

Getting started with the ITS Windows 10 Desktop

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Author	Mark Miners
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Contents:

[Introduction](#)3

[Concept](#)3

[Logging in for the first time](#)3

[Personalising the Desktop](#)7

[Logging out](#)10

[Application Delivery](#)11

[Built in applications](#)11

[Applications delivered to the computer by ITS](#)13

[Mail Client](#)13

[World-Wide Web access](#)13

[Word Processing and General Productivity applications](#)14

[The Windows Store](#)14

[Networked Printing](#)15

[Saving Documents](#)16

[Network filestore](#)16

[Saving Files to Cloud storage](#)17

[OneDrive for Business ...](#)17

[OneDrive \(Personal\)](#)17

[Saving from an application ...](#)17

[Saving files to the local computer](#)18

[Logging a support request](#)18

Introduction

This guide is intended as a short introduction to using your new Managed Windows 10 computer on the University of Warwick campus network. It is aimed specifically at those members of staff using a newly purchased computer configured and supported by IT Services. This guide is not a general guide to using Windows 10. Members of staff who have computers supported by departments other than IT Services should contact their own departmental support staff.

Please read this guide as it includes a range of useful information that will help you to start using your computer effectively. It is however by no means exhaustive and some users will find that they will need additional assistance.

For general queries please call IT Services Help Service on 73737.

Concept

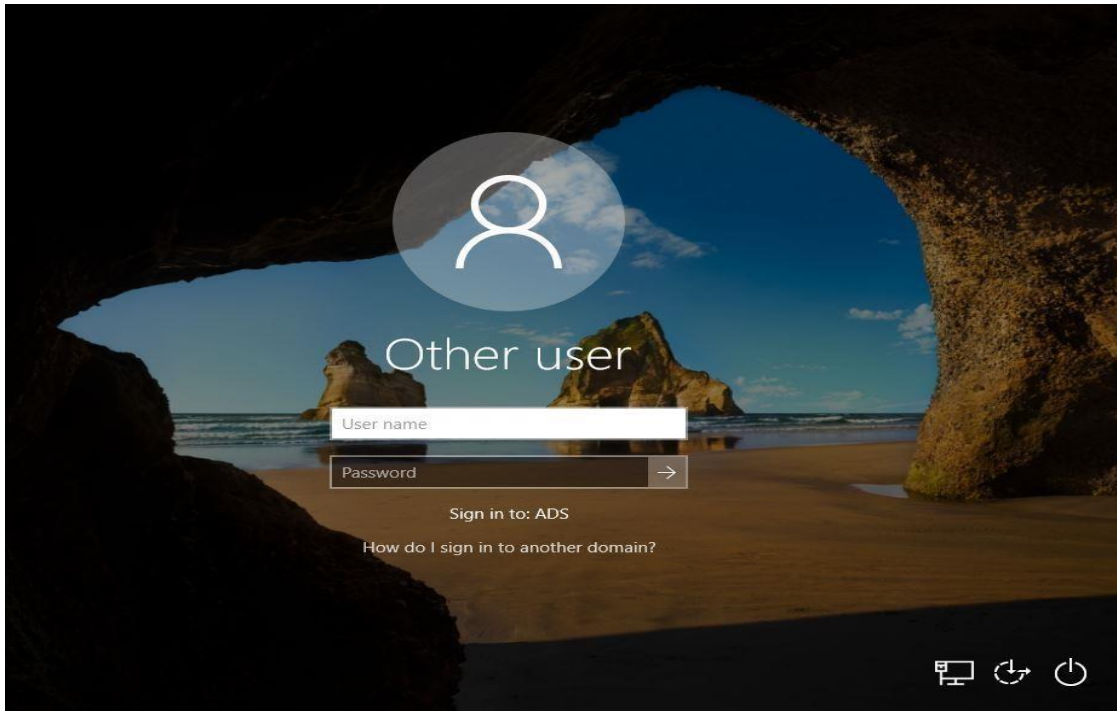
With your Managed Windows 10 computer you will log in to the Warwick network. This will provide you with access to email, application software, networked file storage and networked printers.

Logging in for the first time

Start your computer and wait. You will be presented with this screen. (Please note that the background picture will vary)

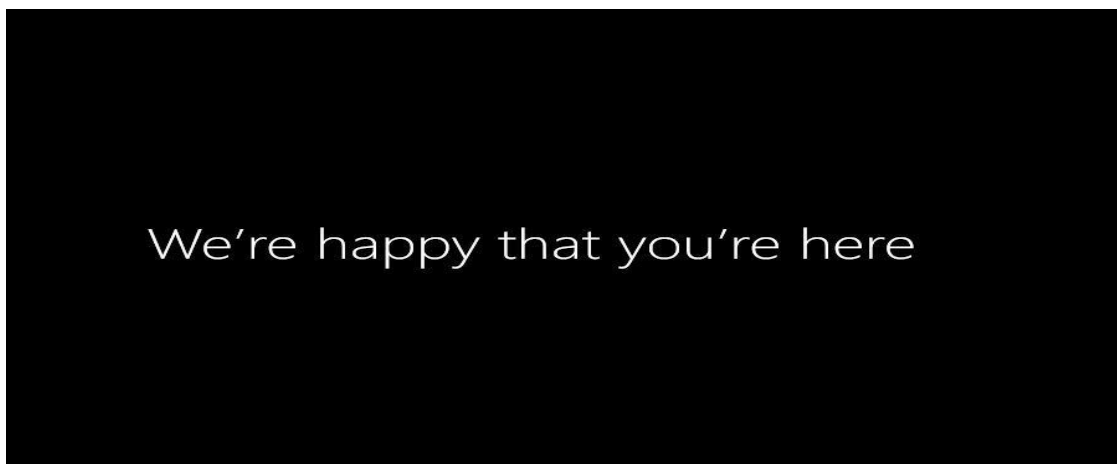


Press Ctrl-Alt-Del keys together. This will take you to a new screen:



Enter your username and password.

