Windows & Workstations

Agenda

- Hardware
- VDI
- Windows
- Key programs
- WLS Help Desk Portal
- Troubleshooting

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Hardware

WLS equipment on the WLS network includes
- public PCs
- staff workstations: IGEL thin clients or PCs
- All machines use Windows 10

Never plug in unknown USB (flash) drives - They could be infected with malware!

Public PCs

- Data is cleared with daily scheduled restart
- Patrons should
  - Delete files from Downloads folder, desktop, other locations
  - Delete browser caches to remove sensitive information
  - Log out of all accounts – email, Office, etc.
- Free Microsoft Office365 Online account
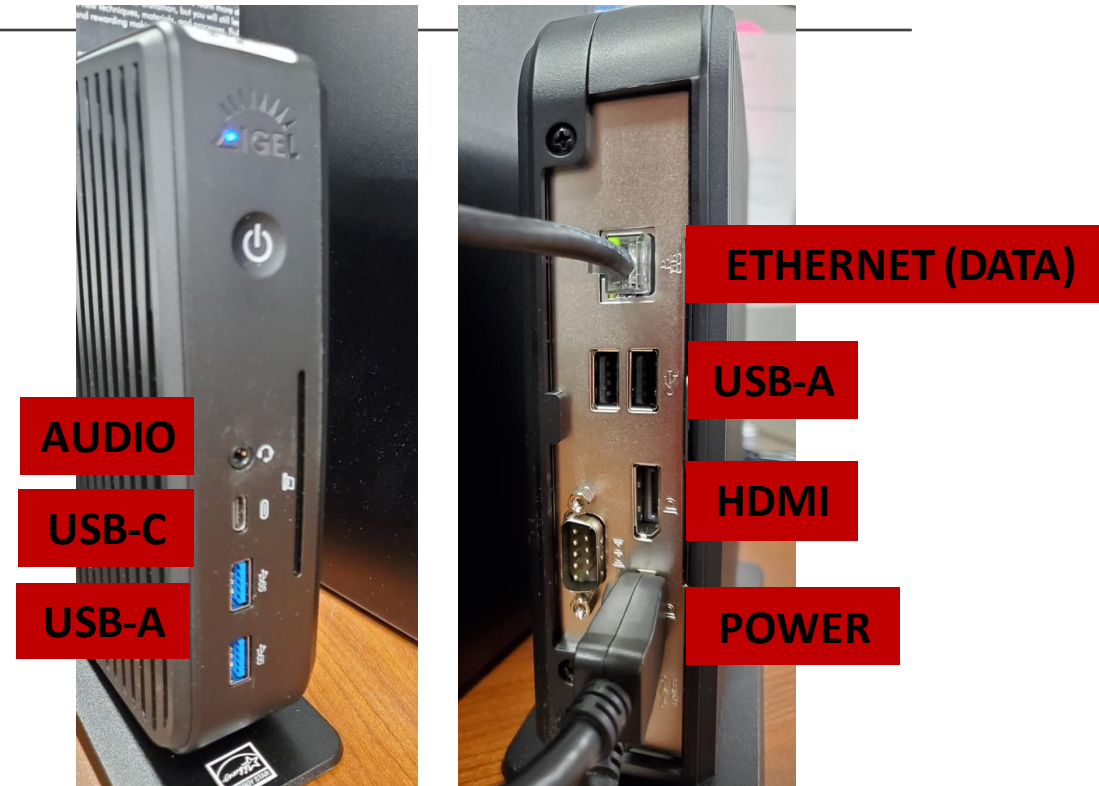 - access to Word, Excel, PowerPoint
  - 5GB of storage

Staff IGEL Hardware

IGEL thin clients

- Leave on so that WLS can run updates remotely
- Have the capacity for audio and video
- Most ports on the back are in use: receipt printer, scanner, and monitor
- Set up for signin to a virtual desktop interface (VDI) session

Peripherals

- Barcode scanner
- Receipt printer
- Label printer

AUDIO

USB-C

USB-A

ETHERNET (DATA)

USB-A

HDMI

POWER

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TECH CHECK

How comfortable are you with these basic operations?

