



WLS Library Laptops & Hybrid Workstations

Learn about laptops for use at the library and remote locations

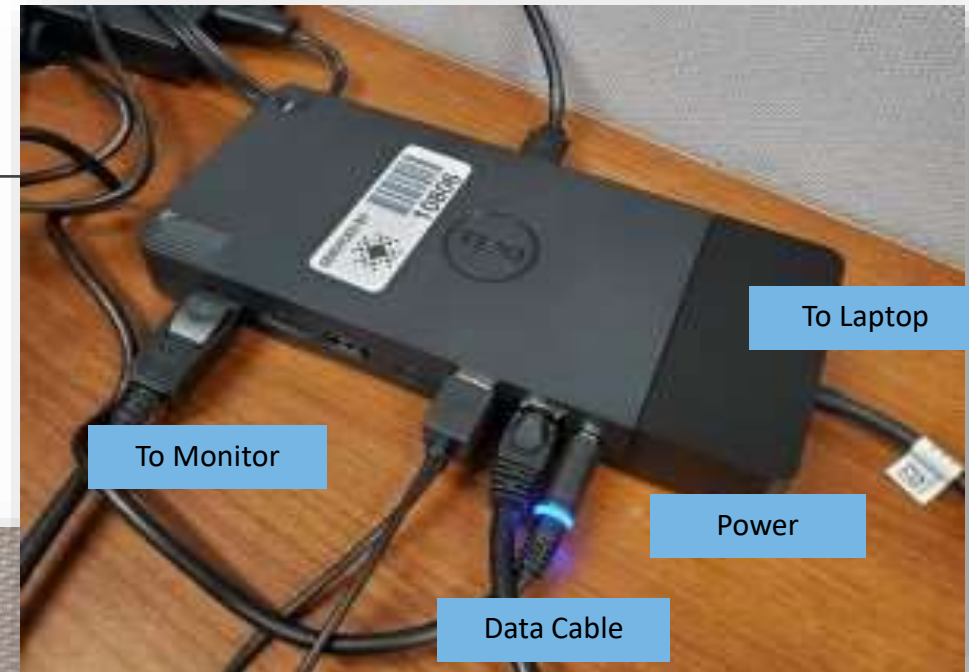
- Hardware
- Windows
- Key apps
- WLS Help Desk Portal
- Troubleshooting

Hardware

Some WLS library staff is piloting the use of laptops for use at the library and in remote locations.

- Laptops with cameras
- Case
- Docking station at library
- Monitor
- External keyboard and mouse

Printers are available with a connection to the WLS network



First Use

Connect to a docking station, start the laptop, switch to Other user and sign in with your Active Directory (AD) credentials.

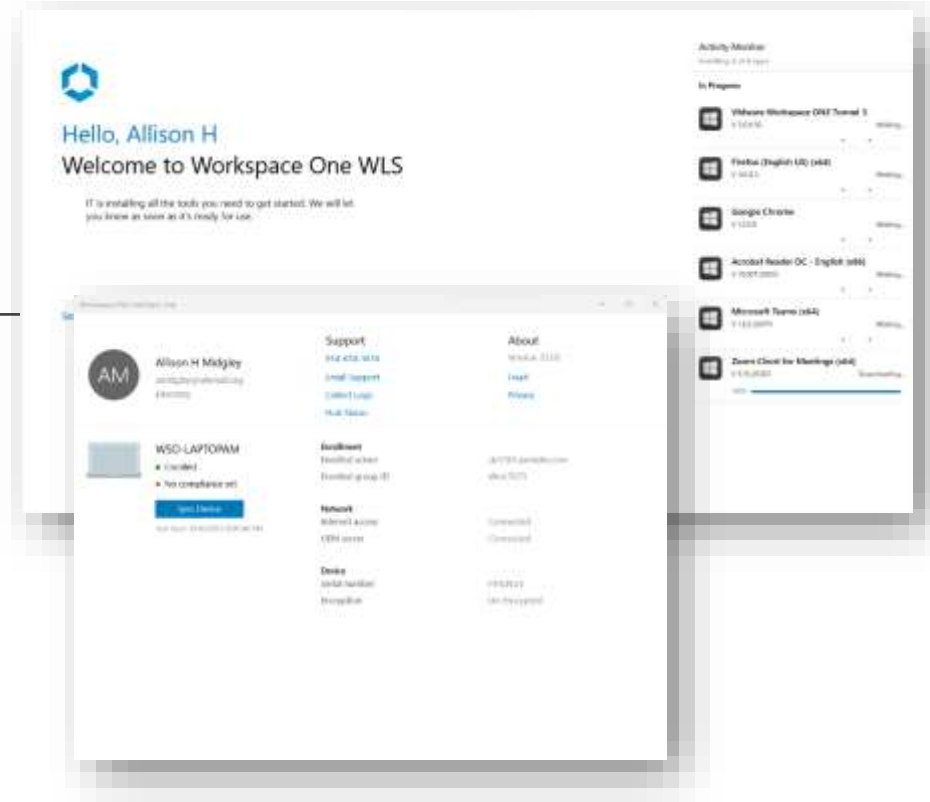
- If needed, close the Welcome to Tunnel window
- Sign in with your (AD) to set up OneDrive
- Close the Workspace One WLS window



Adobe Acrobat
Zoom



On first use, if needed, choose to use the program that time (Once) or Always



Staff Device Sign-in

One sign in with your AD credentials gives you access to

- Office 365
- The Solarwinds help portal
- The Evergreen ILS
- In the library,
 - Office printers
 - Shared drives

Best Practice Startup

1. With your laptop closed, plug into the dock. Wait until you see the small computer icon in the bottom right corner of the monitor.
2. Log into your workstation. **You only need to open your laptop when you're working remotely.**
3. At the end of the day, lock or sign out and then unplug from dock.

