

Google Apps Transition Overview



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Note to Facilitators/Trainers:

- *Test the presentation and videos prior to presenting. You will need audio capabilities.*
- *Close Outlook and all other applications before presenting.*
- *Note all questions not addressed in the training for addition to the FAQ on the IT Transition Support site.*
- *Text in brackets or italics is for your information and should not be spoken to attendees.*

Welcome to Google Apps Transition Overview Training

My name is _____ and I will be your host for this course.

[Introduce additional hosts if you have them.]

Please refrain from using laptops during this session as well as mobile devices. Take a moment now to silence your device and close your laptop if you have it open.

Thank you.

Introduction

Session Guidelines

Several productivity tools are migrating. This session will help you to navigate these changes.

- **This session is for:**
 - Introducing the new tools
 - Providing necessary information to get started
 - Answering specific questions concerning the migration to the new toolset
- **This session is not for:**
 - Debating application decisions
 - Providing subjective opinions about the new tools
 - Discussing other tools and services that may change in the coming months

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Over the course of our transition from Aperture to Aperture Laboratories, several productivity tools will migrate to new services. This session is designed to help you to navigate these changes.

This is for:

- Introducing the new tools
- Providing necessary information to get started
- Answering specific questions concerning the migration to the new toolset

This training is not for:

- Debating application decisions
- Providing subjective opinions about the new tools
- Discussing other tools and services that may change in the coming months

Introduction

Course Overview

- What's new and what's changing with IT tools
- Required transition activities and responsibilities
- Google Apps
- Document management

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This course is intended to provide you with the information necessary for a successful transition to the new and changing IT tools.

We will look into how to use these new tools, and provide you with step-by-step instructions to complete the necessary IT transition activities, as well as provide materials and links to additional learning resources.

The format of the training session includes videos and samples of the use of the tools. These are the topics we will cover today:

- What's New and What's Changing with IT Tools
- Required Transition Activities and Responsibilities
- Google Apps
- Documentation Management

What's New and What's Changing with IT Tools



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First we'll define clarify a few terms you need to be familiar with.

Day 1 is defined as the day the transition becomes live and services begin to migrate, so when we say Day 1 we are talking about February 1st, the first day of the transition.

Aperture classic refers to the toolset available to you before Day 1. Aperture Laboratories refers to the toolset available to you Day 1 and on.

Let's get started with what's new and what's changing with IT tools.

Introduction

What's New?

- Communication and calendaring
- Document storage and management
- Office productivity and collaboration
- Instant messaging
- Browser
- Conferencing

New Systems

Gmail Contacts Calendar
box Google Drive
Google Docs Google Drive
Hangouts
Use Chrome for Google Apps, Box, and other applications
webex™ PGi will be used for audio starting February 8th

Current Systems

Outlook SharePoint
Word Excel PowerPoint
Lync Use Internet Explorer for SAP, SharePoint, and other classic Aperture applications
Internet Explorer Stored recordings will be removed 5 days after Day-1. Download your recordings as soon as possible

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So what's new? In addition to the tools we have been using, as seen on the right side, we now have additional tools to use, such as:

- **Communication and calendaring with Google Email, Contacts, and Calendar:** You will need to use these tools to be successful. Gmail and Calendar will be most important. While Outlook is not going away, you will not be able to send or receive email through Outlook. Google Mail must be used to send and receive email on and after Day 1.
- **Document storage and management with Box and Google Drive**
- **Office productivity and collaboration with Google Docs and Google Drive**
- **Instant Messaging will be with Google Hangouts:** Microsoft Lync will be decommissioned 5 days after day 1.
- **Google Chrome:** This browser will now be used for accessing your Google Apps, including mail, calendar, Box and other applications. IE will remain available for use for accessing SAP, SharePoint, and other classic Aperture applications.
- **Video Conferencing:** WebEx remains the tool of choice. After 7 days we will be transitioning to a new WebEx system. Be sure to download any recordings you may have in WebEx before the end of this week. As of the 5th of February, these items will be unrecoverable. For details refer to the email notification related to WebEx.

So this is what is new for you in addition to the tools you are already using.

Introduction

What's Changing?