Basic Operation	I got this!	I'm not sure	I need help
Plug in computer power, monitor, and peripherals			
Identify hardware ports and accessories			
Turn on/Shutdown/Restart			
Use the mouse to click, right-click, and wheel			
Access audio output (adjust volume, mute)			
Use settings to adjust headphones, speakers, and camera			
Identify if the computer is connected to the internet			

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Staff VDI Sign-in

Enter your Active Directory (AD) credentials
- Username firstname.lastname
- Password

These are the same as your Evergreen sign-in

Active Directory (AD) is database software that connects users with a network and the resources they need to get their work done. It contains important information about users and computers and who's allowed to do what.

If you are using a WLS PC, look for a VMWare Horizon Client icon.

Choose the server nxt.westchesterlibraries.org and sign in

If you don't see that server,

1. click on the **Add Server** button,
2. click **Connect/Add Server**
3. enter nxt.westchesterlibraries.org and sign in

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VDI Sign out

At the end of your shift or workday,
1. Go to Start > your account icon > Sign out to end your session
2. Leave the IGEL hardware on so that WLS can run Windows and other software updates remotely
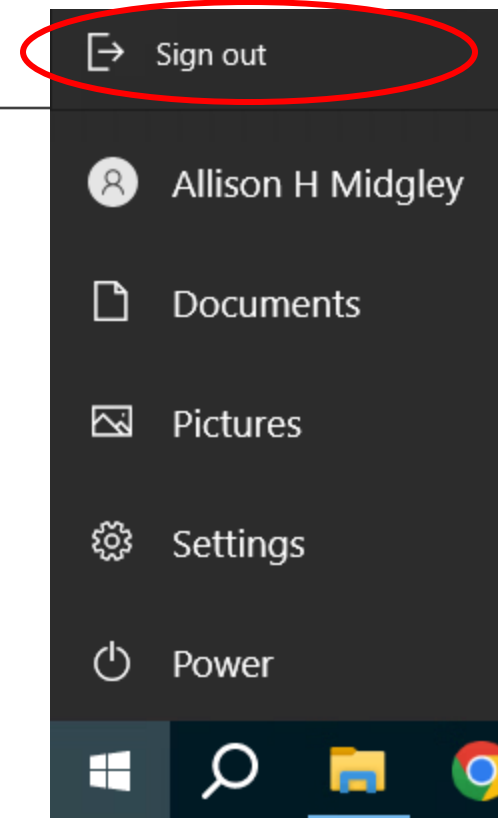
Software

All computers
- Windows 10
- Carbon Black
- VDI hardware and software include audio and video capability

Staff computer login gives access to storage

For use with public computers
- PrinterOn
- PCRES

Machines are updated daily overnight

To make sure your files are saved
- Save in My Documents
- Don't save to the desktop
- Don't leave files in the downloads folder

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Windows Operating System

- Launch programs from Desktop, Taskbar, or Start menu
  - Search for Notepad, Snipping Tool
- Find your Windows version
  Select the **Start** button > **Settings** > **System** > **About Device specifications** > **System type**, to see if you're running a 32-bit or 64-bit version
- Use the Trash
  - Delete and retrieve items
  - Empty the Trash

Windows 10 Audio

Audio is enabled and the volume is set to maximum. The sound can be adjusted using the Windows 10 volume control at the start of each login. It can also be disabled in Evergreen

Go to Administration>Workstation
Check the box by Disable Sounds

The setting will be saved to the Evergreen workstation. Staff that work at multiple libraries can set the default for each workstation they use.