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.

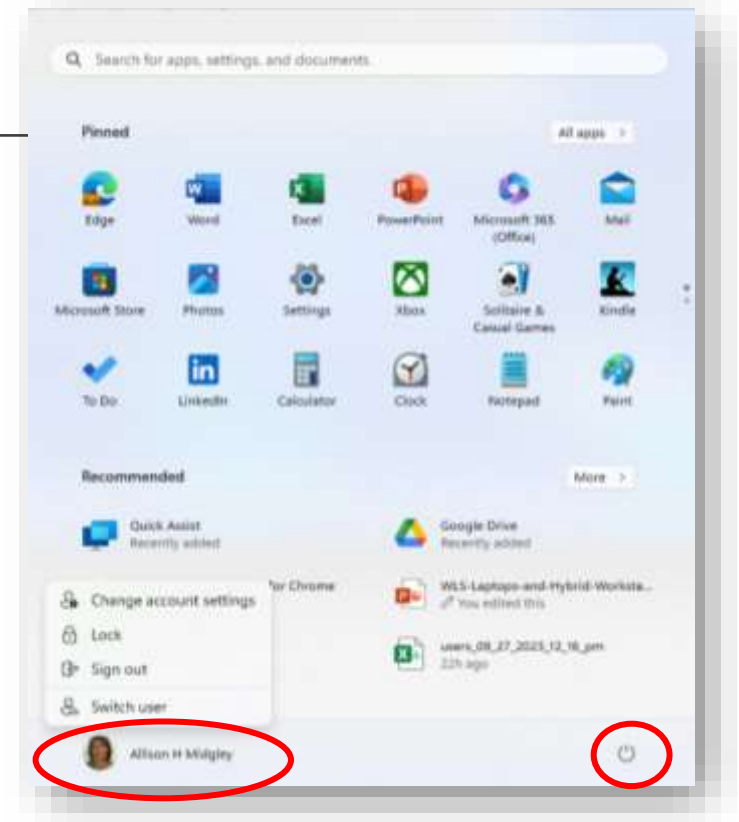
Device Sign out

At the end of your shift or workday, go to *Start > your AD username*

- *Lock* to pick up where you left off when you return
- OR**
- *Sign out* to close all programs and clear your session

Shutdown or restart

- When Windows updates are available
- Periodically to clear temporary files



Software

All laptops have

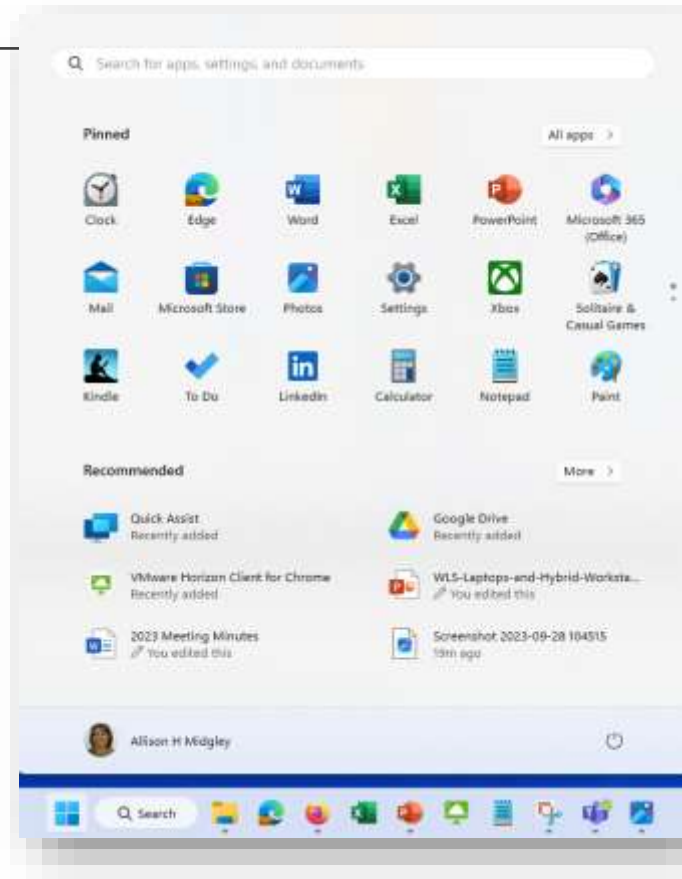
- Windows 11 (operating system)
- Carbon Black (security)
- VMware Workspace ONE
- Microsoft Office 365
 - Word, Excel, Publisher, PowerPoint, Teams, OneDrive
- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Zoom
- Adobe Acrobat

Laptops may be able to have specific programs after a review for compatibility by WLS IT.

On first use, choose to use the program that time (Once) or Always

Windows 11 Taskbar

- Start
- Search
- Pinned programs
- Network connection icon
- Volume
- Battery gauge



The first time you use a app, you may need to search to open it.

