

Microsoft Windows 7

Staff User Guide

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IT Support:

If you experience problems with your computer, the best place to contact for assistance is the ECU IT service desk. Call extension **6000** from an internal phone, or dial 6304 6000 from outside the university. Be sure to have your staff ID number and computer HD number ready for prompt assistance. (The HD number can be found on your computer's barcode) See <http://it.ecu.edu.au> for support hours and more information. You can also email itservicedesk@ecu.edu.au

Microsoft Windows 7

Introducing Windows 7

Welcome to Windows 7. When compared with Microsoft Windows Vista, Windows 7 has many notable improvements, including cosmetic and performance enhancements. However, when it comes to computer-related tasks you perform regularly, you'll be glad to know that using Windows 7 is not much different to Vista.

What's New?

- Visual appearance
- Aero Features
- Faster Performance
- Better networking

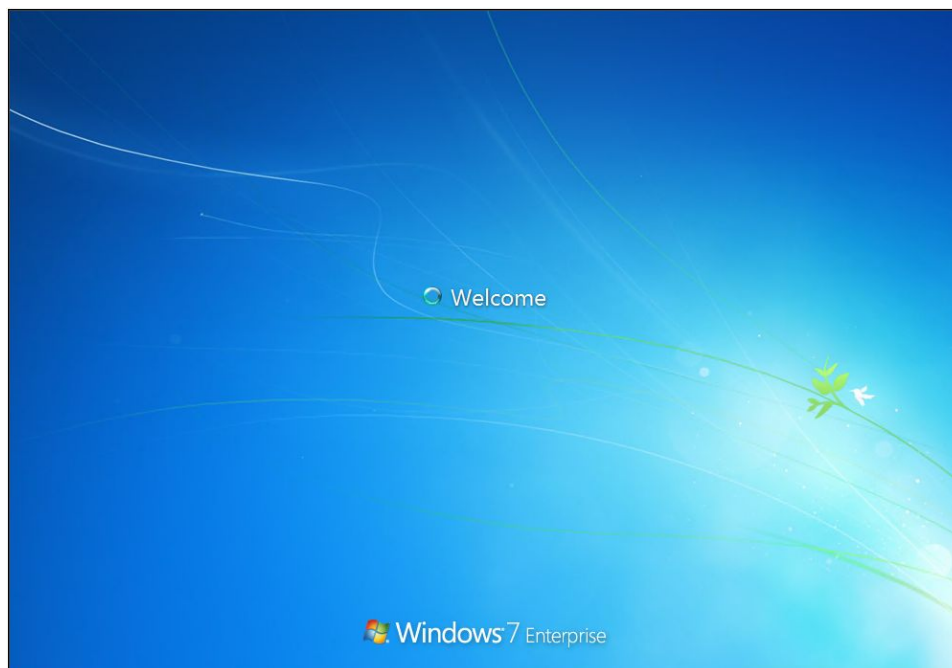
Logging On To Windows 7

You can log onto Windows 7 with the traditional ctrl-alt-delete keyboard combination.



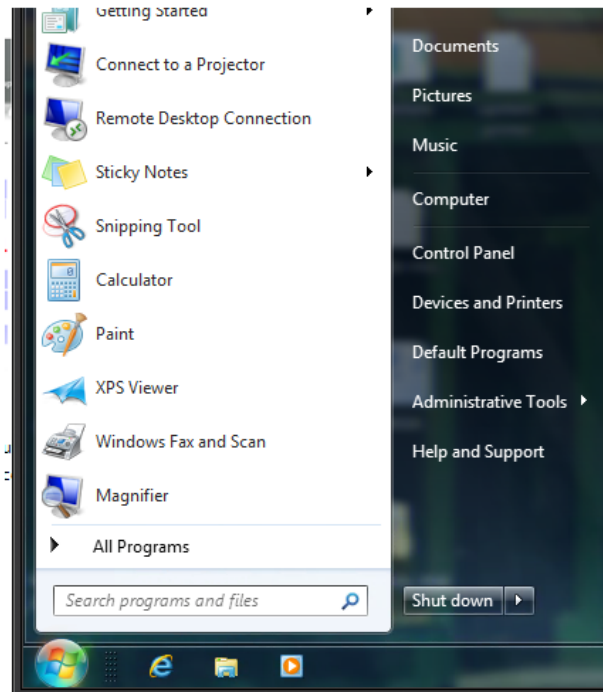
Press CTRL + ALT + DELETE

You will then see the welcome screen when your password has been accepted.



