **BROWSE** button.
4. When you have located the file you want to create a shortcut to, select the file and click on the **OK** button.
5. Click on the **NEXT** button
6. Type in the name of your shortcut and click on the **OK** button
7. Your shortcut will now appear on the desktop.

## DELETING SHORTCUTS

To delete a shortcut from the desktop, click and drag the icon to the RECYCLE BIN, release the mouse. This does not delete the file, folder or program the shortcut represents, it only removes the shortcut from the desktop.

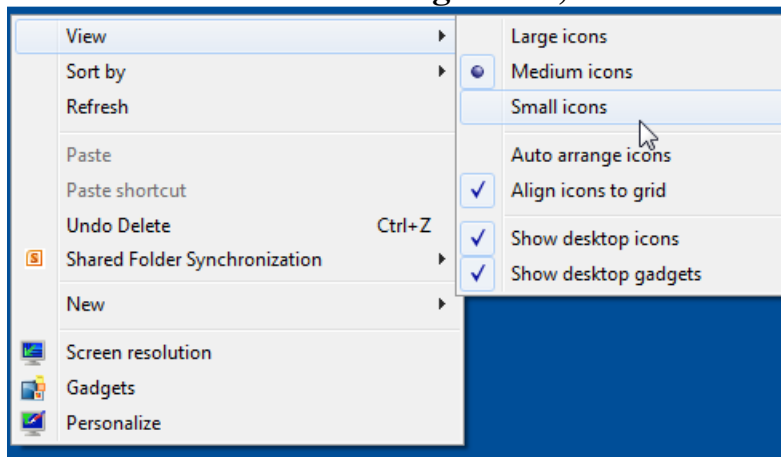
You can also click on the Shortcut icon once with the mouse to select it, then use the DELETE key on the keyboard. Using this method you will be asked to confirm the deletion, click on the YES button.

## ARRANGING ICONS ON THE DESKTOP

Occasionally you will want to tidy the desktop up – perhaps everything needs to be alphabetical order, or you want to put an icon in a different location (by dragging and dropping it). The different options for arranging icons are by name, size, type and when last modified.

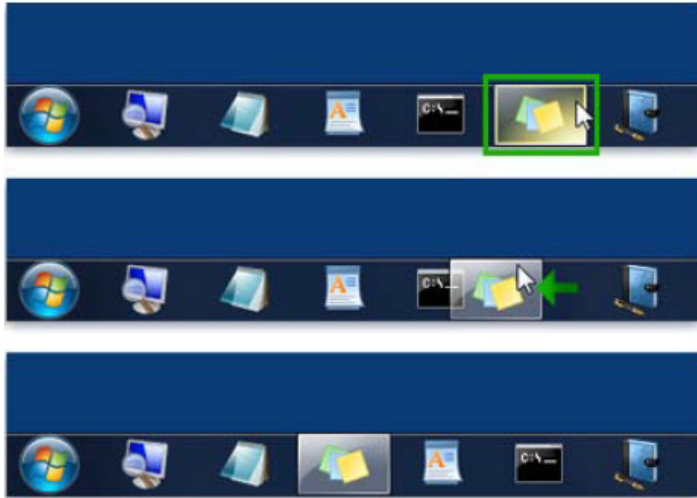
To order your desktop icons by these options, right mouse click on any free spot on the desktop, when the shortcut menu appears select **Sort by** and then select your preference. You can also arrange your desktop icons by right clicking on the desktop selecting **View** and then selecting **Auto arrange icons**; *this has the added feature that it will retain the general arrangement snapping back into place if you try to move the icons.*

To increase or decrease the physical size of the icons on your desktop simply right click on an empty space of your desktop as previously indicated and choose one of the three available sizes **Large icons**, **Medium icons (default)** and **Small icons**.



## REARRANGE ICONS ON THE TASKBAR

You can rearrange and organize program icons on the taskbar, including pinned programs and running programs that aren't pinned, so they appear in the order you prefer.



*Drag an icon to a new position on the taskbar*

## SWITCHING BETWEEN WINDOWS

If you open more than one program or document, your desktop can quickly become cluttered with windows. Keeping track of which windows you have open isn't always easy, because some windows might partially or completely cover others.

**Using the taskbar.** The taskbar provides a way to organize all of your windows. Each window has a corresponding button on the taskbar. To switch to another window, just click its taskbar button. The window appears in front of all other windows, becoming the active window—the one you're currently working in.


To easily identify a window, point to its taskbar button. When you point to a taskbar button, you'll see a thumbnail-sized preview of the window, whether the content of the window is a document, a photo, or even a running video. This preview is especially useful if you can't identify a window by its title alone.



*Pointing to a window's taskbar button displays a preview of the window*

**Using Alt+Tab.** You can switch to the previous window by pressing Alt+Tab, or cycle through all open windows and the desktop by holding down Alt and repeatedly pressing Tab. Release Alt to show the selected window.

**Using Aero Flip 3D.** Aero Flip 3D arranges your windows in a three-dimensional stack that you can quickly flip through. To use Flip 3D:

1. Hold down the Windows logo key  and press Tab to open Flip 3D.
2. While holding down the Windows logo key, press Tab repeatedly or rotate the mouse wheel to cycle through open windows. You can also press Right Arrow or Down Arrow to cycle forward one window, or press Left Arrow or Up Arrow to cycle backward one window.
3. Release the Windows logo key to display the front most window in the stack. Or, click any part of any window in the stack to display that window.



*Aero Flip 3D*

Flip 3D is part of the Aero desktop experience. If your computer doesn't support Aero, you can view the open programs and windows on your computer by pressing Alt+Tab. To cycle through the open windows, you can press the Tab key, press the arrow keys, or use your mouse.

## ARRANGING WINDOWS

Now that you know how to move and resize windows, you can arrange them however you like on your desktop. You can also have Windows automatically arrange them in one of three ways: cascading, vertically stacked, or side by side.