- Lock, sign out, shut down and restart 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.



START MENU

FILE, PROGRAM, SETTING SEARCH

TASKBAR



CHECK INTERNET ACCESS



TECH CHECK

How comfortable are you with these basic operations?

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

File Explorer, Folders, Files

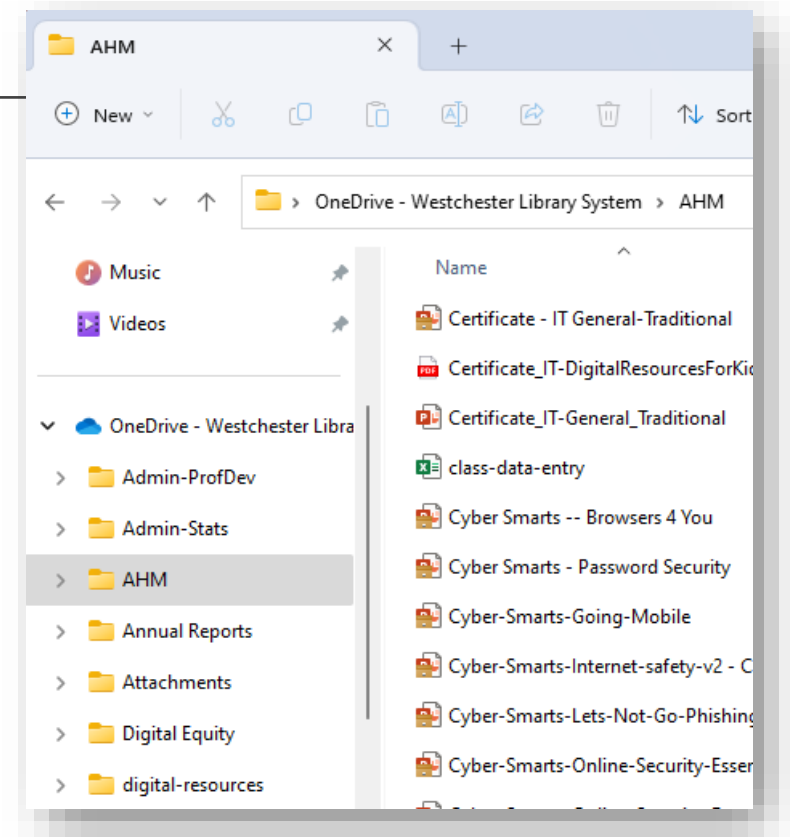
Use the File Explorer directory to

- 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 Word documents – .txt, .docx
- Excel Spreadsheet/Workbook – .xlsx
- Image – .jpg, .png, .tiff
- Video – .mp4, .mov
- Other – .pdf

Searches, moves, etc may take a few seconds – you're searching OneDrive, a remote location



File Storage & Saving

- OneDrive is the default for saving files
- Only save locally to Documents for limited use, like sharing a pdf file or finished document as an email attachment

Note

- Icons for cut, copy, share, etc.
- Cloud and shared files icons

To see your files more easily

- Use the left-hand pane to navigate
- Sort by Column Headers
- Change the View

Go to the next slide for info about Photos!