Windows will now run through a configuration process and set up your profile for first use. During this time you will see some setup screens beginning with 'Hi' followed by:



Getting things ready – please don't turn off
your PC

Windows stays up to date to help protect
you in an online world

And ending with:

Let's start

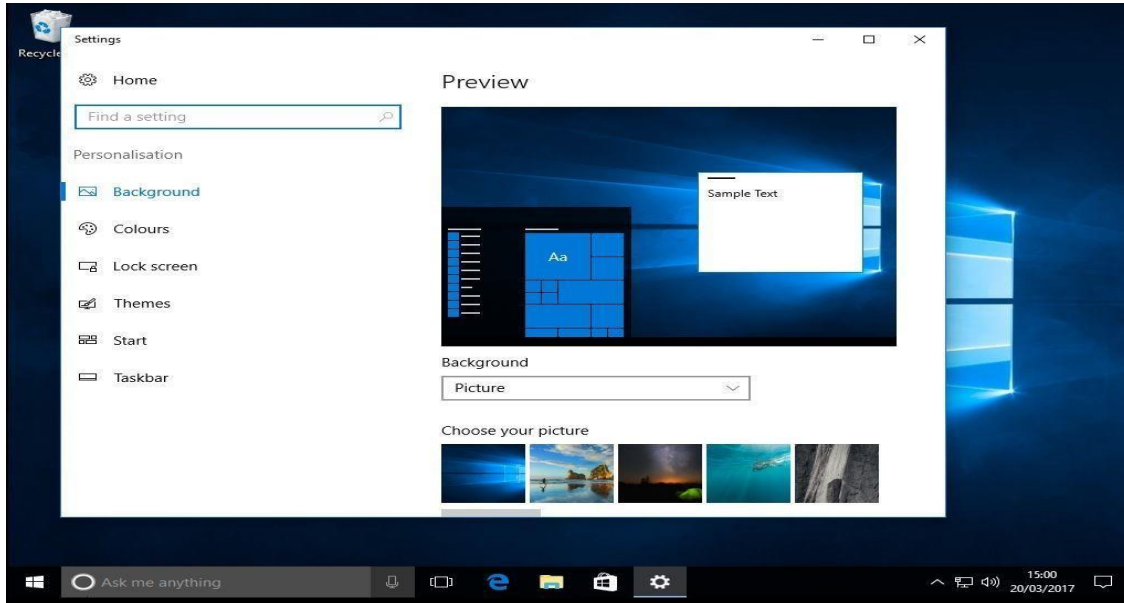
After these you will see the Managed Windows 10 desktop and the screen should look like this:



If the login is unsuccessful it can be for a number of reasons. One of these may be that your password was typed incorrectly or is invalid. If in any doubt contact the Helpdesk on 73737 in the first instance.

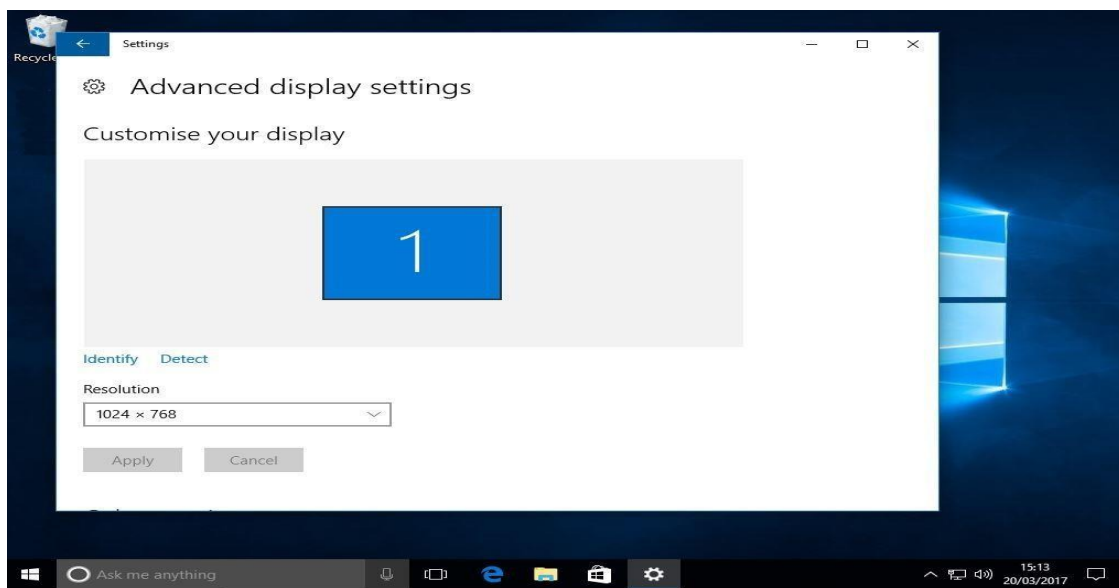
Personalising the Desktop

Once logged in you can change the appearance of the Desktop. Right click anywhere on the Desktop and select 'Personalize'. The following Window will open and you can change a variety of settings:

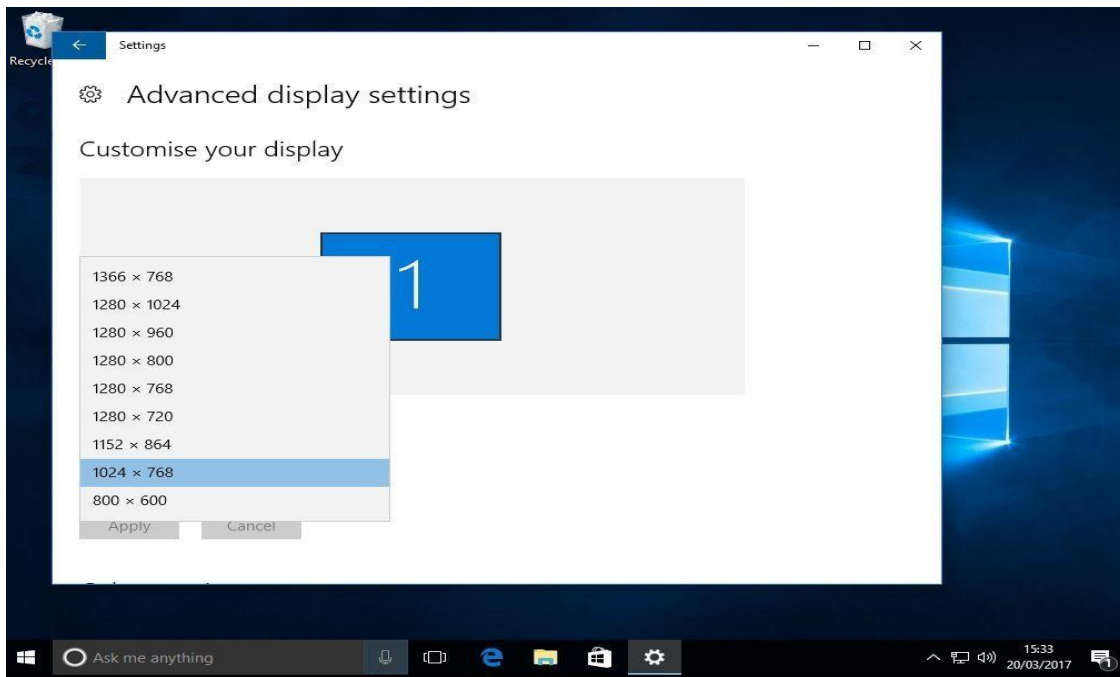


You can also set your own pictures as a background if you so wish. To do this right click 'Choose you picture', then click 'Browse' and choose the location you have stored the picture you want to use as a wallpaper.

