

Guide to IT

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# WiFi

Our office WiFi network is called “Certasun”. The password is Go15Solar82.

Use a wired internet connection if possible. Wired connections are more secure and leave more capacity on the wireless network for devices that require it (such as tablets and phones).

# Microsoft Office 365

Certasun uses Microsoft Office 365 for team communications (email and chat) and business productivity applications.

Your manager will share your Office 365 username and password with you on your first day of work. You will also use this to log in to any Certasun computer.

Depending on your role in the company, you may have a subscription to one of two types of subscriptions for Office 365:

* Business Essentials – This license includes a Certasun email account you can access on the web or with your phone or tablet, the Microsoft Teams chat application for computers and phones, and access to web-based versions of productivity applications such as Word, Excel, and PowerPoint.
* Business Premium – This license includes all of the above, plus traditions desktop applications such as Outlook, Word, Excel, and PowerPoint.

Regardless of your type of license, you can always access web-based versions of Outlook (for email), Word, PowerPoint, and Excel, Teams, plus your cloud-based files, at [https://office.com](https://office.com/).

If you have a Business Premium license, you should also download desktop versions of your applications in the same portal even if they are already on your computer. This will make sure you have the correct versions.

# Email

If you have a Business Essentials license, you can access email on the web at [https://office.com](https://office.com/). You should also add this email account the email apps on your phone, tablet, or computer.

If you have a Business Premium license, you should first set up your email through Microsoft Outlook on your computer. You can then add your email account to whichever email app you like on your phone and/or tablets.

# Microsoft Teams

We use Microsoft Teams for chat and threaded communications.

You should download the Microsoft Teams app for your mobile devices through the Apple or Google stores.

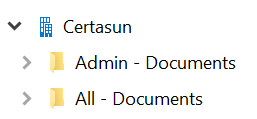
If you have been issued a computer, make sure you are signed in to the Microsoft Teams application. If it is not already on your computer, you can download it from [https://office.com](https://office.com/).

# SharePoint

Certasun uses a feature of Office 365 called SharePoint to share files across all or parts of the organization. Storing files in SharePoint has several advantages:

1. They are always backed up to the cloud, so you won’t lose them if something happens to your device.
2. Since they are in the cloud, you can access them from any computer or your phone or tablet even if you don’t have access to your main device.
3. Your colleagues can access files you have created and vice versa.
4. You can collaborate on files with colleagues. Two or more people can work in the same file simultaneously.

To access SharePoint:

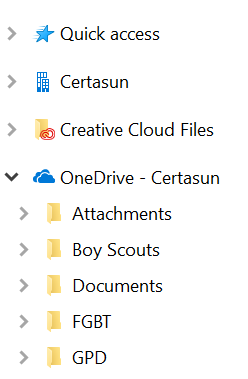
1. Log in to the Office 365 portal at [https://office.com](https://office.com/) using your Certasun user ID and password.
2. Click on the orange “tic-tack-toe” box in the upper left and select “SharePoint”
3. On the left side of the screen, look under “Featured Links” for SharePoint sites to which you have access. All employees have access to “Admin” and “All”.
4. If you have been issued a computer, you should choose to have the files in each of the SharePoint sites automatically synced to your computer.
   1. Click on one of the Sites. Look for and click a button like this: 
   2. The files in this site will sync to your computer and vice-versa. In the left navigation pane of Windows Explorer, look for them under “Certasun”. For example:  
        
      

# OneDrive

OneDrive syncs files to the cloud much like SharePoint, but these files are not shared with anyone else in the company unless you explicitly share a file with someone.

Use OneDrive for any work files you don’t put in SharePoint. This will ensure you have a backup if you ever lose your computer or if your computer should fail. You can also access OneDrive files from any computer or mobile device with an internet connection.

To access OneDrive:

1. Log in to the Office 365 portal at [https://office.com](https://office.com/) using your Certasun user ID and password.
2. Click on the orange “tic-tack-toe” box in the upper left and select “OneDrive”
3. If you have been issued a computer, you should choose to have the files your OneDrive sync to your computer.
   1. Look for and click a button like this: 
   2. The files in your OneDrive this site will sync to your computer. In the future, if you add files to the OneDrive on your computer, they will automatically sync to the cloud.
   3. If find the files on your computer, look for them under “OneDrive - Certasun”. For example, in the left navigation pane of Windows Explorer:  
        
      

# Document Templates

If you have a Business Premium license and have been issued a computer, make your defaults for new Word, Outlook, PowerPoint, and Excel files standard Certasun blank templates. These have our standard formatting and styles, but no content.

## Default New “Blank” File Templates

To make your new blank files have our default formatting, you must put templates in specific locations on your computer.

Open files, copy this address below and paste it onto files address bar and replace “username” with your “firstlast” name, then hit “Enter”

C:\Users\*username*\Certasun\Admin - Documents\Templates\For new blank documents (replace *username* with your username on your computer)

Then, place the templates in the following locations on your computer:

### for Word, Outlook, and PowerPoint (ctrl+click these three templates and ctrl+C):

C:\Users\*username*\AppData\Roaming\Microsoft\Templates

(and ctrl+V them into this Templates folder)

(The AppData folder may be hidden. To unhide: View -> Check “Hidden Items”)

The files should be called (without the parentheticals):

Normal.dotm (Word)

NormalEmail.dotm (Outlook)

Blank.potx (PowerPoint)

### For Excel (*follow the same copy and paste method from above but paste the Excel template into the location below replacing “username” with your “firstlast” name*):

C:\Users\*username*\AppData\Roaming\Microsoft\Excel\XLSTART

The file should be called: Book.xltm

Note: For this to work, you must also:

* Open the “Book” Excel file you just pasted
* Go to File> New > Blank workbook
* On the new workbook window that opens, Select File > Options (located on the bottom of the left side).
* Scroll down the main pane on the right.
* Clear the check box 'Show the Start screen when this application starts'.
* Click OK.
* Quit and reopen Excel.