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- Sign in and out from Start menu
- Launch programs from Desktop, Taskbar, or Start menu
- Search for version, programs, settings, files
- Check computer and antivirus software to see if it's on and up to date.
- Use the Trash
  - Delete and retrieve items
  - Empty the Trash
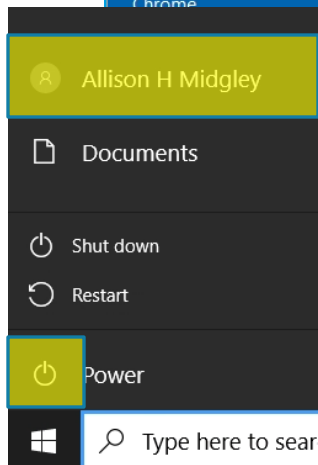
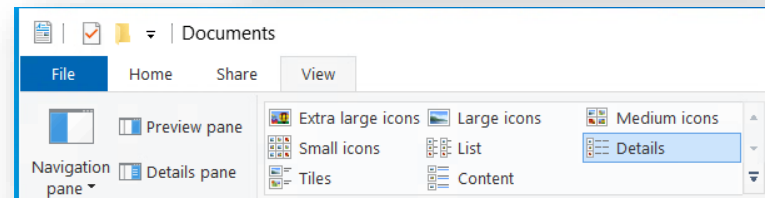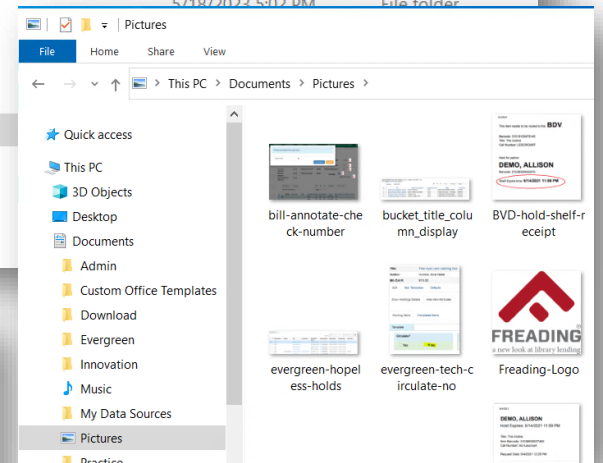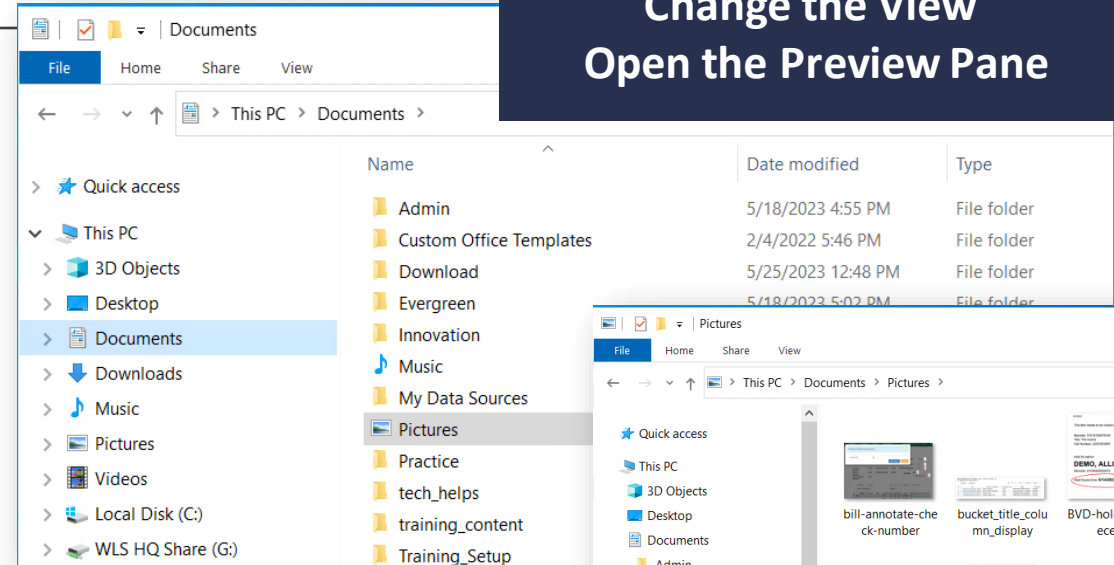FILE, PROGRAM, SETTING SEARCH

TASKBAR

CHECK INTERNET ACCESS
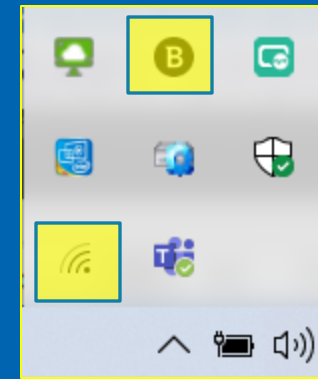
File Explorer

Use the left-hand pane to navigate and view folders. Files display on the right.

