Introducing Your Microsoft Surface

as your primary computing device

Learn about:

- ✓ The Benefits – Why we are doing this
- ✓ Accessing Corporate Applications
- ✓ Accessing Network Drives
- ✓ Installing Software
- ✓ Docking Stations

- ✓ Extra Monitors
- ✓ External Keyboard/Mouse
- ✓ USB Hub
- ✓ Print from Anywhere
- ✓ WiFi Settings

Making your Surface your Primary Device

Contents

Why Your Surface is Becoming Your Primary Computing Device

Your Microsoft Surface is a powerful computing device that allows you to take that power and convenience with you, wherever you go.   Whether you're working form the office, from home, from a meeting room, or even a coffee shop, your Surface enables access to all the data, network drives and applications you need to get your job done.

Enerplus' desktop computers are being replaced by Microsoft Surfaces. Our desktops have surpassed their recommended shelf-life and no longer meet our hybrid and mobile working requirements.   The combination of a Microsoft Surface with a docking station (Surface Dock 2) is a material upgrade in computing power compared to your desktop and it delivers a superior overall computing experience that aligns with our vision of a modern workforce. Also, by having only one device, your Microsoft Surface, it will be easier and more cost effective for the Digital Technology team to support your needs and provide the best support experience.

To help coordinate the desktop to Surface conversions, we've established a 'One Device" project team that will work through the summer of 2022 to install Surface Docks in each of your offices. These docking stations will make for a smooth transition, allowing you to continue to use your dual monitors and an external keyboard and mouse, just like you're used to with your desktop.

Even though the dock installations will be completed by the project team, we pulled together the following tips to prepare you for what to expect with your new Surface setup.

Who Does This Impact?

The vast majority of our office and field staff will be using their Surface as their primary computing device before the end of 2022.   Those with High-Performance Computers and/or with 4 or more monitors will keep their desktop as their primary device and will continue using their Surfaces as 'companion' devices.

What Happens to My Old Desktop?

The long-term plan is to remove and decommission the desktops from our environment. At that point, they will likely become available for our staff to purchase for personal use.

However, in the short-term (3-6 months) we will be leaving your desktop in-place, under your desk, so you can use your Surface to remotely log-in to your old desktop PC to help with this transition. For clarity, your desktop will be available, but it will NOT be connected to any monitors, keyboard or mouse.   **It will only be available to log-in to remotely using Remote PC**, like how you currently 'remote' into your desktop PC when working from home. To remotely log in to your desktop from your Surface, simply follow these instructions:

1. Log into https://citrix.enerplus.com using your Enerplus credentials. You'll be asked to confirm your request with your MFA method.

2. Click on "DESKTOPS" at the top of your screen

3. Select "My Win10 PC"

For more information on Remote PC or Citrix, please [click here](#) or contact the [Service Desk.](#)

Your Microsoft Surface Dock 2

The Microsoft Surface Dock 2 is a docking station that allows you to connect your Surface to external monitors and a keyboard, mouse and webcam. The Surface Dock is not very portable due to the weight of the power supplies and is best staying in a single location. The Surface Dock provides power to the Surface and has 2 USB-C display ports for monitor connections, one ethernet port, 2 USB-C ports, 2 Standard USB ports and an auxiliary port for speakers. Once you have connected your Surface Dock 2, please refer to Configuring your display with external monitor(s).
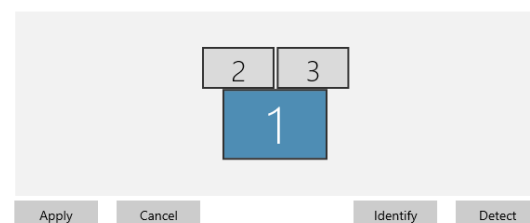

Configuring Your Office Monitor(s)

- From your Start Menu, type 'display' and choose **Duplicate or extend to a connected display**
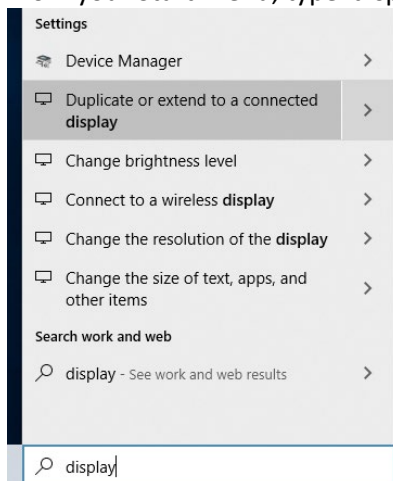
- In the Display window that opens, choose the **Identify** button. Boxes with numbers will appear, each representing one of your monitors so you can identify which monitor is which. Your Surface display will be #1, and your external monitors will be #2 and #3.

