Computer Basics

Agenda

- General Technology Information

- Microsoft Outlook

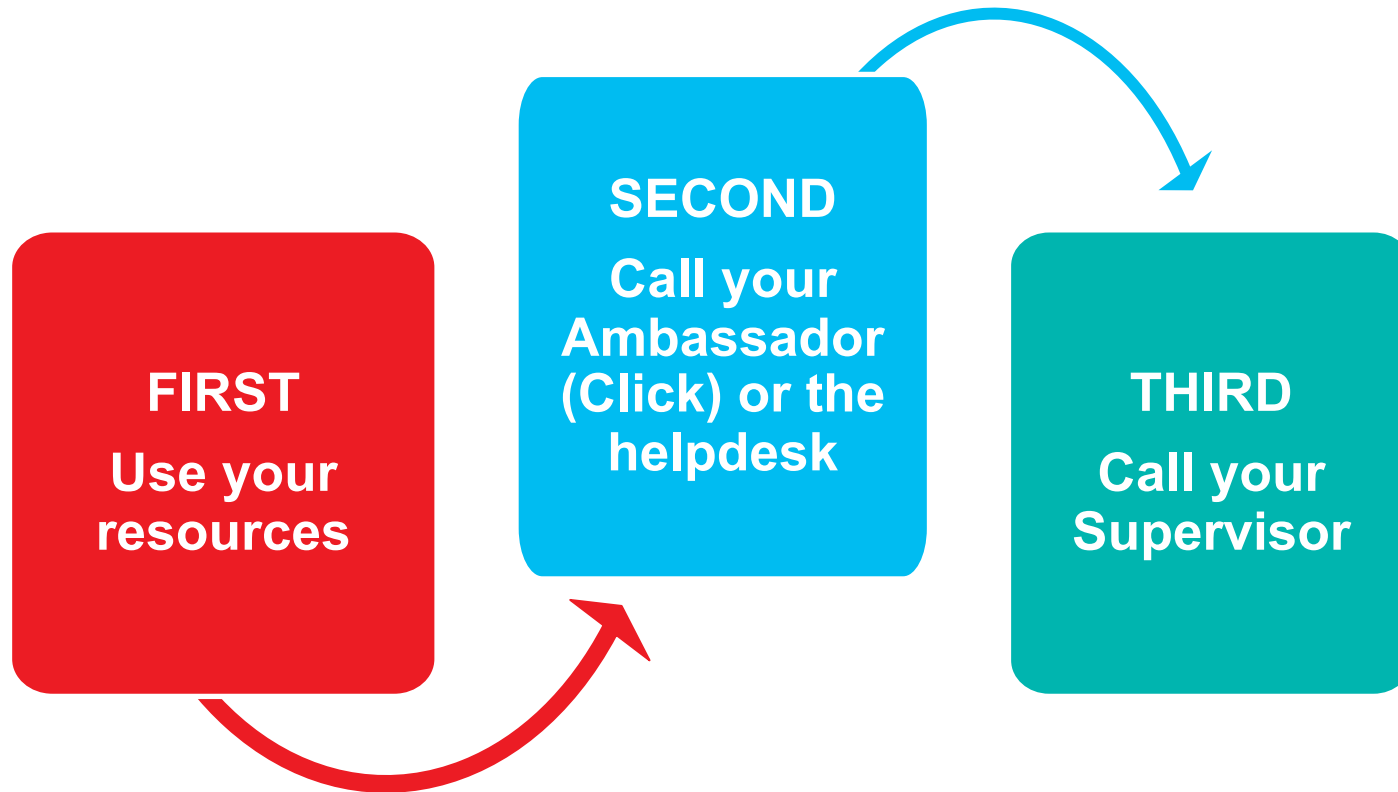- Skype for Business

Objectives

- Identify the process to submit a ticket for technology assistance.

- Create, send, and manage emails and calendar invites.

- Use Skype for Business to communicate with colleagues.

- Access and use the company's web browsers.

General Technology Information

Your Computer

- Log in with your Company user ID and password.

- Screen goes black and you will log in again if you close the lid or your computer sits idle.

- You will receive an email when it is time to reset your password.

- For technical issues, call the Help Desk or submit a remedy ticket.

Need Assistance

FIRST

Use your resources

SECOND

Call your Ambassador (Click) or the helpdesk

THIRD

Call your Supervisor

Demonstration

- Remedy Tickets
  - General technology issue
  - Software feedback

- Web Browsers:
  - Use both Internet Explorer and Google Chrome
  - Bookmark a webpage in IE and Chrome
  - How to show bookmarks bar in Google Chrome.
  - How to clear cache in Google Chrome.
  - How to disable Autofill in Google Chrome.

Intranet Activity

1. Find each item on the company intranet.

2. When finished, you will review the answers as a class. If you answer the question correctly, you will write the point value in the "Points Earned" column.

3. If the instructor helps you, they will deduct points from your sheet. The amount deducted will depend on how much assistance they provide.

4. Subtract the total deducted points from the total earned points for your final score.

Microsoft Outlook

Accessing Outlook on Mobile Devices

There are two ways to open your company email and calendar from a mobile device:

• Microsoft Outlook Mobile app
• Outlook Online using your phone's browser

Note: You must download the mobile Microsoft Outlook app from your phone provider's store and configure the app to synchronize the company information back to your device.

