



## **USING YOUR NEW DEVICE**

### ***USER GUIDE FOR WINDOWS 10***

*The information provided in this manual introduces the most commonly needed information for staff receiving or using a new DCFS computer, laptop or tablet device. Please read all items carefully.*

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## Technology Refresh Introduction

DCFS along with the Office of Technology Services has entered into a new 48 month lease agreement with Dell computers to provide updated devices to staff. As a part of the hardware technology refresh, there are also multiple changes to the software technology installed on the devices. These software versions and settings are part of the new statewide standard configuration settings that are being applied to all devices to provide for a more secure, manageable and stable computing environment. The changes you will see related to your new equipment include a new:

- Operating System – Windows 10
- Login Screen – OTS SWE domain
- Login Screen – Micro Focus
- Antivirus and Encryption Software – McAfee Endpoint Protection
- VPN software and Connection – Cisco AnyConnect
- Microsoft Office Tools – Office 2016
- Microsoft Email Client – Outlook 2016
- Webmail and Phone Email Login
- Dameware Remote Control
- Application Catalog

NOTE – Due to our leasing contract, nothing should be affixed to the new computer/monitor/Docking equipment. For example: stickers, taped notes, etc.

NOTE – Restrictions placed on each workstation will prevent unauthorized installation of all non-DCFS approved software. If a particular software program is needed that is not provided, your supervisor should follow the appropriate procedures for requesting that software through the Service Desk support center.

## New Device Types

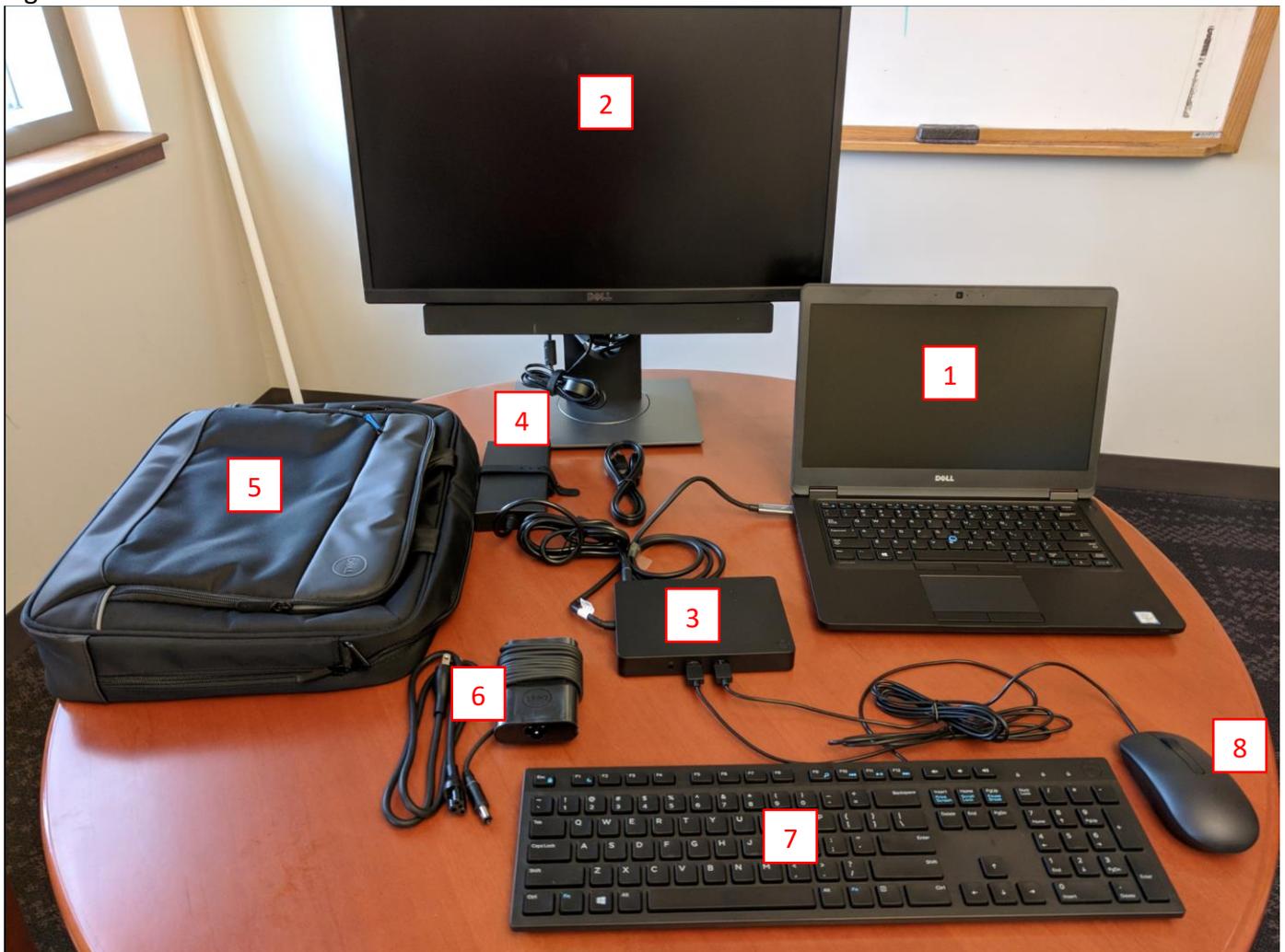
There are two new types of devices being deployed for DCSF staff: A laptop model Latitude 5480 and a Tablet model 5285. Both of these devices are leased as part of a new 48 month lease agreement with OTS and Dell Computers. A description of each model and all components is provided below:

### 1. Standard Laptop PC Model – Latitude 5480 (Figure 1)

**What's in Your Kit** – The complete Laptop model kit includes:

1. Dell 5480 Laptop PC
2. 23" Monitor
3. Docking Station
4. Docking Station Power Supply
5. Carrying Case
6. Laptop Power Supply/Wall Charger
7. External Keyboard
8. External Mouse

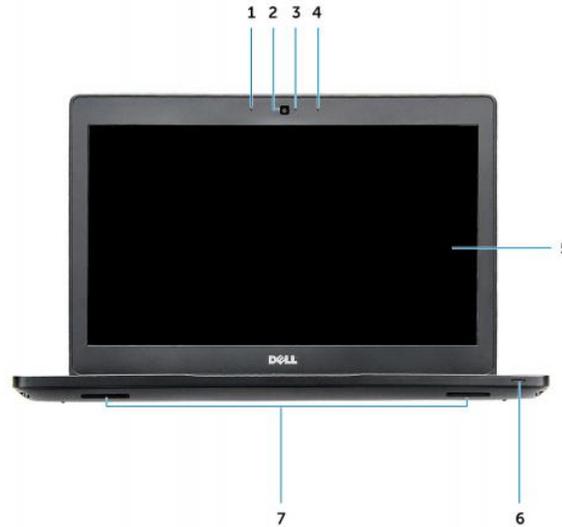
Figure 1



**Other Ports, Slots and Buttons on the Laptop Latitude 5480**

**SYSTEM FRONT VIEW**

1. Dual array microphone
2. Camera
3. Camera status light
4. Dual array microphone
5. Display
6. Battery and charge status light
7. Speaker



**SYSTEM BACK VIEW**

1. Network Port
2. Fan vent
3. microSim card slot (not included)
4. HDMI Port
5. USB 3.1 Port
6. Power Connector Port



**SYSTEM LEFT SIDE**

1. Type-C Docking Connector
2. USB 3 Port
3. SD Card Reader



**SYSTEM RIGHT SIDE**

1. Headset/Microphone Port
2. USB 3 Port
3. VGA Port
4. Lock Slot



## 2. Standard Tablet PC Model – Latitude 5285 (Figure 2)

**What's in Your Kit** – The complete Tablet model kit includes:

1. Dell 5285 Tablet PC
2. Detachable Keyboard
3. 23" Monitor
4. Docking Station
5. Docking Station Power Supply
6. Carrying Case
7. Tablet Sleeve
8. Tablet Power Supply/Wall Charge
9. Tablet Power Bank/Charge
10. External Keyboard
11. External Mouse
12. Stylus Pen

Figure 2



**Other Ports, Slots and Buttons on the Tablet Latitude 5285**

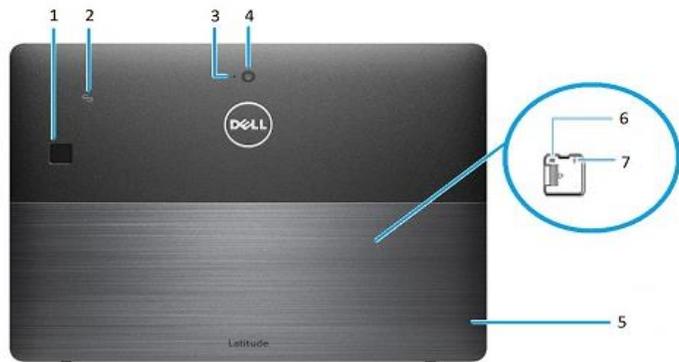
**SYSTEM FRONT VIEW**

1. IR Camera Status LED
2. IR Camera
3. IR Emitter
4. Ambient Light Sensor
5. Front Facing Camera
6. Camera Status LED
7. Kickstand Auto-release Pegs



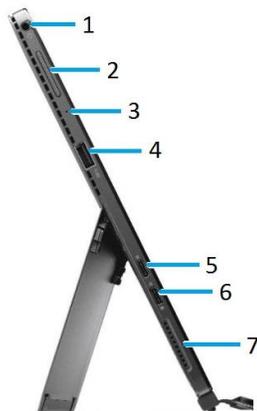
**SYSTEM BACK VIEW**

1. Fingerprint Sensor (Optional - Not Included)
2. NFC sensor (Optional – Not included)
3. Rear Microphone
4. Rear Facing Camera
5. Kickstand
6. micro SD Slot (underneath kickstand)
7. micro SIM Slot (underneath kickstand)



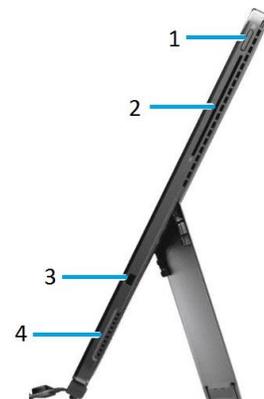
**SYSTEM LEFT SIDE**

1. Type-C Docking Connector
2. USB 3 Port
3. SD Card Reader



**SYSTEM RIGHT SIDE**

1. Headset/Microphone Port
2. USB 3 Port
3. VGA Port
4. Lock Slot



### Connecting to the AT&T LTE Network

The standard **Tablet PC** comes with a built-in Cellular LTE card to provide internet service to the device after the card is activated. In order for the card to be activated, DCFS management must approve and submit the request to AT&T.