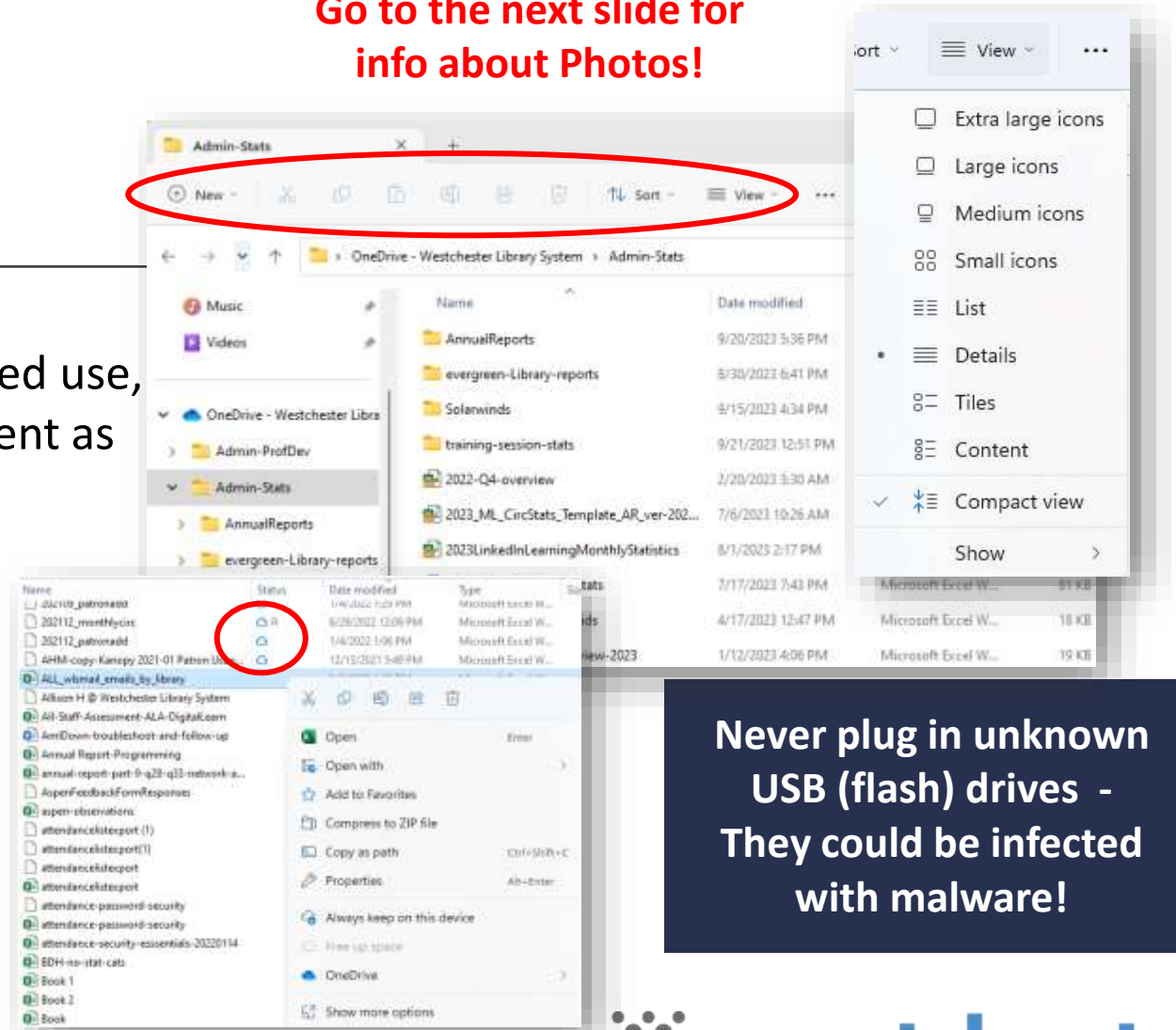
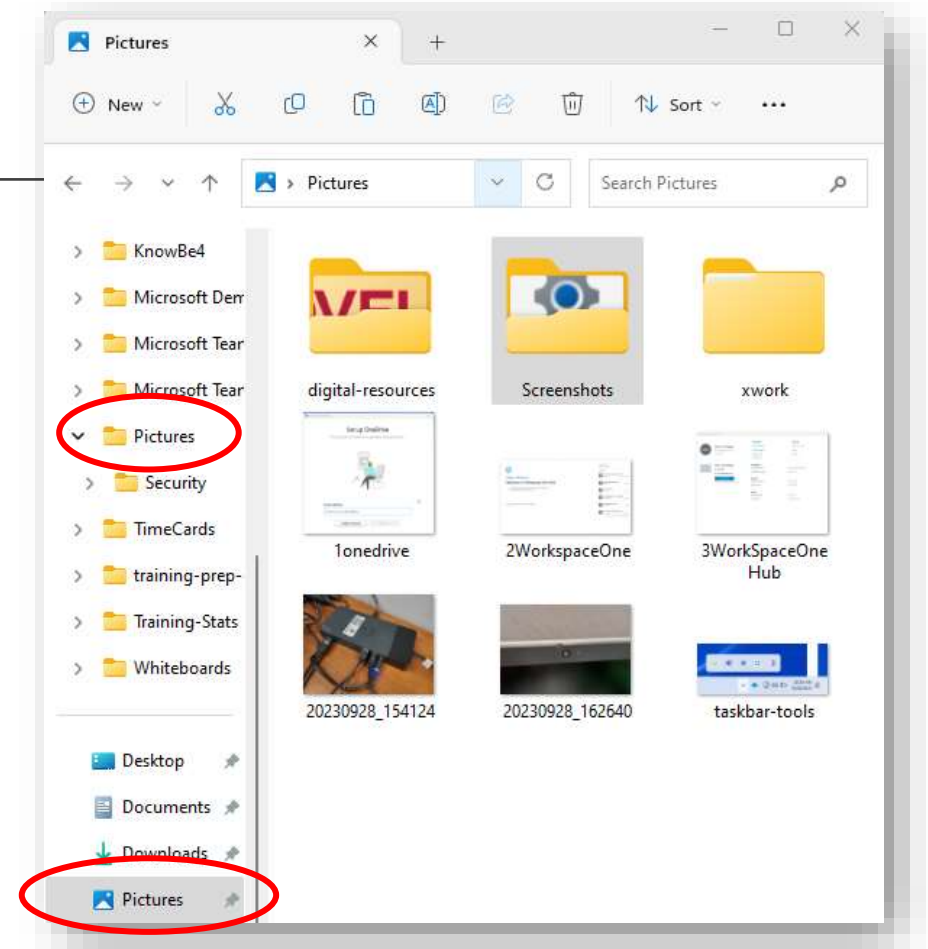


Photo Storage & Saving

- Photos save **locally** to the Pictures folder
- You can
 - Insert photos into documents
 - Copy and paste
 - Attach them to a Teams chat or an email
 - Create a Pictures folder in OneDrive and upload them
- Don't use the Share options to share