- Email, Calendar, and Messaging
 - Use your new Aperture Gmail account
 - Use Google Calendar
 - Use Google Hangouts
- Mobile Device Emails



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Now let's look at what's changing.

Google Apps will be your primary set of tools when it comes to your Aperture Laboratories environment. This means you will have Google Email, Google Calendar and messaging with Google Hangouts.

All email will be sent and received through your new Aperture Gmail account, and all calendar scheduling must be done with Google Calendar. **You must to set up your new Aperture Laboratories Google account on Day 1.** We will walk through this process together.

On and after Day-1, Outlook can be used to view your pre-Day 1 email and to setup up your email content for migration to Google. Outlook can be used to view emails received prior to Day-1 for the next 3 to 6 months. Your Outlook Exchange profile will be decommissioned 3 to 6 months after Day-1. You will be notified before this happens. **Warning: If you use Outlook Calendar on or after Day-1, you will encounter issues. Attempting to schedule meetings using Outlook calendar will incur sync errors.**

Instant messaging is also changing and Google Hangouts will be used for these communications. Microsoft Lync will be decommissioned 5 days after Day 1.

Google Mail on your device will now be accessible through the Google Mail app. This will require setup, which we will cover later in this presentation.

All other Microsoft tools will still be available to you.

Required Transition Activities and Responsibilities



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Now lets look at what we will need to do to make the transition to our new tools a success!

Required Transition Activities and Responsibilities

- You are responsible for the success of your IT transition
- To ensure a successful transition
 - Utilize the information and tools provided
 - Gain a firm understanding of the activities requiring completion



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One of the keys to this transition is understanding your responsibility. The way this transition is managed may be different from what you are used to.

You as an individual, are responsible for the success of your IT transition. IT will not be transitioning your mail for you. There are actions you need to take to set up your Single Sign On, Google Mail for Aperture Laboratories, and any information you want to retain from classic Aperture. We will provide you with information to help you with your transition.

To ensure a successful transition, use the information and tools provided.

Ensure you fully understand the actions you must take for your IT transition. You have been provided with a handout titled IT Transition Checklist to guide you through the activities that you must complete. Please attempt to work through the checklist before contacting the Service Desk for assistance.

It is up to you! You must walk through the steps and only engage support when you run into errors or get stuck.

Required Transition Activities and Responsibilities

- IT Transition Activities Checklist
- Performing your initial Okta account access
- Migrating your Outlook data to Google
- Performing your the Google Apps Sync
- Rescheduling your meeting rooms using Google Calendar
- Configuring your mobile device
- IT Transition Support site



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We will now take a deeper look into the activities you are responsible for, including:

- **IT Transition Activities Checklist:** We have provides you with a checklist of activities to be completed. It includes links to the information needed to ensure each item is completed.
- **Performing your initial Okta account access.** This is the single sign on identity management tool. This is the setup and log in process. You will need to refer to the email sent to you for more details. We will also cover this in more detail in a few moments.
- **Migrating your Outlook data to Google.** This is moving classic Aperture data to Aperture Laboratories.
- **Performing the Google Apps Sync process to create your profile in your new Google Mail account.**
- **Rescheduling meeting rooms using Google Calendar.**
- **Configuring mobile devices**
- **How you to support for your transition**

Required Transition Activities

IT Transition Activities Checklist

1. Log in to computer – same Windows Credentials
2. Verify Chrome is installed
3. Log in to Okta – see email in Outlook and follow instructions
4. Open Google Mail from Okta landing page and log in
5. Close Outlook
6. Migrate contacts, calendar and email (7 days max) from Outlook to Google

INFORMATION TECHNOLOGY Transition Activities Checklist

Use this checklist to ensure you complete all important transition activity processes.

