Class of 2024

Information Technology Department Booklet

Kim Ransom, CTO

Table of Contents

Class of 2024 Device Information

Please verify that you received the following items:

<u>Hardware/Bag</u>

- ☐ 1 Microsoft Surface Book 2 Laptop
- ☐ 1 Black Surface Book 2 Carrying Case
- ☐ 1 AC Power Adapter
- ☐ 1 Docking Station
- ☐ 1 Ethernet Cable
- ☐ 1 Microsoft Arc Touch Mouse
- ☐ 1 USB Drive
- ☐ 1 Microsoft Surface Pen
- ☐ 1 Headphones

<u>WVSOM Document Folder</u>

- ☐ Acknowledgement of the Acceptable Use Policy of WVSOM IT Resources/Laptop Ownership Notification and Agreement
- ☐ WVSOM Information Technology Department brochure
- ☐ Class of 2024 Booklet which includes:
    - o Getting Started with your Microsoft Surface Book
    - o Cleaning and Caring for your Surface Guide
    - o Copy of GA-31: Acceptable Use Policy of WVSOM
    - o Copy of E-40: Copyright Policy
    - o Tutorial for setting up OneNote 2016 and OneDrive for Business
    - o Tutorial for Activating Office Pro Plus/Outlook 2016 Setup
    - o Track-It User Guide

# Getting Started with Your Microsoft Surface Book 2

1. Power on the device. The button is located on the outside edge of the screen, on the upper left.
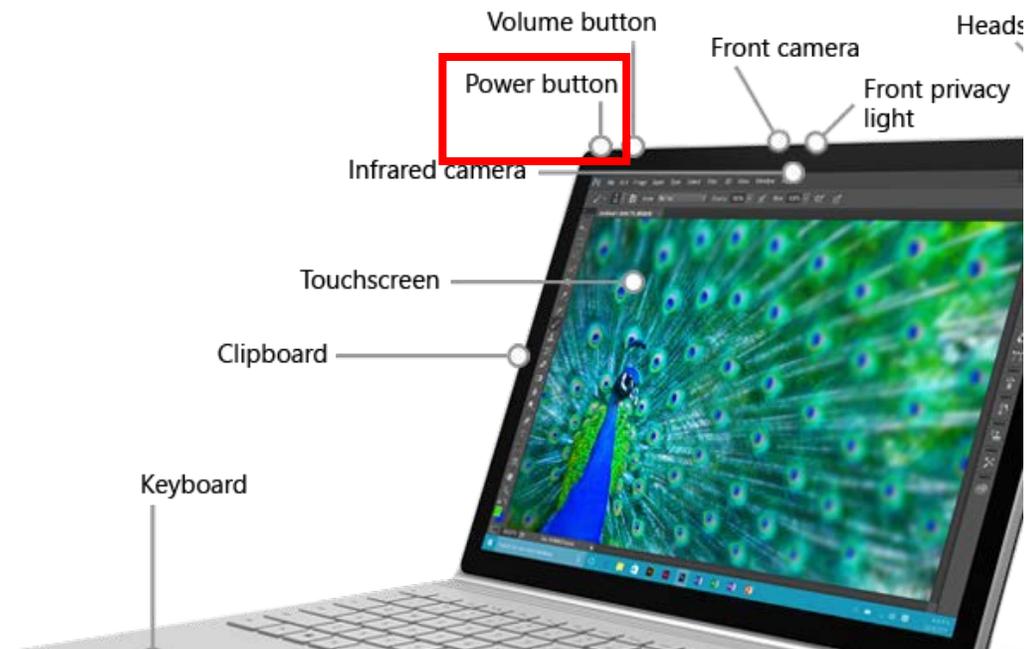
2. From the log on screen you will need to connect to Wi-Fi before logging on.
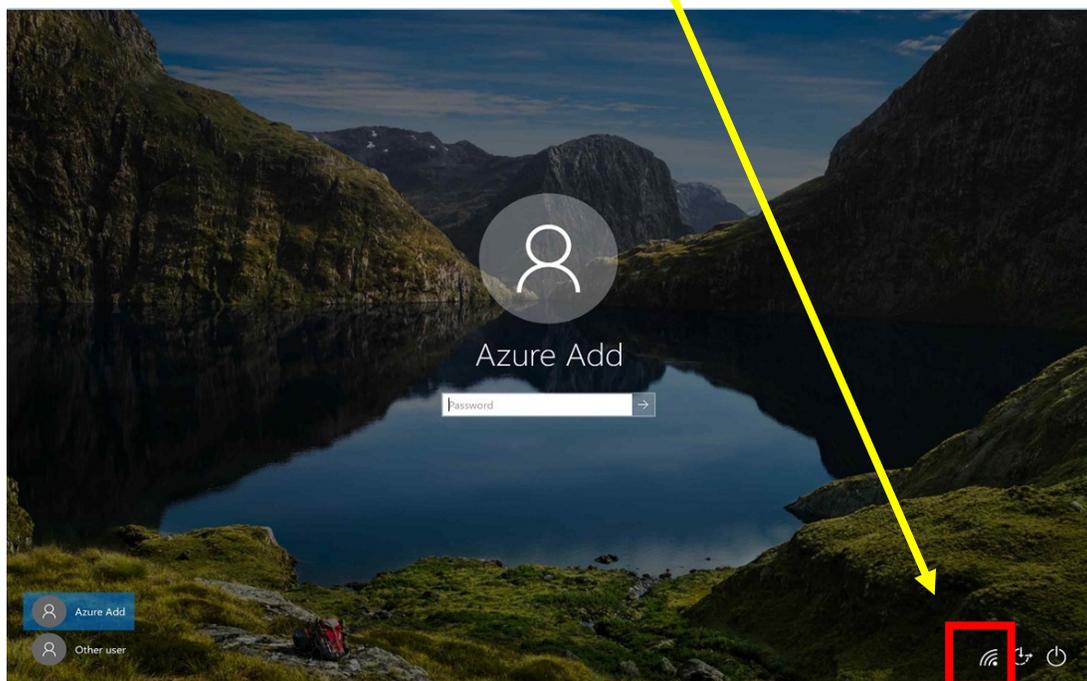
3. After connecting to the internet, simply enter your full WVSOM email address and password in the log in boxes. This will be how you will log into your device every time. Once on campus you will need to connect it to the WVSOM network, which will be discussed during orientation.
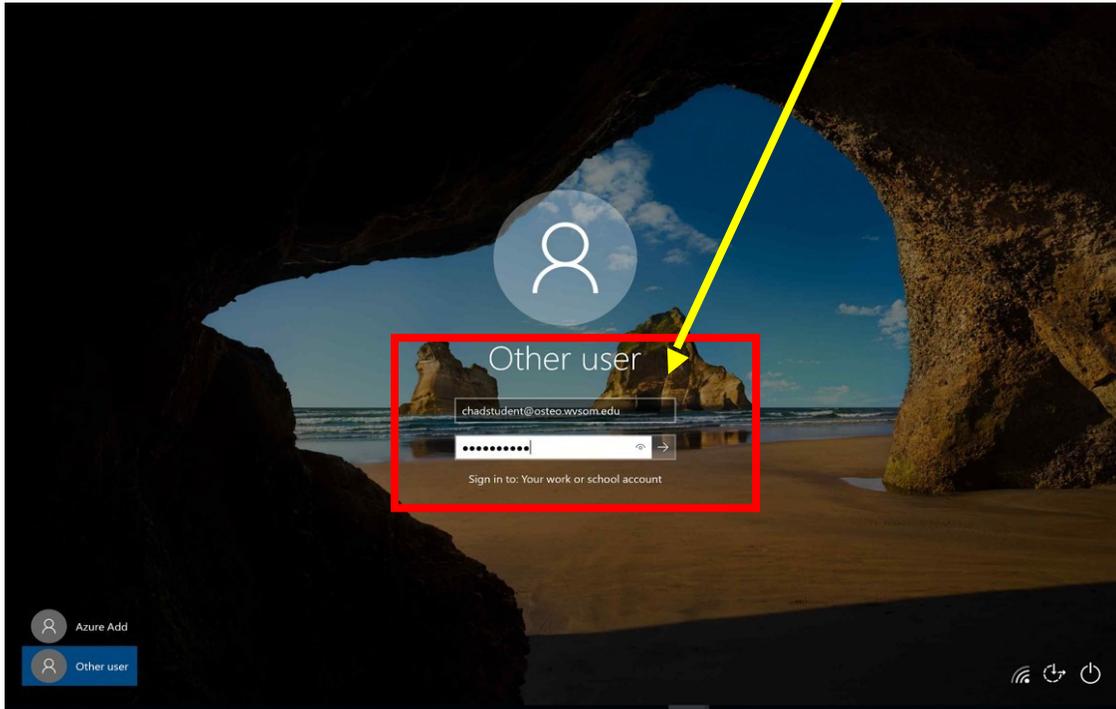
Clean and Care for your Microsoft Surface Book 2