*Arrange windows in a cascade (left), vertical stack (center), or side-by-side pattern (right)*

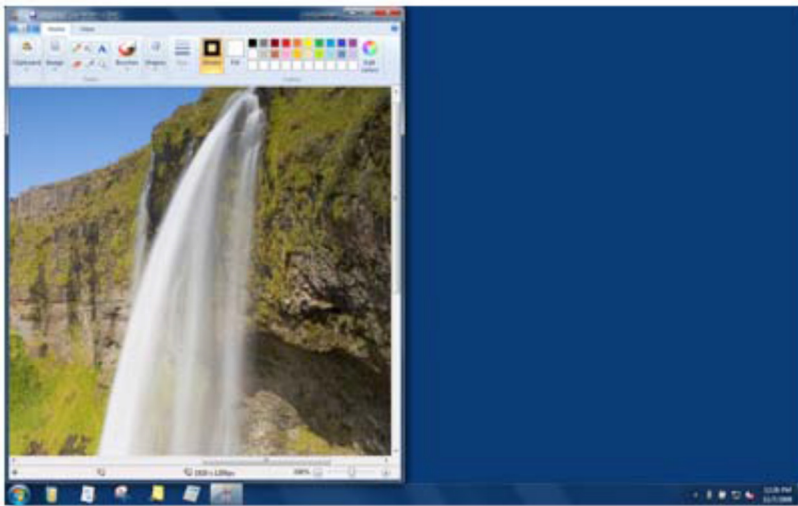
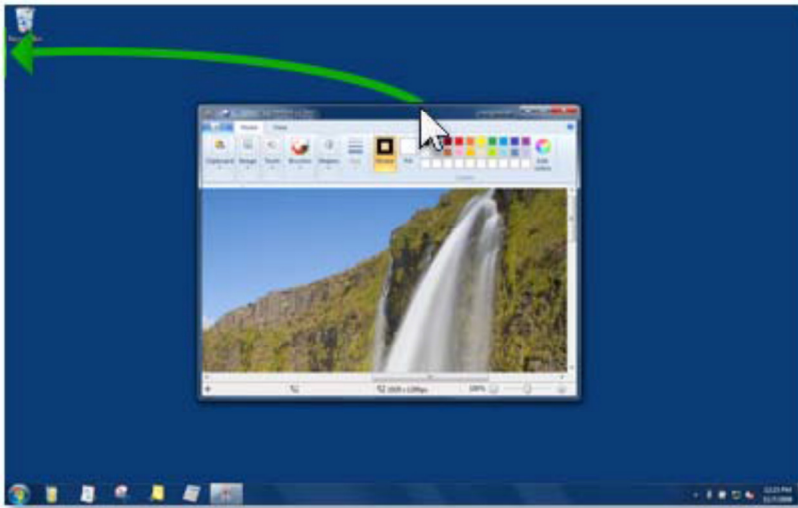
To choose one of these options, open some windows on your desktop, then right-click an empty area of the taskbar and click Cascade windows, Show windows stacked, or Show windows side by side.

### **Arranging windows using Snap**

Snap will automatically resize your windows when you move, or snap, them to the edge of the screen. You can use Snap to arrange windows side by side, expand windows vertically, or maximize a window.

### **To arrange windows side by side**

1. Drag the title bar of a window to the left or right side of the screen until an outline of the expanded window appears.
2. Release the mouse to expand the window.
3. Repeat steps 1 and 2 with another window to arrange the windows side by side.

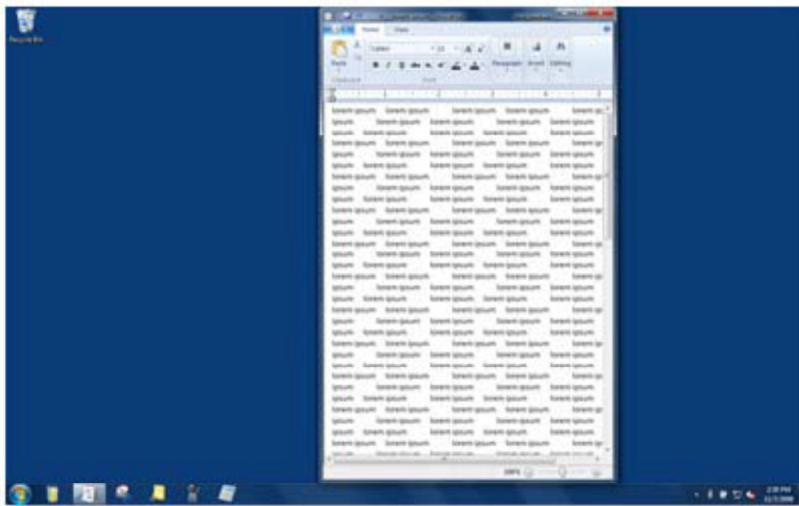
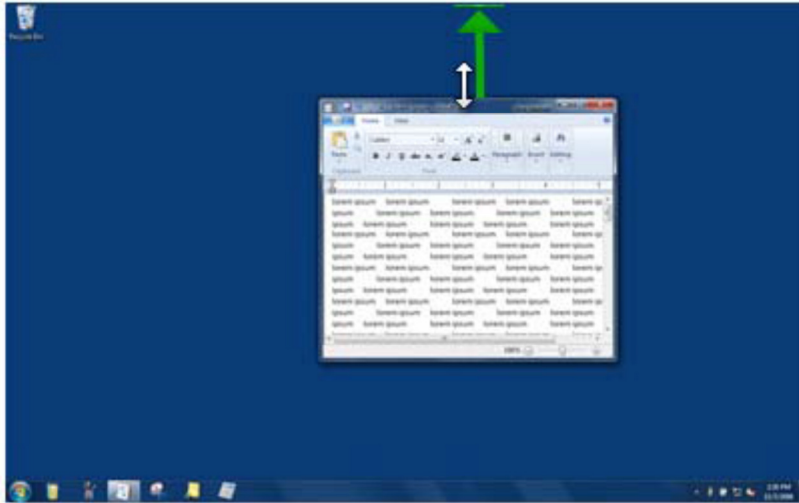