File Sharing

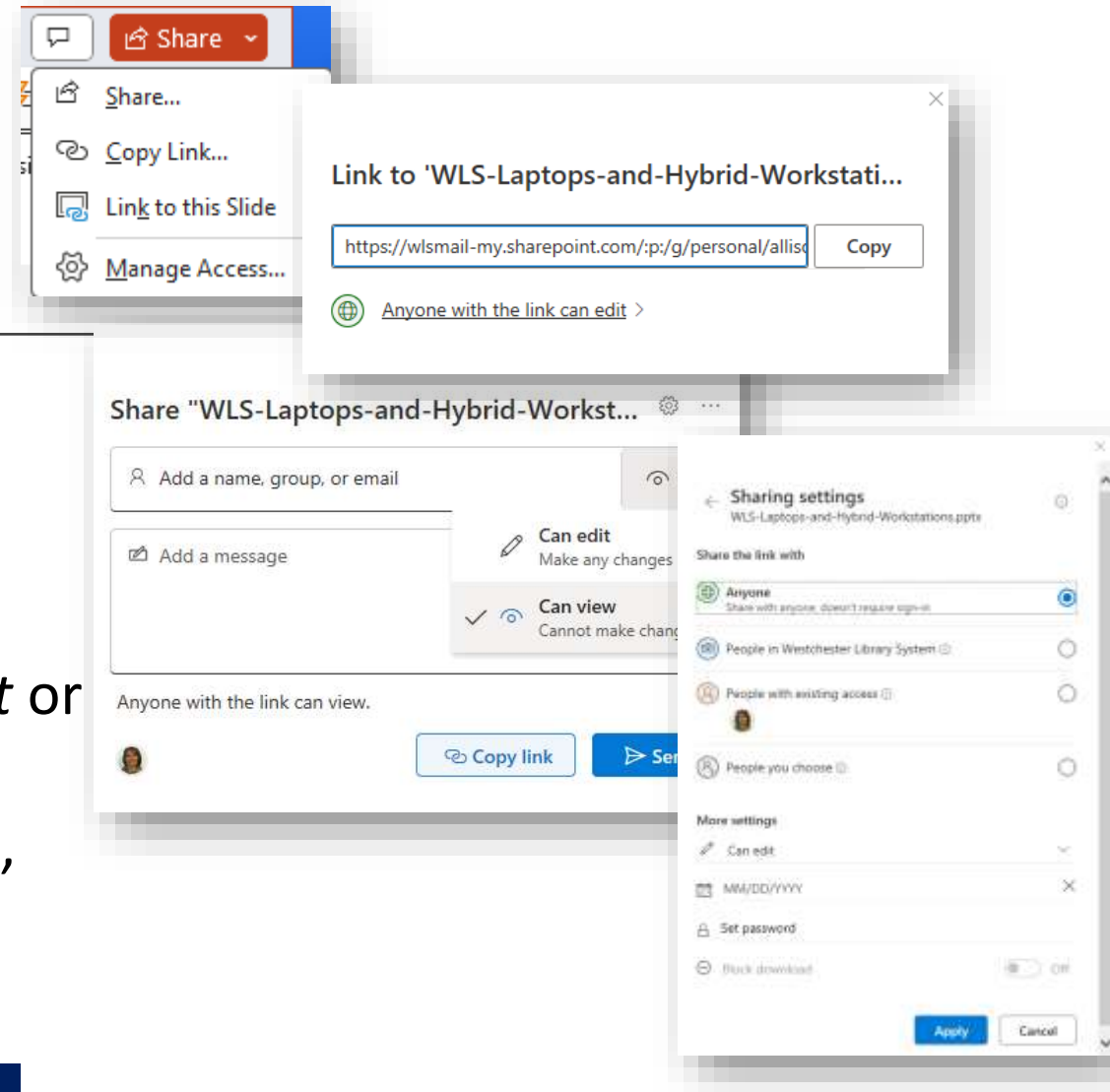
Files are private in your OneDrive by default.

To share files,

- Go to Share. Edit is set by default.
- Copy Link...
Change the link settings to *view*, *comment* or *Review mode* if needed
- Copy the link and paste it into Teams chat, an email, etc.

****Don't use [Send](#) at this time, which uses Outlook****

Microsoft 365 means you don't have to download, email, and upload files to collaborate