To keep your Surface looking and working great, clean the touchscreen and keyboard frequently, and keep your Surface covered when you're not using it.

General cleaning recommendations

To keep your Surface looking and working great, use a soft lint-free cloth (microfiber cloths work great) dampened with a little bit of mild soap and water, or screen wipes. Clean every 3-6 months or whenever needed.

Important

Don't apply liquids directly to your Surface.

Using disinfecting products on your Surface

You can use many common disinfectant products to safely clean most Microsoft Surface devices. Use pre-moistened disinfectant wipes or apply an isopropyl alcohol (IPA) solution that's 70% or less to a soft, lint-free cloth to clean the device.

We've tested the safety of using the following isopropyl alcohol (IPA) solution and disinfectant wipes on different Surface devices. Be sure to follow the recommendations in the next section as there are specific cleaners that are best for certain devices and finishes.

- Isopropyl alcohol (IPA) solution
- 70% or less PDI Sani-Cloth®

  Plus
- Covidien™ Alcohol Prep
- pads CaviWipes™
- Clorox Healthcare® Bleach
- Germicidal Wipes Total

  Solutions® Disinfectant Wipes

Important

Microsoft cannot make a determination of the effectiveness of a given disinfectant product in fighting pathogens, such as COVID-19. Please refer to your local public health authority's guidance on how to stay safe from potential infection.

Battery Health

All rechargeable batteries wear out eventually. Here's how to get the longest life from your battery:

- Once a month, let your battery drain below half way before
- charging it. Avoid having your Surface plugged in 24/7.
- Store your Surface in a cool, dry room when you're not using it.

    If you plan to store your Surface for an extended period of time, charge it to 50% every six months to help make sure it stays chargeable.

    For more battery saving tips, see How to charge Surface.

Touchscreen care

Scratches, finger grease, dust, chemicals, and ultraviolet light can affect the performance of your touchscreen. Here are a few things you can do to help protect the screen:

- **Clean frequently.** The Surface touchscreen is coated to make it easier to clean. You don't need to rub hard to remove fingerprints or oily spots.
  Use a soft, lint-free cloth (either dry or dampened with water or eyeglass cleaner—never glass or other chemical cleaners) or a screen cleaning wipe to gently wipe the screen.

- **Keep it out of the sun.** Don't leave your Surface in direct sunlight for a long time. Ultraviolet light and excessive heat can damage the display.

- **Keep it covered.** Close the cover when you're taking your Surface with you, or if you're not using it.

Power cord care

Power cords, like any other metal wire or cable, can be weakened or damaged if repeatedly twisted or bent in the same spot. Here are a few things you can do to keep your power cord from being damaged:

- **Avoid twisting or pinching your power cord.**

- Don't wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.


Correct: Cord wrapped loosely

Incorrect: Cord wrapped too tightly
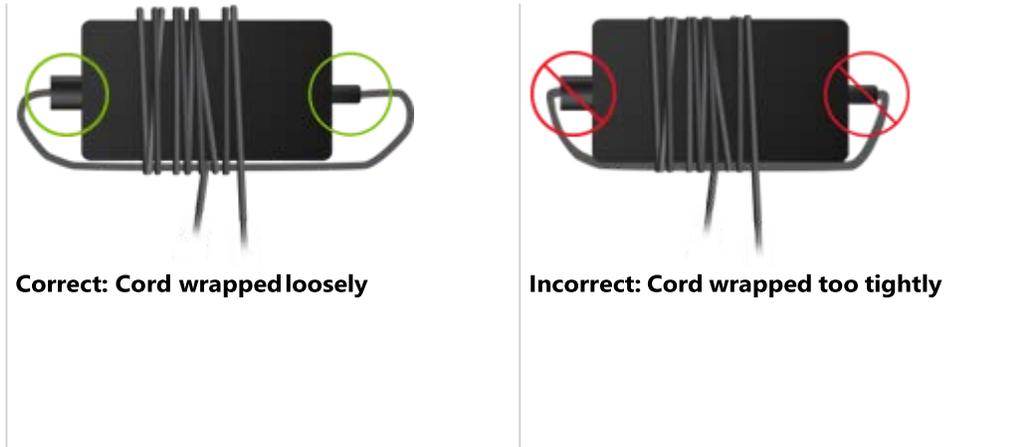
- **Inspect your power cord regularly, especially where it joins the power brick.**

- Avoid pulling on the power cord when unplugging your Surface. Gently removing the connector from the charging connector can help prevent damage to your power cord.