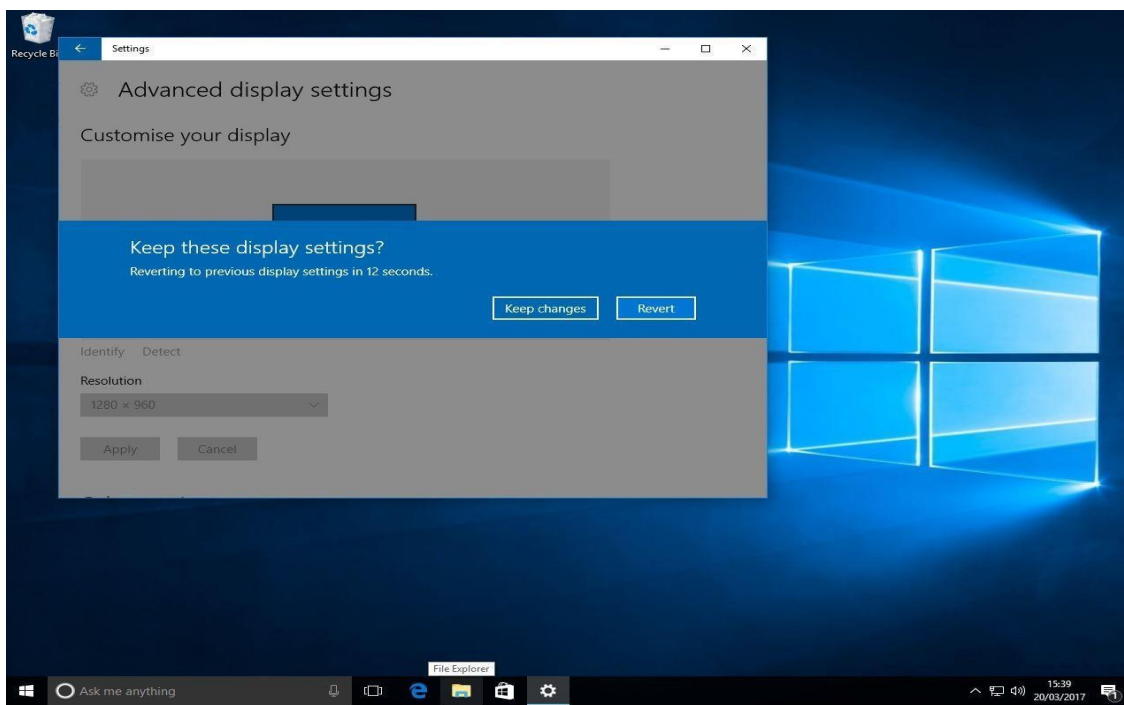
You can also change things like the screen resolution. To do this, right click anywhere on the desktop and select 'Display settings'. For resolution click 'Advanced display'



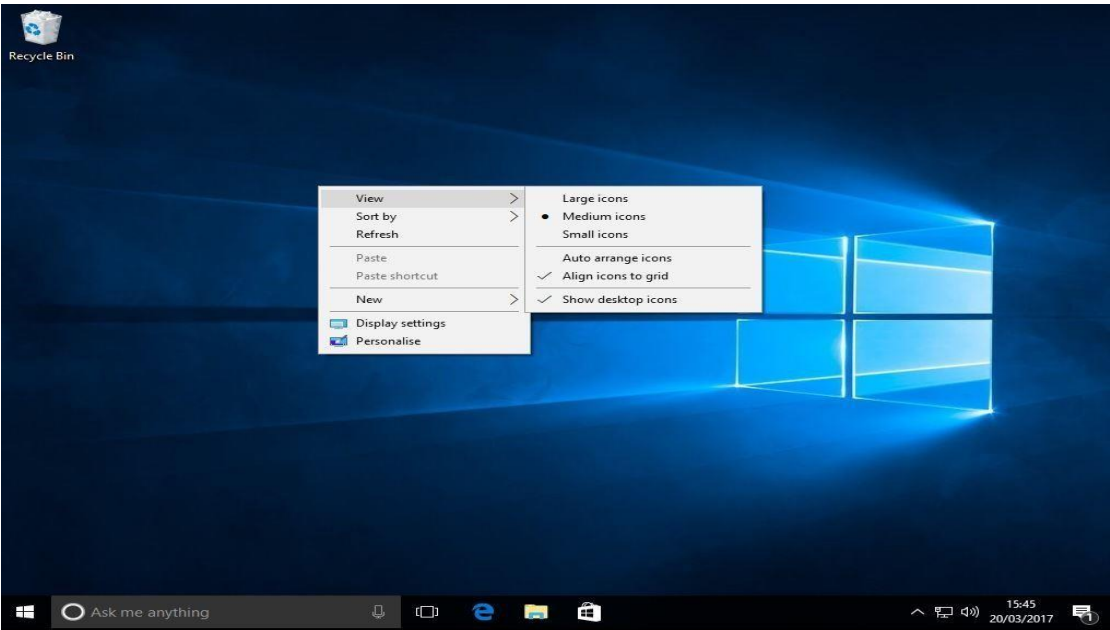
From the dropdown select the desired resolution.



Click 'Apply' to make the change, and then 'Keep Changes' to accept it.





To change the size of the icons on your screen without altering the resolution right click anywhere on the desktop and select 'View'

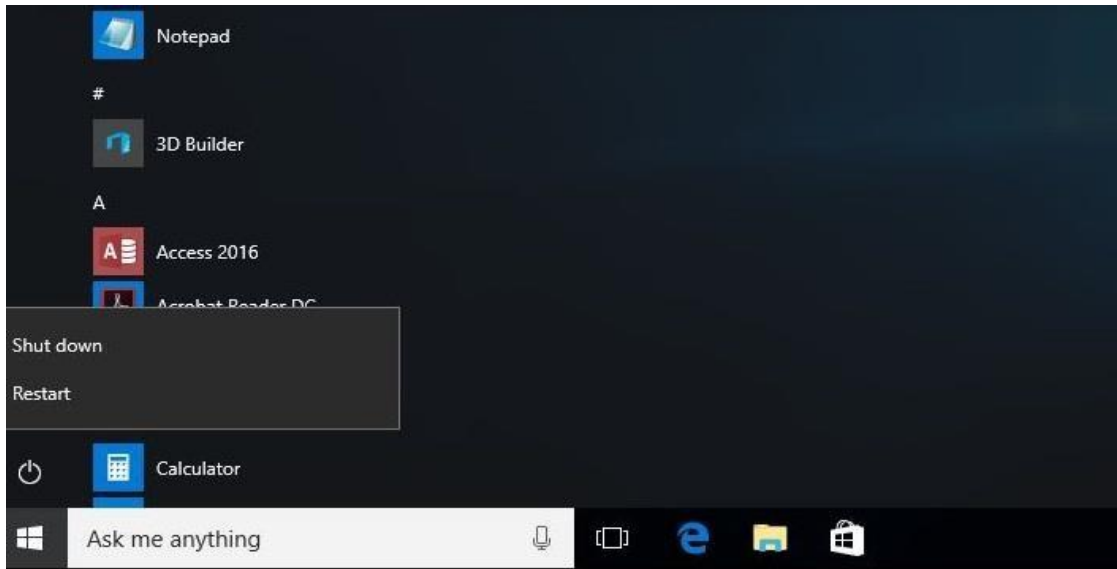



The menu expands to show various options that relate to the desktop. The first three allow you to change the size of the icons. Select the one desired.