The SIM card on the Tablet PC's is accessed on the bottom of the tablet behind the tablet kickstand using the following steps:

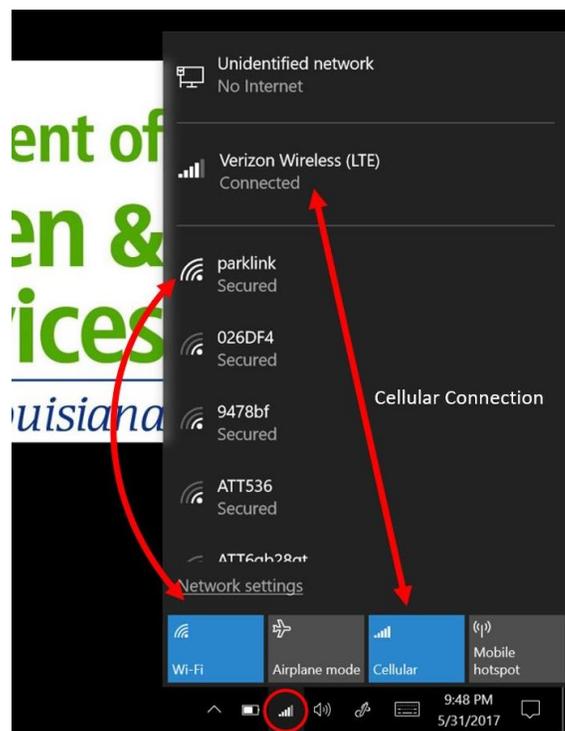
1. Turn the tablet over, with the screen facing down and open the kickstand all the way
2. Slide the cover over the SIM card to the right and pull up. (See Figure 3)
3. Push SIM card up forwards towards the top of the device to release the card
4. To replace the card, push the SIM forward into the slot until it locks into place

Figure 3



Once the AT&T LTE service has been activated, click the radio bars icon in the system tray at the bottom right and then click the "Cellular" button On (color changes to blue) to connect to the internet using the service providers network anytime cellular data service is available.

Click the Cellular button again (color changes to gray) to disconnect from the cellular data service.



## Before You Begin

For your initial logon, you must be physically connected at an Agency Facility and hard wired into the network. If you are using a laptop or tablet model device, the following is required:

- Physically Located at an Agency Facility
- Laptop PC or Tablet PC with detachable keyboard
- Docking Station and Power Supply
- Network Cable
- Optional: Laptop Power Supply/Wall Charger

## Logging into the Computer/Network

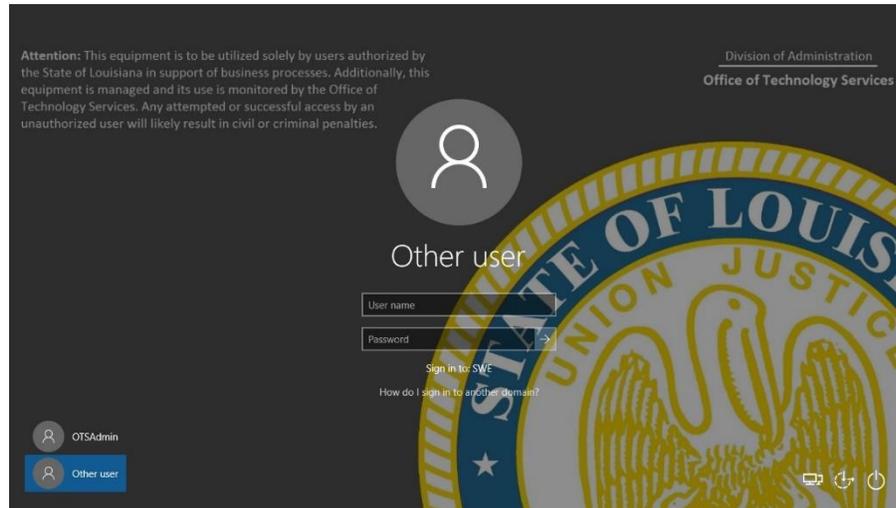
1. Anytime the device is turned on or woken up from sleep or hibernation mode, the computer will show the default lock screen as shown in Figure 3 below.

Figure 3



2. Press the space bar to activate the login screen shown in Figure 4 below. Select **“Other User”** from the bottom left of the screen then enter your account username and password, then press **Enter** or click the **right arrow** on the screen next to Password.

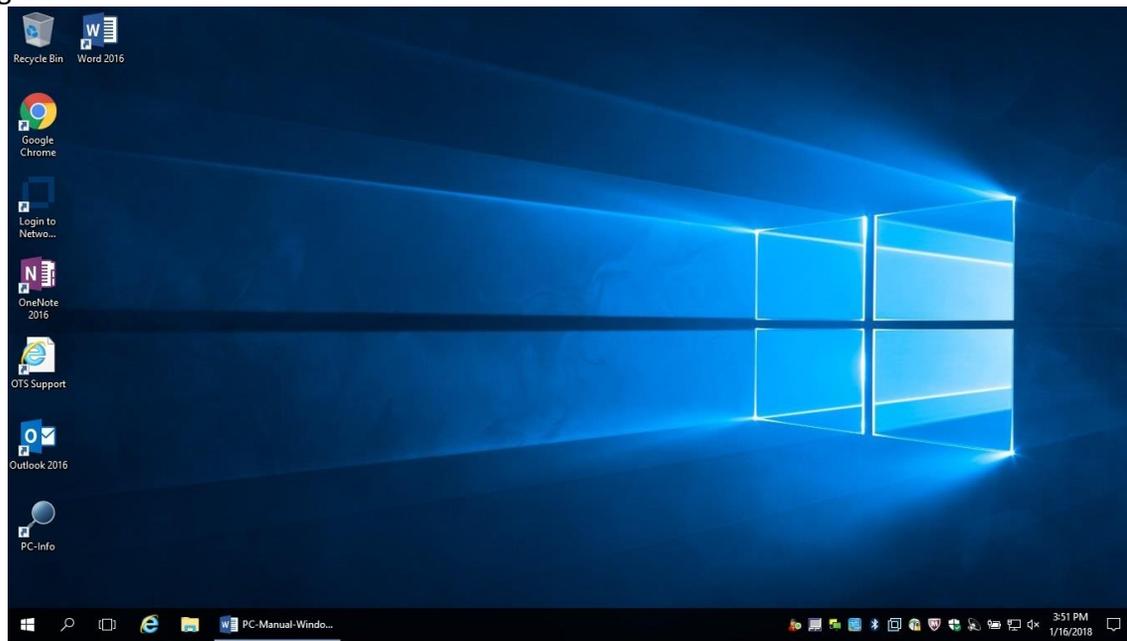
Figure 4



## Initial Configuration – New Desktop

The new Windows 10 desktop is shown in Figure 5 below.

Figure 5



The **Start** button is still in the lower left of the desktop. It has changed to a flat Windows Logo that looks differently depending on your mouse pointer being away from the button, hovering over the button or clicking on the button as shown in Figure 6.

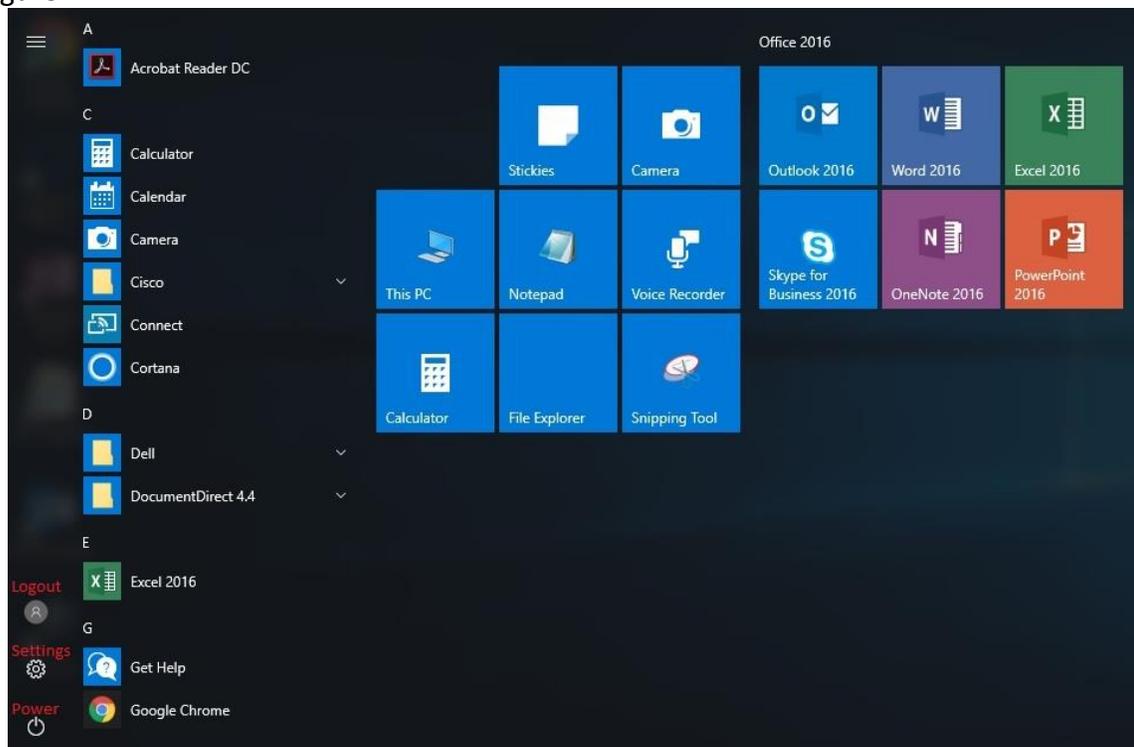
Figure 6



## The Start Menu

To open the Start menu, click the Start  button in the lower-left corner of your screen or press the Windows logo key  on your keyboard. The Start Menu will appear as shown in Figure 7 below.

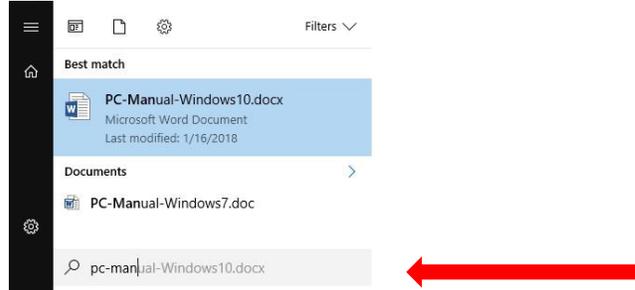
Figure 7



- Installed Programs are listed alphabetically on the left side of the menu.
- The Shut Down button is the Power Icon shown above the windows logo. When the Power icon is clicked, the menu will provide options for Sleep, Shutdown or Restart.
- The Logout icon is shown above the Power and Settings icons. When the Logout icon is clicked, the menu will provide options for Sign Out and Lock.

- The search box on the Start Menu is hidden by default. To search for programs and/or documents, click the Windows logo and start typing as shown in Figure 8 below.

Figure 8



- The right side of the screen provides access to commonly used applications.

### Automatic Screensaver Activation

The screensaver will activate after 10 minutes of inactivity. To deactivate the screen saver, either move the mouse, or press the space bar.