Correct: Unplugging gently

Incorrect: Tugging on cord to unplug
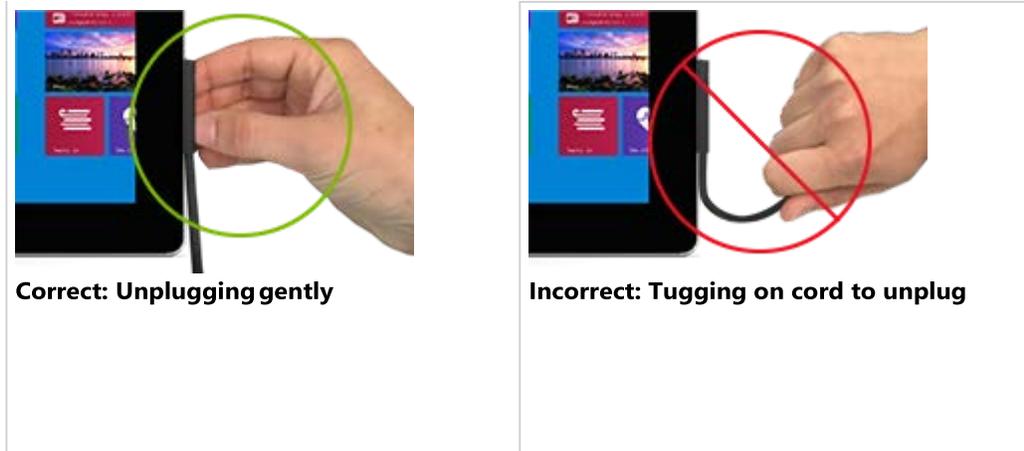
Application Tutorials

Activation of Office

1. Microsoft office is already installed on your machine, open any office program, e.g. Word, Excel, PowerPoint.

2. The below dialog box should open, click "sign in"
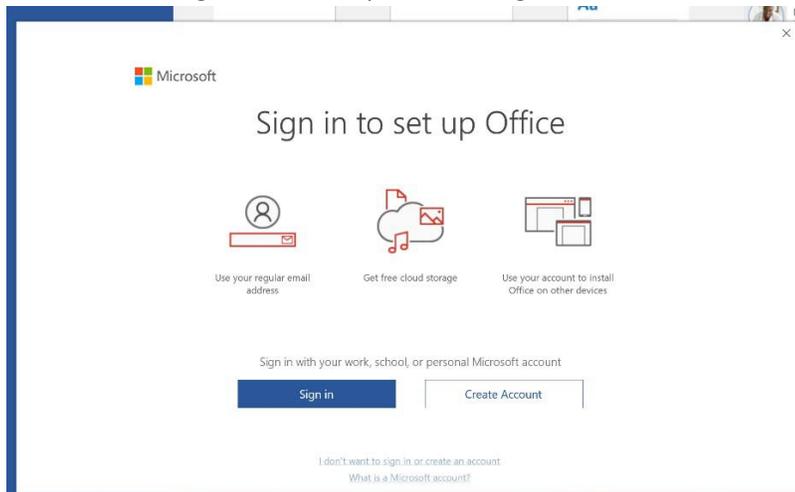
3. Type in your osteo.wvsom.edu email account in its entirety and click "next"
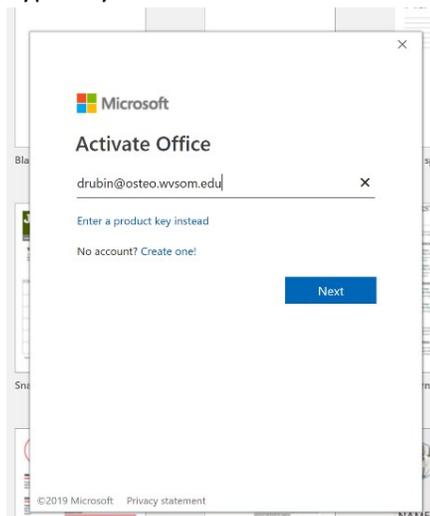
4. This should take you to a sign in box with the WVSOM logo, make sure your **full email** is still typed in the top box and enter your current email password into the password field and click "sign in"
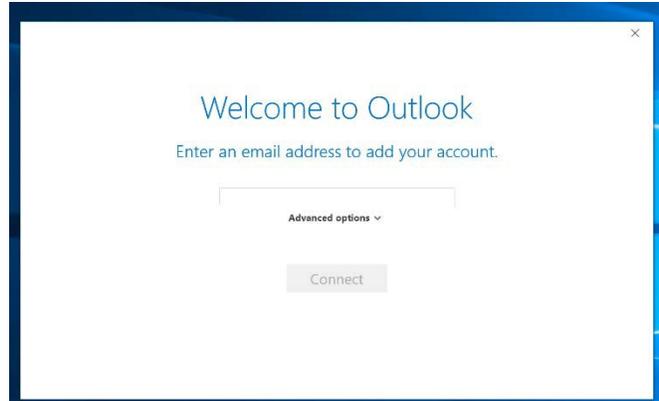

5. You should see the message "you're all set!" This will activate all of your office products.
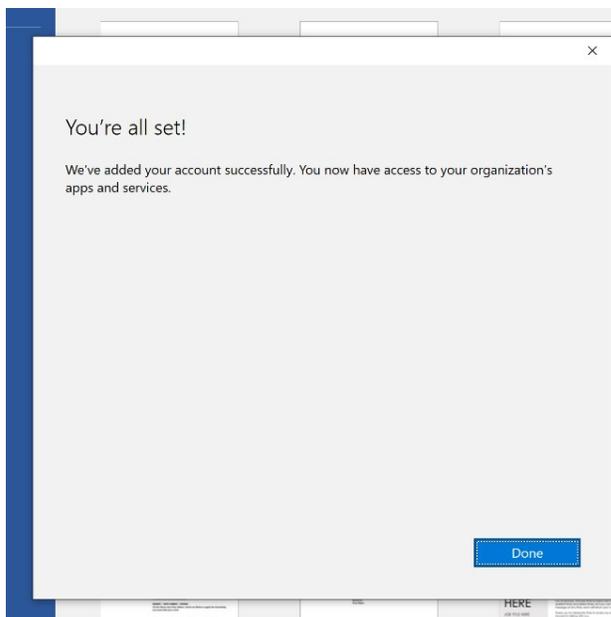
Outlook setup

1. Open outlook by clicking the icon on the desktop, task bar, or navigating to outlook via the start menu. It should open to a welcome screen like the one below. Enter your WVSOM email address and click "connect"
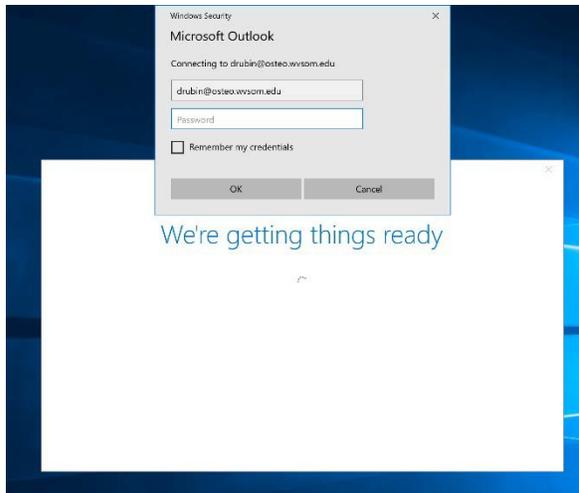

2. A second Window Security dialog box will pop up and should have your email pre populated, if it does not please retype in your email in the appropriate box and enter your password. It is up to you if you want to click **"remember my credentials"** usually we recommend it as you can lock the computer itself. If you do not choose this option you will frequently be prompted to re-enter your password.