Save to

- *This PC > Documents* for your files
  - Pictures
  - Downloads
- *Library share* for files anyone at your location can access

To see your files more easily:
**Sort by Column Headers
Change the View
Open the Preview Pane**

File Explorer, Folders, Files

Use the File Explorer directory to

- Browse to or search for files and drives
- Drag files to move or copy them
- Right-click to create folders, open with a program other than the default, delete files
- Eject USB drives

File types and extensions

- Text and words – txt, docx
- Spreadsheet – xlsx
- Image – jpg, png, tiff
- Video – mp4, mov
- Other – pdf
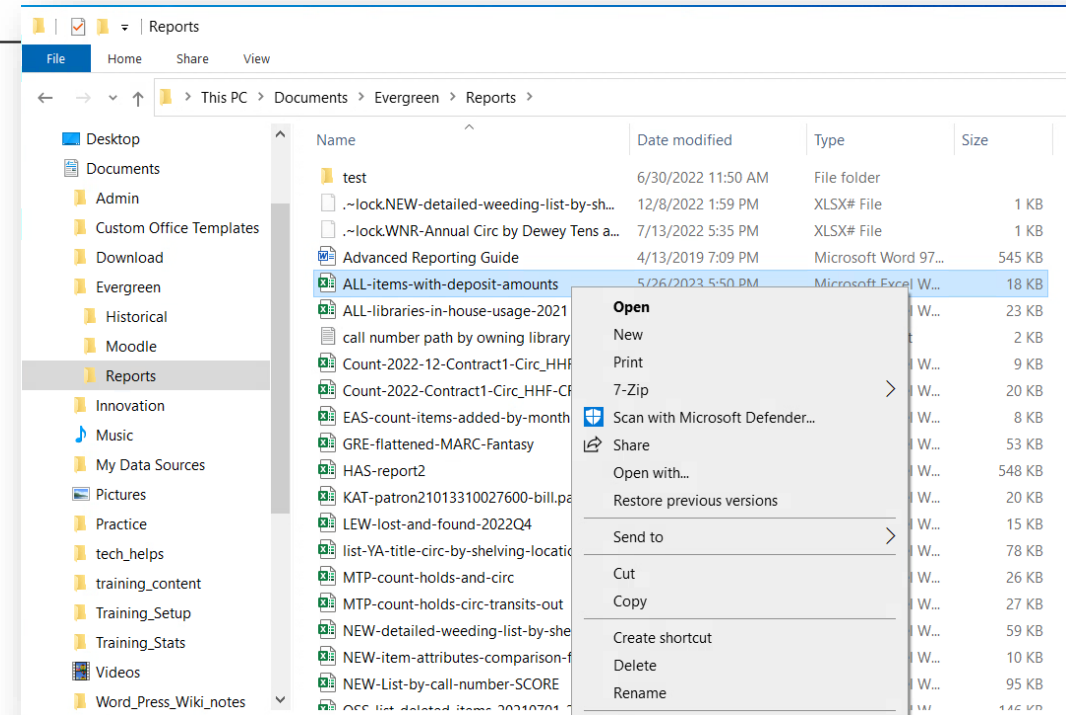
VDI and USB Drives