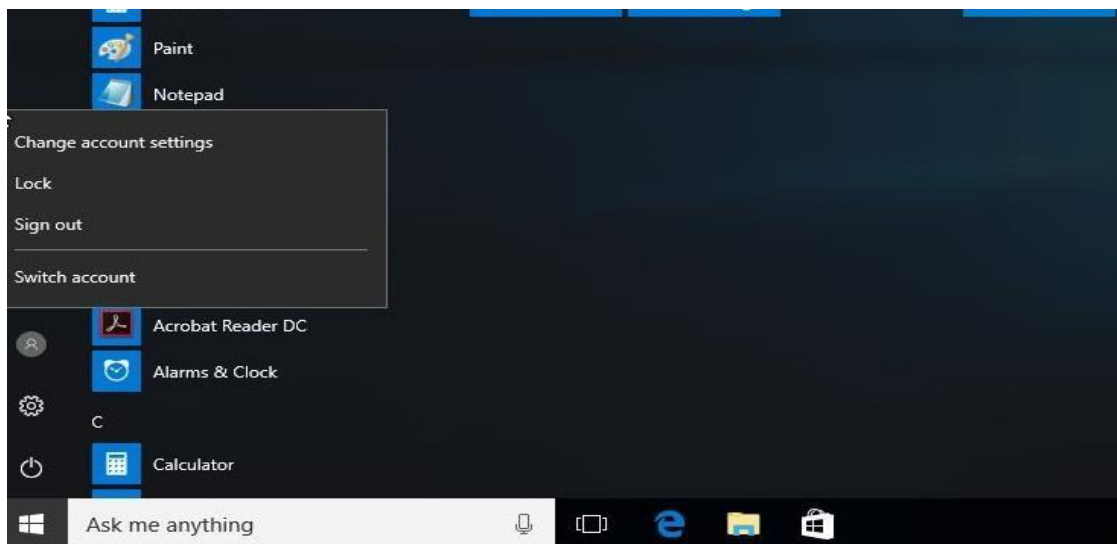
Logging out

From the Start Menu that is located in the bottom left corner of the screen. Look for the Windows logo . Click it and it opens the start menu showing a list and tiles. To the left corner you will see three icons. Select  and you are presented with 2 shutdown options. Shutdown and restart:

Click on Shut down and your Windows 10 computer will commence its shut down procedure.



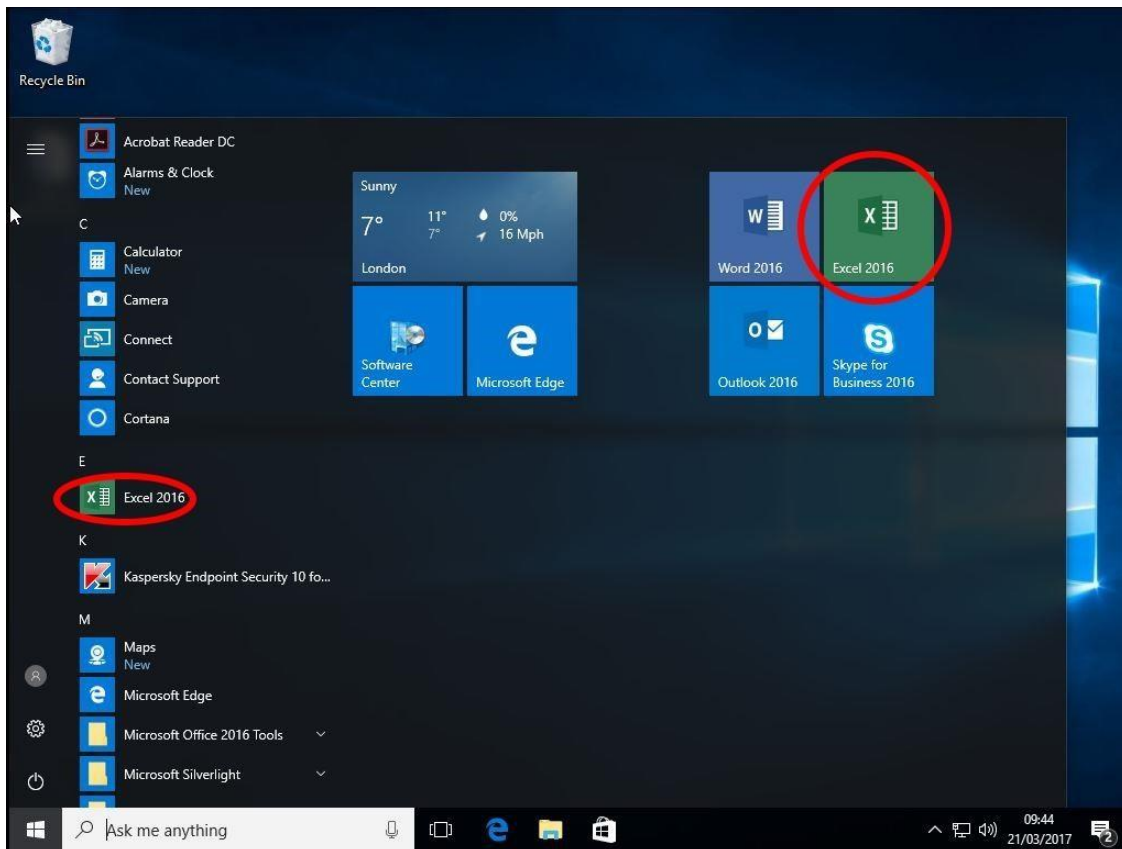
For options other than a full shutdown or a restart, such as Sign out (Microsoft used to call this Log off in Windows 7) select  and then choose the option you want from the list.