*Drag a window to the side of the desktop to expand it to half of the screen*

### **To expand a window vertically**

1. Point to the top or bottom edge of an open window until the pointer changes into a double-headed arrow.

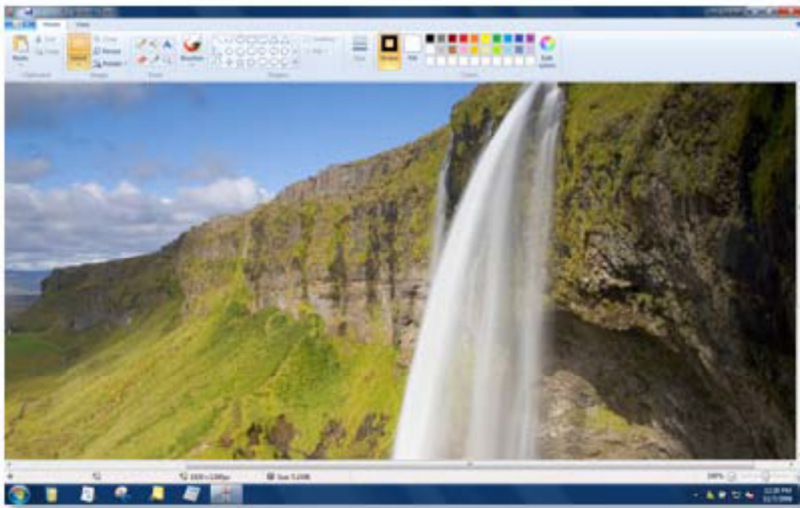
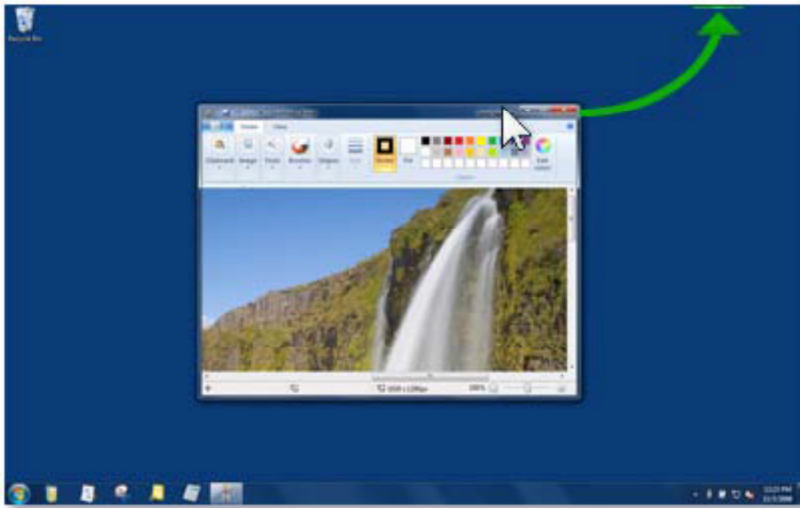
2. Drag the edge of the window to the top or bottom of the screen to expand the window to the entire height of the desktop. The width of the window doesn't change.



*Drag the top or bottom of a window to expand it vertically*

### **To maximize a window**

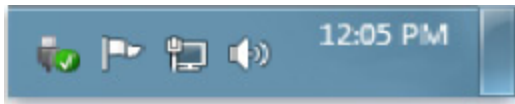
1. Drag the title bar of the window to the top of the screen. The window's outline expands to fill the screen.
2. Release the window to expand it to fill the entire desktop.



*Drag a window to the top of the desktop to fully expand it*

## **VIEW DESKTOP INSTANTLY**

By clicking this little side panel in the notification area you can minimize all open windows view the desktop. To return to the previous view simply click it again.



*The notification area of the taskbar*

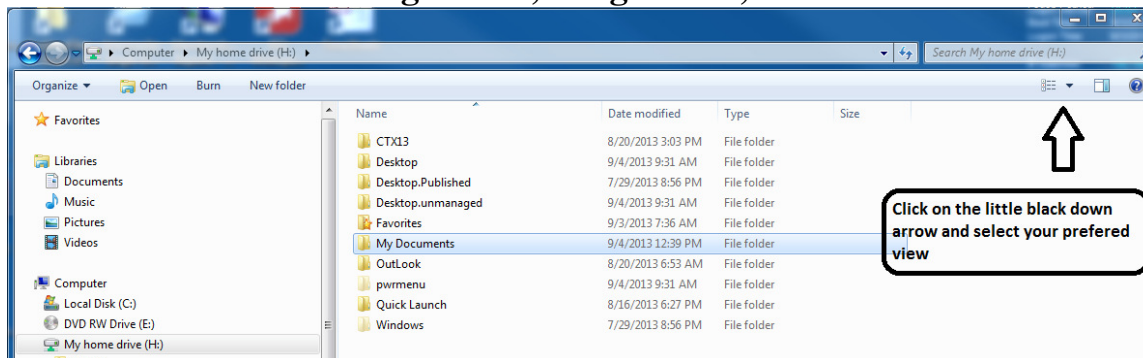
By clicking on this little side panel on the rightmost side of the notification area of the taskbar, you can close all windows and view the desktop. Click it again and it will return to previous view

**Fonts – Windows 7:** All fonts that are included with windows 7 are installed. Users can not install fonts. Applications that are installed will include any and all included fonts. *Fonts are licensed and installing unlicensed fonts is copyright infringement.*

## Working With Files

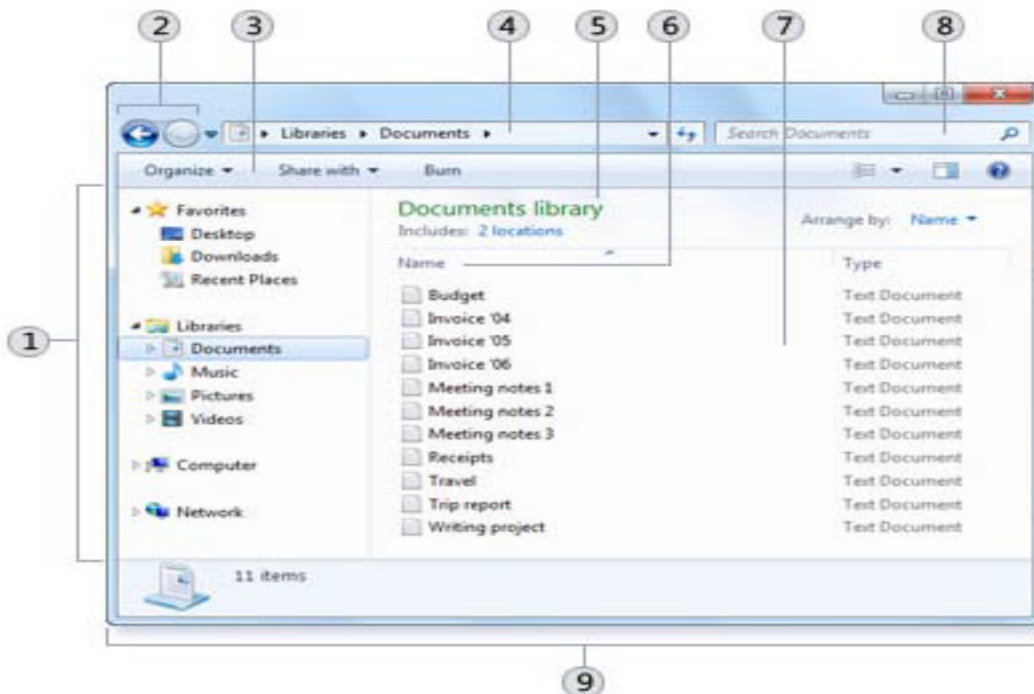
### CHANGE THUMBNAIL SIZE AND FILE DETAILS

You can change the size and appearance of your files and folders by using the Views button located on the toolbar of every open folder. You have several options to choose from **Extra Large Icons, Large Icons, Medium Icons** to name a few.