1. Plug in the drive. The drive won't display in File Explorer.
2. In the VDI window bar at the top, select *USB Devices > Automatically Connect when Inserted*
   You may need to unplug the drive and plug it back in. Wait 15+ seconds. You may need to do this more than once.
3. When the drive displays in File Explorer, you'll be able to access its files.
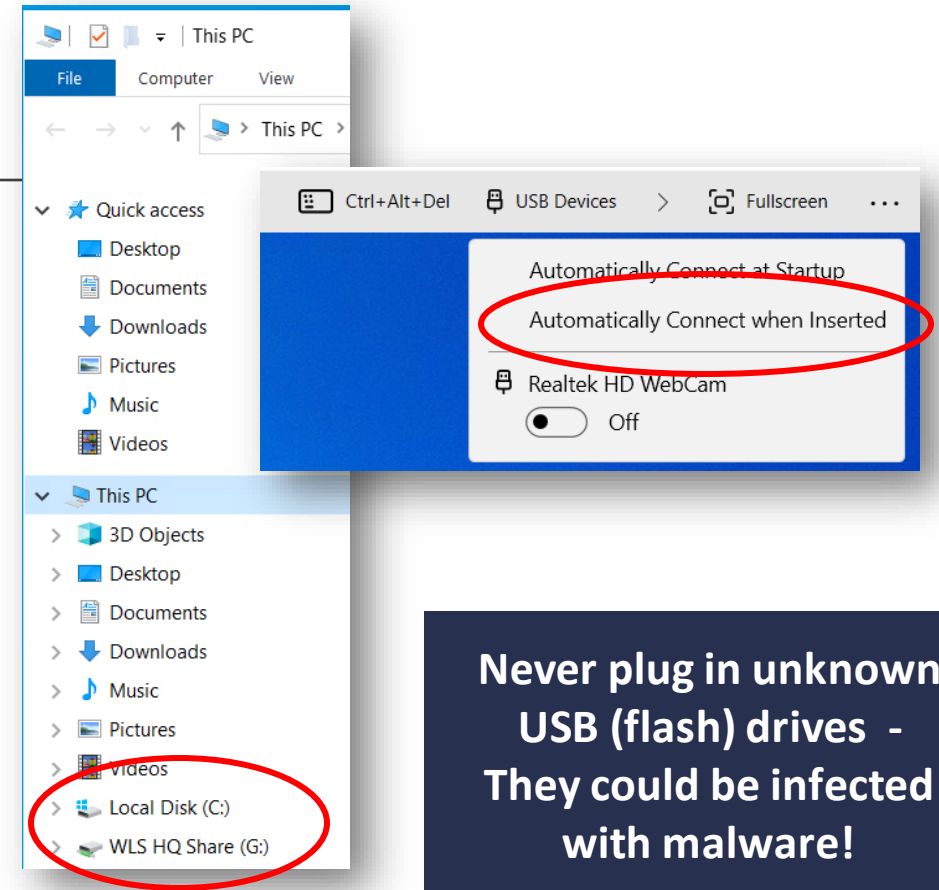
Never plug in unknown USB (flash) drives - They could be infected with malware!

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Program Windows

- Resize, move, and use multiple windows
- Use your keyboard Esc (Escape) key to "restore" a window that's filling your screen.
- Open a link in a new window and drag the new window to the edge of your screen to see both windows side by side as tiles.
- Right-click anywhere for a "context" menu of options
  - in a browser on a hyperlink to open a new tab
  - In Windows Explorer to create new folders
  - On the Start menu for a list of common programs
- Use the keyboard Esc (Escape) key to "restore" a window that's filling your screen.
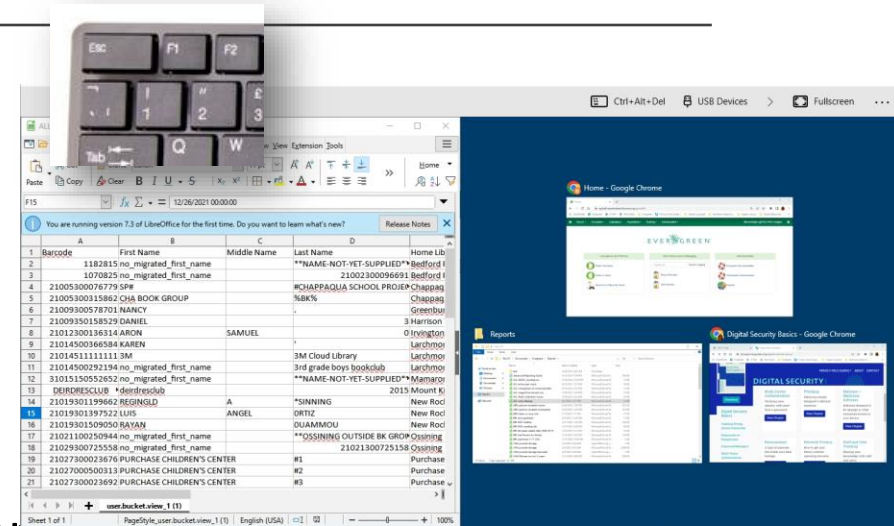
TECH CHECK: Windows OS

How comfortable are you with these Windows operations?