Accessing Applications

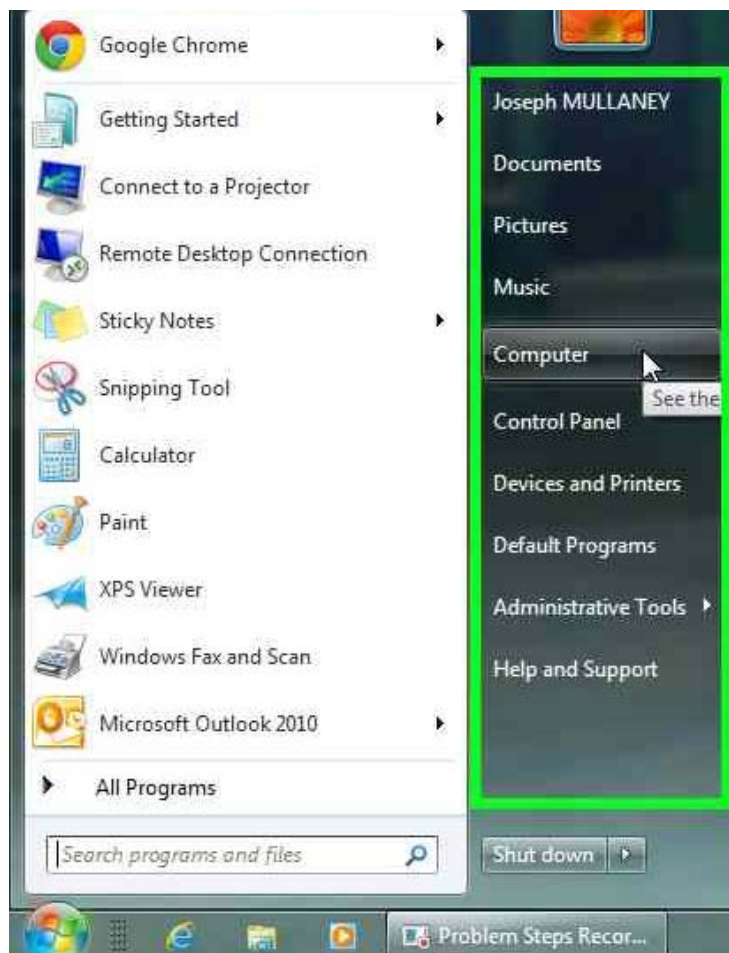
Windows 7 has a slightly different looking interface, but with the same functionality as previous versions of Windows. To get started finding your programs, click the round start button in the corner:



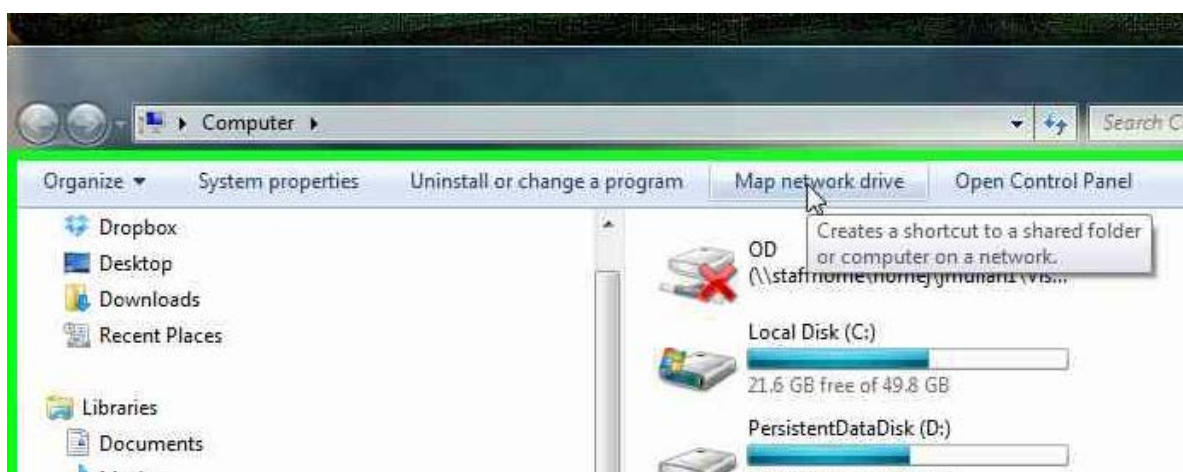
Map a Network Drive

Follow the steps below to map a network drive on your computer:

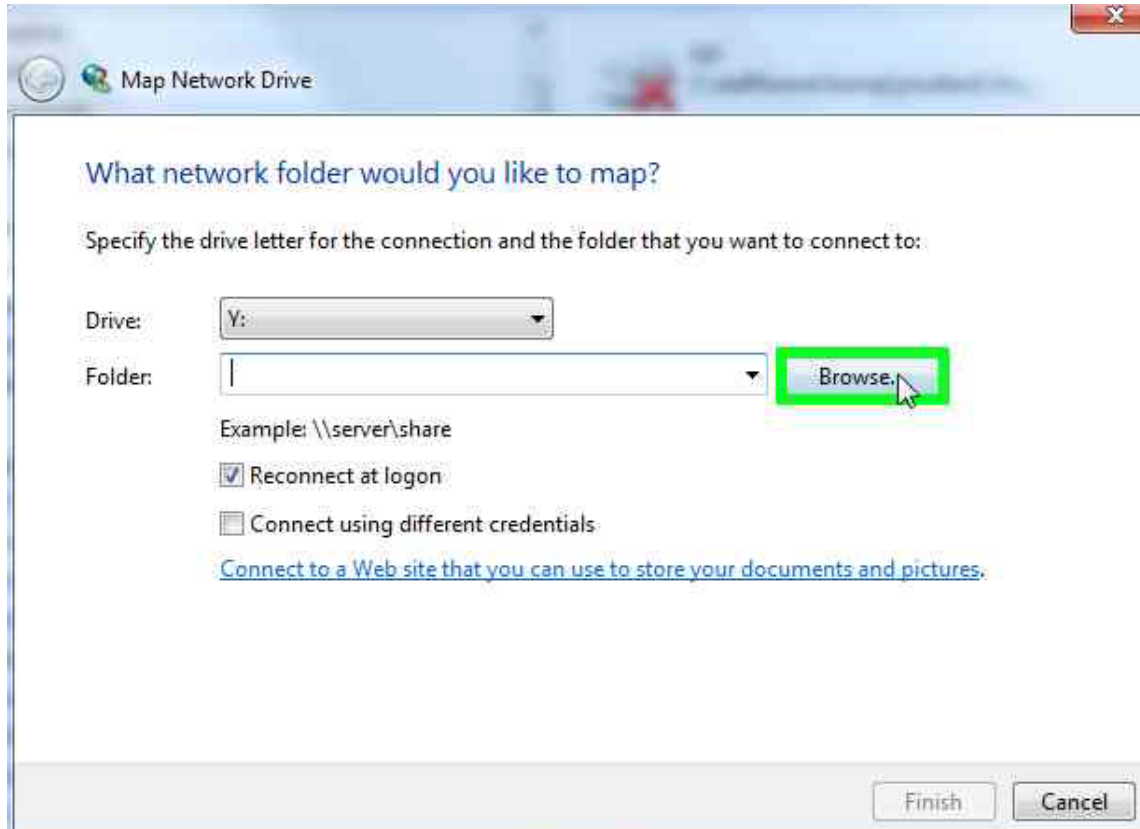
1. Click the **start button**
2. Choose '**Computer**'



3. Click the '**map network drive**' button



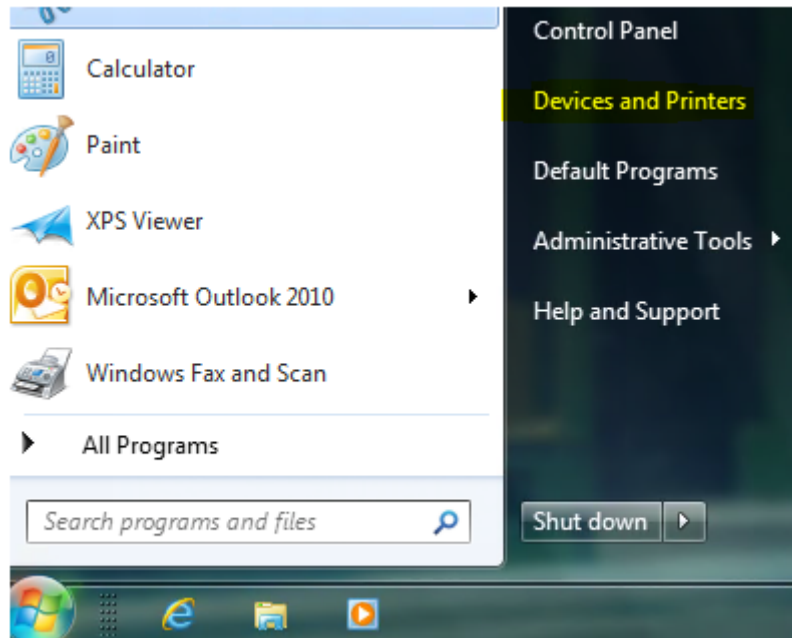
4. Choose a drive letter e.g. 'Y'
5. Type the folder path into the field below. E.g. [\\cit-fps-01\Folder](#)
You may need IT or a colleague to assist with finding the drive pathway