3. If the password is accepted you will receive a completed message and you can click "OK" to enter outlook and it will begin to pull your emails down locally to the machine. If you leave the bottom box checked a webpage will open with instructions to set up outlook on your phone.
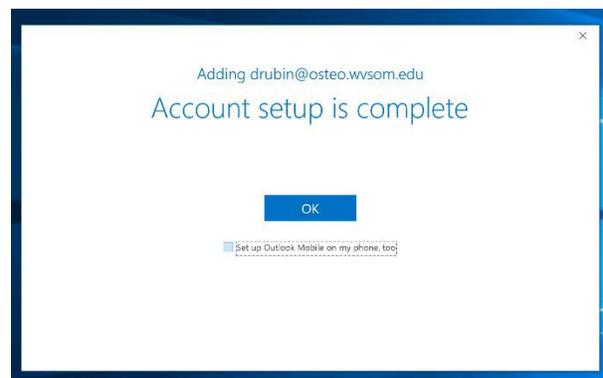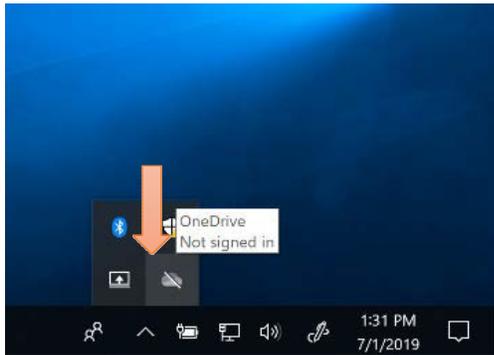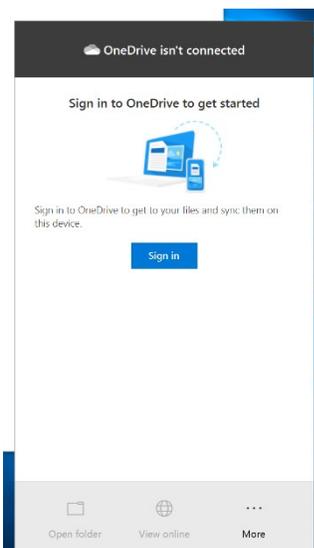
OneDrive Setup

1. Click the ^ at the bottom of the task bar to show the OneDrive Icon
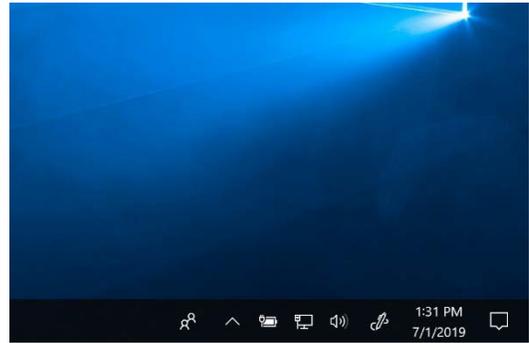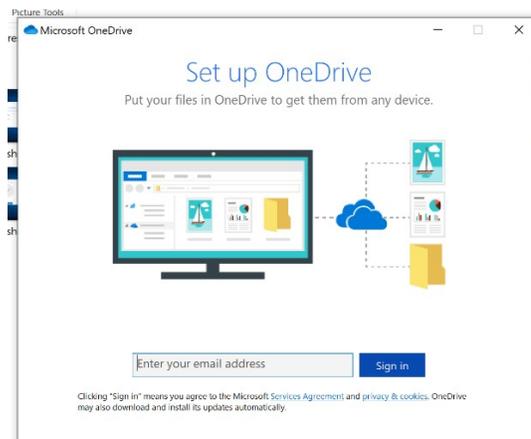
OneDrive icon with a line through it, left click to open

3. Click "sign in"

4. Enter your WVSOM email and click "Sign In"

5. This will pop up another grey windows security box, type in your user name as the first part of your WVSOM email (i.e. for drubin@osteo.wvsom.edu only use drubin) and your email password. For this you **will need to click the box for Remember my Credentials** because OneDrive works in the background to keep all your files backed up. Check the box and click "ok"
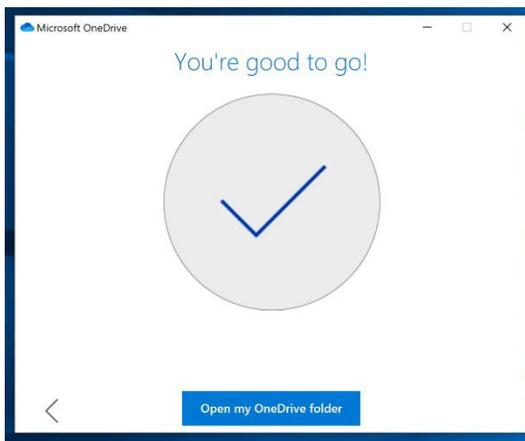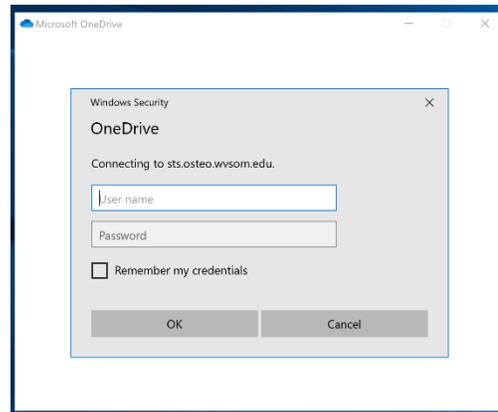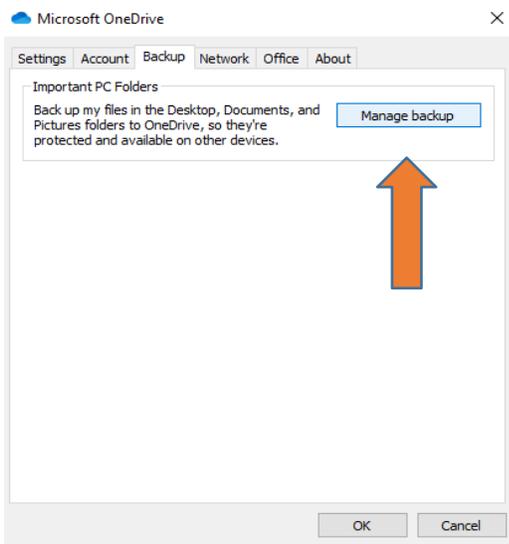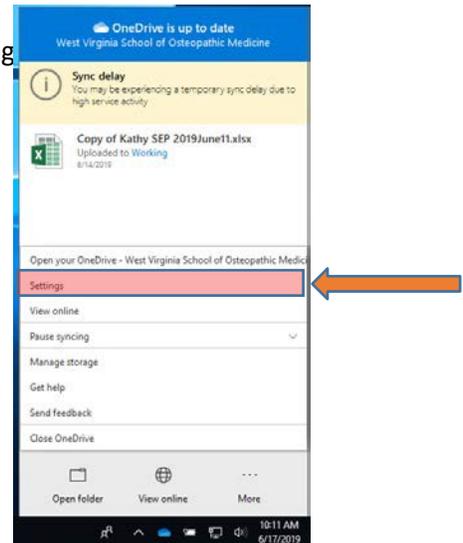
6. This will prompt a short OneDrive tutorial and options dialog box click next through each prompt until you reach the "you're good to go!" Screen.

