

ETST INTERNSHIP SUMMARY

Robert Warneke | Information Technology Intern
William Rainey Harper College

ETST PROJECTS / PRESENTATION AGENDA

- Training Sessions..... Slide 3
- Documentation..... Slide 4
- ETST HIP Page..... Slide 5
- QR Codes..... Slide 6
- Microsoft Streams..... Slide 7



TRAINING SESSIONS

Provide instruction for a variety training sessions:

- NEO (every Monday)
- Upcoming NFO / NAFO (week of 8/15)
- Ask a Technical Trainer (5 sessions per week)

DOCUMENTATION

Accurately create, review, and revise documentation for Harper's core systems and processes.

Examples:

- Information Technology Reference Guide
- Out of Country Access KBA
- Receiving a Fax KBA

Clearing Browser Cache

Software Application:	N/A
Operating System/Browser:	Google Chrome, Microsoft Edge, Mozilla Firefox, Safari

What?

Users can utilize these steps to clear browser cache, history, and cookies. Note that deleting browser cache and cookies may result in web pages loading slower on the next visit.

How-To?

Google Chrome

1. Open Google Chrome
2. At the top right, click the ellipses (Figure 1)
3. Click **More tools** (Figure 1)
4. Click **Clear**

ProTip:



Figure 1:

5. Select a
 6. Check the
- a.
 - b.
 - c.

Harper College

How to Sign Out, Restart, or Shut Down Your Workstation

Software Application:	N/A
Operating System/Browser:	Windows 10

What?

A quick guide on how to log off, restart, and shut down your workstation in Windows 10.

How-To?

Sign Out (Previously called Log Off)

1. Click the **Start Menu** (the white Windows Logo in the bottom left corner).
2. Click the **Person Icon** which should be on the left side about halfway up the menu.
3. Another menu will appear. Click the option to **Sign Out** (Figure 1).

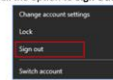


Figure 1: Windows 10 Sign Out Menu

4. You should now be successfully logged off the workstation.

Restart

1. Click the **Start Menu** (the white Windows Logo in the bottom left corner).
2. Click on the **Power Icon** which should be on the left side right above the Windows icon.
3. Another menu will appear. Click the option to **Restart** (Figure 2).

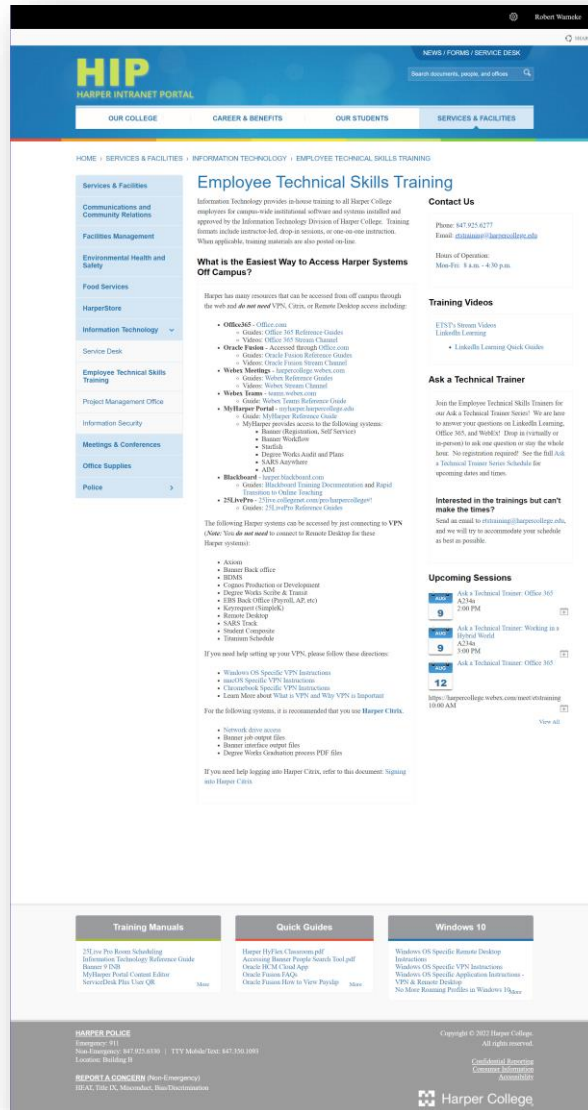


Figure 2: Windows 10 Restart Menu

4. Your workstation should now be restarting.

Shut Down Workstation

1. Click the **Start Menu** (the white Windows Logo in the bottom left corner).
2. Click on the **Power Icon** which should be on the left side right above the Windows icon.



ETST HIP PAGE

Collaborate with the ETST Team to maintain the content of the Employee Technical Skills Training HIP page.