- 1. **Log on to your PC**
Log on to your PC\Windows account using your current network username and password.
- 2. **Verify Chrome is installed**
From your system **Start** menu, verify that Google Chrome Browser has been installed. If it is not present, go to the [Application Catalog](#) > [Install](#).
Note: The Application Catalog is only supported on Internet Explorer 9. Other browsers may work, but are not supported.
- 3. **Log on to Okta**
From your Outlook inbox, locate the email with your Okta Username and initial Password. Perform your initial Okta logon using the [Okta First Time Logon](#) instructions, and the Username and initial Password provided in the email.
- 4. **Access Google Apps Mail**
From the Okta landing page, click **Google Apps Mail** to log on to your new Google Mail account.
Note: It is recommended that you configure delegation in mail and calendar, if appropriate. For delegation configuration instructions see: [Delegate access to your mail or calendar](#).
- 5. **Close Outlook**
Close Outlook. From this point forward you will only use Gmail to send and receive emails.
- 6. **Migrate your Outlook Calendar, Contacts and Email**
 - a. From your system **Start** menu, verify that the Google Apps Migration tool has been installed. If it is not present, go to the [Application Catalog](#) > [Install](#).
 - b. Migrate your Outlook data to your new Google account, using the [Google Apps Migration for Outlook](#) instructions.

Note: The instructions inform you to migrate a maximum of 7 days of emails. Ensure that you follow these guidelines, as anything will cause network loading issues. Step 11 of this checklist provides a process that will be used to save older emails.

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The checklist includes the all transition activities. Let's look at this list to give you an idea of what the checklist contains. We will dig into these steps after this review so you can see how these steps will be carried out and where you can find tools to complete these steps.

There are guides linked in some of these steps where more details are needed.

1. Sign into your PC / Windows Account using the same credentials you have been using. Nothing changes with this step.
2. Verify Chrome is installed. Go to your start menu, and if it's not in your Start Menu, install from the classic Aperture Application Catalog. Once installed you can proceed to step 3.
3. Locate the email with your Okta login username (Login ID) and initial password sent to your Outlook email. Perform the First Time Logon to Okta Process following the Okta log in instructions, and then perform the One-Time Setup for Single Sign-On (SSO).
4. From your Okta landing page, click on the Google Apps Mail icon to log in to your new Aperture Laboratories Google Mail account.
5. Close Outlook to continue to the migration process.
6. Migrate your Outlook data (calendar, contacts, email (for max 7 Days ONLY) to your New Aperture Google Mail account. **Only 7 days are to be migrated to keep the process from taking hours, and to keep the network stable. Any emails older than 7 days will be downloaded in a separate process.**

Required Transition Activities

IT Transition Activities Checklist

7. Validate content was migrated
8. Sync your email profile
9. Reschedule conference rooms via Google Calendar
10. Configure mobile device
11. Save Outlook emails

7. Validate all content was migrated successfully

From the Okta landing page, click [Google Apps Mail](#) and perform the following:

- a. Verify your last 7 days of email is shown in your Google Mail account.
- b. Click [Contacts](#) and verify your contacts are in your new Broadcom Google Mail.
- c. Click [Calendar](#) and verify your calendar items are in your New Broadcom Google Calendar.

8. Create your Google Apps Profile in Outlook

- a. From your system [Start menu](#), verify that the Google Apps Sync tool has been installed. If it is not present, go to the [Application Catalog](#) to install.
- b. Create your profile in your new Google Mail account, using the [Google Apps Profile in MS Outlook](#) instructions.

9. Reschedule your conference rooms

From the Okta landing page, click [Google Apps Calendar](#) and reschedule conference rooms for your existing meetings. For Google Calendar scheduling instructions see: [Scheduling Events](#).

10. Configure your mobile device

Configure your mobile device, using the [Mobile Device Setup](#) instructions.

Note: You must fully complete steps 6 through 8 prior to configuring your mobile device.

11. Save Historical Outlook Emails

If you have historical [REDACTED] emails (prior to the 7 days that you migrated in step 6), that you'd like to save to a PST file, use the [Saving Historical Outlook Emails](#) instructions to create an Outlook PST file and enable access to all of your existing emails on your new [REDACTED] Outlook Google profile.

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7. Validate that the content has migrated successfully by opening your Aperture Google Apps Mail account. Check to see that your email is showing in your Google Mail account (max 7 days), and then Click on Contacts and verify your contacts are available. Finally, click on Google Calendar, and verify your calendar items are also available. **If migration is not successful, DO NOT rerun the migration. Instead, contact the Service Desk.**
8. Sync your email profile, which is setting up your new Aperture Laboratories Google profile within Outlook. This is only necessary if you want to **continue to use Outlook**.
9. Reschedule conference rooms for your existing meetings. Conference rooms will be renamed and do not migrate over, so any meetings you have on your calendar that include a conference room will need to be rescheduled.
10. After all email steps are completed, you will configure your mobile device to be able to view email and share documents using Google Drive.
11. Save your Outlook emails. If you would like to save more emails, beyond the 7 days that are migrated into Google Mail, you will need to save them as .pst files and then remap them to your Google profile.