### ARRANGING FOLDERS

When you open a folder or library, you see it in a window. The various parts of this window are designed to help you navigate around Windows or work with files, folders, and libraries more easily. Here's a typical window and each of its parts:



- |                            |                   |
|----------------------------|-------------------|
| ① Navigation pane          | ⑥ Column headings |
| ② Back and Forward buttons | ⑦ File list       |
| ③ Toolbar                  | ⑧ The search box  |
| ④ Address bar              | ⑨ Details pane    |
| ⑤ Library pane             |                   |

## SAVING RENAMING DELETING AND MOVING FILES

**PLEASE REMEMBER TO SAVE FILES TO A NETWORK DRIVE OR A USB DRIVE AND TO NEVER SAVE FILES TO THE LOCAL PC DESKTOP OR C: DRIVE AS THEY ARE NOT BACKUPED AND CAN NOT BE RESTORED.** Please save files to the Network drives, such as H (Personal network drive space) K Department folders M is for all users use at your own risk. S drive special Projects.

### Renaming Files and Folders

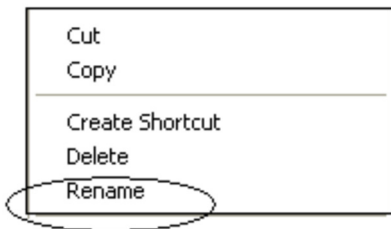
There are a number of ways to rename files and folders. You can rename by using the FILE menu, left mouse button or right mouse button.

#### *Method 1 - Using the FILE Menu*

1. Select the file or folder you wish to rename;
2. Click on the **File** menu and select **Rename**
3. Type in the new name. NOTE: If you are renaming a file you must keep the same file extension (e.g. “.doc”) as it had, or the file will no longer be associated with the program that created it;
4. To finalize the renaming operation press the **Enter** button on the **keyboard** or **CLICK** away from the rectangle that surrounds the file or folder name.

### ***Method 2 – Using the Right Mouse Button***

1. Select the file or folder you wish to rename;



2. Click the right mouse button while still pointing to the file;
3. Select **RENAME** from the shortcut menu;
4. Type in the new name (if renaming a file, remember to include the file extension (e.g. “.doc”));
5. To finalize the renaming operation press the **Enter key** on the **keyboard** or **click** away from the rectangle that surrounds the file or folder name.

### ***Method 3 – Using the Left Mouse Button***

1. Select the file or folder you wish to rename;
2. Wait a moment then click again (not in quick succession like a double click). A surrounding rectangle will appear around the name;
3. Type in the new name (if renaming a file, remember to include the file extension (e.g. “.doc”));
4. To finalize the renaming operation press the **Enter key** on the **keyboard** or **click** away from the rectangle that surrounds the file or folder name.

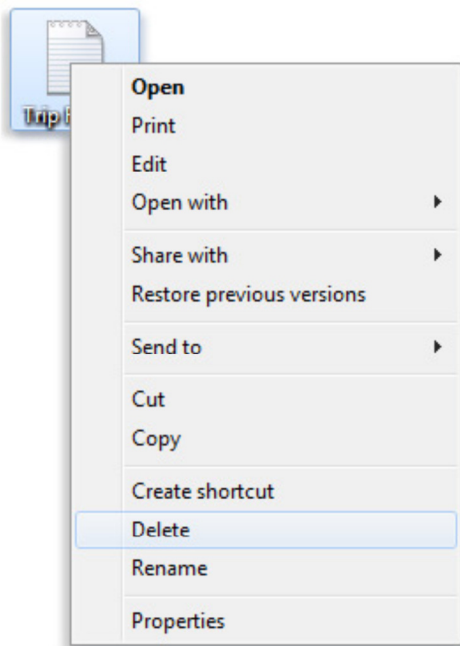
## Deleting Files and Folders

When you delete a folder, the folder and its entire contents (any files or sub-folders) will also be deleted. When you delete a file, the whole file and its contents are deleted.

***YOU SHOULD NEVER SAVE FILES TO YOUR DESKTOP OR C: DRIVE AS THEY ARE NEVER BACKED UP AND CAN NOT BE RESTORED.***

### **To delete a file or folder:**

- Right-click the file or folder that you want to delete, and then click Delete.



*The Delete command*

**NOTE:** To permanently delete a file or folder (i.e. to avoid sending a file or folder to the Recycle Bin), hold down the SHIFT key, press delete on the keyboard.

## ***Moving Files around to different locations or drives***

### ***Method 1 – Using CUT and PASTE***

Cutting and pasting are typical Windows functions. Cutting means moving something (this can be a file or folder if working in Windows Explorer, or text, graphics, objects if actually working inside an application).

Pasting is the action of bringing back the cut item in its new location. There are two different methods of cutting and pasting inside Windows Explorer and these

are well worth learning as they are basically the same in every Windows program you work in.

1. To cut a file(s) or folder(s), first select the file(s) or folder(s) and then choose one of the following:
  - Click on the EDIT menu, select the CUT function;
  - Keyboard shortcut, CTRL + X;
  - Click on the selected item with the RIGHT mouse button and select “CUT” from the shortcut menu
2. To bring back the file(s) or folder(s) in the new location, navigate to the new location then paste using one of the following:
  - Click on the EDIT menu, select the PASTE function;
  - Keyboard shortcut, CTRL + V;
  - In the position where you want the item to be pasted, click with the RIGHT mouse button and select “PASTE” from the shortcut menu.

### ***Method 2 – Dragging and Dropping***

1. In the right pane, select the file(s) or folder(s) you want to move;
2. Manipulate the FOLDER LIST on the left side of the Windows Explorer so that it shows the new location. Make sure you use the scroll bars and the + and – (collapse and expand buttons) to navigate, do not click on the names of the drives or folders as you will change to that drive or folder and lose your selection in the RIGHT pane;
3. Click and drag the selected file(s) or folder(s) from the RIGHT pane, over to the FOLDER LIST on the left. Release the mouse button when the target folder is highlighted (active);
4. Your file(s) or folder(s) will now appear in the new area

### ***Method 1 – Using COPY and PASTE***

Like cutting, copying is a typical Windows function. Copying does not damage or remove the selection being copied. To place the copy in a new location is known as pasting (and is done the same way as previously described).

There are three different methods of copying in Windows Explorer and, as mentioned previously, these are well worth learning as they are basically the same in every Windows program you work in.

1. To copy file(s) or folder(s), first select the file(s) or folder(s) and then choose one of the following:
  - Click on the EDIT menu, select the COPY function;
  - Keyboard shortcut, CTRL + C;
  - Click on the selected item with the RIGHT mouse button and select “COPY” from the shortcut menu.
2. To place a copy of the file(s) or folder(s) in the new location, navigate to the new location then paste using one of the following:
  - Click on the EDIT menu, select the PASTE function;
  - Keyboard shortcut, CTRL + V;
  - In the position where you want the item to be pasted, click with the RIGHT mouse button and select “PASTE” from the shortcut menu.