- Click and drag your external monitor(s) (boxes #2 and 3 as seen above) to mimic how you physically have your monitors setup in your office. If your Surface is physically situated beneath your external monitor, then place monitors #2 and #3 on top of display #1 to ensure your mouse scrolls correctly. Choose **Apply**. Now your mouse can move between the monitors using the direction you've placed in the Display window.

If your external monitors do not automatically adjust to an optimized resolution, you can change the resolution by selecting the Monitor (likely #2 and/or #3) in the Display window and scrolling down to the Scale and Layout section. You can adjust the Display resolution and size of text, apps etc. based on your preferences. You'll want to check and possibly adjust your resolution for each monitor attached.

Scale and layout

Change the size of text, apps, and other items

100% (Recommended)

Advanced scaling settings

Display resolution

1920 × 1080 (Recommended)

Display orientation

Landscape

Rotation lock

On

- Finally, ensure that the Multiple displays section is set to **'Extend these displays'** if you wish to use your monitors as separate screens (rather than duplicating the Surface screen).

Multiple displays

Multiple displays

Extend these displays

☐ Make this my main display

Connect to a wireless display

Advanced display settings

Graphics settings

Connecting an External Keyboard and Mouse

While it's not necessary to use an external keyboard and mouse, there are plenty of reasons to consider using them:

- Improved Ergonomics
- Increased Productivity
- More Distance from Screen
- Flexible Screen Positioning

There are several external keyboard and mouse options available, including wired and wireless options. However, we recommend using a wired option for best performance. All wired keyboard and mouse options will be automatically detected and will start working once plugged into your Surface Dock (plug-and-play).

Headsets

Connecting a Headset (speakers and mic)

Your surface comes equipped with a high-quality microphone and speakers, but if you want to take a private call, reduce background noise, or improve your microphone performance, then consider using a headset. Wearing a headset keeps your microphone in the same position as you move your head and speak – ensuring your voice stays consistent. If you purchase a model with noise cancelling technology, it can filter out as much as 75% of background noise, so other participants only hear you.

The Service Desk can provide you with a wired AUX headset which can be plugged directly into your dock or into your Surface. Wireless headsets are also a good option but can only be supported on a best-effort basis by the Service Desk.

USB Hubs

Adding More USB Ports to Your Surface

Your Surface comes with only one USB 3.0 port and depending on your needs, you may require additional USB ports.   In some cases, you may be able to leverage the extra USB ports on your Surface Dock or you may need to request a USB 3.0 Hub from the Service Desk.

Internet Connection

Connecting to Enerplus' Wi-Fi

To connect to Enerplus' internal Wi-Fi network while in one of our offices:

1) Enter "Wifi" in the lower right search bar on your Surface
2) Select "Wi-Fi Settings" from the options that appear
3) Ensure that Wi-Fi is turned On
4) Select "Show Available Networks"
5) Select "EnerWifi" and click "Connect"
6) For the EnerWifi password, click here

Printing

Connecting to an Office Printer

All Calgary, Denver and Field office printers have been enabled for cloud printing. This means that you can print to an Enerplus office printer from anywhere, whether you're at home, in your office or in a meeting room. Cloud printers can be added by:

- From the taskbar click on the search icon and enter **'Printer'** in the search bar
- Open **Printers & scanners**
- Under Add printers & scanner:
    - Choose **Add a printer or scanner**
    - After a couple of seconds, several printer options will appear. Select the printer to be added and choose **Add device.**

If the printer you are searching for is not in the list, select **Search Universal Print for printers**:
    - Choose the **search location** link to narrow down the list of printers
    - Browse to the location of the printer. You can create a filter based on country, city, building, floor, or room
    - Choose **OK**
    - Click **Search**
    - Select the printer to be added and choose **Add device**

Note: Cloud printing to devices such as plotters or other special use cases are not supported at this time.