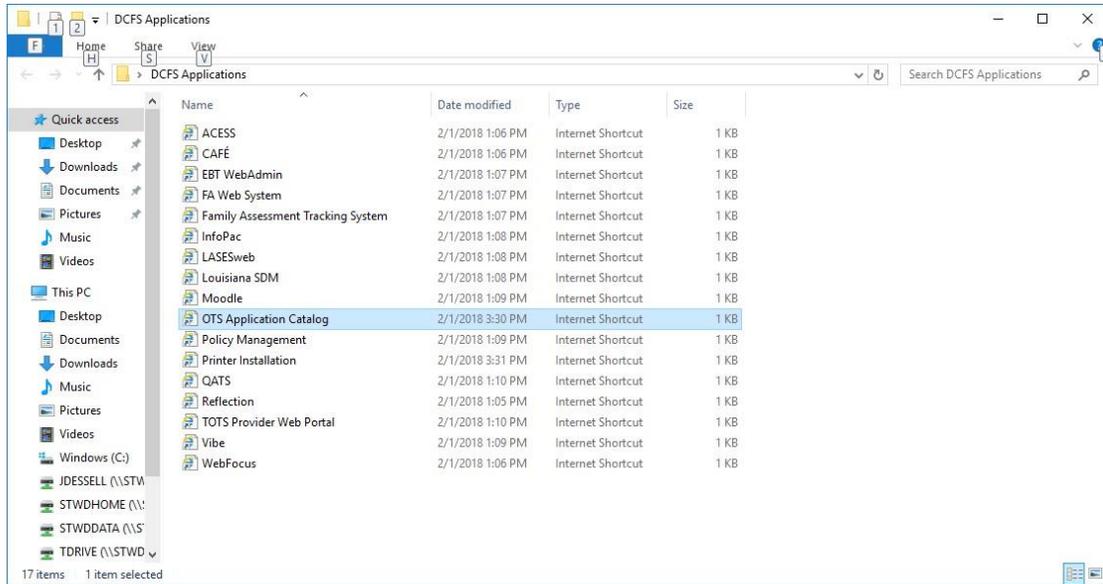
### Power Management

After 15 minutes of inactivity, the monitor will turn off to conserve power. Move the mouse or press the space bar to activate the monitor.

### Installing Software

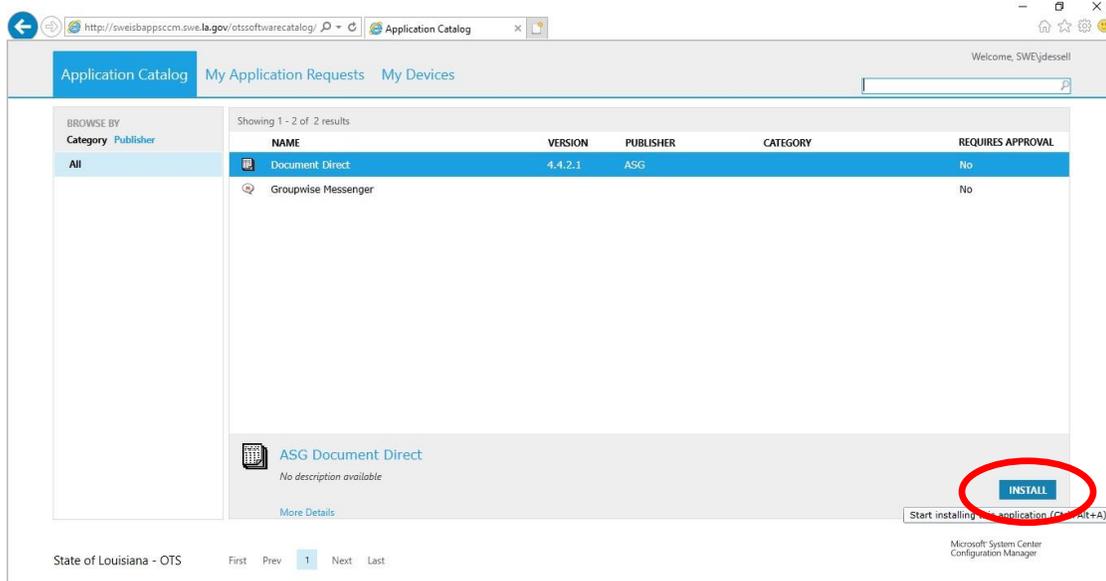
The DCFS Applications folder on the desktop contains links to Web Applications, a link to install printers and the link to **OTS Application Catalog**.



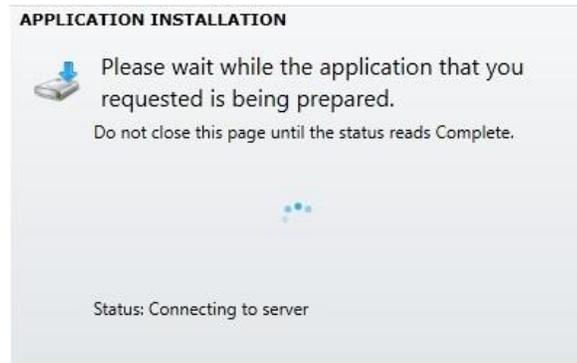


The OTS Application Catalog will show items available for installation.

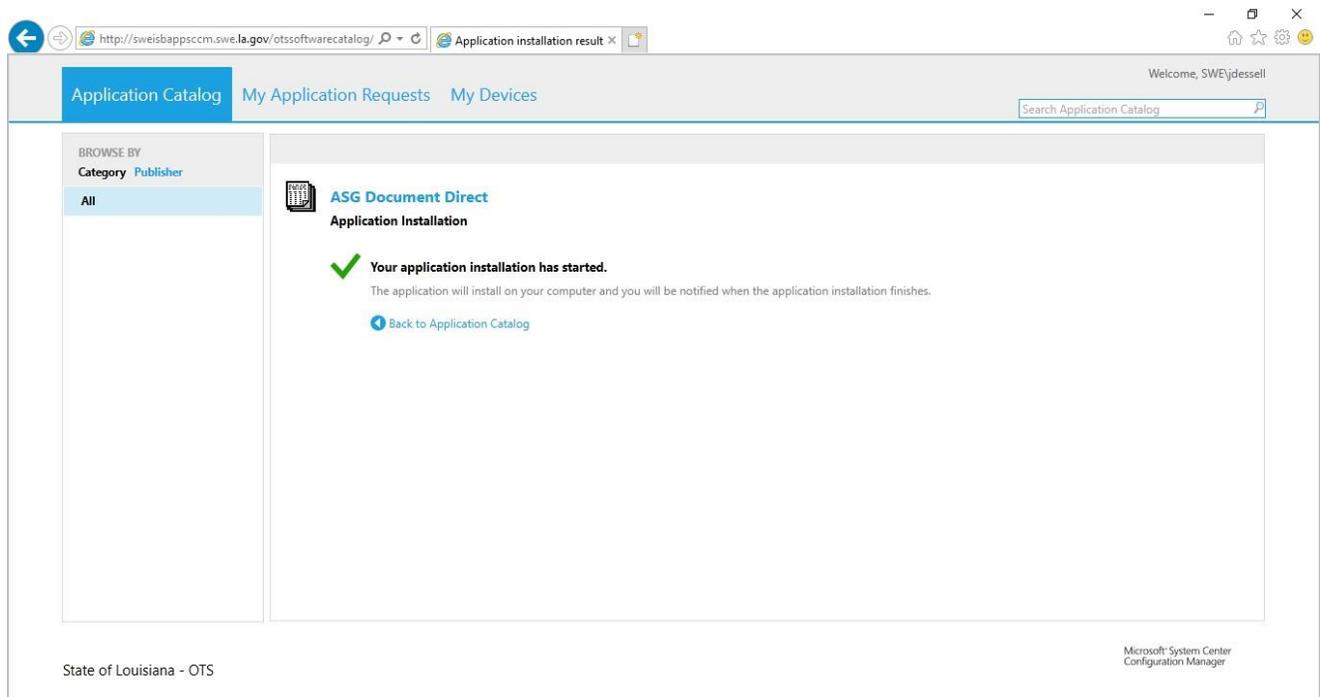
To install software, select the desired software and then click the **Install** button.



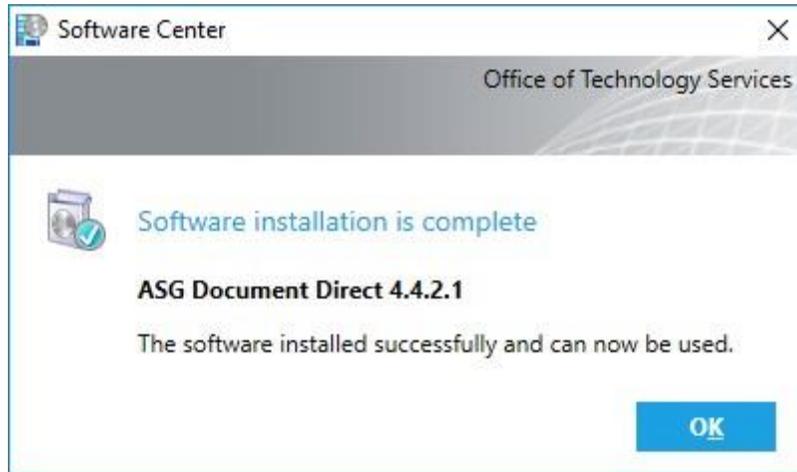
Notification of installation will appear on screen.



OTS Application Catalog will announce that installation has started.

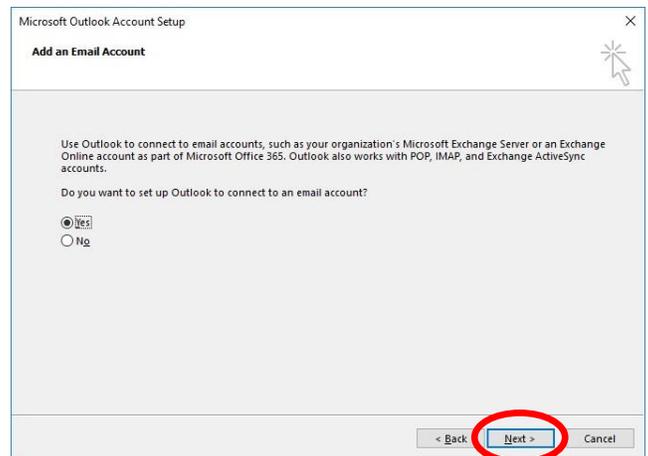
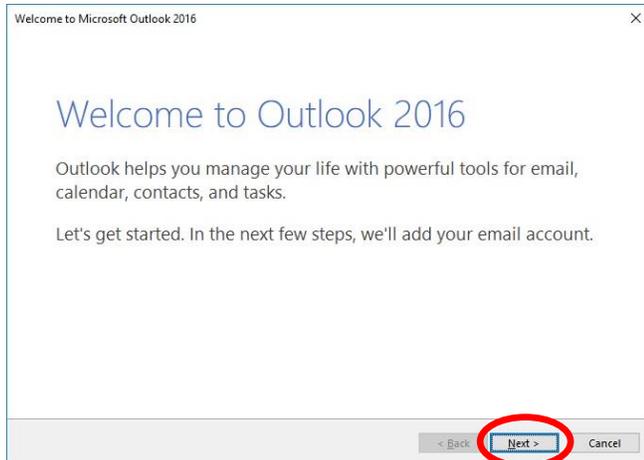


Notification that installation is complete will display, click **OK**.