### ***Method 2– Dragging and Dropping***

1. In the RIGHT pane, select the file(s) or folder(s) you want to copy
2. Manipulate the FOLDER LIST on the left side of the Windows Explorer so that it shows the new location. Make sure you use the scroll bars and the + and – (collapse and expand buttons) to navigate, do not click on the names of the drives or folders as you will change to that drive or folder and lose your selection in the RIGHT pane;
3. Hold down the CTRL key on the keyboard and at the same time, click and drag the selected file(s) and/or folder(s) over to the FOLDER LIST on the left, and drop it where you want to copy the file(s) and/or folder(s) to. Before dropping make sure the target folder is highlighted (active). Also make sure you release the mouse before you release the CTRL key when dropping.
4. Your file(s) and folder(s) will now appear in the new area

## **FOLDER AND FILE ATTRIBUTES**

Files and folders have property sheets which display information such as size, location, and the date the file or folder was created. When you view the properties of a file or folder, you can also get information about the:

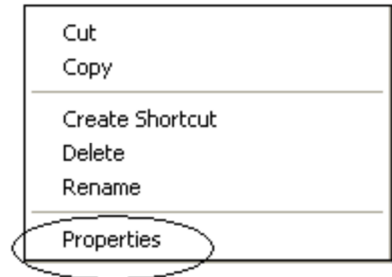
- Type of file;
- Size of file;
- Name of the program that opens the file;
- Last time the file was modified or accessed.

If looking at the properties of a folder:

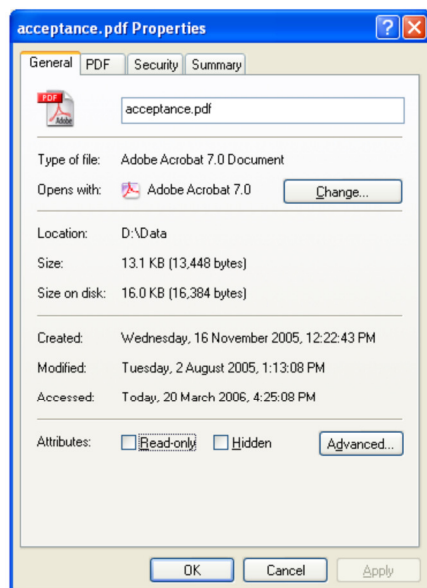
- Number of files and subfolders contained it contains; and
- Space taken up by those files and subfolders

**To determine the attributes of a file or folder:**

1. Select the file or folder;
2. Right click on the file or folder;
3. Select Properties from the shortcut menu. The PROPERTIES dialog box will open



The PROPERTIES dialog box gives you the following information:



**Type of File:** tells you what program your file was created in (e.g. Word)

**Opens with:** tells you what application (software) the file will open in

**Location:** the path name for the file

**Size:** the size of the file

**Size on disk:** how much room the file is taking in storage

**Created:** the date and time the file was originally created

**Modified:** the date and time the file was last modified

**Accessed:** the date and time the file was last accessed

**Hidden:** Usually hidden files are program or system files that should not be deleted or changed. Hidden files and folders will appear dimmed within WINDOWS EXPLORER to indicate they are not typical items.

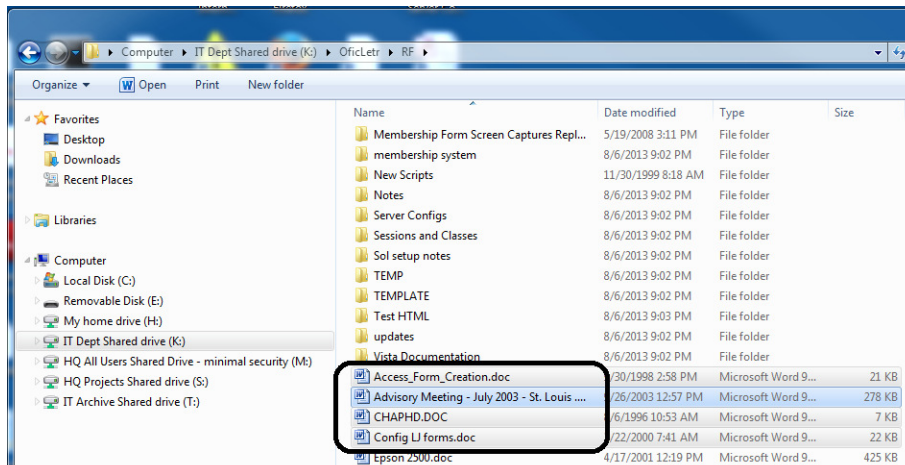
**Read Only:** A read only file contains information you can read but not change, like a printed book. A read only file on your computer is a file you can open, read or print but not make any changes to.

## **ZIPPING (Compressing files) AND UN-ZIPPING FILES**

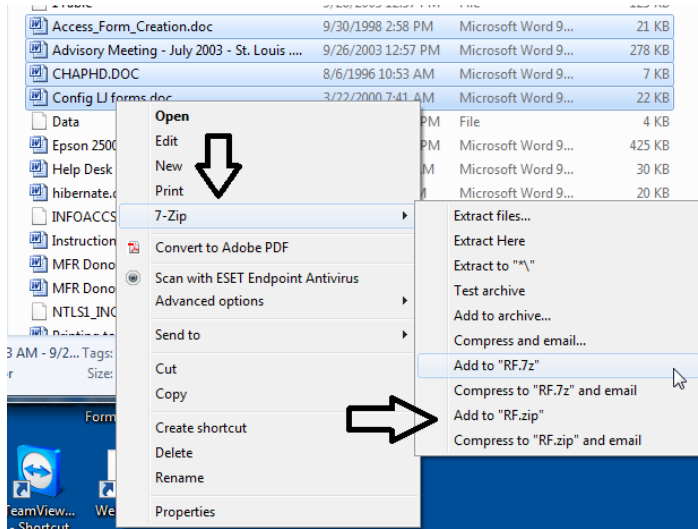
*Often you may need to send a group of files via email or some other method and wish to reduce the size of the file. To compress a group of files do the following.*

### **Zipping – Compressing a group of files**

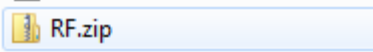
1. Using **Windows Explorer** locate a group of files that you wish to send. While **holding down the shift key** on the keyboard **left mouse click** on the **1st file** then left click on the **last file** you wish to send. Once the files are selected continue holding down the **shift key** and **right mouse click** on the last file in the list.



2. Once at menu appears select **Add to “filename.zip”** in the example below the file is called **RF.zip**. Keep in mind that if the file already exists it will add what you have selected to the existing zip file. If the old zip is not needed and you only wish to zip your currently selected files you must move or delete the existing zip file prior to compressing.