Installing Software

Installation Privileges (admin rights) on Your Surface

For security reasons, you will not have complete access to install software on your Surface **unless** the software has been pre-approved by Enerplus' Digital Services team. This large portfolio of pre-approved software can be found in the Enerplus **Software Center** (type Software Center in the lower right search bar) or the **Microsoft Store**. All other software or configuration changes that require local administrative privileges (i.e., admin rights) must be performed by our Deskside Support team. The Service Desk is prepared to assist in setting up printers, keyboards\mice, headsets, and monitors but software that requires admin rights will require further investigation from the Digital Services team to ensure the software is safe and

authorized. Service Desk will escalate those requests as they receive them, to ensure a prompt review and response.

## Enerplus Software Center – Pre-approved Software

Enerplus managed software can be installed using the **Software Center** which is accessible through the **Start Menu**. Only applications listed under the "Cloud Available" filter can be installed on Surfaces. Please contact a Digital Business Liaison with questions about software availability.
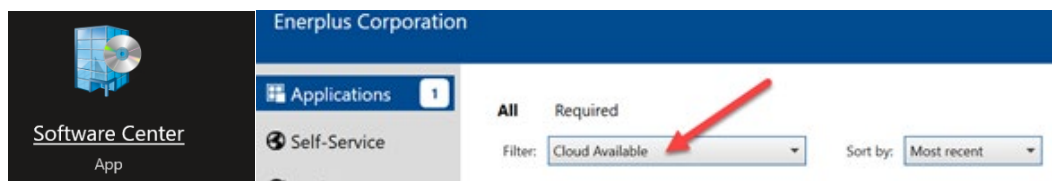
The Microsoft Store

The **Microsoft Store** is accessible on all Surfaces through the Start Menu. You can find numerous productivity tools in the store, most of which are free.

If you have any Microsoft Store related questions, please contact the Service Desk or a Digital Business Liaison.
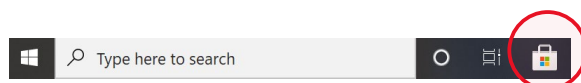
Accessing Your Corporate Applications (WellView, Qbyte, Quorum, etc.)

There are several options for accessing your corporate applications through your Surface depending on how the application was deployed. As we continue executing on our Cloud Roadmap, more and more applications will be migrated to the cloud so they can be accessed through a web browser on your surface, from any location. Cloud deployments are our preferred method for deploying applications.

Cloud Applications

By definition, Cloud applications are installed 'in the cloud' and can be accessed from anywhere you have an internet connection. You don't need to install anything locally to access cloud applications and you don't require Citrix – all you need is a web browser and an internet connection. Common Enerplus cloud applications include:

Quorum	Qbyte	OpenInvoice	Landman	ADP Workforce
BrightIdea	DataScavenger	EnerLink	Enersight	GDCWeb
ISNetworld	Microsoft 0365	Microsoft Teams	Outlook	P2 Metrix
Spotlight	EcoOnline EHS	ShookIoT	Motivii	ServiceNow

Network (On-Premise) Applications

For all applications that have not yet been migrated to the cloud, you will need to either have the application locally installed on your Surface or you may need to use Citrix to access these applications.

Our goal is to minimize the need for the Citrix Storefront, so we are actively migrating applications to the cloud in addition to making network applications available locally through the Start menu on your Surface.

If an application you need is not available through the Start menu or is not cloud-based, then please use one of the following options below to access the app in the meantime.   Also, please notify your Digital Business Liaison so your application can be prioritized for either cloud migration or local install.

- Citrix Storefront – https://citrix.enerplus.com
- Remote into your old desktop PC (temporary solution) using Citrix

For a reminder on how to use Citrix, see below:

The Citrix Workspace application is already installed on your device so you don't need to install anything additional on your Surface to use Citrix.