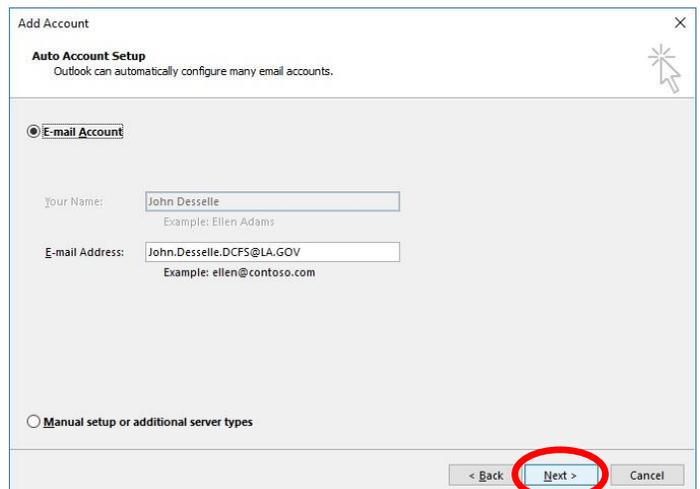
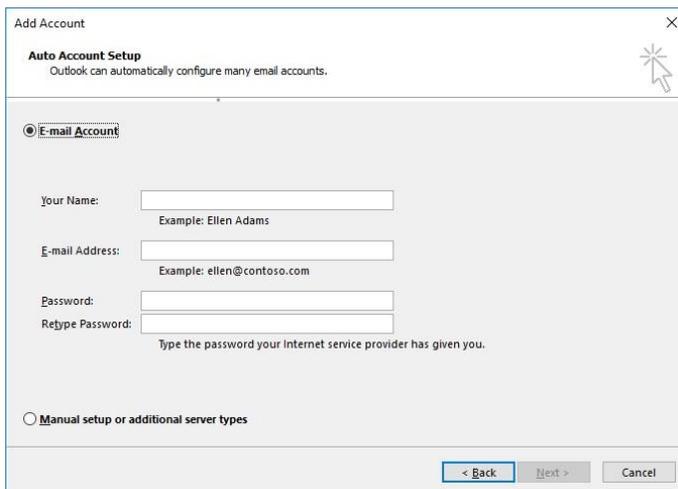


## MS Outlook 2016 opening for the First Time

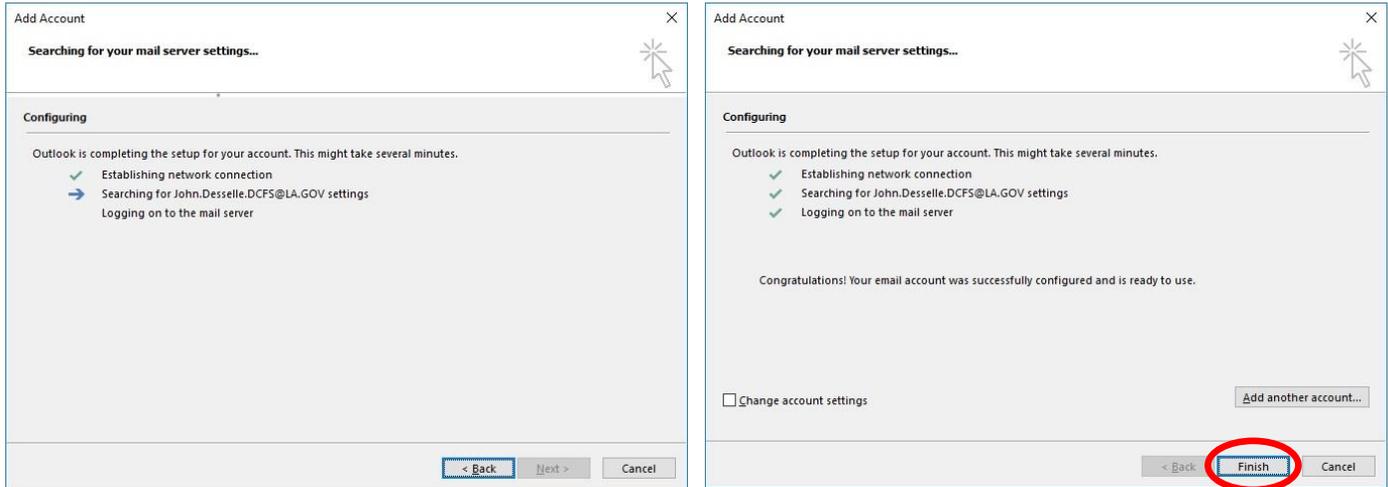
**MS Outlook 2016** has been preinstalled. Double click the icon on the desktop to get started.  Click **Next** on the first two message boxes.



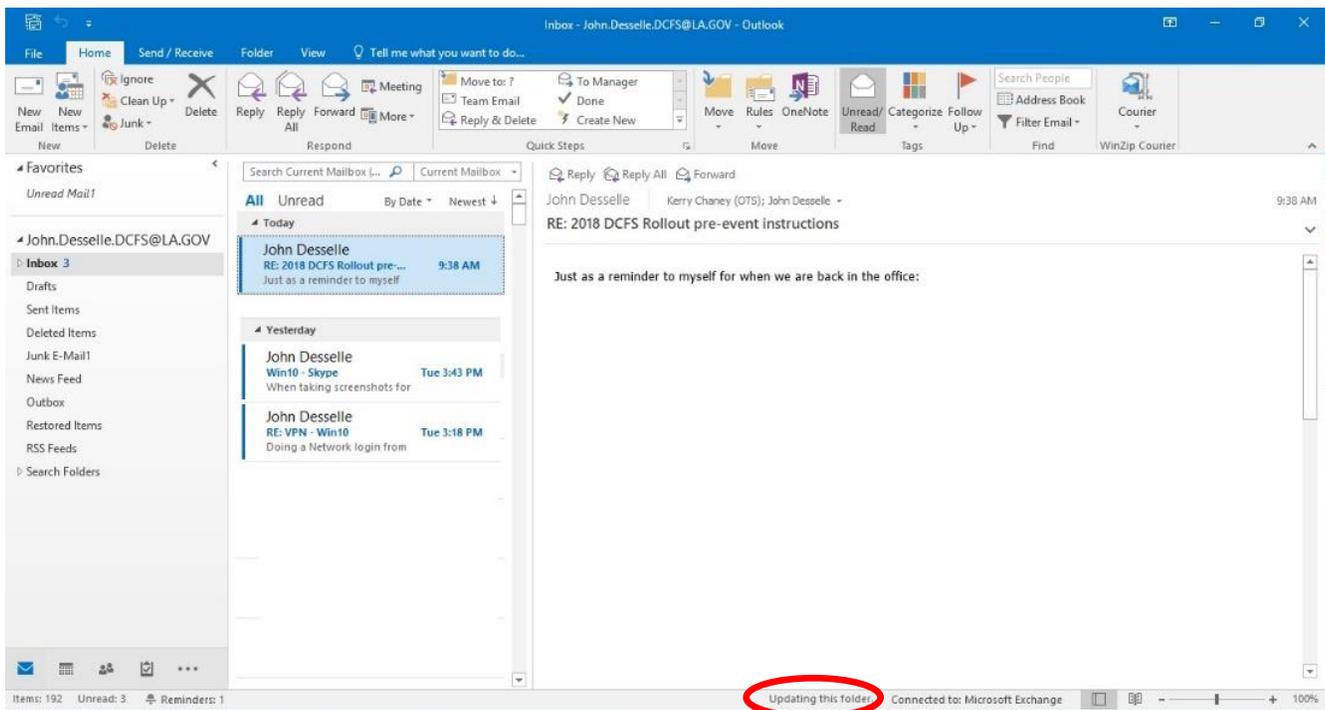
The next screen will automatically be populated with needed information and will change to the image on the right below. Click **Next**.



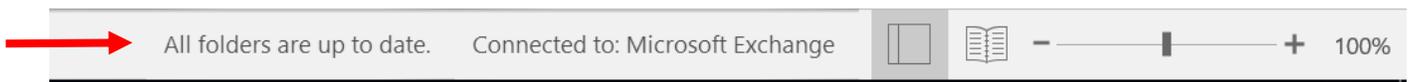
The following message shows the status of the Outlook configuration. Once it is complete, click on **Finish**.



As with previous versions of Outlook, a copy of all email will begin downloading the first time the application is opened. It will show the progress at the bottom of the screen. Depending upon the amount of email, this may take a while.



**Please allow time for your email to download. Depending on the number of messages in your mailbox, this process may take a few hours.** The device needs to remain connected to the network during this process. You will know it is finished updating by looking at the status bar at the bottom of the Outlook window.



**Outlook Web Access** – When utilizing Outlook Web Access on the internet, the user name will be entered as `swe\username`.

In order to access webmail, go to <https://webmail.la.gov>.

The Domain Log in should be **SWE\username**.

Do not use DCFS\ in front of your username

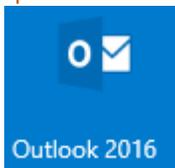


## Outlook and WinZip

How to manage the zipping of items being sent through Outlook.