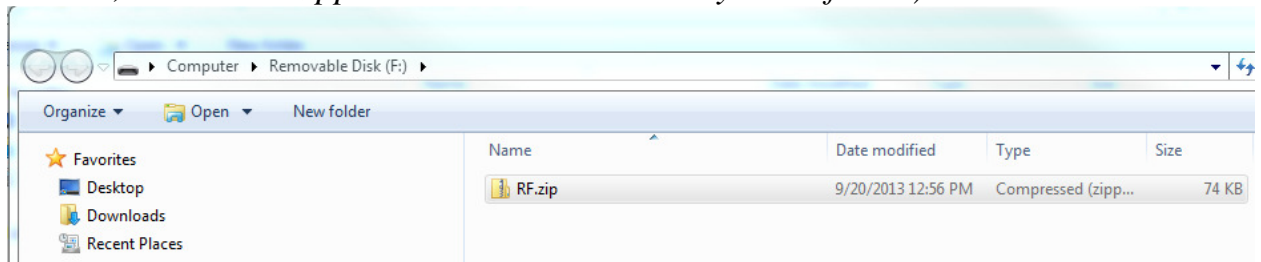
3. In the directory that you are currently in you will see you're newly created zip file in this case **RF.zip**. You may attach this file to email or copy to some other location so that it may be un-zipped by your intended recipient. See instructions below on un-zipping.



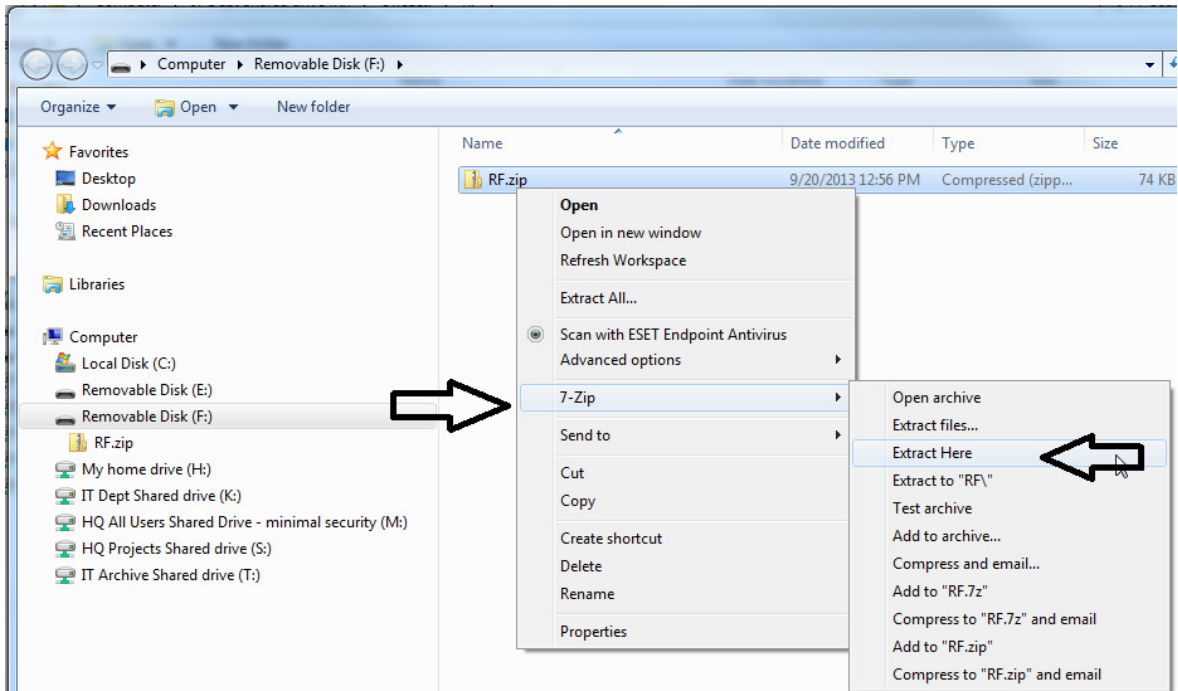
## Un-Zipping – Extracting Files

*Once you have received a compressed file typically in a zip format but there are others. You must extract or unzip the file so that you can access those files.*

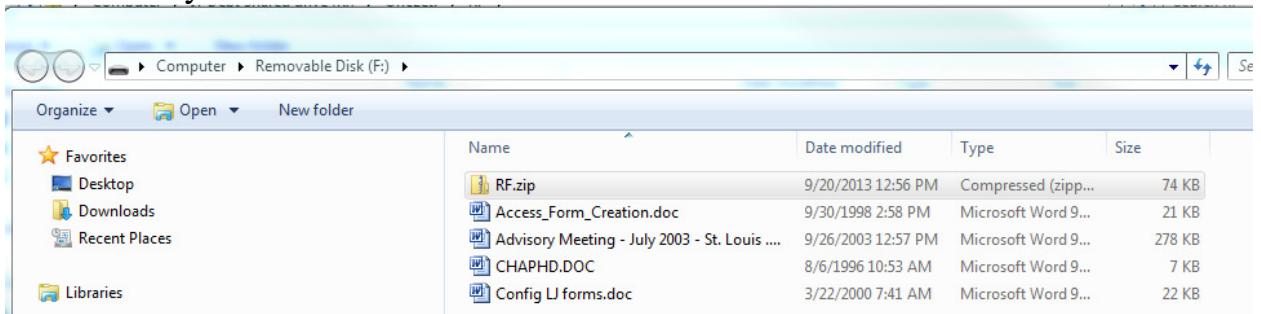
1. Once the file is in a desired folder or device use Windows Explorer to locate the file (*It's good practice to place the zip file on a usb or in a new folder of its own, so once unzipped the contents are easily identifiable*)



2. Right mouse click on this file select 7-Zip and Extract Here, there is an option to extract to **“location\”** in the example below it shows **“RF\”** this will dynamically create a sub folder in your current location and extract the files into that sub folder.



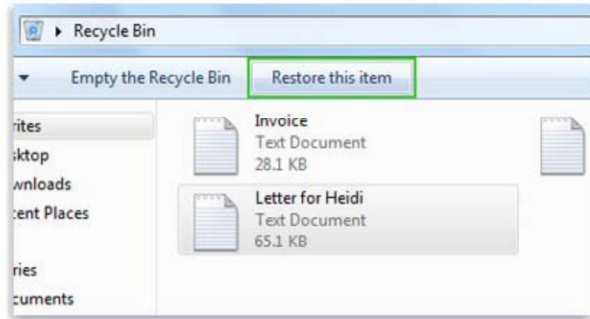
3. Now along with the original zip file are the fully extracted files that are fully accessible by the user.



## RECOVER FILES FROM THE RECYCLE BIN

1. Open the recycle bin
2. Do one of the following:
  - a. To restore a file, click it, and then, on the toolbar, click Restore this item.
  - b. To restore all of the files, make sure that no files are selected, and then, on the toolbar, click Restore all items.

The files will be restored to their original locations on your computer.