Windows Operation	I got this!	I'm not sure	I need help
Log on/off			
Check Windows and antivirus software to see if it's on and up to date			
Check and restore your internet connection			
Launch programs from Desktop, Taskbar, or Start menu			
Set a printer as default			
Delete and retrieve items and empty the Trash			
Move, resize, minimize, and close windows			
Using right-click context menus			

Evergreen Staff Portal Home Page

- Frequently-used screens
- Formerly hidden modules
- WLS Help Desk Portal
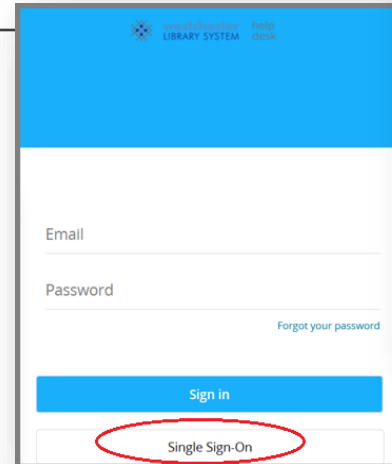
WLS Help Desk Portal

- Single Sign-on

- Search the Knowledge Base

- Report a problem
  - Open a help desk ticket
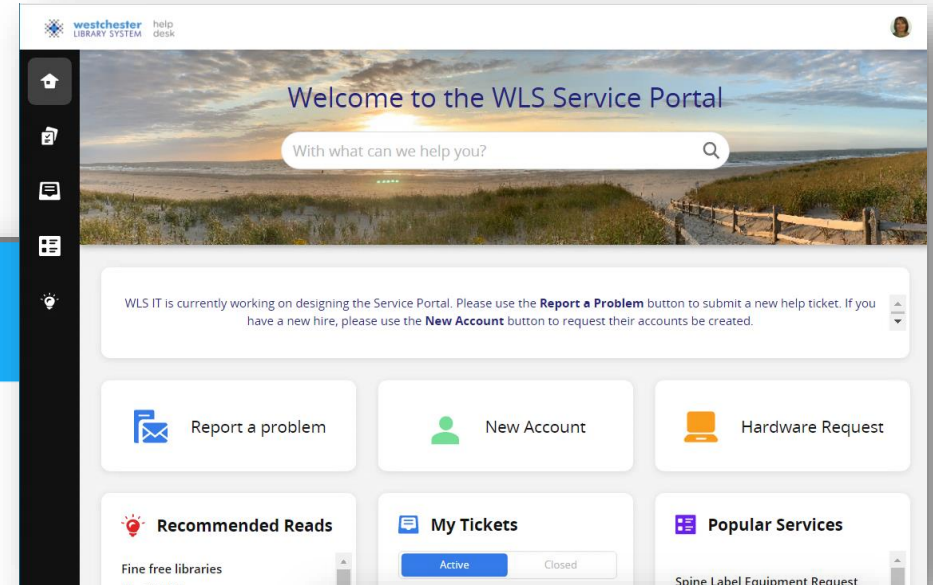 - View existing tickets to update or reply to incident email