7. Now your OneDrive icon should be colored in, left click and open OneDrive.
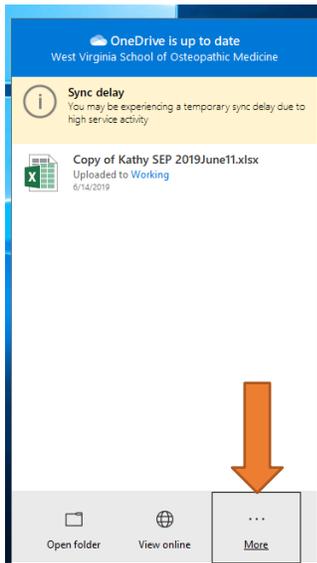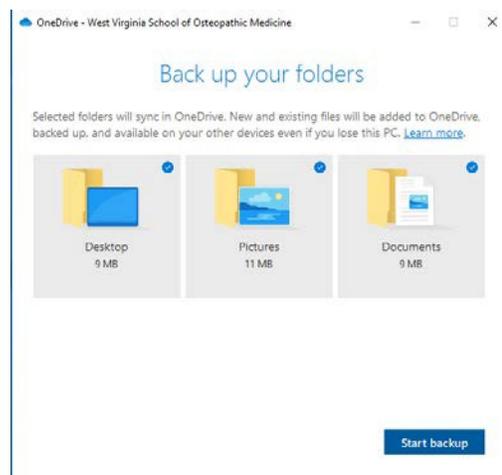
8. Click More and then setting

9. Click the "Backup" Tab at the top then click "manage backup"

10. Then click each library location so they have a blue check box and click Start backup. This will keep all of your files backed up that are dropped onto your desktop, pictures, and documents folder as well as anything in your OneDrive.

Installing and setting up the OneNote app

1. (*You may also want to install OneNote Web Clipper and Send to OneNote*) The OneNote Web Clipper allows you to save something from the web to OneNote. The Send to OneNote allows you to do things like print a PowerPoint to OneNote.
2. One you click on the app in the search click the "Get" button. It will come up with a window to sign in with Microsoft just click the "No, thanks" button and the install will

Use across your devices

Sign in with Microsoft and use this on any compatible device.

| No, thanks | Sign in |
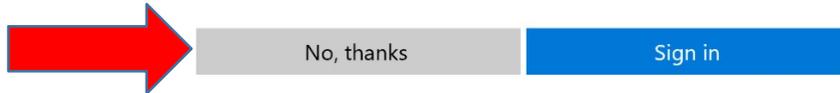
begin.
3. Now from the start menu you can find the OneNote app version. To make this easier to access for later you can right click on the app from the start menu and choose pin to taskbar, which will snap it to the bottom of the screen.
4. When you open OneNote it will give you two sign in options of which you need to choose the **Work or school account** option. Then you will be redirected to sign in with your osteo email and account password. Congratulations your OneNote account is already linked to your OneDrive and the notebooks you create will sync with the account that you used to sign in.

Pick an account to sign in with

Personal Microsoft account

Work or school account

OneNote

1. The OneNote app is a Microsoft application designed for note taking.
2. PowerPoint presentations can be pulled into OneNote to allow for note taking directly on the slides.
3. Students can organize the slides/notes by creating separate Notebooks for each, or by sections and pages within a single class Notebook.
4. Notes can be typed or handwritten with the active stylus pen that is included with the device.

OneDrive

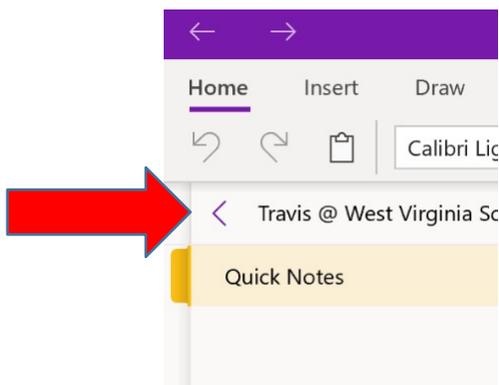1. Cloud based file storage tied to your Office 365 account.

2. Allows you to sync files between the cloud and multiple devices.
3. File storage location for backing up files from your WVSOM issued laptop.
4. Gives you access to your files from anywhere that you have an internet connection, regardless of whether you are using your WVSOM laptop or a different device.

Creating a Notebook in OneNote that Syncs to OneDrive

1. To sync OneNote to your WVSOM OneDrive for Business account:
   a. Open OneNote

OneNote
Trusted Microsoft Store app
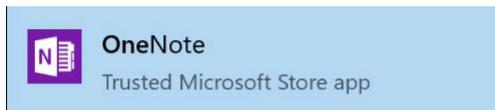
b. Click the arrow in the top left of the screen to expand the notebooks.

Home   Insert   Draw

Calibri Lig

Travis @ West Virginia Sc

Quick Notes

c. Click the + Notebook at the bottom of the Notebook section that you expanded.

+ Notebook

d. Then give your notebook a name and click Create Notebook.