*Recovering an item from the Recycle Bin*

## Notes

- If you delete a file from a location not on your computer (such as a network folder), the file will be permanently deleted rather than stored in the Recycle Bin.

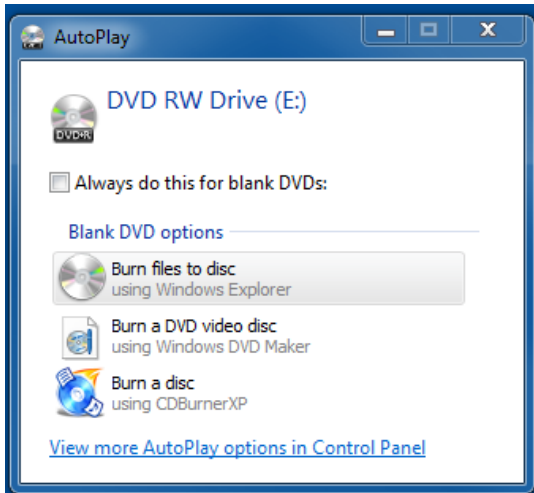
## Emptying the Recycle Bin:

1. Double click the **Recycle Bin** on the desktop
2. Click the **Empty the Recycle Bin** button located on the toolbar
3. You will be prompted **Are you sure you want to preeminently delete these items?** Click the **Yes** button.

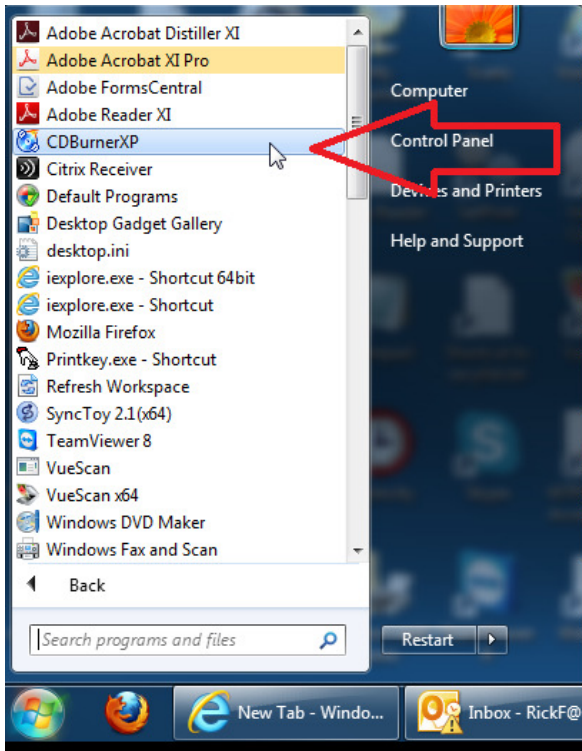
## BURNING CDS AND DVDS

### Burning a CD/DVD with external Drive (Must have access to externally attached RW drive)

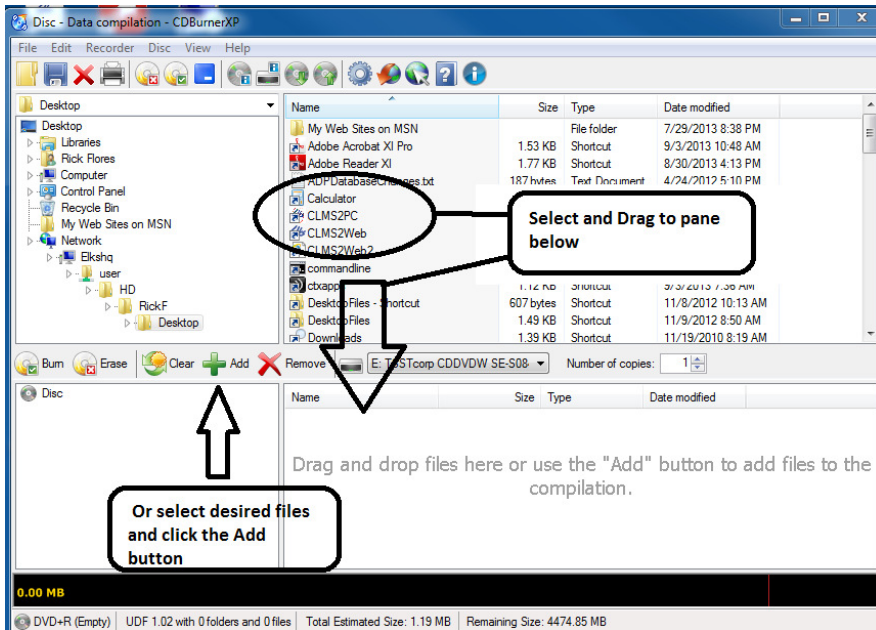
1. Insert the CD/DVD USB drive into a USB port
2. Insert blank CD/DVD media
3. An **AutoPlay** window will appear a few seconds after you insert a blank CD or DVD select **Burn a disc using CDBurnerXP**, then continue with step **5**.



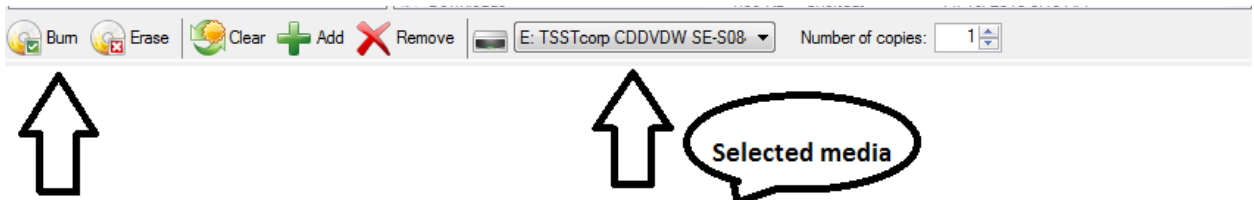
Or you can manually launch from the **Start Menu** and select **CDBurnerXP** as show on next page.



4. If your launched the application from the **Start menu** select the **Data disc** option.
5. In the navigation window navigate to the files or folders you would like to burn. You can **drag files into the lower right Pane** or you can **select on the individual files and click the Add button**.