Productivity

- Microsoft 365 save locally
  - Word
  - Excel
  - PowerPoint
  - Publisher

- 365 Online autosaves in OneDrive

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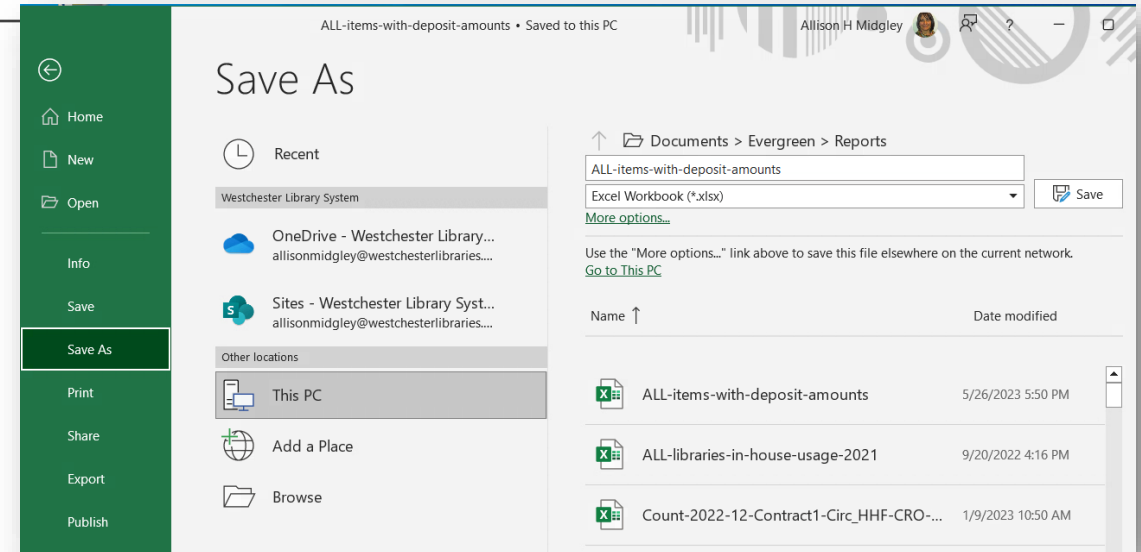
Office Online File Sharing

365 Share means you don't have to download, email, and upload versions to collaborate

- Use the Share button
- Edit is set by default. Change the link settings
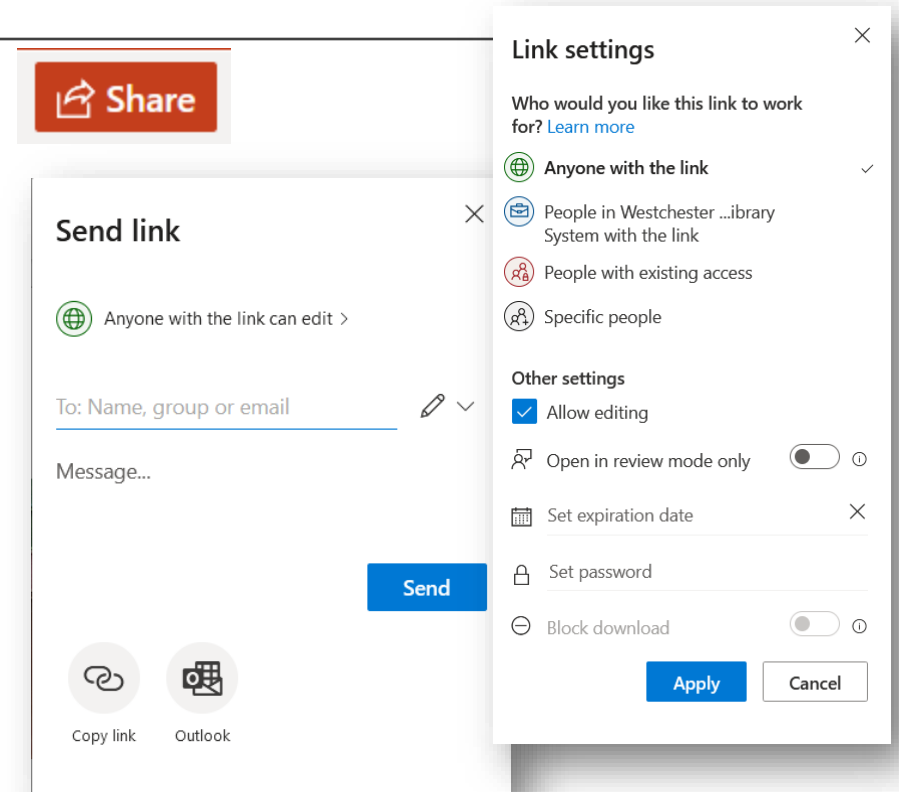- Uncheck *Allow Editing* to set to *Review mode only* to limit to comments but no edits
  - Choose a date when access expires
- Copy the link and paste it into a Gmail message to share it