Application delivery

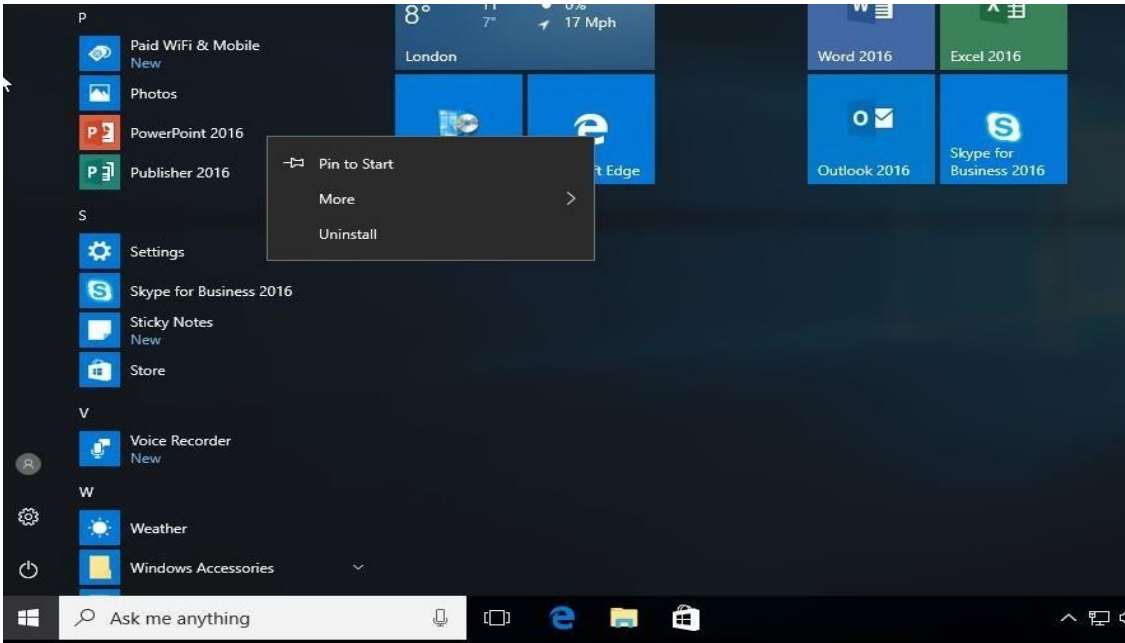
Built in Applications

Some applications are built in to the Windows 10 image, and are available as soon as you have logged in. An example is Microsoft Office 2016. The way to access it has changed from Windows 7. There are several ways to open an application in Windows 10. To access any application click on the Windows logo (which has replaced the start button) at the bottom left hand corner of your screen and it will open a menu of what is installed on your computer. You won't find a Microsoft Office folder with the applications inside it as you did in Windows 7, instead you are presented with a list in alphabetical order. Simply find the Office application you want to use and click it. (Note: you only need to click once)



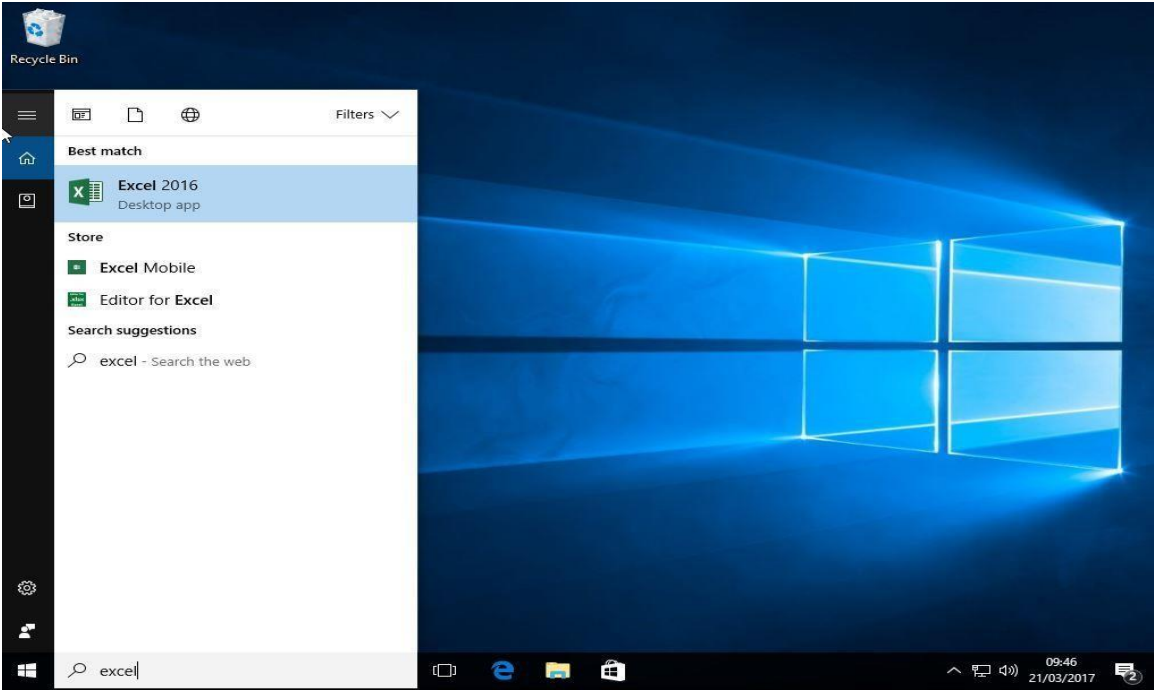
The menu extends to the right to show tiles (like those in Windows 8). Some basic tiles have been preconfigured for you, including Word, Excel and Outlook. To open Excel simply click the Excel tile. (Only one click is required)

You can add or remove tiles at any time. Simply select the application from the list, right click it and choose 'Pin to Start'. You can also drag it into the Tile space if you wish.



You can remove tiles by right clicking on the tile and choosing 'Unpin from Start'. You can also rearrange the tiles by simply dragging them around the screen.