Attempt to work through the checklist before contacting support. Support will be asking where you are with this process and what error message you received.

[Click the image to show the IT Transition Activities Checklist, which contains links to all of the guides and sites needed to complete the steps.]

Required Transition Activities

Initial Account Access - Okta

Single Sign On (SSO) Tool for Identity Management

- Log in to Okta using the information provided via email (Outlook Inbox)
- Follow the Initial Log on Instructions guide

[Okta Account Access QSG](#)

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The first item on the Checklist is to Sign into your PC / Windows Account with your current credentials. Next, verify Chrome is installed and if it's not, download it using the link provided. Do not just download Chrome directly from Google. It is important to use the link provided so that you have the correct version that works with all of the new tools.

Then, for step 3, you will log in to Okta.

Okta is the single sign-on (SSO) identity management tool that enables you to access Aperture Laboratories applications and resources with a single username and password. Okta automatically authenticates based on the identity data stored for each user.

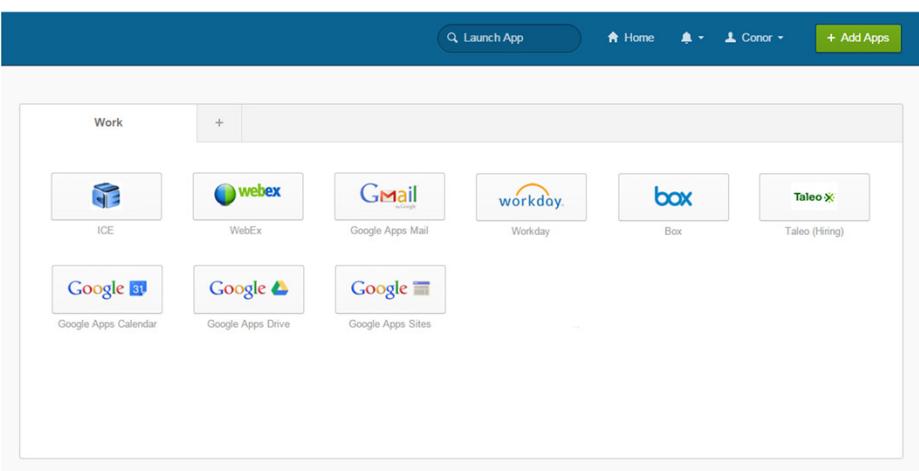
On Day 1 you will receive an email from the CEO indicating the deal is closed and that we are now Aperture Laboratories. You will then get an email in your classic Aperture email box with Okta login instructions.

1. From your Outlook Inbox, locate the email with your **Okta Single Sign-On Logon Credentials** (Username and Password).
2. Follow the Okta First Time Logon instructions. You will be guided through the process to change your password, set a security question, select your security image, and accept the terms of agreement. Be sure to follow the password rules that are provided for you in the password setup window.

[Click the link to show the guide on how to complete these steps.]

Transition Activities

- Okta Landing Page



The screenshot shows the Okta landing page with a blue header bar containing a search bar, a 'Home' link, a notification icon, a user profile for 'Conor', and a '+ Add Apps' button. Below the header is a section titled 'Work' with a '+' button. The main area displays several application tiles:

- ICE (with a cube icon)
- webEx (with a globe icon)
- Google Apps Mail (with a blue envelope icon)
- Workday (with a rainbow icon)
- Box (with a blue box icon)
- Taleo (Hiring) (with a green Taleo logo)
- Google Apps Calendar (with a blue calendar icon)
- Google Apps Drive (with a blue Google Drive icon)
- Google Apps Sites (with a blue Google Sheets icon)

At the bottom left of the page, there is a small note: "13 | Aperture Laboratories Proprietary and Confidential. © 2016 Aperture Laboratories. All rights reserved." At the bottom right is the Aperture Laboratories logo.