6. Select the drive that has the media



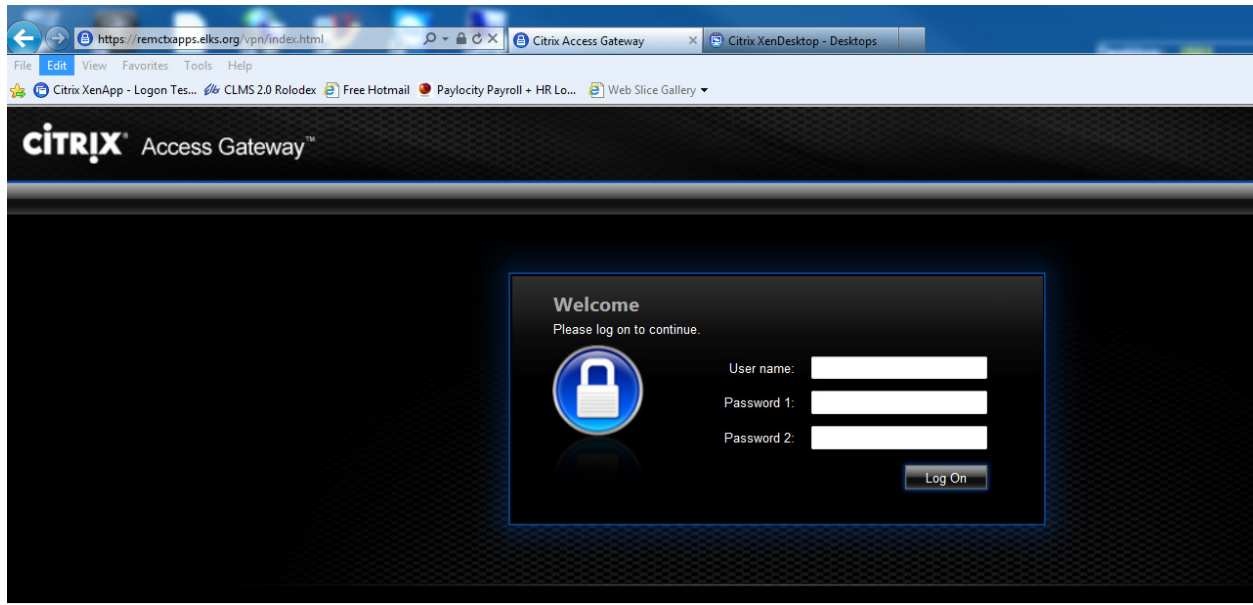
## REMOTE CONNECTIONS

### TESTING YOUR REMOTE LOGIN FROM INSIDE THE OFFICE NETWORK

It is always a good idea to make sure you can actually connect to your remote login prior to needing it offsite. You can test this from inside our network using the browser.

<https://ctxapps.elks.org/>

You will then be taken to the login screen where you will use your **user name**, **network password** and **MP-1 password** obtained from your MP1 Token app.



## VPN USERS

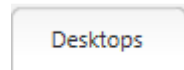
Enter `ctxapps.elks.org` in the address bar of IE and select enter

You will then see the following window.

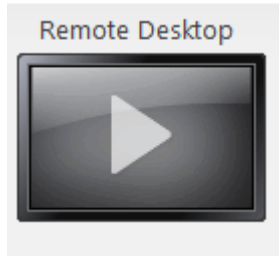


You will then enter your user name and domain password (the one you use every day when you log on in the office) and the token that is generated from the MP-1 application on the phone or device that you have installed it on.

Select the **Desktops** tab



Then select the **Remote Desktop** button.



**Printers available on your remote desktop** – Typically the office network printers and any printer connected to the PC you are connecting from. You will not have the 1530 on your work desktop since that is NOT a network service. Also note that if we are operating in emergency DR mode, there will not be any network printers available.

### Emergency user logon

**Internet access as well as firewall issues and other unforeseen issues could affect the list of available services list below. Please keep this in mind when working.**

1. At the logon screen select the ALT, CTRL and Delete buttons on your keyboard.
2. For the user name please type name of your PC it will be on a label on the top of your PC, user name example: IS06\emergencyuser and the password is nicedaytohaveanemergency!
3. You will be able to access Internet explorer, for your email needs and internet access. To do so please select the Start icon then select **All programs** now select the Internet Explorer icon.
4. To access web-mail type the following address in the address bar of Internet Explorer:  
<https://exchange.intermedia.net/aspx/Login.aspx>
5. Now type your email address and password then select login.
6. For Paylocity: [https://login.paylocity.com/escher/escher\\_webui/views/login/login.aspx](https://login.paylocity.com/escher/escher_webui/views/login/login.aspx)
7. For elks.org: <http://www.elks.org/>
8. For Intacct: <http://us.intacct.com/>
9. You will be able to access Microsoft Office products by selecting the Start icon then select **All programs** then select the folder called **Microsoft Office** now select the application you wish to open. **YOU WILL NEED TO SAVE ALL/ANY FILES YOU CREATE ON A USB DRIVE. DO NOT SAVE TO THE PC AS YOU WILL NOT BE ABLE TO ACCESS THE FILES LATER.**
10. To log off please select the Start icon then select shutdown.

Printing to a printer connected to your PC will be available.

The Wifi network should be available for use with handheld device as well as Laptops.

The Intacct website will be available to accounting.

Sites you may not be able to access are Elks.org, CLMS, and or Memsys during this time.

Tasks you will not be able to perform are print to a network printer, print labels, access department drives, access your H drive, use Raisers Edge, use Solomon, use Adobe desktops and Check scanning.

## GETTING ASSISTANCE

### HELP AND SUPPORT

Help is always available as you learn about the different functions on your computer. You can access the **HELP AND SUPPORT** functions by clicking on the **START** button and selecting **HELP AND SUPPORT**. The **HELP AND SUPPORT CENTER** dialog box will appear:



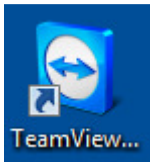
Find the support you need by either clicking on a topic under the section called **NOT SURE WHERE TO START?** or type what you are looking for in the **SEARCH** field and press **ENTER**. A list of matching criteria will be compiled. Click on the underlined topic to display the full help text.

**NOTE:** You can also hit F1 on your keyboard at any time to launch the **HELP** menu. You need to click on the desktop first then press F1

## TEAMVIEWER

We will be supporting Grand lodge users the way we support about 2000 lodges using TeamViewer. We asked by the Help Desk to open TeamViewer perform the following steps.

1. Double click the **TeamViewer** icon



2. Provide the IT support staff with following information from the **TeamViewer** screen the support staff will need to know both **Your ID** and the associated **Password** this can be different each time **TeamViewer** is launched.



3. The password will change each time you open **TeamViewer**.
4. **You will need to be present until the work is finished.**

**If your questions have not been covered in this document or the outcome is not consistent with the instructions please contact the help desk:**

**[helpdesk@elks.org](mailto:helpdesk@elks.org) or call 4746**

*No support for laptops, home computers, pads, all cell phones (with the exception of getting VPN working) and (configuring outlook using single sign on for windows.) **Outside of making sure the wifi access points work, we do not have***

*enough staff to provide help for HQ WIFI connections for wifi while traveling and connecting back in via VPN. If you require outside computers, make arrangements with best buy geek squad or others to provide the help we cannot cover. We'd like to help but we just don't have the man power to cover the world.*

## **CREDITS**

Information gathered for this document is from Intermedia.com, Charles Sturt University, and Dan Ziko.