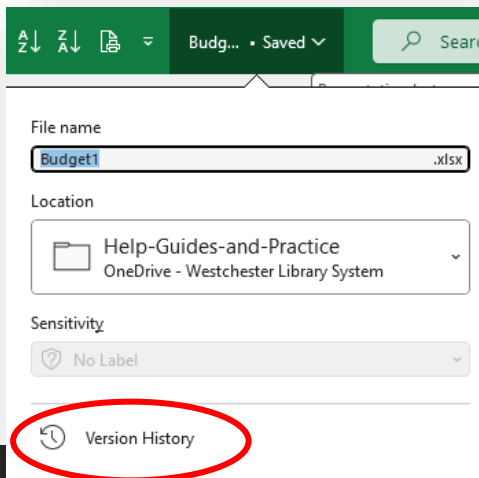


Office File Saving

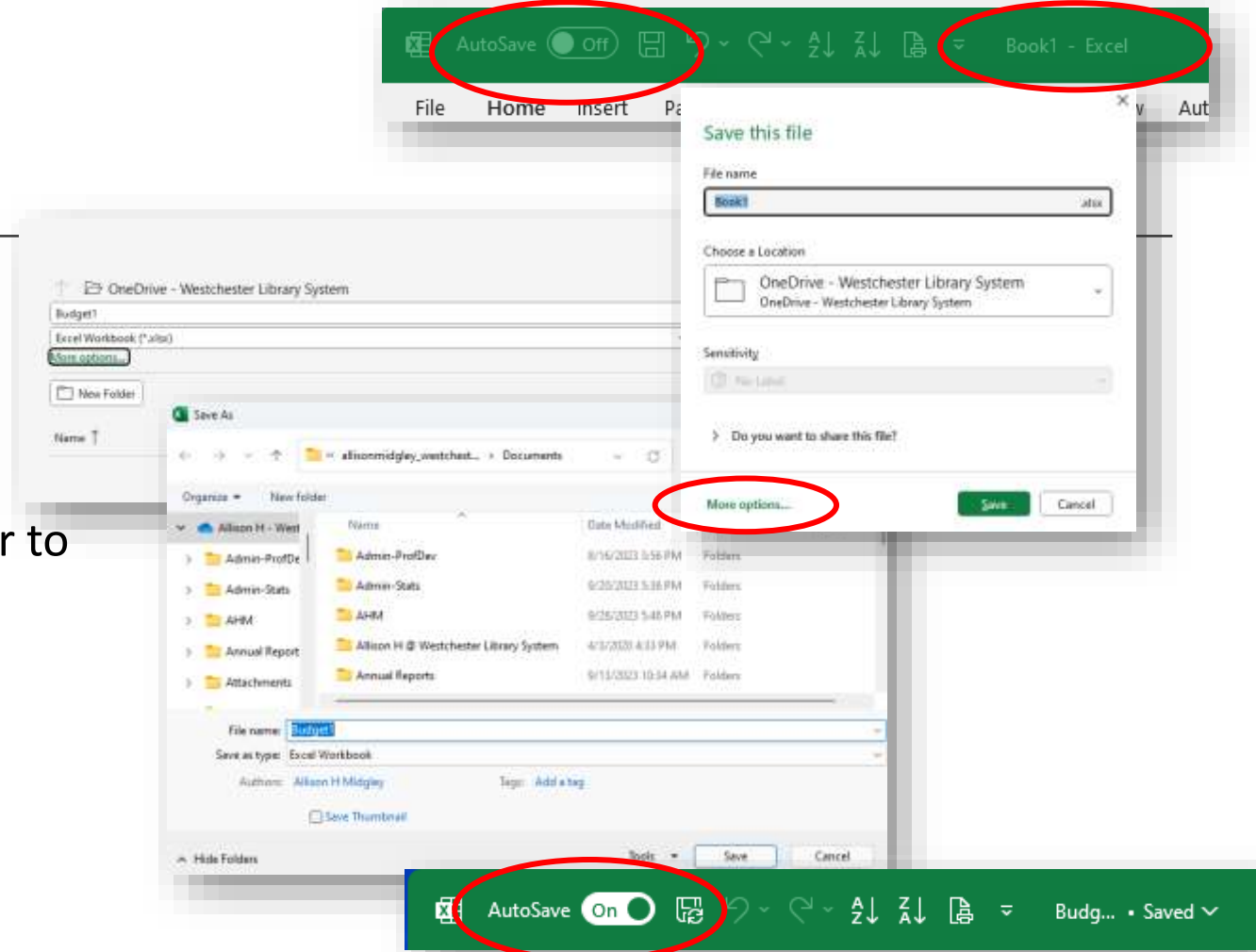
In Word, Excel, PowerPoint, Publisher

- Save to the default OneDrive
- Choose *More options* to change locations
- Browse to a location in OneDrive or to save locally