New Notebook

Notebook name

Create Notebook   Cancel
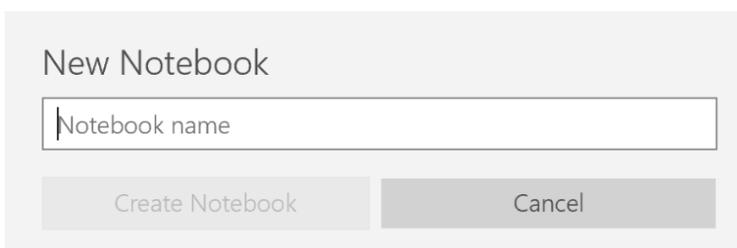
A new OneNote notebook is created on your local machine as well as in your OneDrive account in the cloud. You can now add sections and pages to your notebook in the same way for better organization.
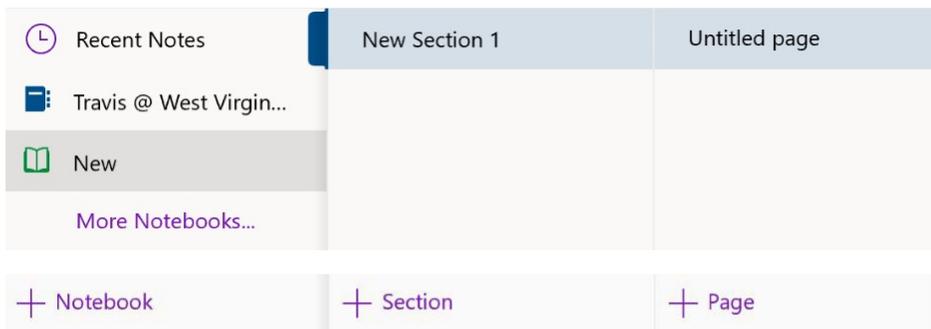

Exporting PowerPoint Presentations into OneNote

1. Open the PowerPoint presentation and navigate to File > Print.
2. Under the Printer dropdown, select Send To OneNote.
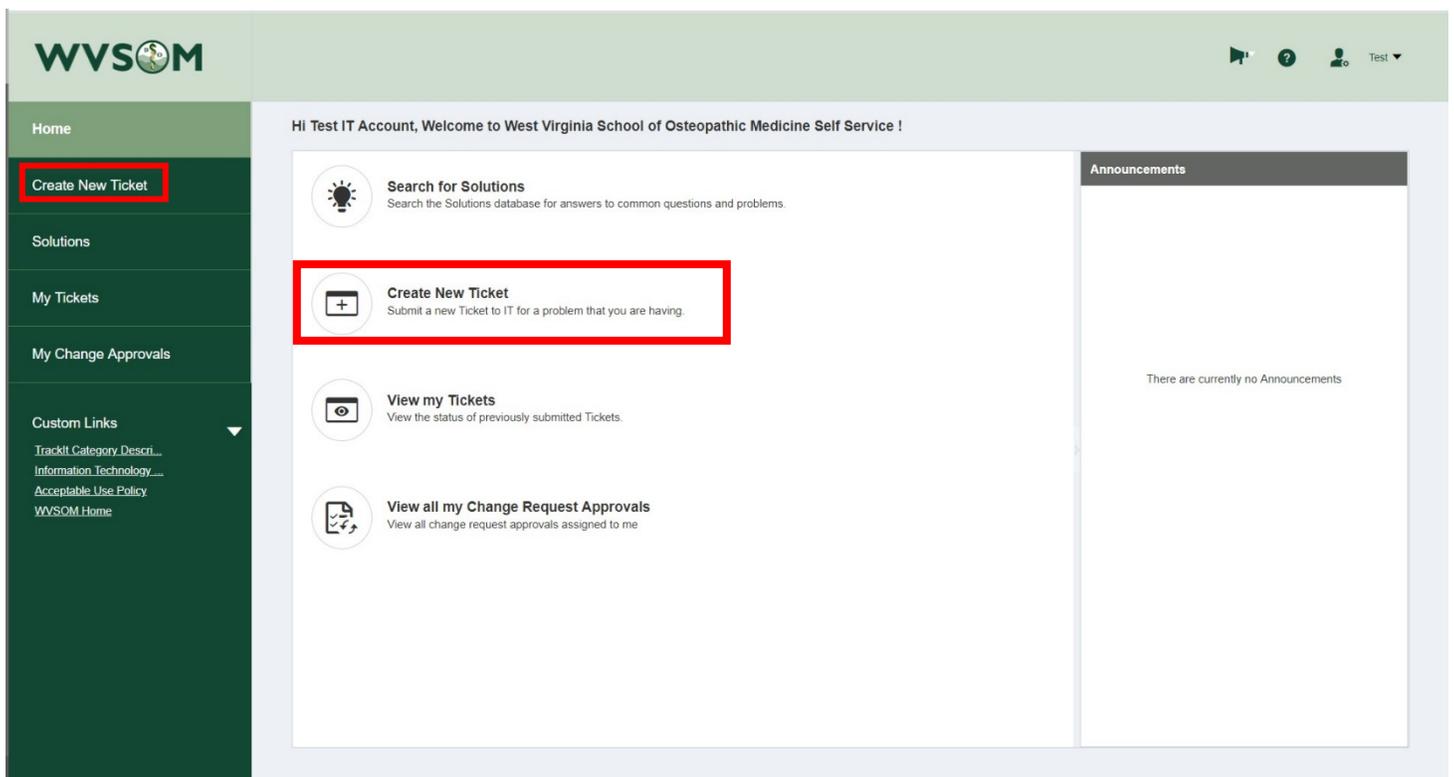3. Hit Print when ready to export to OneNote (Don't select Send to OneNote 2016 if using the app).
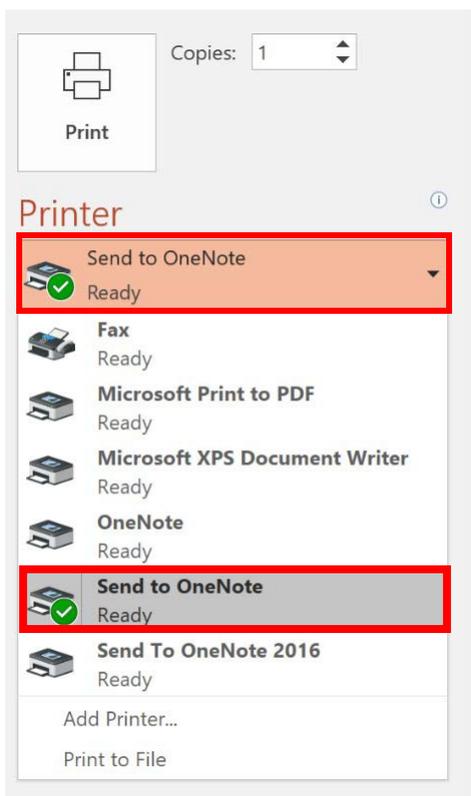
4. Choose the Notebook where you want the slides imported and hit OK. Please note that you cannot create a Notebook from here, it must already exist. Refer to the section above regarding the creation of a Notebook.
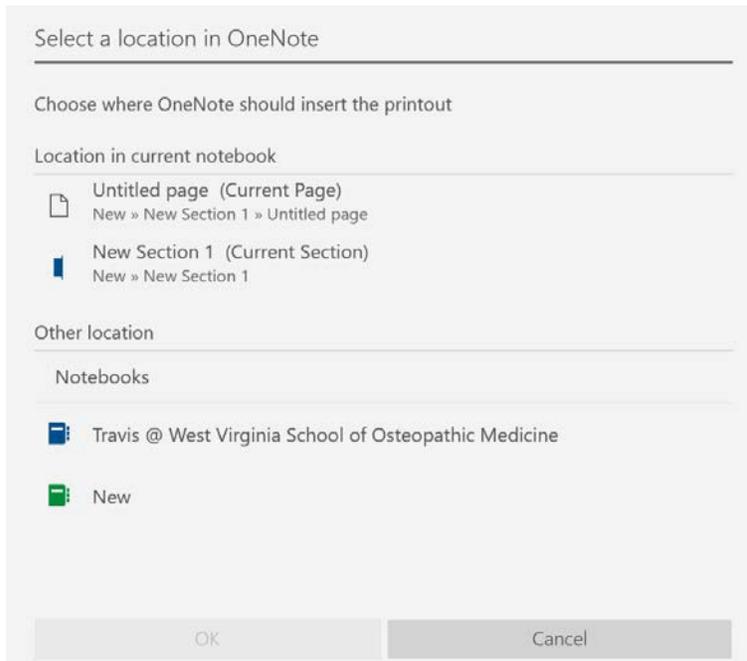
The PowerPoint slides will now appear in the OneNote Tutorial notebook, under the PowerPoint section. Notes can be added as needed, with the stylus or by typing.