Email Retention

- **Inbox**: Saved for 60 days

- **Created Folders**: Saved for 3 years

- **Delete Folder**: Cleared when Outlook is closed
  – Recover Requests: 30 days
    - Request this by going to Folder – Recover Deleted Items
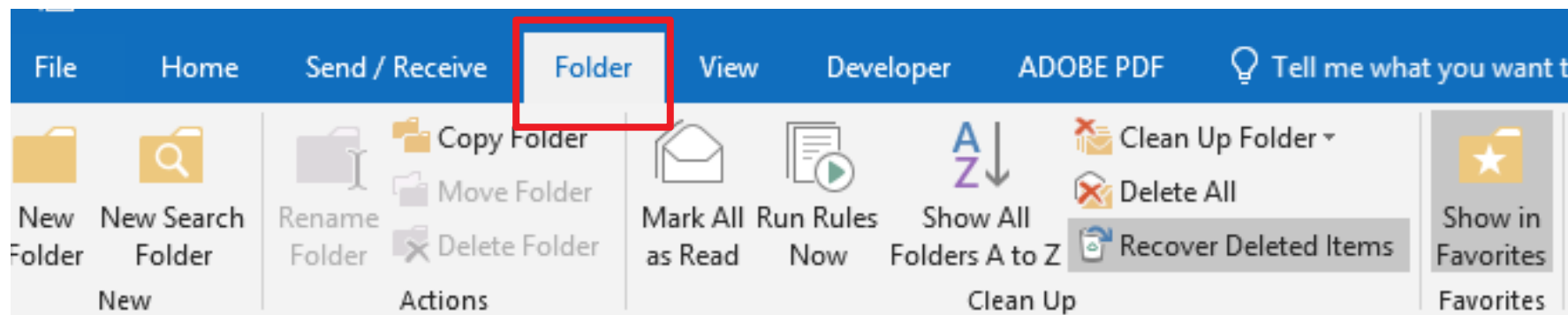
Demonstration

- Create a new folder

- Send an email
  - Create an email signature
  - Using the address book

- Send a meeting invite
  - Using the address book
  - Use schedule assistant

- Filter, arrange, sort, delete email

- Create a contact list

Activity

- Send an email and meeting invite with your custom signature.

- Add your supervisor to your contact list.

Updating your Org-Chart Photo

- Use a business-professional photo

- Update org chart photo on company intranet first, then outlook

- Go to the intranet home page.
- Click "My Info" in the left-hand menu.
- Click the edit pencil.
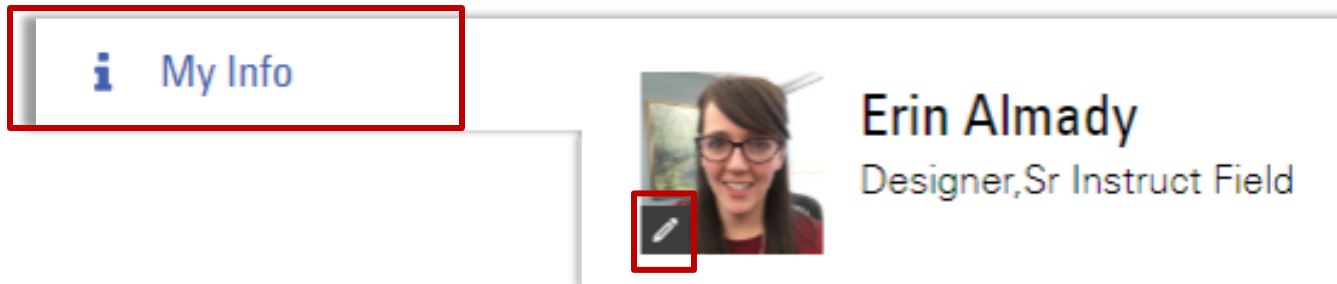
Updating your Outlook Photo

1. Open Internet Explorer.

2. Go to https://website.com/.

3. In the Search box, enter your network id and click GO.

4. From the results list, select your network ID.

5. In the General section, click the "Photo Opt In" button.
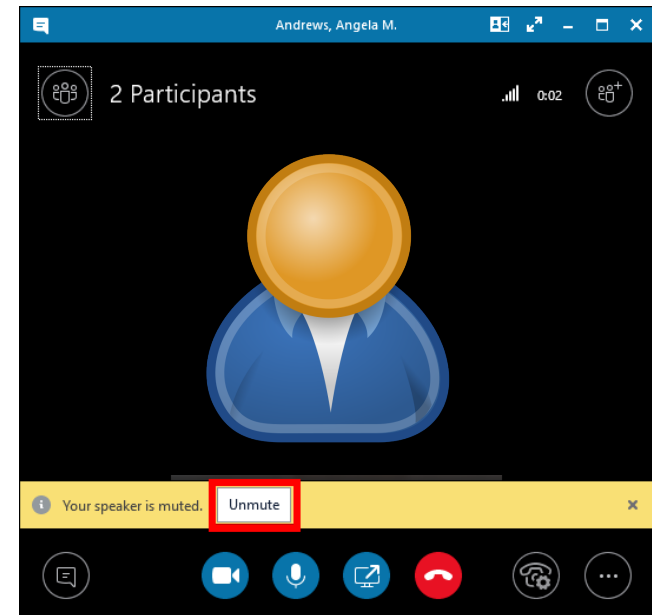
Skype for Business

Receiving a Call in Skype

When you have an incoming Skype call, a small pop-up window appears at the bottom of your screen naming the person calling you.

1. In the calling pop-up window, click the blue phone icon.

2. If your speaker is on mute, click **Unmute** at the bottom of the window.

3. To end the call, click the red phone icon.

Demonstration

- Adding a contact

- Sending an IM to one person

- Creating a group

- Adding contacts to a group

- Sending a message to a group

- Starting a call and sharing your screen

Activity

Find a partner to try out having a skype call. Add each other to your contact list and complete a skype call that includes a screenshare session.

Summary

Summary

- Submit a ticket to IT if you have feedback or need technical assistance.

- Check your email regularly.

- Take advantage of the information and benefits available to you on pipeline.

- Use Skype to communicate with colleagues.