Don't use the Message feature, which uses Outlook
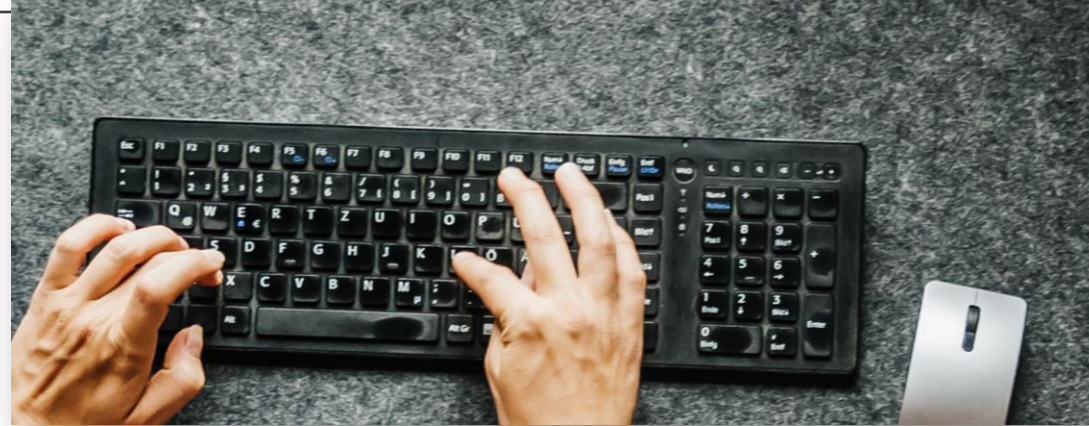
Keyboard Shortcuts

Common Commands

Copy   Ctrl + C

Cut   Ctrl + X

Paste   Ctrl + V

Undo   Ctrl + Z

Print   Ctrl + P
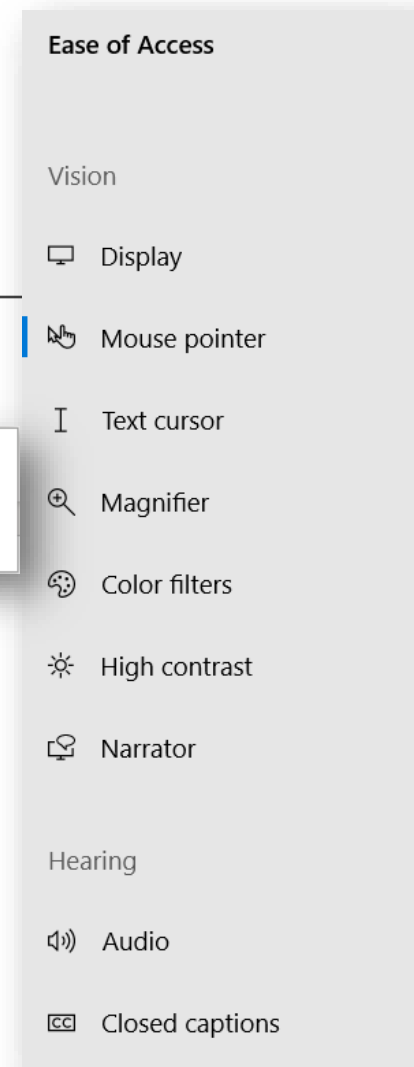
Save   Ctrl + S

Select All   Ctrl + A

Take screen shots

- Snip & Sketch (Windows logo + Shift + S)
- For open menus, use timed snips or PrtSc

Change volume with Fn-UpArrow or DownArrow

Windows 10 Ease of Access

- Mouse Pointer
- Text cursor
- Magnifier
- Color filters
- High contrast
- Narrator
- Closed captions
- Speech recognition and Dictation

On a Public PC, it requires restart to clear settings

Ease of Access

Vision

- Display
- Mouse pointer
- Text cursor
- Magnifier
- Color filters
- High contrast
- Narrator

Hearing

- Audio
- Closed captions

Magnifier — 100% +

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Troubleshooting

Work backwards
- Close and reopen a tab
- Close and reopen a Window
- Close and reopen a program
- Logout/log back into
  - Evergreen
  - an online account
  - VDI logout/log back in
- IGEL shutdown/turn back on

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Links & Support

Microsoft Helps

- Microsoft Tips
- Microsoft Windows 10 Quick Start Guides – surprisingly thorough!
- Windows Speech Recognition Commands
- Windows 10 on GCFGlobal

Email Allison Midgley

- amidgley@wlsmail.org or
- Training@wlsmail.org

**Check your knowledge!
ALAAllStaffTechnology
Competencies
Checklist**

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