To turn off automatic zipping of all files being emailed through Outlook

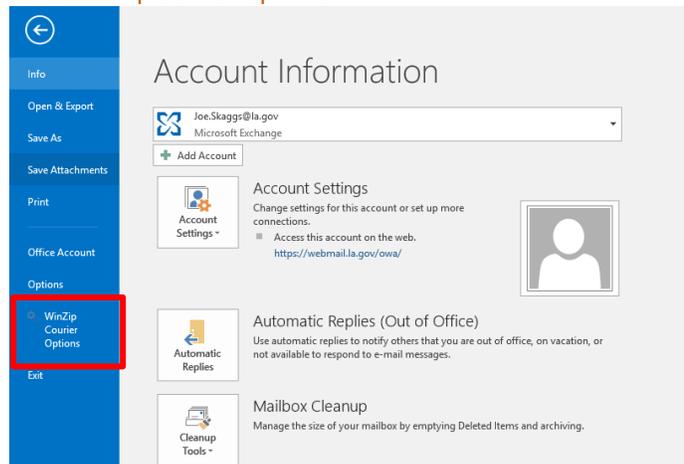
Open Outlook



Go to File



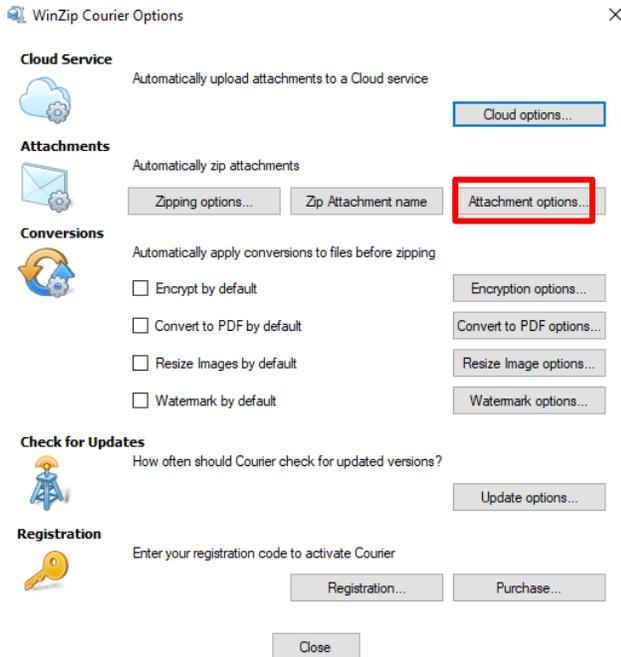
Go to WinZip Courier Options



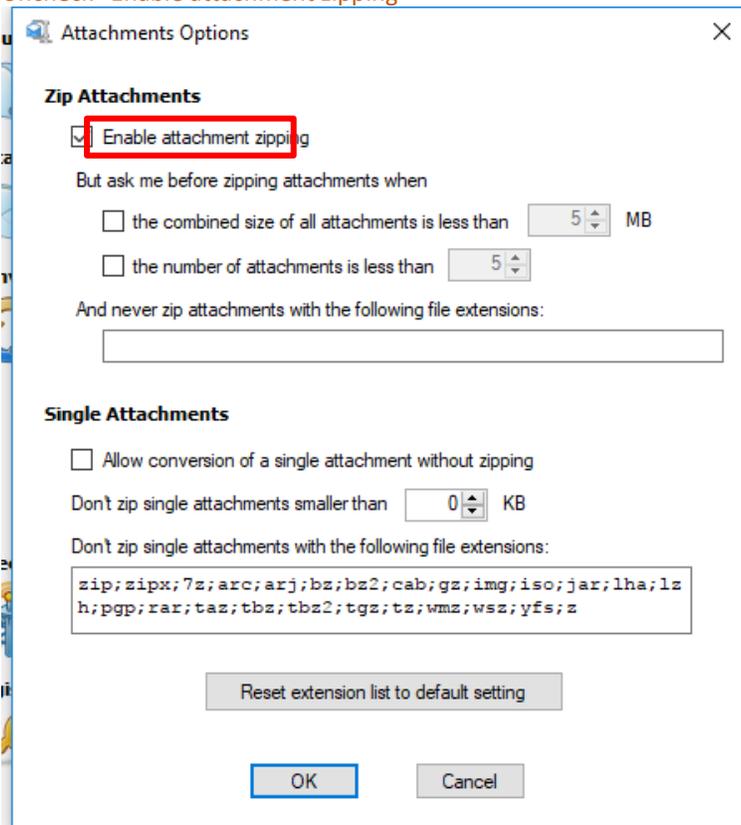
Go to Attachment Options

For Official Use Only

Last Saved on: 4/17/2018 1:48:00 PM

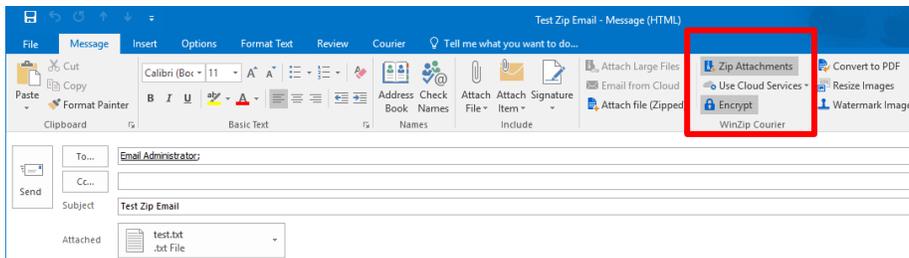


### Uncheck "Enable attachment zipping"

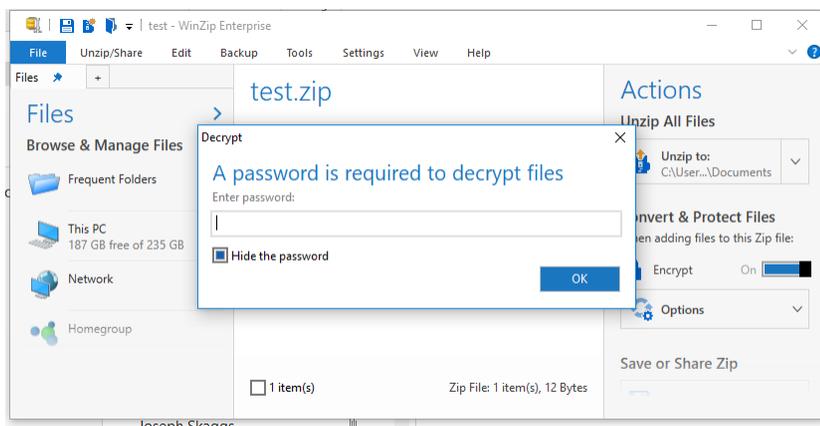


## Zipping and encrypting attachments on a single email

In the toolbar there is an option to zip and to encrypt attachments. Select these options and the files will be zipped and / or encrypted.



If you choose to encrypt a confidential file, you will need to enter a password for the file. The password must contain at least 8 characters, including letters and numbers. You will need to share this password with the recipient of the file.

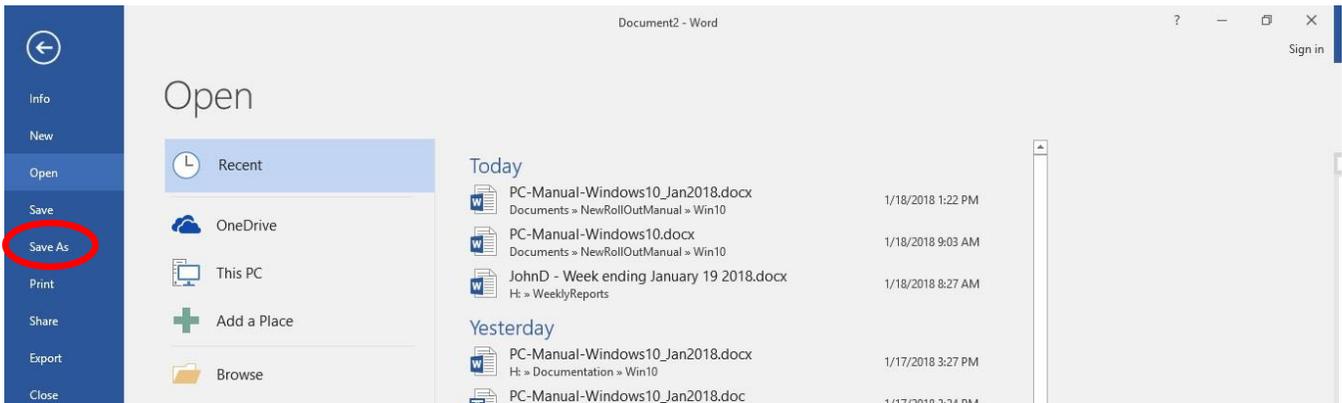


## Saving Files to the Network Drive

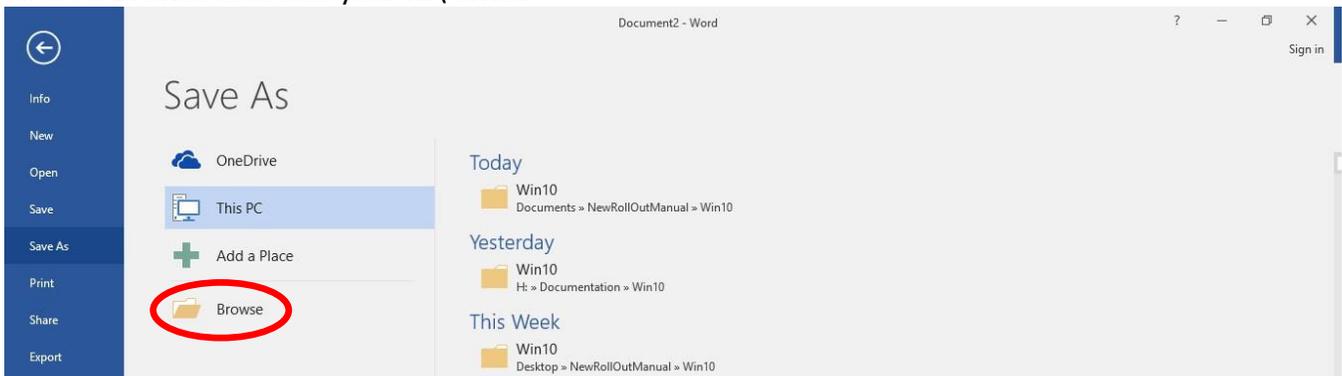
DO NOT keep important work documents on the C:\ drive. Save them instead to a network home directory, called the H:\ drive or a shared directory, called the S:\ drive.

Any documents saved on the C:\ drive will be lost if the workstation is re-imaged or if the hard drive fails. The network drives have limited space. For this reason, **DO NOT** copy your entire C:\ drive to your H:\ drive, or move any unnecessary files to the network. Only work related documents that need to be backed up should be stored there.

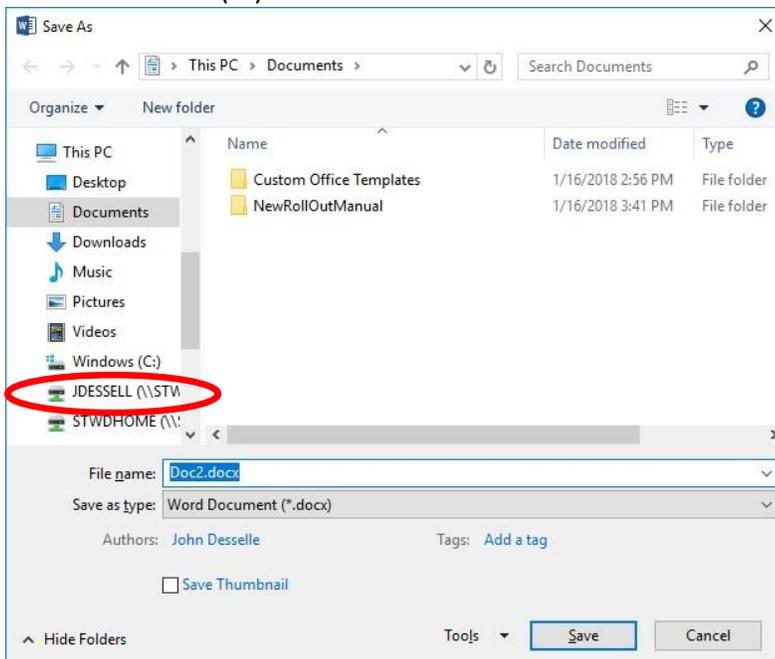
To save a MS Word document to your H:\ drive, click on the “File” tab in the upper left corner of MS Word and click on “Save As...”