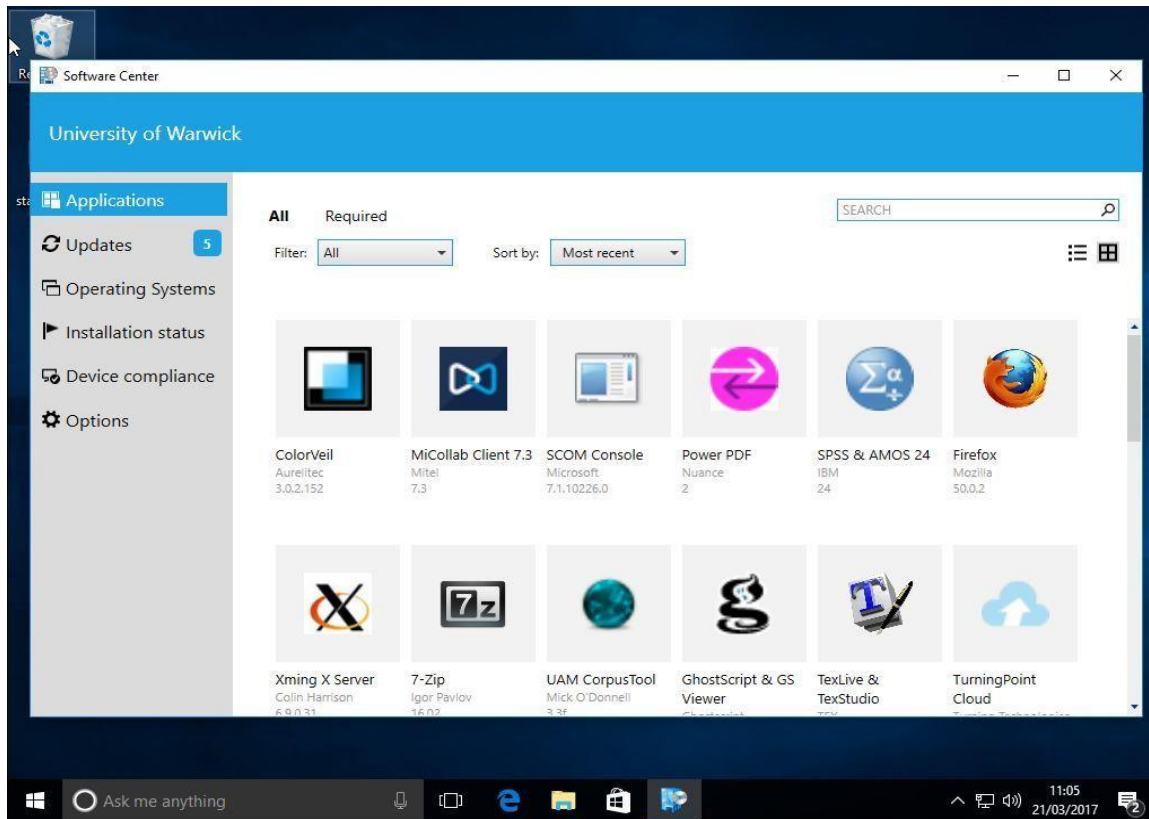
You can search for anything including open an application by typing in the box in the picture above where it says 'Ask me anything'. Typing Excel in here will present you with a list of options based around your search. The picture below shows what you would get if you searched for Excel:



Applications built into the image may receive updates from time to time, and a notification pop-up will appear in the bottom right hand corner of the desktop. No action needs to be taken, these updates are automatic.

Applications delivered to the computer by IT Services

To install an application delivered to your Windows 10 desktop open the Software Center. Find it in the list, click the tile or type it into the search box.



Please note that what you see available to you in the Software Center will depend on the applications available to you and your department.

Mail Client

Since February 2006 the preferred mail client for email is Microsoft Outlook.

World-Wide Web access

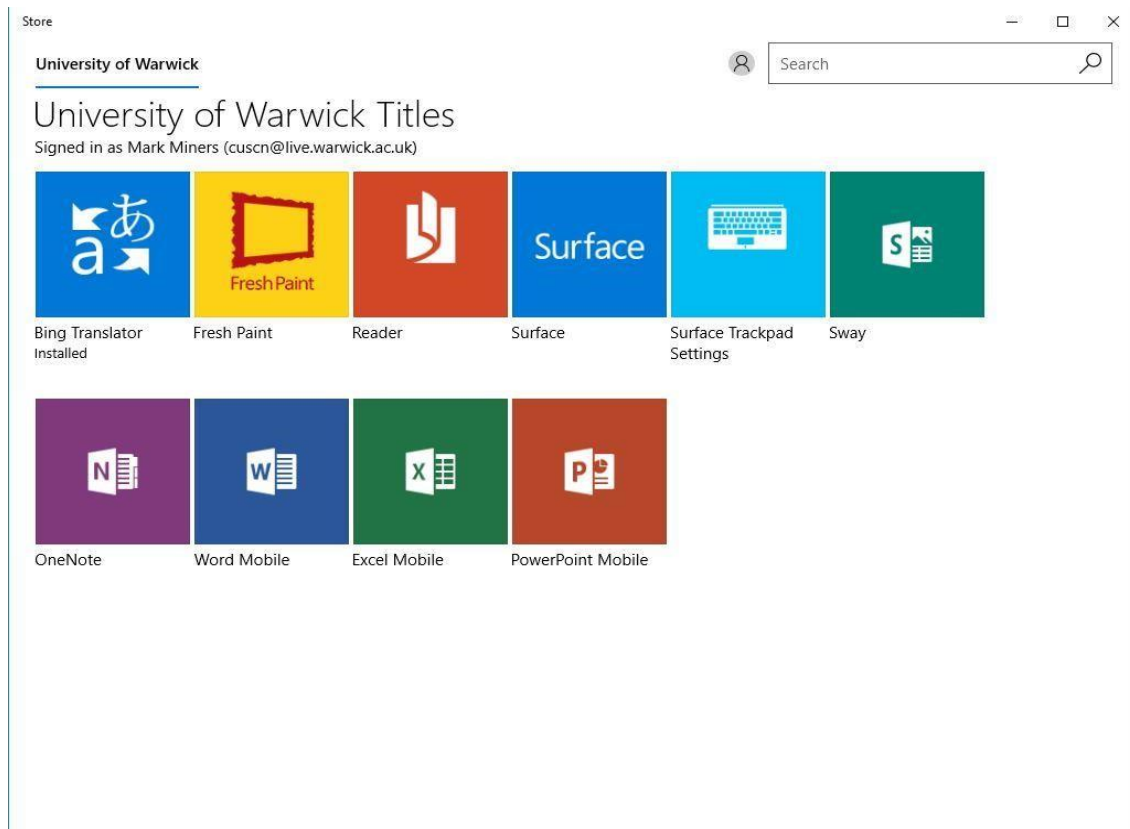
The preferred World Wide Web browser in Windows 10 is Edge, but Internet Explorer 11 is also available. Edge is faster than Internet Explorer, but some functionality is lost.

Any website that uses an Active X control will need to be opened in Internet Explorer. These are both part of Windows 10 and as such receives updates and security patches automatically. Google Chrome and Firefox are also offered as alternative browsers and will be available to install from the Software Center.

Word Processing and General Productivity Applications

The preferred general productivity application suite is Microsoft Office. Office 2016 is included in the Windows 10 Desktop build.

The Windows Store



The Windows Store is part of Windows 10. In an Enterprise environment such as ours we have the Windows Store for Business. This can contain volume purchases of Windows apps. Initially the Store will only contain the free apps provided by Microsoft, but administrators can add applications to the Store on request.