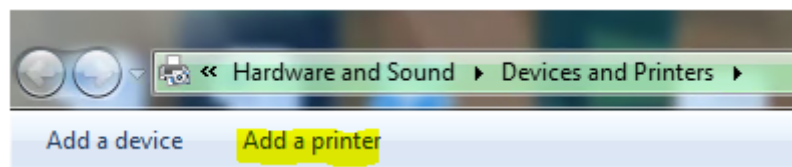
6. Ensure you have the '**reconnect at logon**' option ticked.
7. Click '**Finish**' to finalise the mapping

Add a Printer

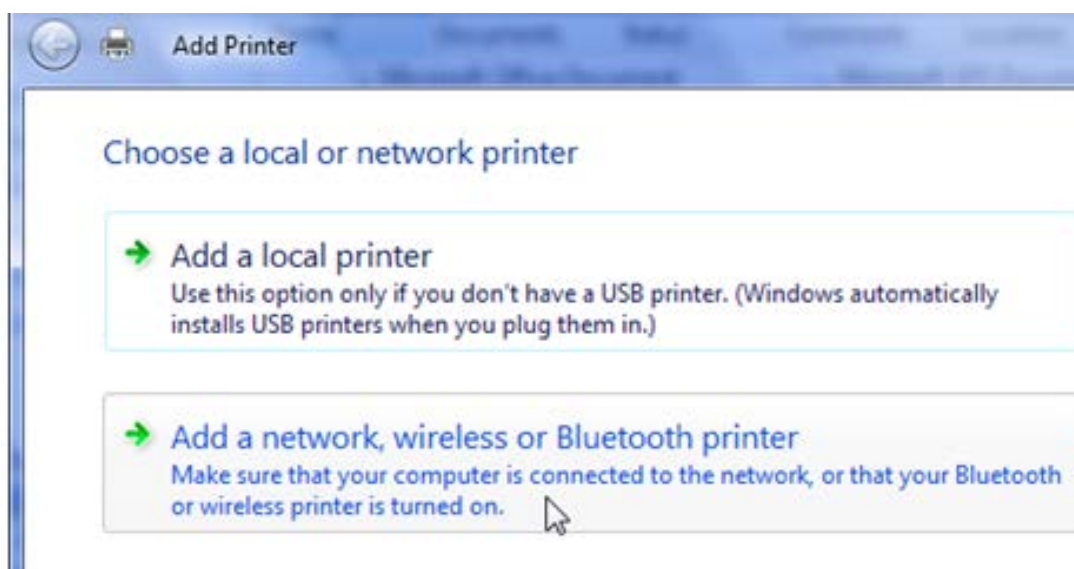
1. Click the **Start** button and choose '**Devices and Printers**'



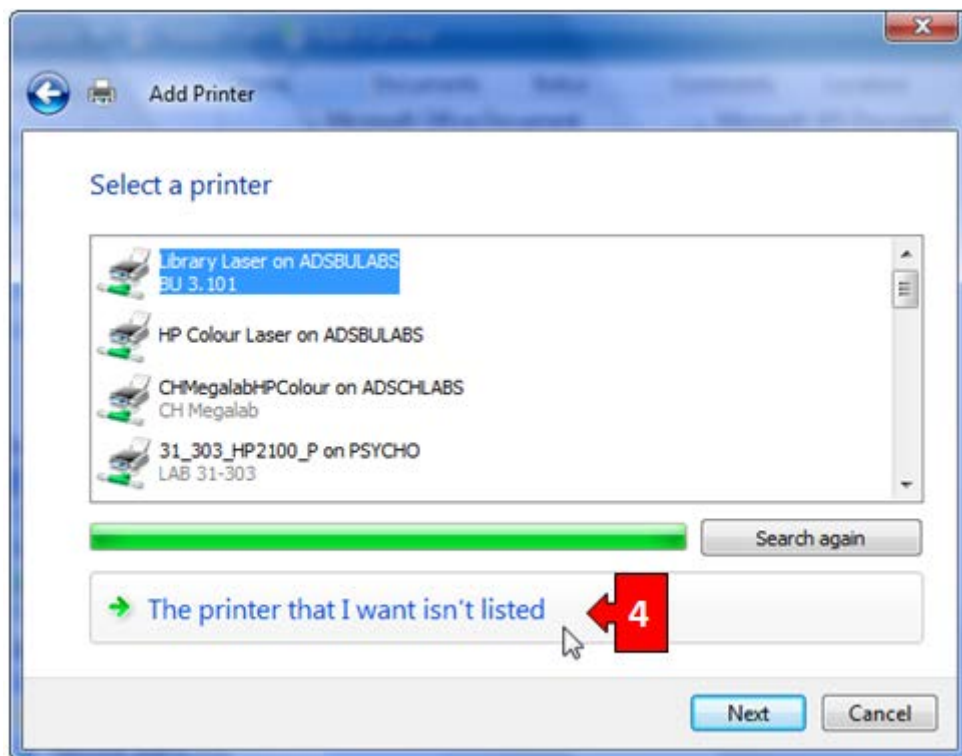
2. Click the **Add a printer** button.



