NEW COMPUTER TIPS & TRICKS
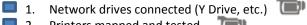
FIRST STEPS

Step 1 –Setup Verification

Verify the following tasks have been completed by the technician:

1. Network drives connected (Y Drive, etc.)
2. Printers mapped and tested
3. Outlook.pst files transferred
4. "My Documents" content transferred
5. Components correct (memory drives, etc)

Software   Hardware   Laptop   SoftPhone   Printer   Encryption

Web Browser   E-mail   Operating System   Yammer   Training   Help

Step 2 –Login

To log onto your computer for the first time, you may need to click on "**Switch User**" and then "**Other User**" in order to enter your username and password.

Step 3 – IT Help Tool

This document, podcasts and more are available on the **IT Help Tool,** on your desktop. Under the "Search" bar in IT Help tool, select "**Getting Started with your New PC**" then select "**New Computer Quick Start Guide**".

REQUESTS AND RESOLUTIONS

Software

Keep your computer connected to Ford's network to ensure delivery of patches and upgrades.

If you discover you have missing software:
1. Check the **Self Service Portal** (SSP) (http://x.ford.com/ssp)
   Allow 30 minutes to 2 hours to receive software

2. If software is not found on the SSP, contact the **IT Service Desk** (ITSD) (http://www.request.ford.com)
   Allow 3 to 5 days to receive software

Types of Software:
   Global Client (GC) – Software that comes with all Ford computers will be installed by default on your new computer. (Example: programs such as Word, Excel and WebEx)

   Special Request Software – The ITSD can install other software for your computer, if it is on the Technology Standards List. Allow up to 5 days for installation

   Self-Purchased Software – If you have the software CD and license, you can request that ITSD install it for you. Allow up to 5 days for installation

Laptop

Embedded Webcams
Some laptops now include webcams – they are *disabled* by default. To enable your webcam request the Integrated Camera Switch for Dell Laptops from the SSP
See more info in the Job Aid for WebCams

Computer Phone (Softphone)
Your technician will install the softphone software for your new computer and will submit a request to complete the setup of the softphone with the telephony supplier, e.g., AT&T (usually completed in 1 to 2 business days.) If there is an issue or if this isn't completed, you can request it through the **ITSD**.
1. Select "Communication & Collaboration"
2. Select "Softphone"
3. Select request type "Add Softphone"
For more information visit **Digital Worker's** How Do I….Computer Phone

Secure Remote Access
If you had a SecurID Soft Token on your old computer, you must request that it be redeployed on your new computer. You will also need to properly configure/import it. For more information visit **Digital Worker's** How Do I….Secure Remote Access

Wireless Connectivity
Make sure the wireless capability on your laptop is turned to the "On" position when your computer is not hard wired.

Old Equipment

Your old equipment will be picked up. Please *do not move it to another location*. Contact pcpickup@ford.com with any questions or issues.

Web Browser

For more information on using Google Chrome and Internet Explorer, visit **Digital Worker's** How Do I….Web Browser.

E-mail Issues

You may experience issues connecting and locating your Outlook Personal Storage Files (.pst) after your computer is renewed. Here are some tips and reminders:

1. Only .pst files on your local hard drive will be migrated to your new computer. .PST files on a server are not supported.
2. If you don't see the contents of your .pst file in your Outlook folder list, click the arrow next to the name of the .pst folder to expand it.
3. Your Digital E-mail Certificate may not have been received by your new computer correctly. If you have an issue sending encrypted emails after receiving your new computer, submit a ticket to the **ITSD**.

For more information visit **Digital Worker's** How Do I…..Email under the "Get Help and Training" section.

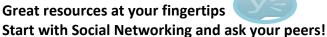## Training

There are many resources available to you:

1. Digital Worker Site (http://x.ford.com/dw)

2. Ford Learning and Development (http://x.ford.com/fld)

3. Microsoft

4. GDGF (Go Digital Go Further)

5. Digital Worker Training Resource Summary Guide

6. Productivity Hub

Help

Great resources at your fingertips
Start with Social Networking and ask your peers!

Digital Worker Yammer Group (http://x.ford.com/dwyammer)

Help each other by asking and responding to questions through this great social media tool

Printers

Did you just discover you need an additional printer mapped? For more information visit **Digital Worker's** How Do I…Printing

Hardware Request

For hardware issues with your new computer, submit a request to ITSD. Click on "PC Issues" under the "Hardware" icon.

ADDITIONAL RESOURCES

Self Service Portal (SSP) (http://x.ford.com/ssp)
This is a self-service application for downloading software to your computer.

IT Service Desk (ITSD)
The ITSD is where you can submit computer or software issues. To submit a ticket: www.request.ford.com.

PC Renewal Site (http://x.ford.com/pcrenewal)
Find helpful information about the PC Renewal program.

Digital Worker's "How Do I….Computer"

Digital Worker's "How iWork…… to get the most out of my computer"

General Reminders

Security Patches and Updates:
Your new computer will be receiving security patches and other updates (including installation of Microsoft Lync Instant Messaging) within the first 24 hours. This may temporarily make your computer seem a bit slower. This will resolve once these processes are completed.

Software Information:
MS Project and MS Visio may not be installed by default on your new computer. If you need the programs, you can request them through the **SSP**. Depending on the software you are requesting, management approval may be required and could delay delivery of the software to your computer.