Networked Printing

The networked print service at Warwick is changing from a service using ‘push queues’. This is where you choose a specific printer and then send the job to that device to a service using ‘pull queues’. This sends your print job to a shared queue and then allows for you to release your printout from a compatible printer (or multi-function device) via your University ID card.

Some existing departmental printers will continue to use a ‘push queue’ and can be installed from a web page.

<http://www2.warwick.ac.uk/services/its/servicesupport/printing/>

The screenshot shows the Warwick IT Services website. At the top, there is a search bar labeled "Search Warwick" and the Warwick logo. Below the logo, the text "IT Services" is displayed. A navigation menu includes "Services & support", "Guides to ITS", "News & initiatives", and "About ITS". The "Printing" section is highlighted in the menu. Below the menu, there are several links: "Staff Printing", "Student Printing", "Managed Departmental Printing (MPS)", "Light Touch Digital Filing Service", "Apple Mac, Linux & Unix Printing", "News", "University ID Card Printing", "Network Printing Service Metrics", and "Degree Certificate Printing - Hardware Support".

The main content area is titled "Printing" and contains four columns of information:

- Staff printing:** We setup and support printing to shared network printers. Our services include:
 - Advice on buying a new printer or consumables for your department
 - Install a printer on your ITS Managed Desktop or via Mobile Print
 - Warranty support query?
 - Arrange an equipment disposal
 - Help Desk support leaflets for staff
 - Guides and FAQs
- Student printing:** Print from ITS work areas, your Windows desktop/laptop, Mac or mobile device
 - How much does printing cost?
 - Help Desk support leaflets and videos
 - Try our free Light Touch Digital Filing service
 - Guides and FAQs
- Managed departmental printing (MPS):** This service covers network printing, scanning and copying. It's available to all University departmental staff.
 - Service charges and the models available
 - Benefits - Our Save-O-Meter
 - Service strategy
 - Media centre
 - New!** Learn more about our Light Touch Digital Filing service
- University ID card printing:** We support the production of University staff, student, alumni and visitor ID cards and maintain card printer hardware.
 - Browse our Help Desk support leaflets for staff.

Below the "University ID card printing" section, there is a link for **Degree certificate printing**. We provide support for the production of University degree certificates and transcripts and maintain the dedicated printer hardware.

Saving Documents

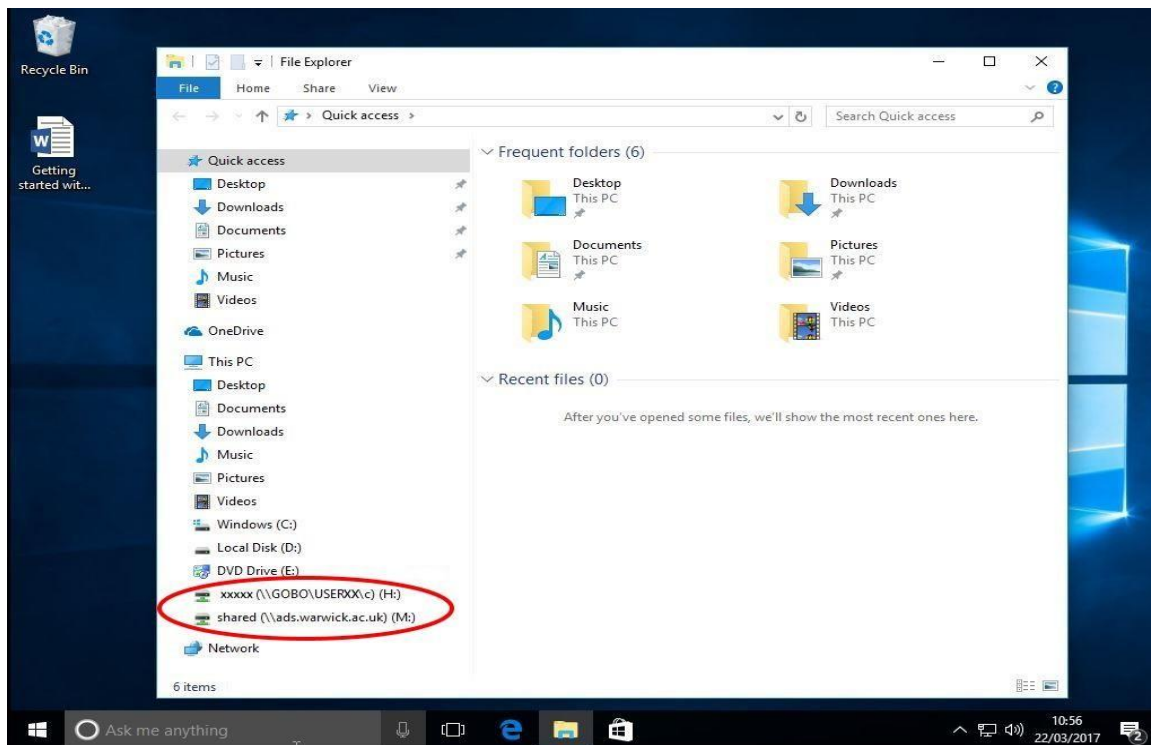
Network file store

Every member of staff has a place to store files on a central file server. This is mapped to each user as drive H: (Home) and is your own private area on the server to be used to save documents and other files. Your department will also have a shared area, where documents can be accessed by anyone with the right permissions. This is usually referred to as the M: drive. The file servers where the H: and M: drives are stored get backed up each night so that in the event of any corruption or hardware failure a copy of the file can be retrieved. These are the most secure places to save important documents. Further information can be found here:

<http://www2.warwick.ac.uk/services/its/servicessupport/datastorage/>

You could browse to these two drives in Windows 7 by opening My Computer, but this has been replaced in Windows 10 by File Explorer. File Explorer can be found in the task bar, in the menu list, or you can type it into the search box.

Once opened for the first time you will see the window below. What you see exactly will depend on whether you have more than one Hard Disk in the computer or any external hard disks or a USB device with storage attached, but the H: and M: drives will be listed near the bottom:



Saving files to Cloud storage.

There are essentially two options: OneDrive for Business and personal OneDrive.