Files in OneDrive autosave in future

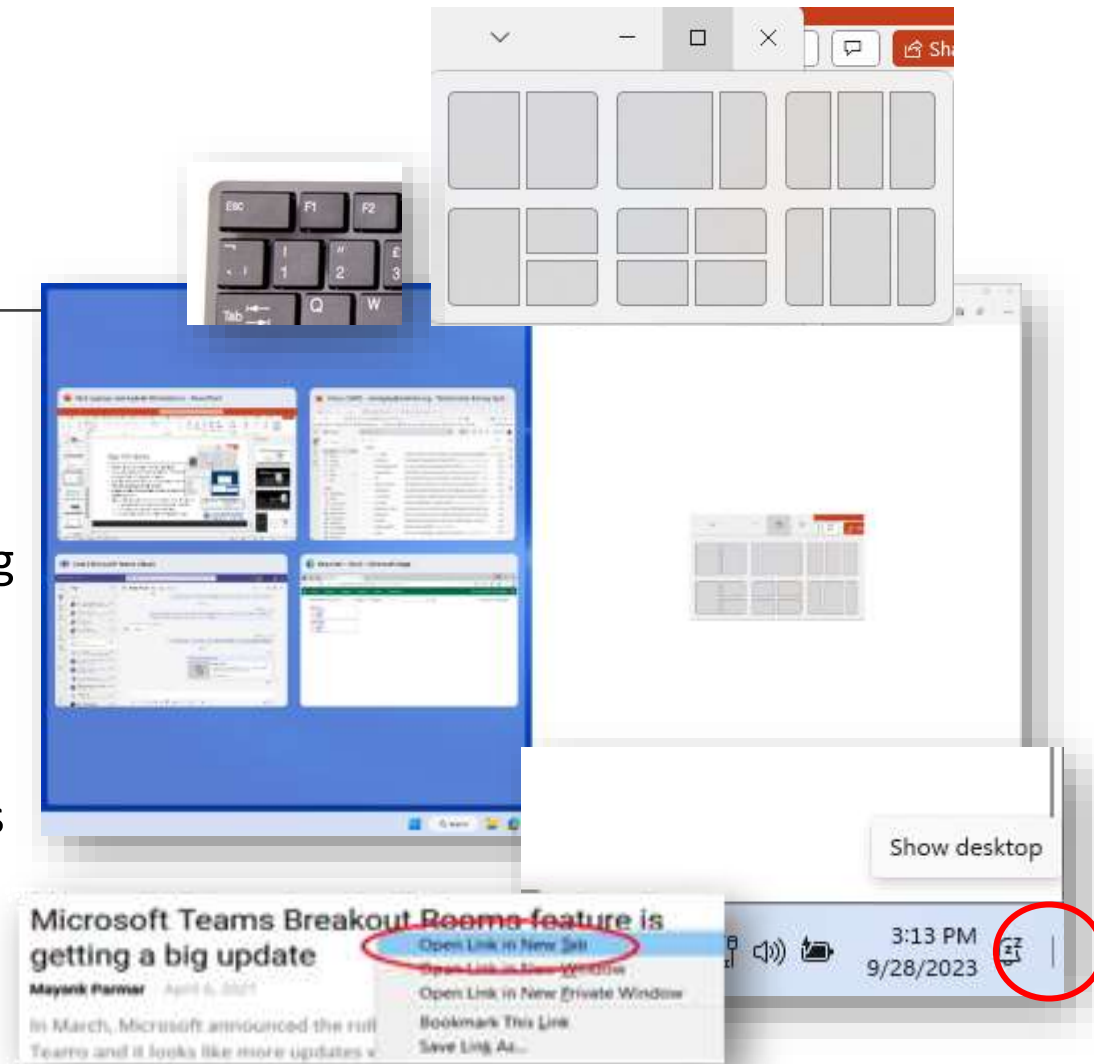


Check the *Version History* to view or revert to a previous version of a file.



App Windows

- Resize, move, and use multiple windows
- Use your keyboard Esc (Escape) key to "restore" a window that's filling your screen.
- Use the Maximize button to see options for arranging multiple windows on the screen.
- Drag a window to the edge of your screen to see display options
- Right-click anywhere for a "context" menu of options
 - in a browser on a hyperlink to open a new tab
 - In File Explorer to create new folders
 - On the Start menu for a list of common apps
- Click in the bottom right corner of your screen to minimize or restore all your open windows



Hints & Tips

- When connected to docking station and using an external monitor, if you're in a Zoom session and find that the audio is coming out of the laptop, in Zoom, go to Audio Settings and choose the option that is not the laptop.
- In addition to the volume control in the taskbar, you can use the volume keys in the top row of the keyboard.

TECH CHECK: Windows OS

How comfortable are you with these Windows operations?

Windows Operation	I got this!	I'm not sure	I need help
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, and Start menu			
Set a printer as default			
Delete and retrieve items and empty the Trash			
Move, resize, minimize, and close windows			
Use right-click context menus			

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
New Tab	Ctrl + T
New Window	Ctrl + N
Reopen Previous Tab / Window	Ctrl + Shift + T



Take screen shots

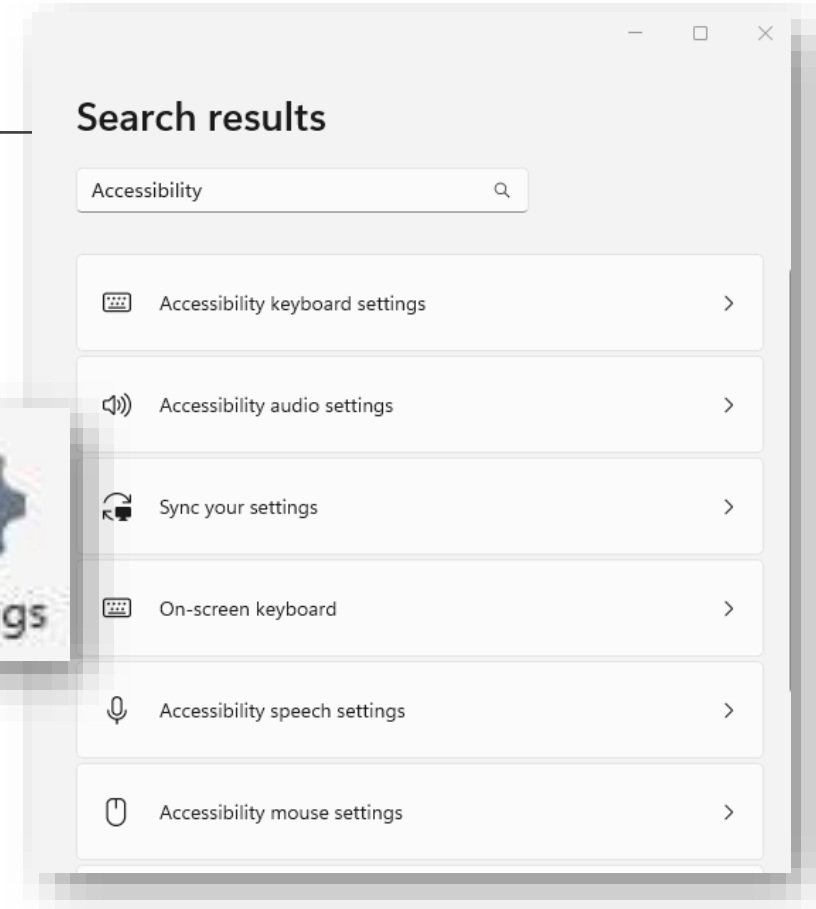
- Snip & Sketch (Windows logo + Shift + S)
- To capture open menus, use timed snips or PrtSc

Windows 11 Accessibility

Open Settings and search “Accessibility” to see and set up options to make your laptop and workstation easier to use.