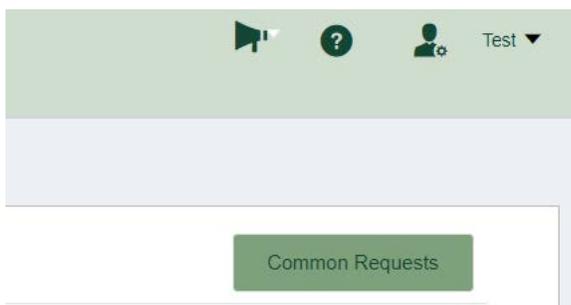# Track-It Self-Service

Submitting a Ticket

Category selection

Selecting the correct category is essential to ensuring that tickets route to the proper department and team. Category descriptions are available to assist in the selection.
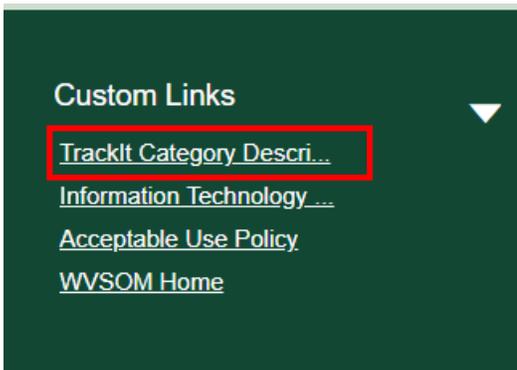
Common Requests

To ensure proper category selection and routing to the correct department or team, users can select from a listing of pre-populated ticket requests that reflect the most common requests.

Name	Summary
Employee Account Lock Out	AD account for employee is locked
Request for Loaner Laptop	Loaner laptop for employee
New Software Install on Computer	Employee needs software installed on computer
Assistance with Changing Email/Network Password	Employee needs help changing their AD password
Hardware Purchase Request	Technology hardware purchase request
Software Purchase Request	New software needs purchased
Software troubleshooting	Needs assistance with installed software

Select From Common Requests

Page 1 of 1   Showing 1 - 7 of 7

OK   Cancel

Viewing Submitted Tickets

Users can search through all tickets that they have submitted, and they can filter their ticket view by Open, Closed or All.
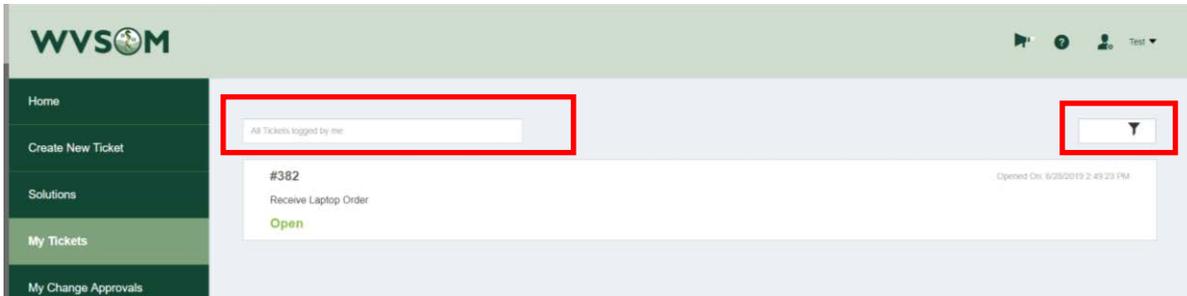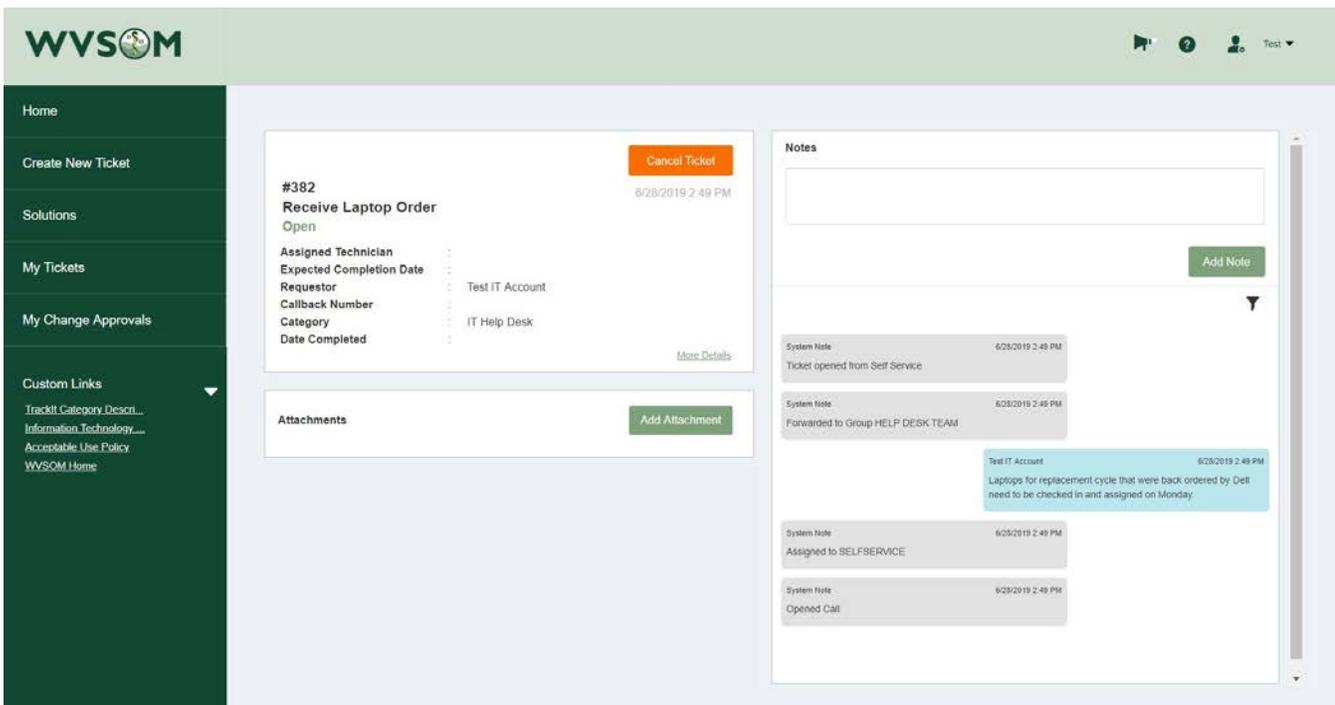