OneDrive for Business

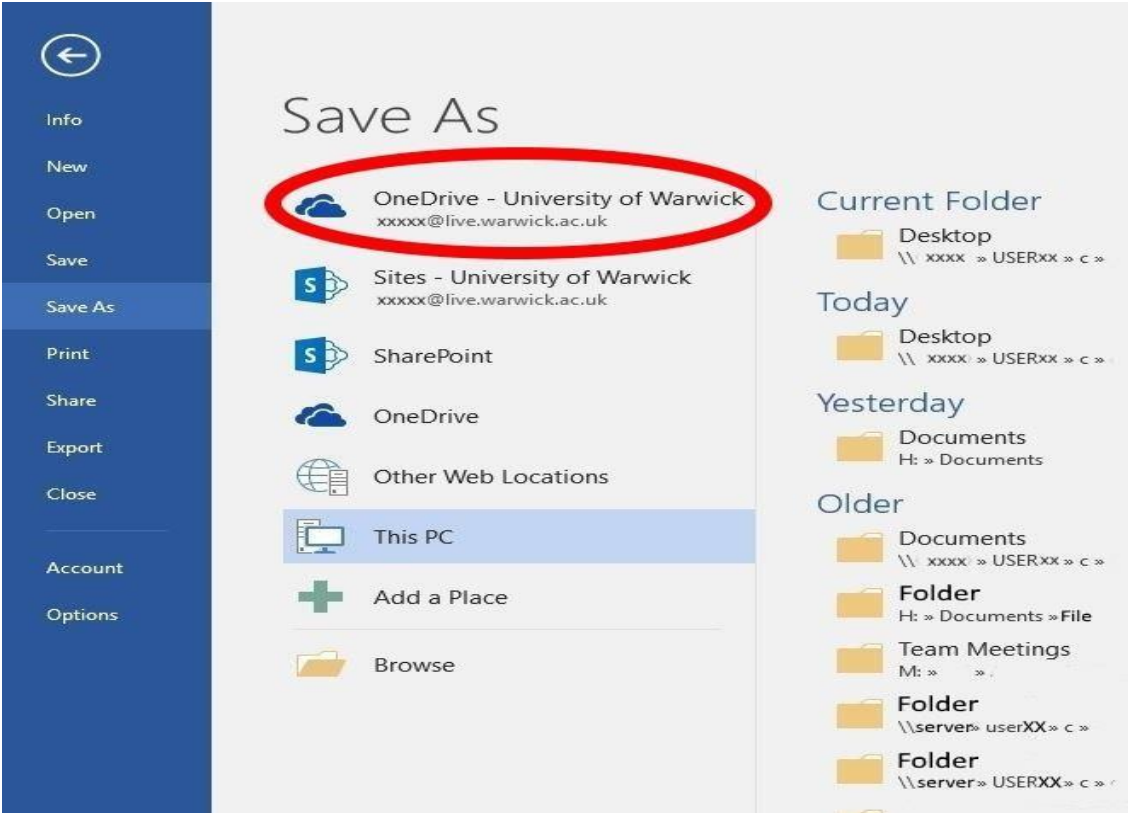
OneDrive for Business is the University's official cloud storage space. With OneDrive for Business all of your documents are accessible from any computer that has an internet connection. You can share these files quickly and easily with any other member of Warwick staff, even to the extent of allowing them to edit the document themselves if you want. OneDrive for Business can be accessed on the start menu.

One Drive

OneDrive (without the "for Business" on the end) is your own personal document space with Microsoft that you can use for any storage you like. We don't recommend that you use this for storing work-related documents.

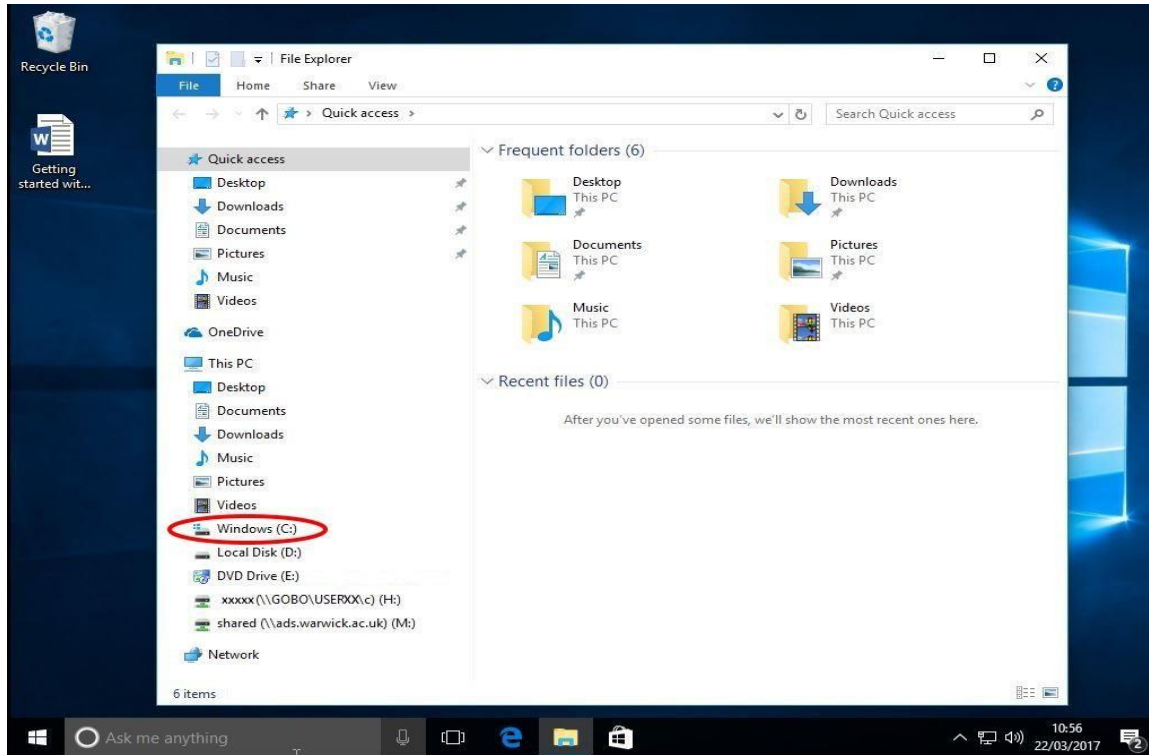
Saving from an application

When you save from an application in this case Microsoft Word 2016 you will be presented with the following options. OneDrive –University of Warwick is OneDrive for Business. This PC is will open a window where you can save to the H: or M: drive.



Saving files to the local computer

Restrictions on the local computer mean that you are not permitted to save files directly to the C: drive. You can create a folder and put files into it on the C: drive, but this is **NOT** recommended since these files are **NOT** backed up and should be considered **at risk** in the event of the computer being stolen or hardware failure. IT Services will **NOT** attempt to recover data from local hard disks in the event of failure, so please ensure you make adequate backups. It should also be noted that files stored on the C: drive will also be visible to anyone else who logs into that computer.



Logging a support request

For all Support Requests in the first instance visit: https://warwick.service-now.com/nav_to.do?uri=com.glideapp.servicecatalog_cat_item_view.do?sysparm_id=e80204cd5c2820007a7ee5bca235ba8c This will ask for your details and ask you to describe the issue you are having, and then pass the call directly to the appropriate team. If you would prefer to speak to a member of staff to log your call please contact the Helpdesk on 73737.