- Accessibility Settings for
 - Keyboard
 - Audio
 - Speech
 - Mouse

These include options to change things like the text cursor, magnifier, color filters, high contrast, narrator, closed captions, speech recognition, and dictation.

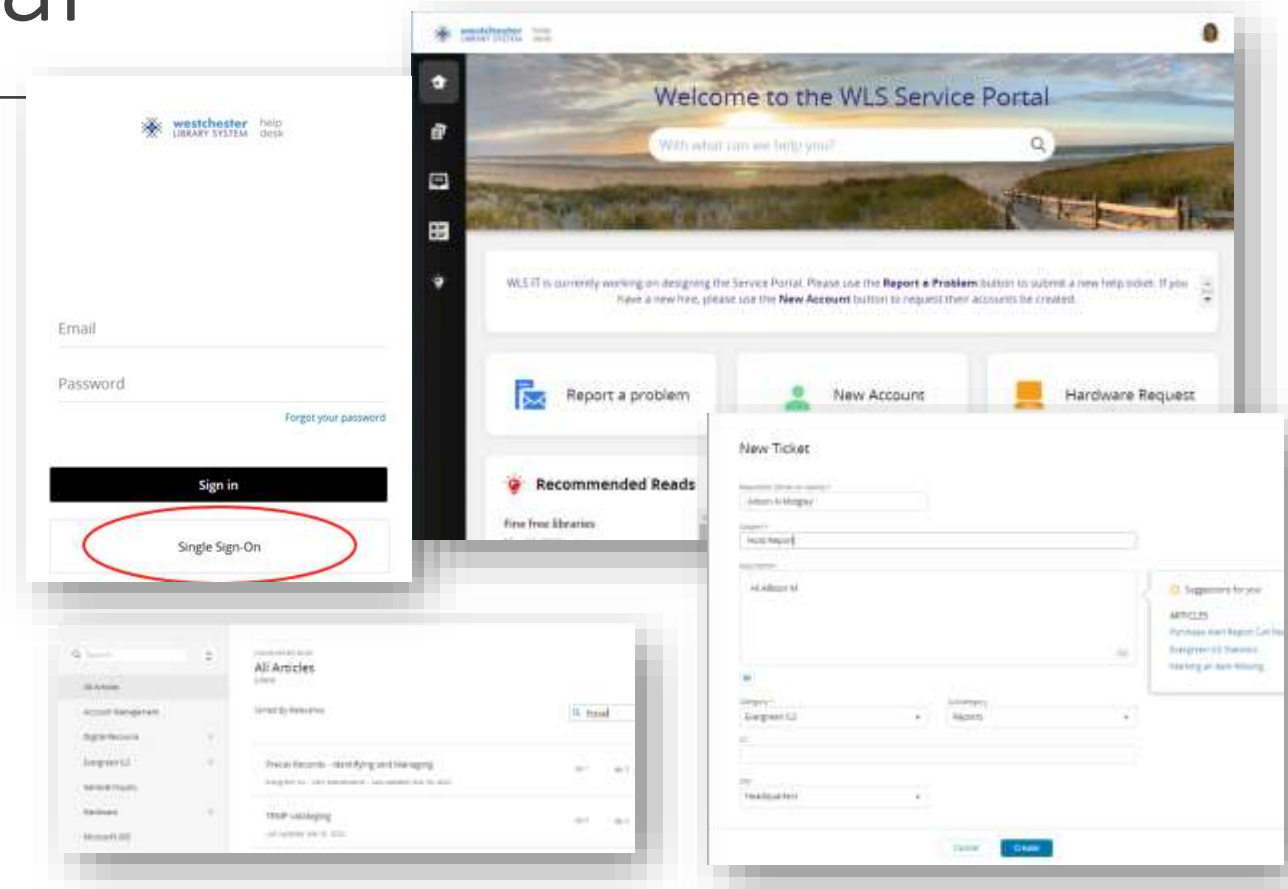


WLS Help Desk Portal

Use these 3 Steps to get the help you need

1. Search the Knowledge Base, all tickets and solution articles or from the left navigation bar
2. Open a New Ticket
3. Watch your My Requests list or email for updates and information

Use Single Sign-On and your AD credentials to sign in.



Troubleshooting

Work backwards

- Close and reopen a tab
- Close and reopen a Window
- Close and reopen an app
- Sign out/sign back into your workstation
- Workstation restart

Links & Support

Microsoft Helps

- [Microsoft Tips](#)
- [Microsoft Windows 11 Quick Start Guides](#) – surprisingly thorough!
- [Windows Speech Recognition Commands](#)

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Check your knowledge!
ALA All Staff Technology
Competencies
Checklist