After you log in to Okta, the Okta landing page will show the apps you now have access to such as: Google Apps, Box, the Intranet Portal, WebEx, etc. Your page may have some unique application tiles, based on your specific permission configuration.

Click **Gmail** to log on to your new Google Mail account, establish your mail and calendar settings and configure email and calendar delegation.

Make sure Outlook is closed (step 5) and then proceed to step 6: Migrating your Outlook Data to Google.

Remember, on Day-1 all email must be sent and received using Google Mail and all scheduling will be performed using Google Calendar.

After you have validated the data has migrated successfully (step 7), you will sync your email profile.

Migrating Outlook Data into Google

(VIDEO HERE)

We will now show a video on migrating data from Outlook to Google Mail.

Please save your questions until the end.

[To start video, hover over the slide to show the video toolbar, click the play button in the lower left corner.]

Creating a Google Apps Profile in Microsoft Outlook

(VIDEO HERE)

We will now show a video on the procedure to sync your email profile.

This step is needed to use Outlook as your tool for email and this process will sync your Aperture Laboratories email with Outlook. This step is not mandatory and is only if you prefer to use Outlook for email. As a reminder, Google Calendar will not sync with Outlook.

Please save your questions until the end.

[To start video, hover over the slide to show the video toolbar, click the play button in the lower left corner.]

Transition Activities

- Rescheduling conference rooms via Google Calendar
- Use Google Calendar
- Reschedule meetings that include a conference room
- Room names
- [Google Calendar](#)

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For step 9 you will need to reschedule conference rooms using Google Calendar.

To Book a conference room you will need to reschedule meetings within Google Calendar to properly attach and reserve meeting rooms.

This must be done via Google Calendar. Because the conference room bookings do not migrate over from Outlook to Google, you will need to use Google Calendar (not Outlook) to reschedule conference rooms for your existing meetings.

The naming conventions of the conference rooms have changed. Refer to the IT Transition site for a complete list of conference room names.

[Click the link to show Google Learning Center guide to the Google Calendar to help complete these steps.]

Transition Activities

- Configuring your Mobile Device
- Mobile Devices
 - iOS
 - Android
- [Mobile Device Setup](#)



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Now you are ready to complete step 10 and configure your mobile device.

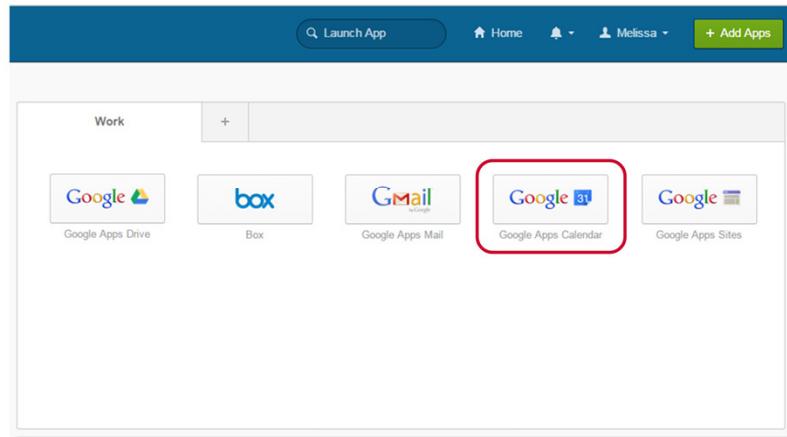
This can be done on an iPhone or an Android. Click the link on the checklist to access the quick start guide for this procedure.

[Click the link to show the guide on how to complete these steps.]

Corporate devices should migrate automatically; however personal devices will need to be configured manually.

Transition Activities

- Saving Historical Outlook Emails



[Saving Historical Outlook Emails](#)

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For the purpose of this transition, historical emails are defined as emails received prior to the last 7 days that you will migrate using the Google Apps Migration for Outlook tool.

To clarify, these will not be visible via Google Mail.

This process is **optional** and does not need to be completed right away. You have 3 to 6 months from Day 1 to copy email files from the Exchange server using the Saving Historical Outlook Emails guide. Outlook will remain available for you to view the .pst files even after 6 months.