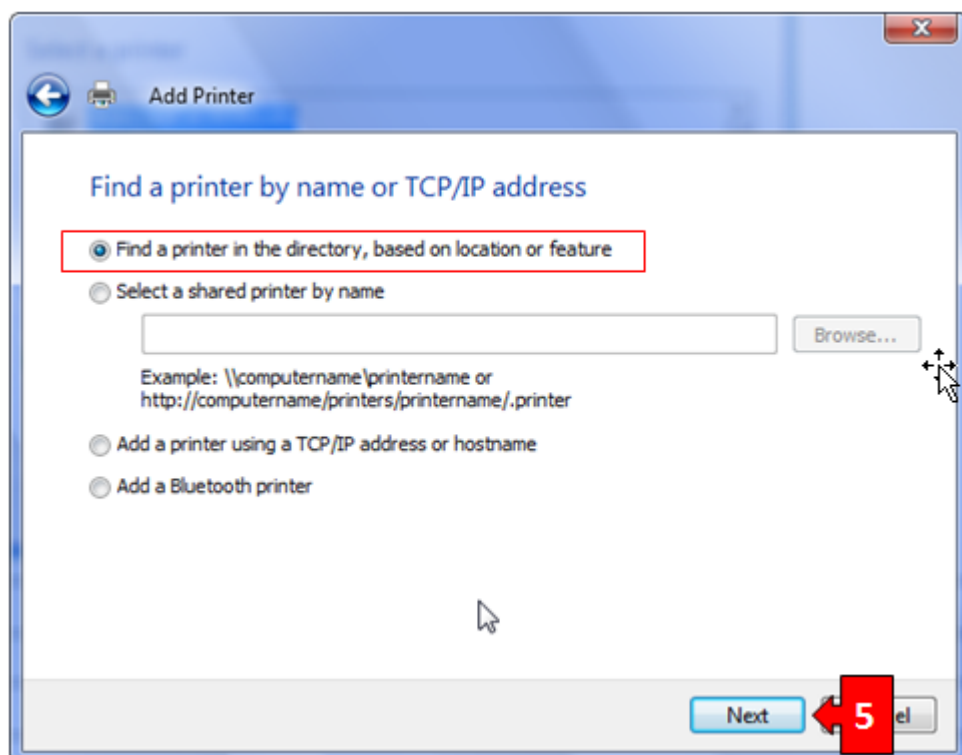
3. Click on **Add a network, wireless or Bluetooth printer**.



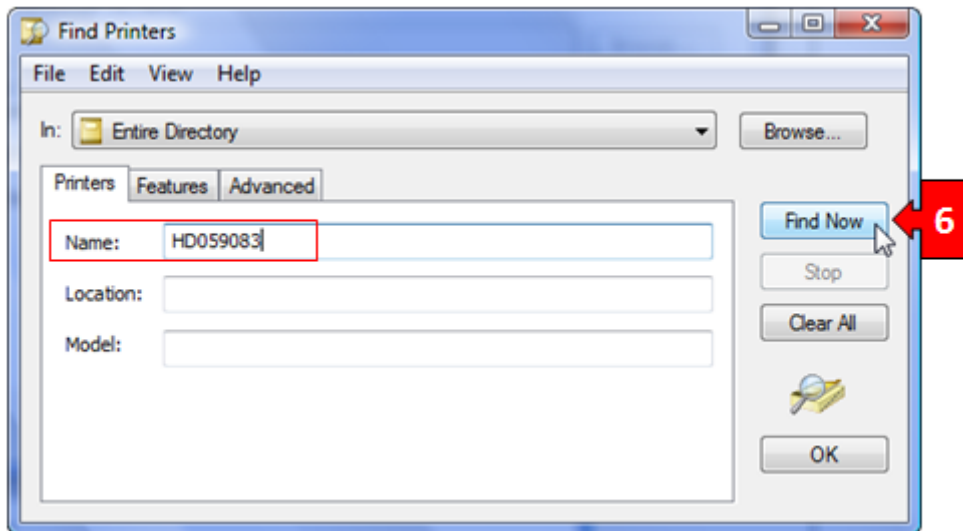
4. Click **'The printer that I want isn't listed'**