From within the submitted ticket users can view the following information:

- Assigned Technician
- Expected Completion Date
- Date Completed (If closed)
- All system activities (business and routing rules)
- Technician notes

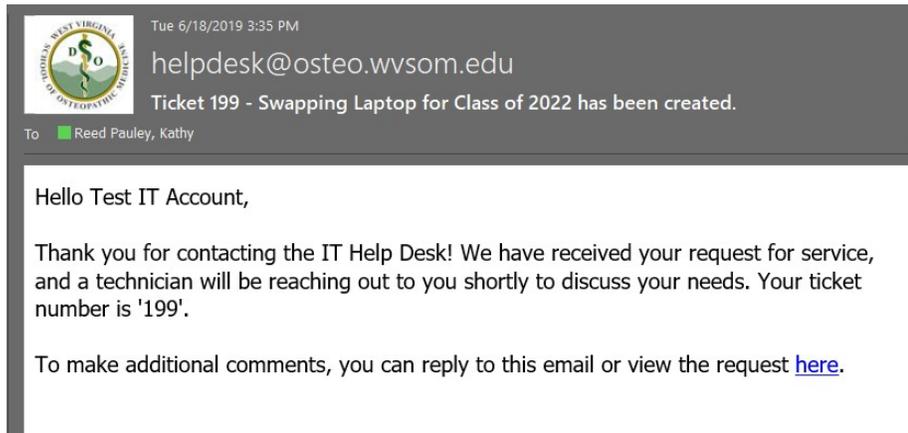Additionally the following actions can be taken by the user:

- Cancel the ticket
- Add additional notes
- Add attachments

Email Notifications

All Track-It users will receive email notifications at various times during the service request cycle. These include:

New Ticket Creation

Tue 6/18/2019 3:35 PM
helpdesk@osteo.wvsom.edu
Ticket 199 - Swapping Laptop for Class of 2022 has been created.
To   Reed Pauley, Kathy

Hello Test IT Account,

Thank you for contacting the IT Help Desk! We have received your request for service, and a technician will be reaching out to you shortly to discuss your needs. Your ticket number is '199'.

To make additional comments, you can reply to this email or view the request here.

Ticket Status Update
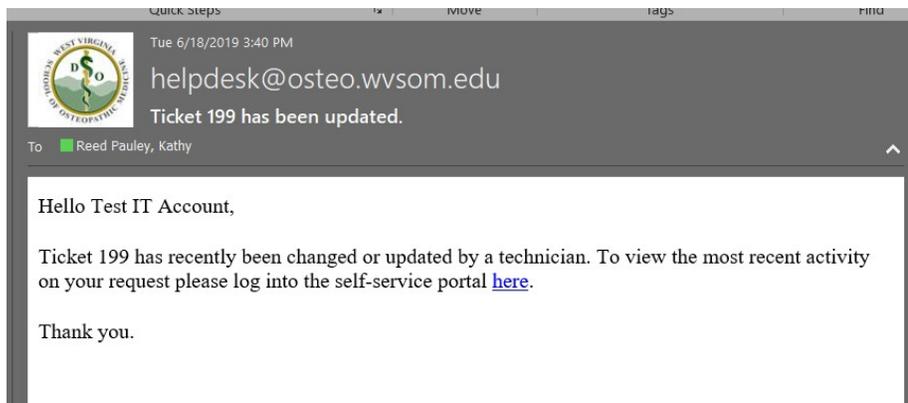
Quick Steps   Move   Tags   Find

Tue 6/18/2019 3:40 PM
helpdesk@osteo.wvsom.edu
Ticket 199 has been updated.
To   Reed Pauley, Kathy

Hello Test IT Account,

Ticket 199 has recently been changed or updated by a technician. To view the most recent activity on your request please log into the self-service portal here.

Thank you.

Ticket Closed
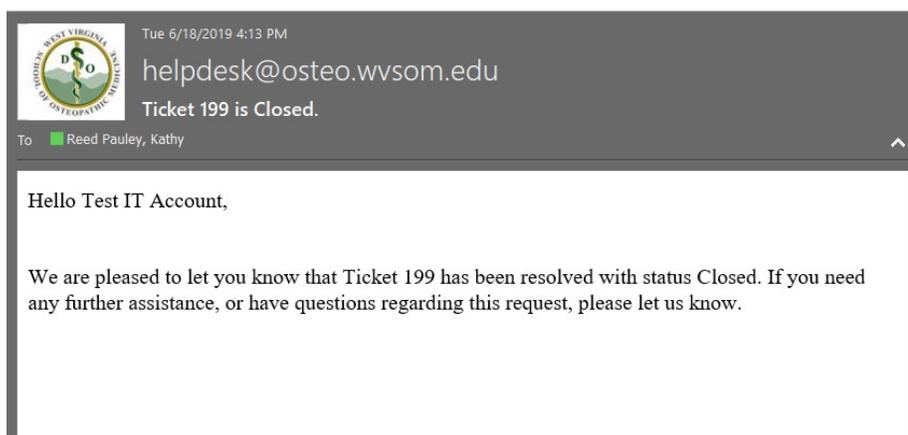
Tue 6/18/2019 4:13 PM
helpdesk@osteo.wvsom.edu
Ticket 199 is Closed.
To   Reed Pauley, Kathy

Hello Test IT Account,

We are pleased to let you know that Ticket 199 has been resolved with status Closed. If you need any further assistance, or have questions regarding this request, please let us know.