If you would like to save older emails, use the Saving Historical Outlook Emails guide to create an Outlook .pst file and enable access to all of your existing emails on your new Aperture Outlook Google profile.

The classic Aperture exchange server will be decommissioned 3 to 6 months after Day 1. Again, you will be notified before the server is decommissioned. We recommend cleaning out any emails you don't need to save before you begin this process.

[Click the link to show the guide for this process.]

Transition Activities

- IT Support - Training and Communications
- IT Transition Support
 - Guides and videos
 - Checklist
 - Valuable links
- IT Communications:
 - Important dates and activities
 - Register for training classes
 - IT support

INFORMATION TECHNOLOGY Transition Support

Getting Started

All documents linked in Training Presentations are also located in the Support Materials section below.

Training	Day 1 Readiness
IT Transition Overview	IT Transition Activities Checklist
IT Transition Advanced	Expected IT Changes
Frequently Asked Questions	IT Comics (Transition Support)

Support Materials

Transition Activities	Introduction to Google and Box	Configuring your Mobile Devices
Out First Time Login	Box and Google Drive User Guide	Mobile Device Setup
Google Apps Migration for Outlook	Gmail Basics	Mobile Google Drive
Google Apps Profile in MS Outlook	Google Calendar Basics	
Saving Historical Outlook Emails	Delegate Access to Your Mail or Calendar	
Conference Room Names	Scheduling Events	

Additional Training	Instructional Videos	Google Apps Tips and Tricks
Migrating Outlook Data into Google	Gmail	Calendar
Creating a Google Apps Profile in Outlook	Docs	Sheets
Google Calendar	Slides	Hangouts
Google Contacts	Drive	
Google Mail		

<http://itservices.aperture.com/BLTraining/SitePages/Home.aspx>

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Now, let's see where we can find all of the details needed to complete all of the transition activities.

The IT Transition Support site provides links to the training resource materials required for a successful transition, including:

- The Day-1 activity checklist
- Demonstration videos
- Quick start guides
- Additional Learning Center links for your new tools such as Google Training and Box

This site also includes IT Communications, such as:

- Important dates and activities
- How to register for training classes
- How to get IT support

[Click the link to show the Transition Support site resources.]

Transition Activities

- Aperture Laboratories IT Support and IT Clinic Support



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For the transition, the Service Desk will continue to be your first point of contact for all assistance for both existing IT tools and services, as well as the new Aperture Laboratories tools.

Attempt to work through the IT Transition Checklist before requesting assistance.

At the larger sites we will have a team of IT Professionals on duty, to assist you with your Aperture Laboratories IT transition needs, including:

- Okta Logon or Reset Password
- Google Apps - Mails, Calendar, Chat, Site, etc.
- Remote Access to Aperture Laboratories Network

[Mention where attendees can find clinics, at your location, if needed. There will also be a link to these on the support page here: IT Clinic Locations and Hours]

Google Apps



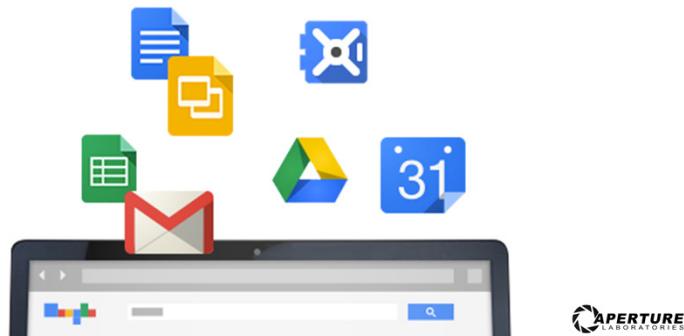
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Let's explore some of the new tools available to you.

Google Apps

The most frequently used Google Apps:

- Google Mail
- Google Contacts
- Google Calendar



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We will now demonstrate the most frequently used Google Apps by showing how to navigate, use the apps, and how to change or update settings in:

- Google Mail
- Google Contacts within Google Mail, and
- Google Calendar

Remember, that as of Day-1 all email must be sent and received using Google Mail and all meetings will need to be scheduled using Google Calendar.

This section contains three video demonstrations. Please save your questions until the end.