In the browser of your choice, navigate to https://citrix.enerplus.com

By default, Citrix applications and desktops will launch in a browser tab which is known as the "light version" of Citrix Workspace. To switch to the full Citrix Workspace experience (recommended), sign into the Citrix website, select the gear in the top right of the page and go to *Account Settings*. Under Advanced, choose **Change Citrix Workspace app**:
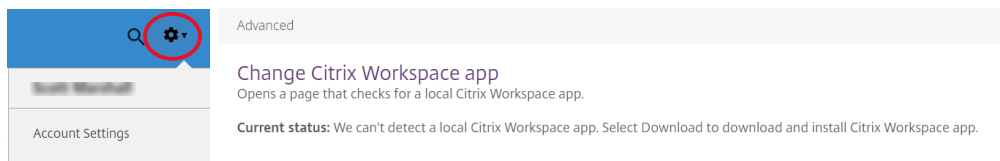
Choose the **Detect Citrix Workspace app** button and then select **Already installed**. Applications and Desktops will now launch as their own application rather than in a browser.
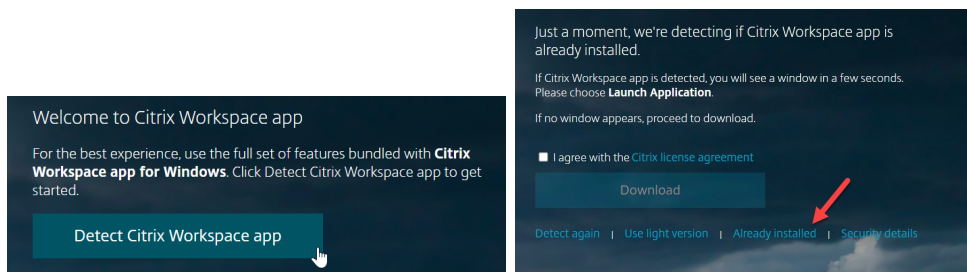

For more information on Citrix, please click here or contact the Service Desk.

Accessing Your Mapped Network Drives (G:, L:, X:, etc.)

You can now access your mapped network drives (file shares) from anywhere, not just in the office or through Citrix.   These drives will always be readily available as long as you have an internet connection.

Pro-Tip: Occasionally the mapped drives may show up with a red X overtop the drive label. Simply, click on the red X to reestablish your mapped drive connection.
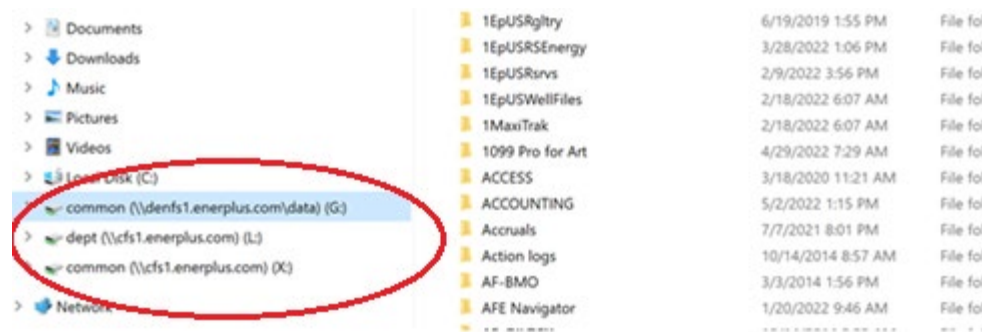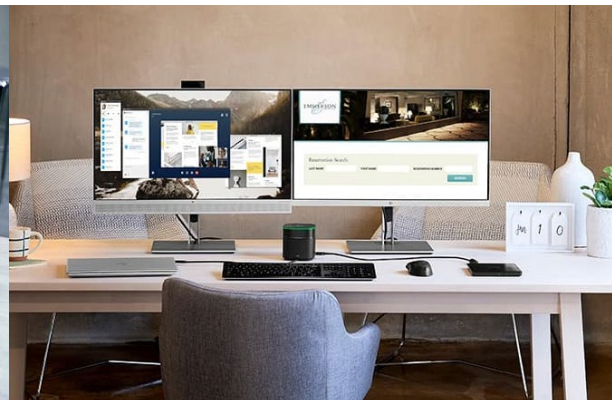

Optimizing Your Surface for the Office

Depending on how you intend to use your Surface, you will need to optimize your Surface power settings. For example, you can either:

- use your Surface as a third monitor as seen below – no action required, or
- keep your Surface closed so it simply acts like your old desktop computer.