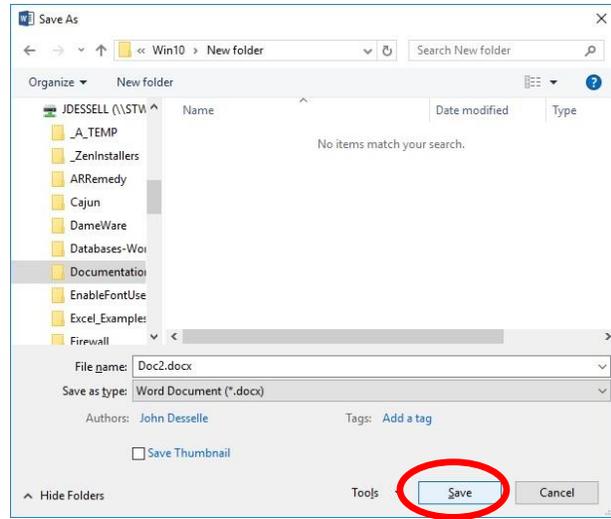
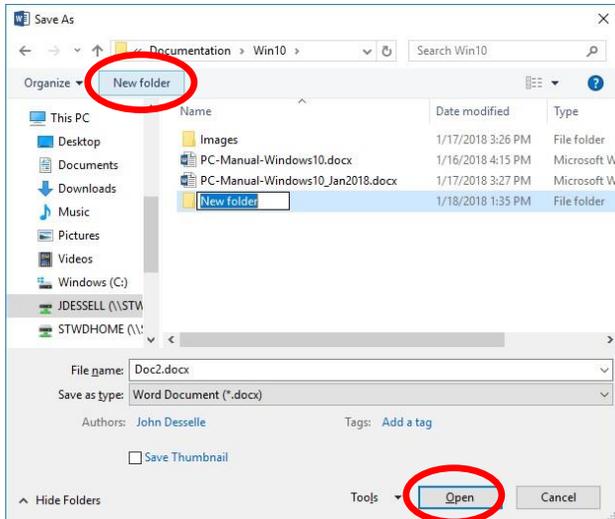
Click on **Browse** to locate your H:\ drive.



Look for your username in the next window. The full name of your H:\ drive will most likely be covered up, but it is in the form of “<your username> (\STWD-CLUSTER-STWDUSERS-SERVER\STWHOME) (H:)” and is below Windows (C:)



Select a folder into which the document will be saved. A new folder can be created by clicking on the **New folder** button and then entering a name for the folder, then hitting **Enter** on the keyboard, then clicking the **Open** button. Click on **“Save”** to save the document.



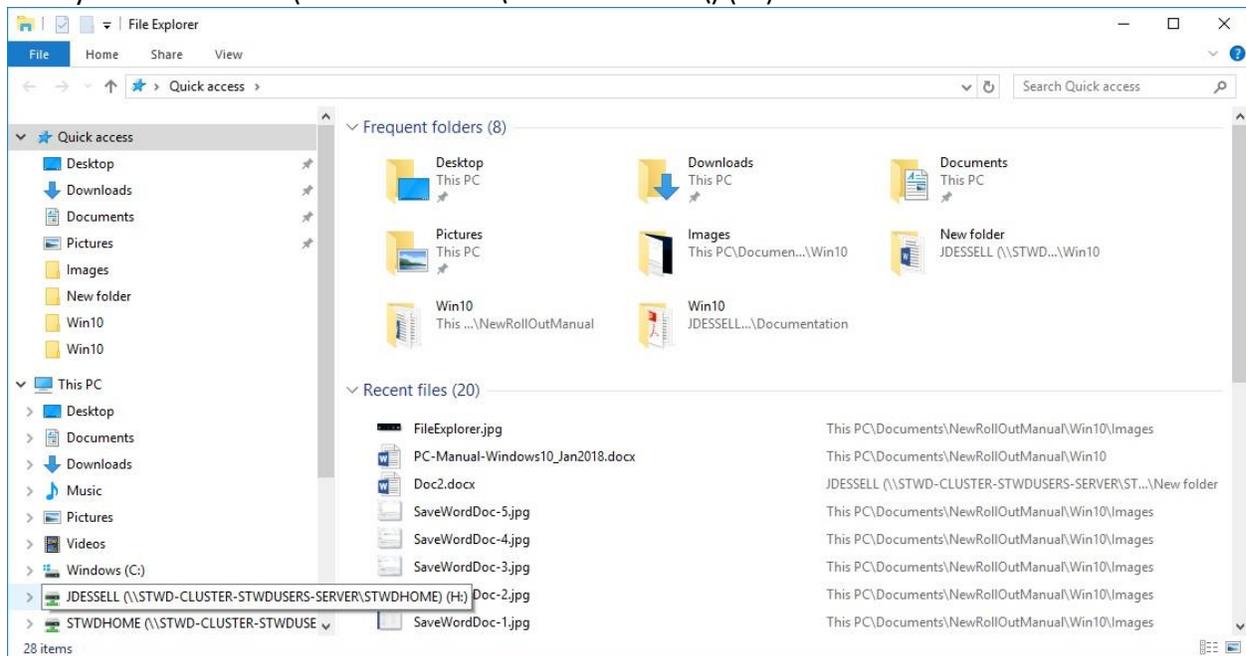
The document is now saved to your network home drive (H:\)

There are multiple ways of accessing the document. One way is detailed below:

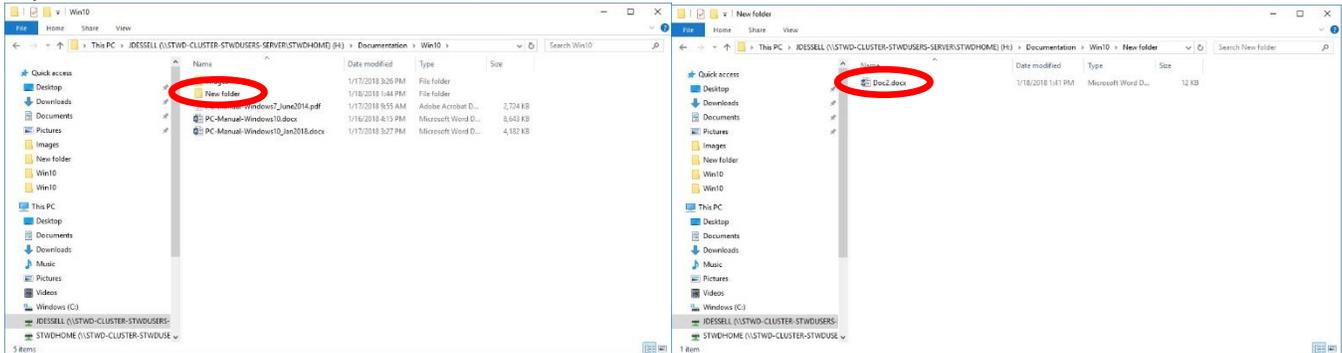
Click on **File Explorer** near the Start button on the desktop



Click on **“<your username> (<server name>\<server share>) (H:)”**



If you created the file inside a folder, double click on that folder, then double click on the file.



**Note:** Avoid creating deeply nested subfolders with long names on the network. Files that have long names nested within deep subfolders will not be saved by DCFS backup software and will be unrecoverable if the file is subsequently damaged or lost.

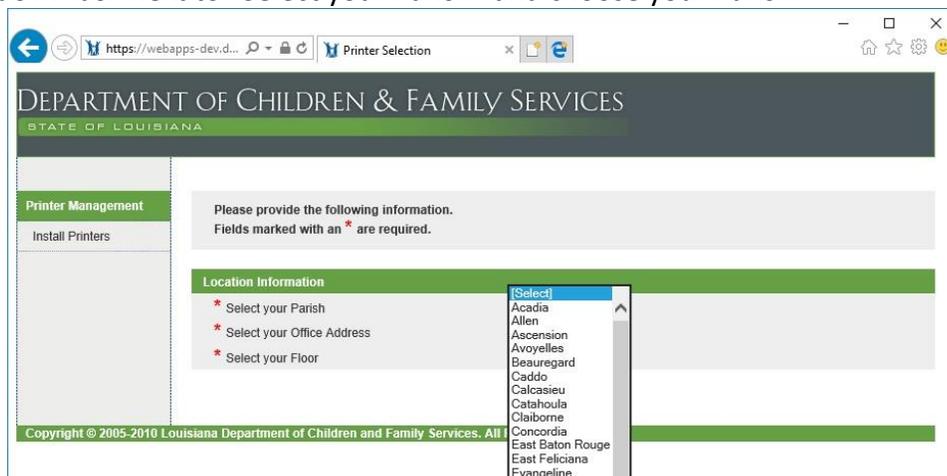
## Find/Install a Printer

### How to Install a Network Printer (Find/Install Printers)

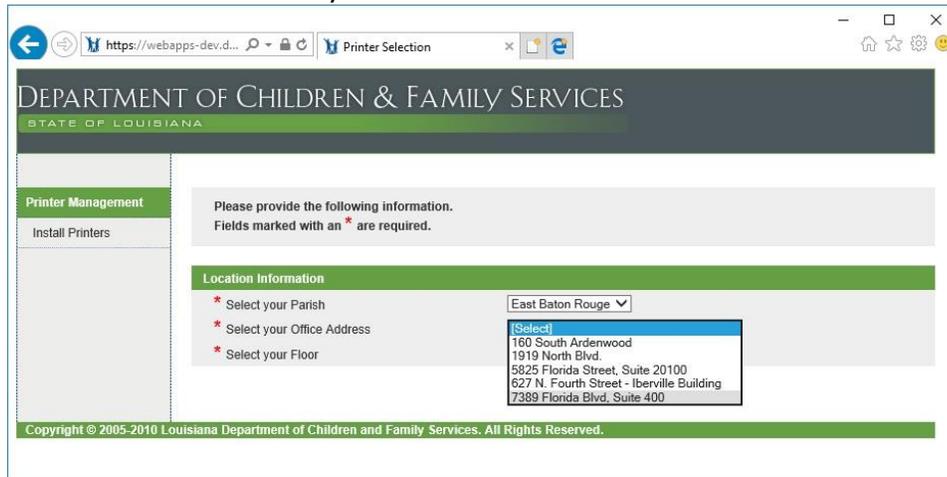
Identify a network printer by its Printer Name from the first line of the Identification Label on the desired printer.

Click on the **Install Printer** link on the **IT - Helpdesk** page found on the Intranet to install printers. To access the **Intranet**, open Internet Explorer and go to <http://intra>. The process is the same as when previously using iPrint. There is also a shortcut to the printer installation page in the DCFS Applications folder on the desktop.

