XXX

XXXX

INFORMATION SYSTEMS ONBOARDING

These are the ways to contact IT teams:

1) During **office hours** (from 08:00h. to 18:00 h. from Monday to Friday) Create a ticket in:

   https://sanlucar.proactivanet.com/proactivanet/portal/

2) **After 18:00 h**. from Monday to Friday **and weekends**:

- **Call 5506** to contact to **Helpdesk** team (Outlook contact: On Call Systems Helpdesk Spain)
- **Call 5519** to contact to **Business** team (Outlook contact: On Call Business Spain)

The ticket will be dispatched following **priority** and **urgency criteria** to give you the best service.

If the request/issue is sent by another channels (WhatsApp, Teams chat, calling to the landline/mobile, emails to IT people) may be unseen or not attended

Credentials

E-mail address: xx@sanlucar.com
Computer & VPN user: xxx

Password:

XXXXXXX

Important:

- Password **expires every 90 days**
- **Highly recommended** to be changed **INSIDE** the office. If you are going to travel, change it before you leave.
- Computer must be **rebooted** after a password change

The requirements of the new passwords are the following ones:
- Be at last **8 characters in length**
- It must contain:
  ✓ An **uppercase** character
  ✓ A **lowercase** character
  ✓ A digit **numbers**
  ✓ An special character to choose from these ones: **!, $, &, ., _, ?**

- It mustn't contain your name and surname or part of them

Corporative Address book

All Sanlucar corporative contacts will be downloaded automatically in your Outlook/mobile.

Printing & Scanning services

The printer you must use on the laptop is called Sanlucar, you can print on any printer in the office (E, F, J, I, H...), but you must use the printing card.

SanLucar Meeting rooms

All employees can book the following meeting rooms: **Nectarine, Peach, Apricot**
The rest depends on employee desk's location/floor: xxx

Wireless

SL-WORSTATIONS: WIFI connection only for SanLucar workstations.

SL-CORPDEV: WIFI connection only for SanLucar mobiles/tablets.

SL-PUBLIC: WIFI connection for SanLucar employees mobiles and tablets (personal and company ones).
   Password: **Berrys$$**

SanLucar from OUTSIDE the office

To work from home, you must be connected to the Internet and the VPN program (GlobalProtect).
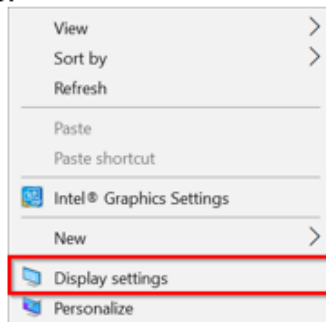
SOFTWARE INSTALLED ON YOUR PC

Office applications suite

ERP software

Internet browsers

Chat & Webconference

OneDrive for Business   \\OBELIX   SharePoint   FCloud

Corporative storage & File transfer

TeamViewer
Remote control

GlobalProtect
VPN connection

PEA ZIP
File Compressor

Adobe Reader   pdfcreator   PDFsam Basic

PDF Reader/Converter/Splitter and Merger

VLC Media Player
Media player

GreenShot
Print screen

DISPLAY SETTINGS - Windows 10

CONNECT TO A TV/PROJECTOR

If you connect a projector or screen for the first time, it will appear as *Duplicate* mode. To change it, follow these steps:

1. Right button on the desktop area and select **Display settings**:

View	>
Sort by	>
Refresh	
Paste	
Paste shortcut	
Intel® Graphics Settings	
New	>
Display settings	
Personalize	

2. Display and select **Extend desktop on…**

   Multiple displays

   Multiple displays

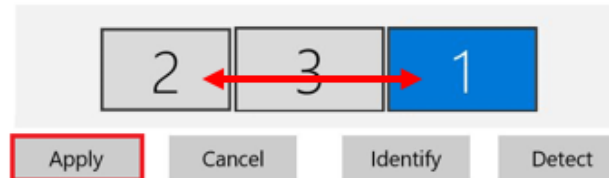 | |
   |---|
   | Duplicate desktop on 1 and 2 |
   | Extend desktop on 1 and 2 |
   | Show only on 1 |
   | Show only on 2 |

SCREEN POSITION

You have to check that the position of the screen is the same as in real:

1. Click **Identify** and the ID numbers of the screens will appear in each one:

2	3	1

   Identify   Detect

2. Click and drag (if necessary) to set the actual position on your desk:

2	3	1

   Apply   Cancel   Identify   Detect

3. The screens will appear as you have them on your desk:

2	3	1

   Identify   Detect

SET MAIN DISPLAY

Main display is the one that will show the menu and the taskbar.

To set the screen as **main display**, select it and check this option:
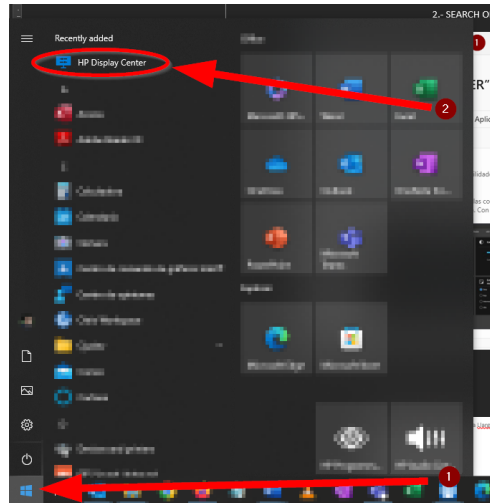
Multiple displays

Multiple displays

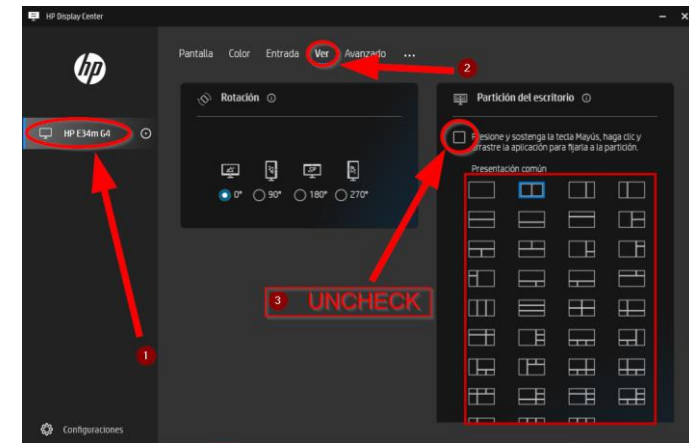Extend desktop to this display   ⌄

☑ Make this my main display

HOW TO CONFIGURE NEW ULTRAWIDE MONITOR

1.- OPEN "HP DISPLAY CENTER	**2.- HP DISPLAY CENTER MENU**
	YOU CAN SELECT WITH SCREEN TYPE YOU WANT ON RIGHT MENU.
TIP. **ONCE CHOOSEN THE OPTION, YOUR WINDOWS WILL RESIZE AUTOMATICLY TO THE NEW DIVISION SCREEN. IF YOU DON'T WANT RESIZE IT, HOLD "SHIFT" KEY WHILE SELECT WINDOW FOR MOVE IT**	**SHIFT KEY**