Google Apps

Google Mail

(VIDEO HERE)

Now we will watch a video on some of the basics of Google Mail.

[To start video, hover over the slide to show the video toolbar, click the play button in the lower left corner.]

Google Apps

Google Contacts

(VIDEO HERE)

Now we will watch a video on some of the basics of Google Contacts. As a reminder, after you use the migration tool, your contacts will be available along with 7 days of email and your calendar items.

[To start video, hover over the slide to show the video toolbar, click the play button in the lower left corner.]

Google Apps

Contacts

Public Distribution Lists (PDL)

- Already created
- Private/personal lists not available
- Example: 20791-Layout-list.pdl@Aperture.com

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If you use public distribution lists, these have been created for you. Private or personal lists will not be available and will need to be recreated. The new naming convention will use the original title of the distribution list, followed by .pdl@aperture.com.

If a new PDL is required, submit a PDL request form via the Service Desk Tool: ICE (Integrated Customer Experience) from your Okta home page.

Google Apps

Google Calendar

(VIDEO HERE)

Now we will show you an introduction of the features in Google Calendar

[To start video, hover over the slide to show the video toolbar, click the play button in the lower left corner.]

Documentation Management



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Also new to us is the documentation management process for all content. Let's see what this looks like.

Document Management

Box

- Secure file sharing and content Management
- 15GB size limit per file
- Unlimited storage
- Create, upload, edit and share files and folders



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First, we have Box which is an online, secure, file sharing and content management system. Although internal, you can share content with vendors as well, using passwords and password expirations if necessary.

Box provides a 15GB size limit for a single file. There is unlimited storage.

You can create, upload, edit, and share files and folders within Box.

Document Management & Backup

Box Sync

- Productivity tool
- Mirrors data from Box Cloud
- Edit online/offline
- Syncs files



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Furthermore, we have Box Sync which is a productivity tool that allows for mirroring data from Box cloud online and offline. Once back online it will sync the data automatically.

Document Management & Backup

Google Drive

- Similar to Box
- Create, upload, edit and share files and folders
- Unlimited storage
- Real-time collaboration



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We also have Google Drive which is similar to Box in that it also allows you to create, upload and share files and folders. Google Drive also provides unlimited storage.

With Google Drive you can quickly invite others with a Google account to view, download, and collaborate on your files. No need to send attachments or spend time merging different file versions.

The difference with Google Drive is that it has real-time collaboration capability. So if I wanted to edit a file, many team members can edit the same file at the same time and you can see what the team member is working on if they are in the file when you are.

Summary and Review

- [IT Transition Activities Checklist](#)
- Performing your initial Okta account access
- Migrating your Outlook data to Google
- Create your profile in your new Google Mail account
- Rescheduling your meeting rooms using Google Calendar
- Configuring your mobile device
- IT Transition Support



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So now, let's review what's important to you for Day 1:

- **Ensure you use the IT Transition Activities Checklist.** These activities are your responsibility to complete. All of the tools and materials needed for Day 1 are linked within the checklist. *[Hyperlink will take you to the support page (review and show to attendees)]*
- **The Okta log in process begins with the email that was sent to your classic Aperture email in Outlook.** Use the information within the email to complete the Okta log in and set up.
- **Migrating your Outlook data to Google Mail** is extremely important since all email beginning day 1 will use your new Aperture Laboratories email profile established in Google Mail.
- Should you choose to continue using Outlook for emails, complete the **Google email profile sync process**. This will allow for you to use Outlook instead of Google Mail; however, **Outlook Calendar will not sync to Google Calendar**, so you will need to use Google Calendar.
- Be sure to **reschedule any meetings in Google Calendar** where a conference room is linked. Conference rooms have been moved to Google Calendar and renamed. Doing this will avoid scheduling conflicts and keep your events current.
- The **IT Transition Support site** includes the checklist, guides and links to the items you will need for your successful transition. Information on the locations and times for the IT Clinics can also be found on this valuable resource page.
- Use the training materials provided before requesting assistance from the Service Desk.
[Review the Checklist and show that each step has the information needed.]

Questions?



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We have some time for questions. Does anyone have a question?

Facilitators: Record questions to be used in the FAQ.

Thank You



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