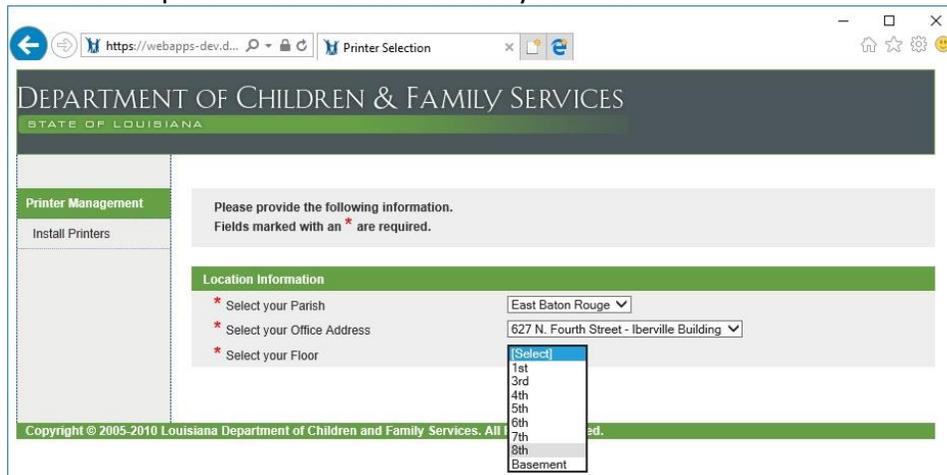
Select the drop down box next to “Select your Parish” and choose your Parish.



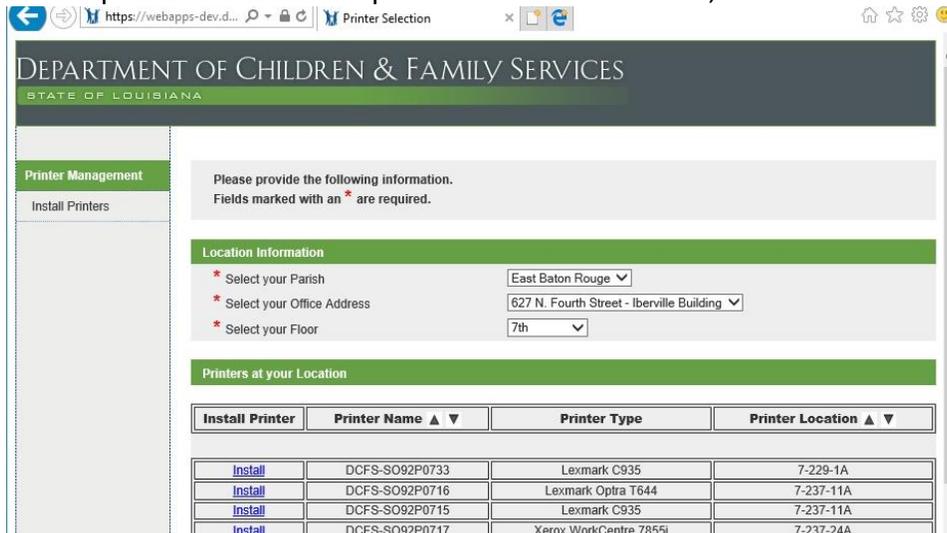
Select the drop down box next to “Select your Office Address” and choose the office’s street address.



Select the floor from the drop down box next to “Select your Floor”.



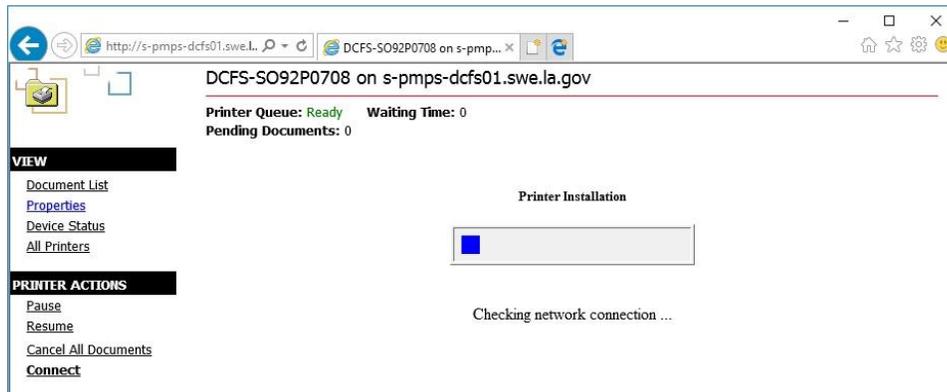
This will display a list of printers. Choose the printer and click on **Install**, located next to the printer name.



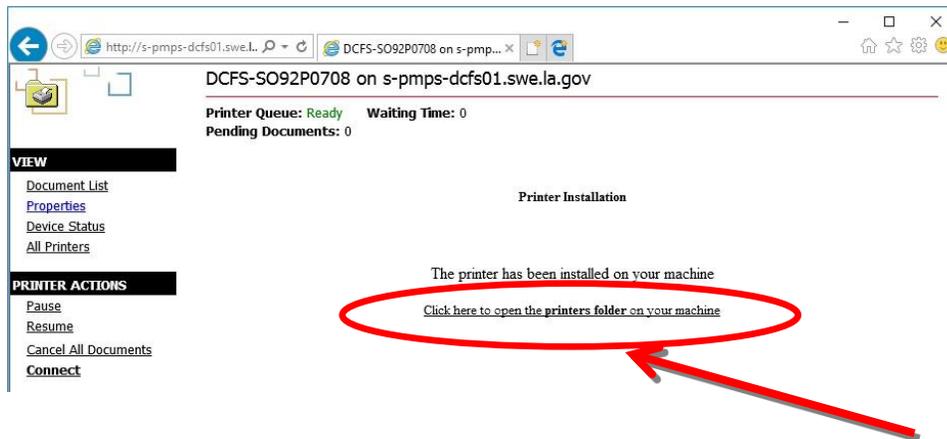
Confirmation message about installing chosen printer.



After clicking Yes following screen will show status of installation.

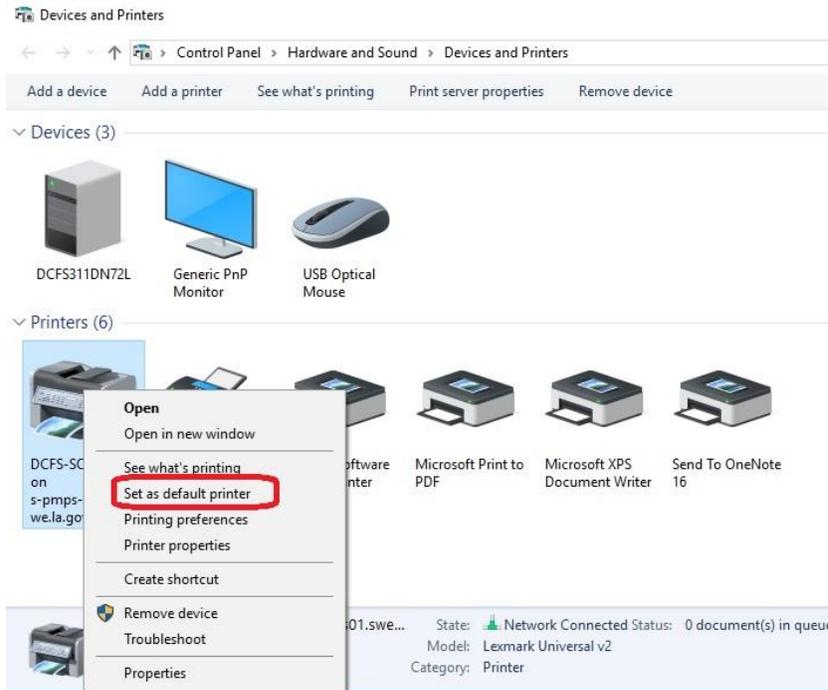


The printer is now successfully installed on the workstation.

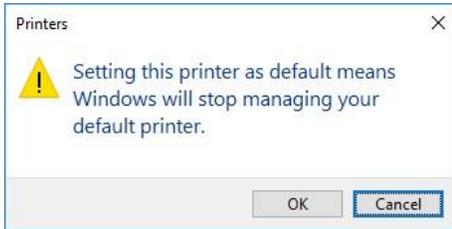


To make the printer the Default Printer and to print a Test Page, click on the link 'Click here to open the **printers folder** on your machine'

Right click on the new printer and select **Set as default printer**.

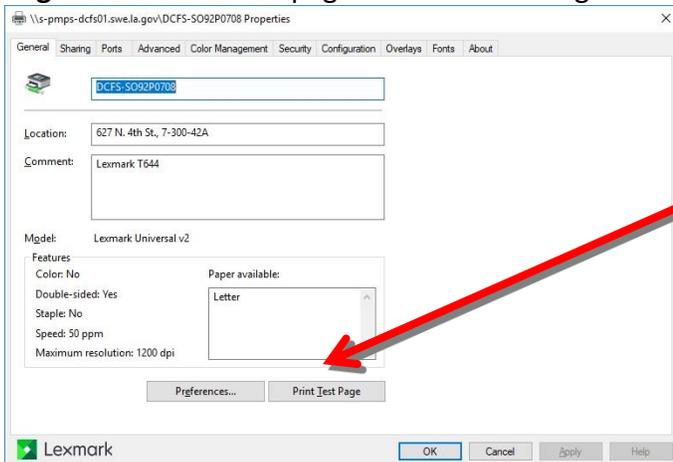


Click on **OK** from the Printers message:



Right click on the new printer and select **“Printer Properties”**

Click on **“Print Test Page.”** This window will vary with different printers. But there will always be a **Print Test Page** button. The test page should be waiting at the printer.



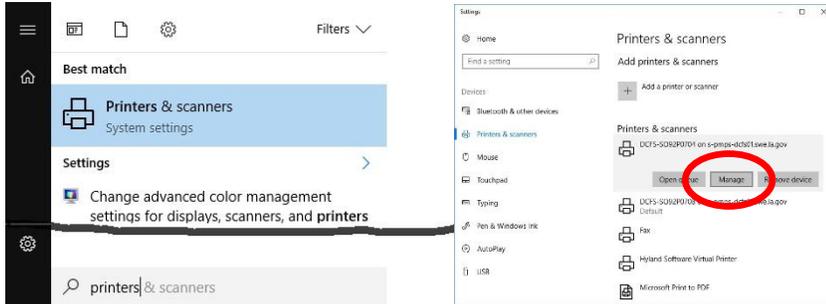
**Repeat this process to select and install any other required printers.**

For Official Use Only

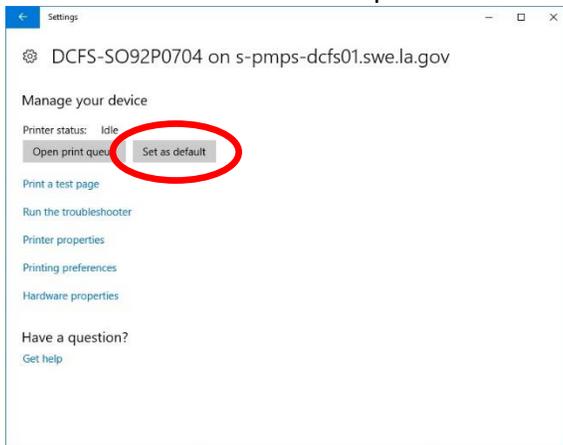
Last Saved on: 4/17/2018 1:48:00 PM

## Changing the Default Printer

Click on **Start** and type **printers** then click on **Printers & scanners**. Click on the printer needing to be set as the default printer and then click on **Manage**.