Using your Surface as a 3rd Monitor   Keeping the Surface closed

Keep Your Surface ON with the Lid Closed

You will need to modify your power settings to ensure your Surface does not turn OFF when you close the lid while sitting at your desk.

1. From the taskbar click on the search icon and enter **'lid'** in the search bar
2. Select **Change what closing the lid does**
3. For **When I close the lid**, select the following settings:
4. On Battery – **Sleep** (this will ensure your battery does not deplete when you are not plugged in.

5. Plugged in – **Do Nothing** (this will allow you to close the lid but keep your Surface ON)
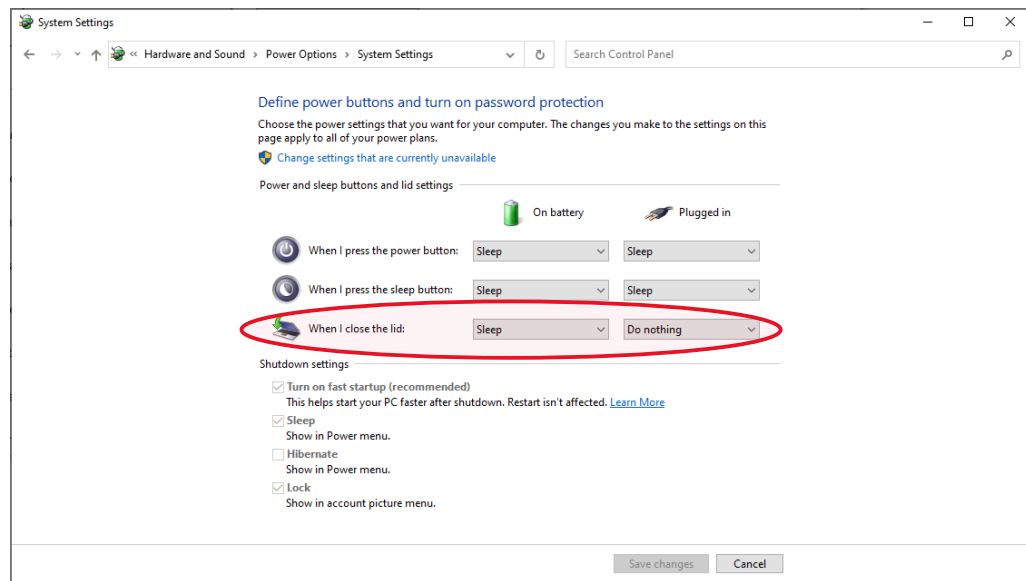
Need Help – Contact the Service Desk

The Service Desk is ready and able to help you get the most out of your Surface.

There are a few different ways to contact the Enerplus Service Desk. Please use one of these methods to obtain support:

Phone

The Service Desk phone number is 403-298-8800. There should be someone available to answer this number 24/7, 365. *Remember, you can use Teams to dial the number to avoid long distance charges.*

Self-Service Portal

A ticket can be opened using the Enerplus Self-Service portal https://enerplus.service-now.com/ess

Follow the link to Digital Services Support and use "Report a Problem/Issue" or "Request for Assistance" depending on the help required.
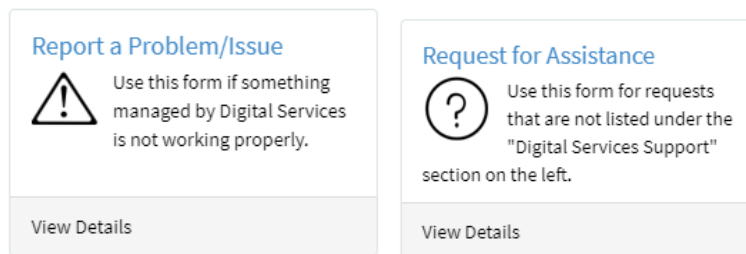
Software Center Self-Service

The Software Center has a quick access link to reach the Self-Service Portal. Open the Software Center, choose **Self-Service** and you'll be signed into the Self-Service portal where a ticket can be created.