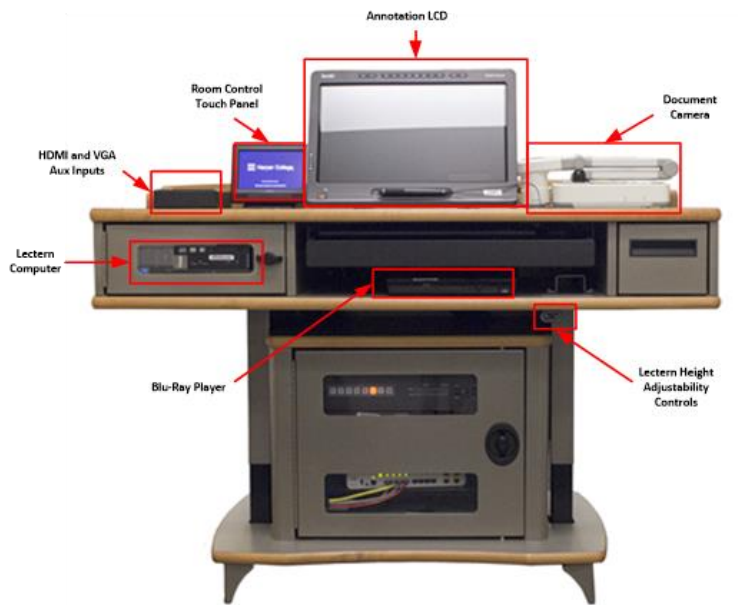
- Re-organize the content
- Post the schedule for upcoming Ask a Technical Trainer drop-in sessions
- Upload and Archive Documentation

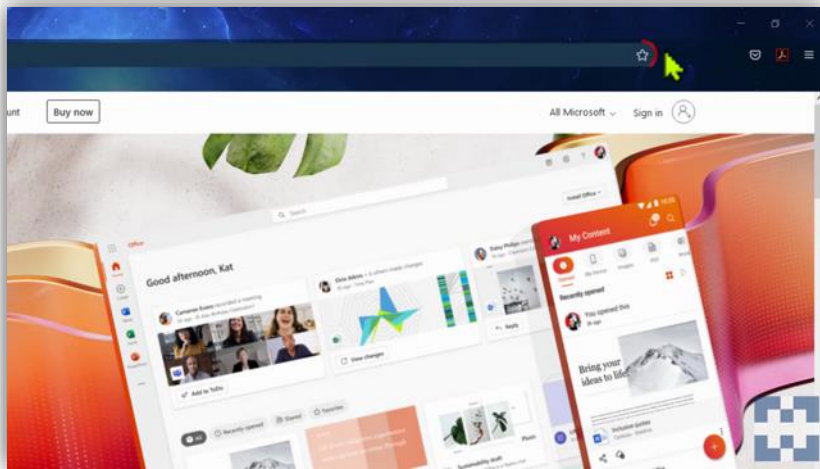
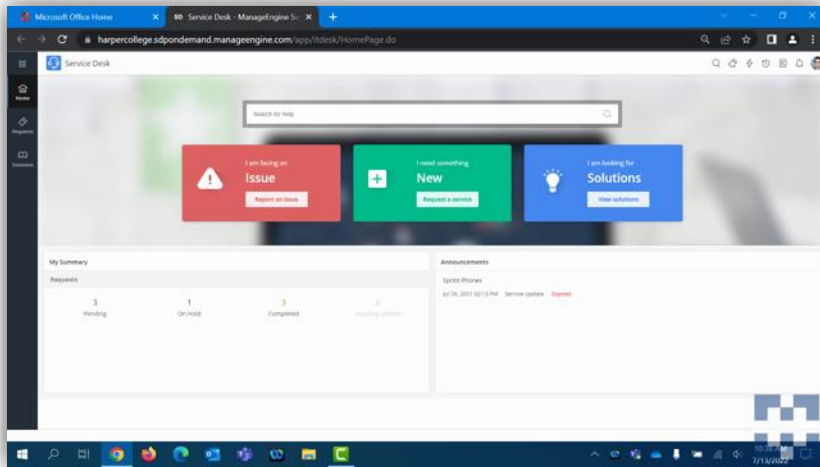


IMPLEMENT QR CODES

Provide users with easy access to relevant documentation according to the system or process in use.

- HyFlex Classroom Lecterns
- Classroom Lecterns
- Polycom Conference Rooms





ETST STREAM CHANNEL

Use Camtasia to create training videos for the ETST Stream Channel.

- How to Navigate to SDP & Check the Status of Your Requests
- How to Create Bookmarks in Web Browsers



FINAL THOUGHTS

8/11/2022

SKILL DEVELOPMENT

Collaboration / Teamwork

Employee Training

Documentation Review

Camtasia / Video Editing

*Thank you, Deb Sada, the ETST Team, and the members of
the Service Desk!*

QUESTIONS



THANK YOU FOR YOUR TIME



Robert Warneke



hello@robertwarneke.com



linkedin.com/in/robert-warneke