Click on **Set as default**. That printer is now the default printer. A test page can be printed from here.

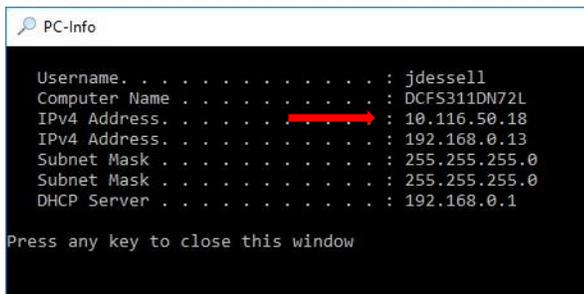


## Remote Control

To better serve employees, DCFS I/T uses remote control to aid in troubleshooting issues. DameWare Remote Management is the tool used to accomplish this.

DameWare allows DCFS I/T to see what the user sees and “take control” of a workstation to assist in working through issues.

When a user calls the User Support Center (USC), they will be asked for their IP Address. That information is found by double clicking the **PC-Info** icon on the desktop. The IP Address needed is the IPv4 Address which starts with 10.xxx.xx.xx. If a displayed IP Address starts with anything else, this indicates a connection to a VPN and cannot be used for remote access.



It may be a good idea to double click on PC-Info and write down the Computer Name of your computer and save in a secure location. If you are unable to get into your computer, this information will still be needed when USC is contacted.

The user is notified of a connection being requested when they see the following notification:



**Accept** must be clicked to allow the connection. The user's desktop will turn black once the connection is made and the MRC Notification will appear:



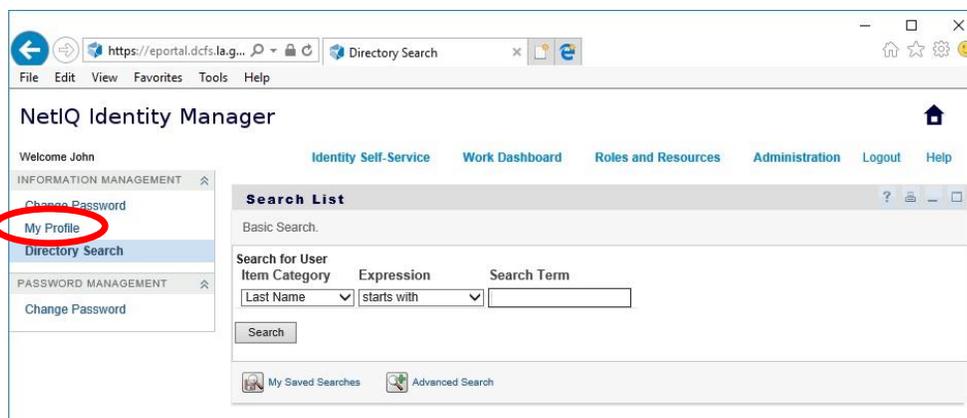
## ePortal

### Updating Personal Information

It is important that your information is kept up to date, especially after any location, phone or position change! Keep your Profile current by opening Internet Explorer and going to **ePortal**, located at <https://eportal.dcfsl.a.gov>, enter username and password, click **Login**.

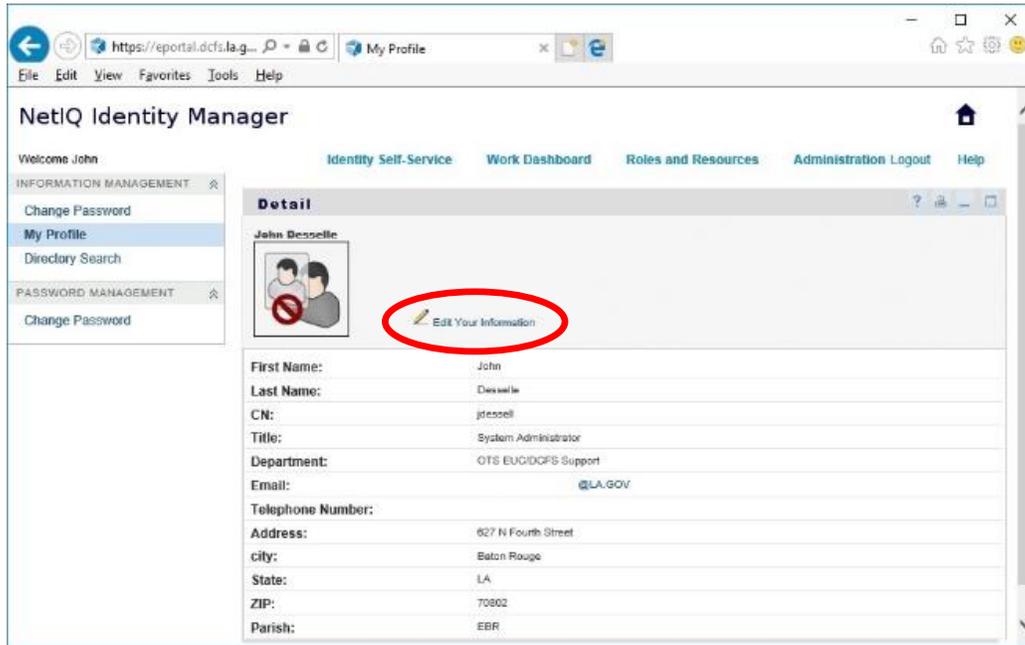


To verify/edit your personal information click on **“My Profile”**.



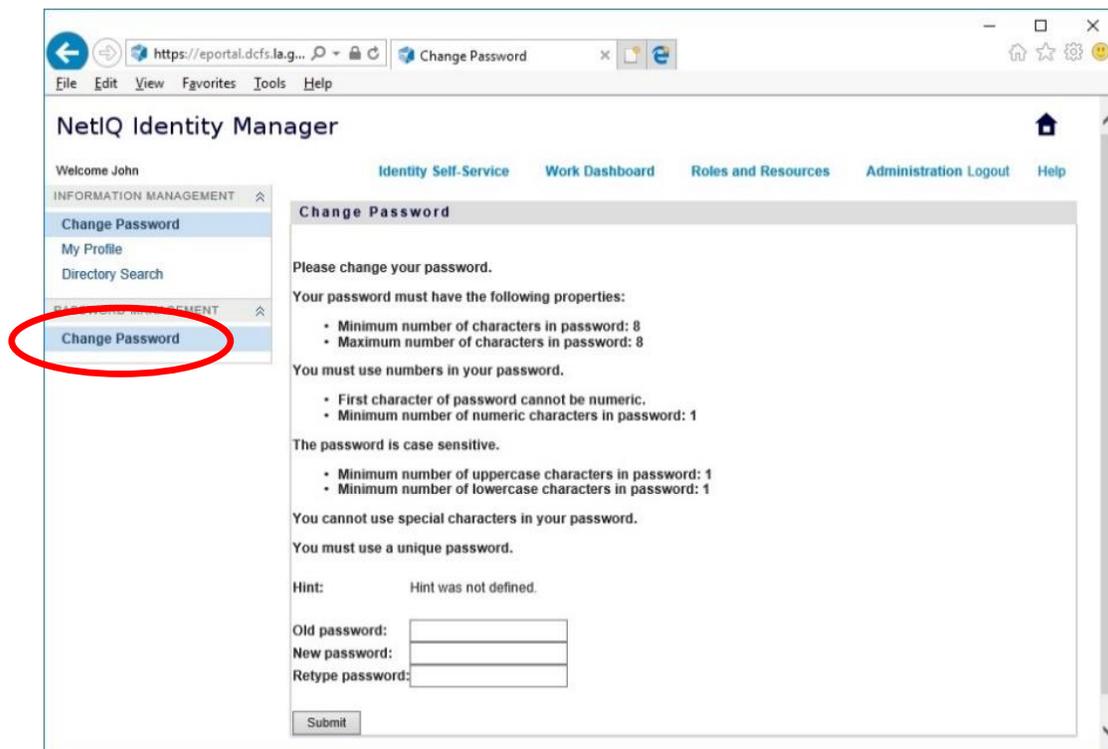
**Verify your contact information.**

If any information is missing or incorrect, Click on **'Edit Your Information'** and adjust as needed.



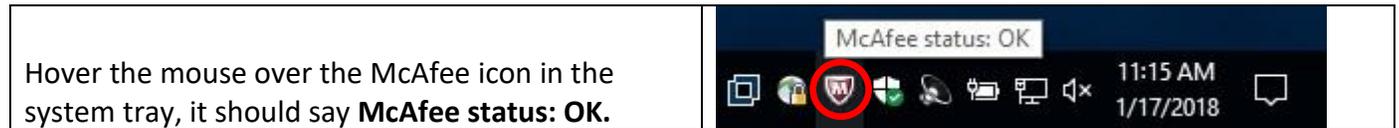
## Change Password in ePortal

Click the **Change Password** link on the left to change your network password. Click **Submit** when finished.



## Virus Protection

The approved DCFS application for Virus and Adware/Spyware protection, on Windows 10, is **McAfee Endpoint Protection**. This application is loaded during the imaging process. Virus, Adware/Spyware and Encryption protection are managed centrally through McAfee management servers.



## WHO TO CONTACT FOR SUPPORT

The OTS Service Desk is the first and only contact point for DCFS employees (users) to resolve computer-related problems.

To report a problem, **AFTER ONSITE TECHNICIANS HAVE COMPLETED INITIAL NEW EQUIPMENT ROLLOUT**, contact the OTS Service Desk by phone or email.

- Telephone number: **1-844-219-6900 (outside Baton Rouge) - 225-219-6900 (in Baton Rouge area)**
- Email address: [dcfs.usersupportcenter.DCFS@la.gov](mailto:dcfs.usersupportcenter.DCFS@la.gov)

When sending email to the Service Desk, please include the following:

- Your username and a **direct** telephone number to reach you.
- Your office location and office/cubicle number.
- IPv4 address – obtained from double clicking PC-Info icon on desktop.
- Inform the Service Desk that this computer has WINDOWS 10.
- Host Name / Serial Number / Service Tag.
- If the issue is regarding a printer, include the make, model, network name, and physical location of the printer.
- **The exact error message encountered.**

*Hours of operation for the Service Desk are Monday through Friday, excluding holidays, from 7:00 am to 4:30 pm.*

**Before calling the Service Desk, some basic troubleshooting steps should be taken, if applicable:**

- If your device is locked up/frozen or is extremely sluggish, try rebooting after properly shutting down all open programs and saving any open work.
- Check all cables to make sure they are firmly connected to the wall and to your device
- If unable to login: Have you changed your password recently? It could be that your new password has not synchronized with all the components involved in "logging in". Try entering your old password in that case.
- Passwords can be changed at <https://eportal.dcfsla.gov> using Internet Explorer.