## Other Office Template Files

We have several other Office templates that contain not only standard formatting and styles, but specific content, such as for letters, etc.

To get these and ensure they stay up-to-date as we modify them from time-to-time, point each of your Office applications to the right place.

First, open an application (such as Word). Next, navigate to File / Options / Save / Default personal templates locations. Third, paste:

C:\Users\*username*\Certasun\Admin - Documents\Templates.

Repeat for the other Office applications.

## Default Saving Locations

You should set your default local file save location in each Office application (under File / Options / Save) to:

C:\Users\*username*\OneDrive – Certasun

Or

C:\Users\*username*\Certasun\All (shared) – Documents

IMPORTANT: Saving your work to these locations will ensure it is backed up. If you save documents to another location and something happens to your computer you may lose your work.

# Outlook Message Templates

We have created Outlook message templates that our sales team can use to more easily communicate with customer.

To use these templates, you need to set up a new feature in Outlook.

In Outlook, from the view of your Inbox, click “File” (top left), then “Options” (in the blue ribbon at left).

A new window will appear; click “Customize Ribbon”, then “New Group”, then “Rename” and rename as “Certasun Templates” and click “OK”.

Now, choose “All Commands” in the “Choose commands from” field, select “Choose Form”, and click “Add”. Click “OK” to save changes.

To use a template, click the new “Choose Form” button in the Outlook ribbon. Click the down arrow in the Look In field. Select “Certasun Outlook Templates” in File System and select your template.

Repeat this whole process for your Calendar view.

# Open Sans and Calibri Fonts

Our corporate standard font family for customer-facing documents is Open Sans. You should download and install this on your computer from Google Fonts:

<https://fonts.google.com/specimen/Open+Sans?selection.family=Open+Sans>

After opening the link above you should see “1 Family Selected” at the bottom of your browser window. Click to open, then clickto download the font. Navigate to your Downloads folder in Windows Explorer. Right click on the .zip file containing the fonts and select “Extract all…” Open the unzipped folder. Select everything except the license file. Right click and select “Install”.

The Calibri family is almost certainly already on your computer. We use the Calibri family for internal documents and email.

# Printing and Scanning

You can download or re-install the software for our printer(s) at <https://123.hp.com/ojp7740>.

We recommend using the HP Smart application, which will be installed as part of the package from the link above, for scanning.

# IT Security

Please ensure you follow the procedures and rules below to keep our IT system secure.

## Passwords

Choosing a secure password (and keeping it secure) is one of the best ways to protect our computers.

Your computer, Office 365, and other passwords should be unique and hard to guess. A good password:

* Is at least eight characters long
* Doesn't contain your username, real name, or company name
* Doesn’t contain other obvious personal information, such as a spouse, child’s, or pet’s name
* Doesn't contain just one complete word
* Is significantly different from previous passwords
* Contains uppercase letters, lowercase letters, numbers, and symbols or is a phrase of several words

Never share your password(s) with anyone else, inside or outside of Certasun. No one at the company will ever ask for your password.

## Be Hyper-Aware of Phishing

You should be very careful of emails that may be an attempt to get you to download malicious software, transfer funds to third parties, or reveal your password. Examples of this would be:

* An unexpected email that claims to be from a cloud file-sharing service such as Microsoft OneDrive, Dropbox, Google Drive, etc. that asks you to click on a link to get your file. A common example is an email that suggests you have a file to view called “Invoice”.
* An email that purports to be from another member of our team asking you to buy gift cards and email the card numbers. This has actually happened to us. A member of our team received an email that looked like it was from “Josh Lutton” asking that team member to purchase gift cards and email “Josh” the numbers on them.

In general, be very suspicious of anything that seems to come “out of the blue” without any context or that asks for money. Another sign of a suspicious email is terminology that is vague or doesn’t specifically mention anything Certasun-specific. When it doubt, confirm requests you are uncertain about in-person or by telephone.

## Keep Windows Up-to-Date

Make sure Windows is set to automatically download and install updates. From the Start icon button, go to Settings > Update & security > Windows Update. Click on “Advanced options”.

Under “Update Options” turn on “Give me updates for other Microsoft products when I update Windows.”

## Protect Against Viruses and Malware with Windows Security

Microsoft has an anti-virus and anti-malware capability built into Windows 10.

You should make sure this is turned on an enabled by slicking the Start icon button and then selecting Settings > Update & Security > Windows Security > Open Windows Defender Security Center.

Make sure you see all green checkmarks. If you do not, turn on or adjust the appropriate security settings. You do not need (and should not run) additional security software, such as from Symantec or MacAfee.

# Desktop Phones

You may have a landline phone at your desk, or you may occasionally sit at a desk that has one. All phones have a label on them showing the direct dial number (which is also what shows as caller ID to those you are calling) and extension number.

A phone may point to a private voicemail or shared voicemail. The phone’s extension number can tell you which phones have their own voice mail and which go to our main company voice mail:

|  |  |
| --- | --- |
| Phone Extension Range | Notes |
| 100-199 | These have a private, personalized voicemail box. |
| 300-399 | These all point to our main voicemail box, which sends message recordings to solar@certasun.com |