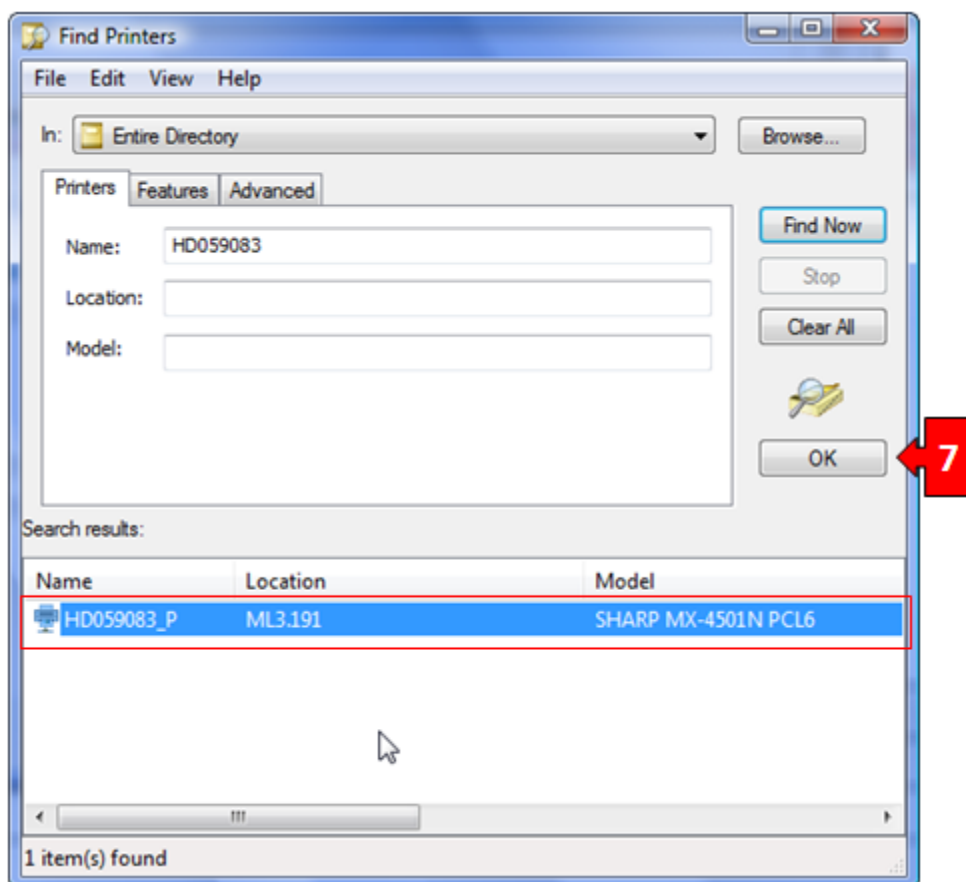
5. Tick **'Find a printer in the directory, based on location or feature'**, then click **Next**.



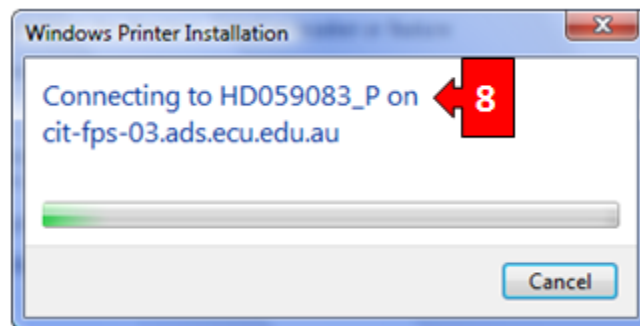
6. Enter the **HD** or **PRN number** of the printer then click **Find Now**.



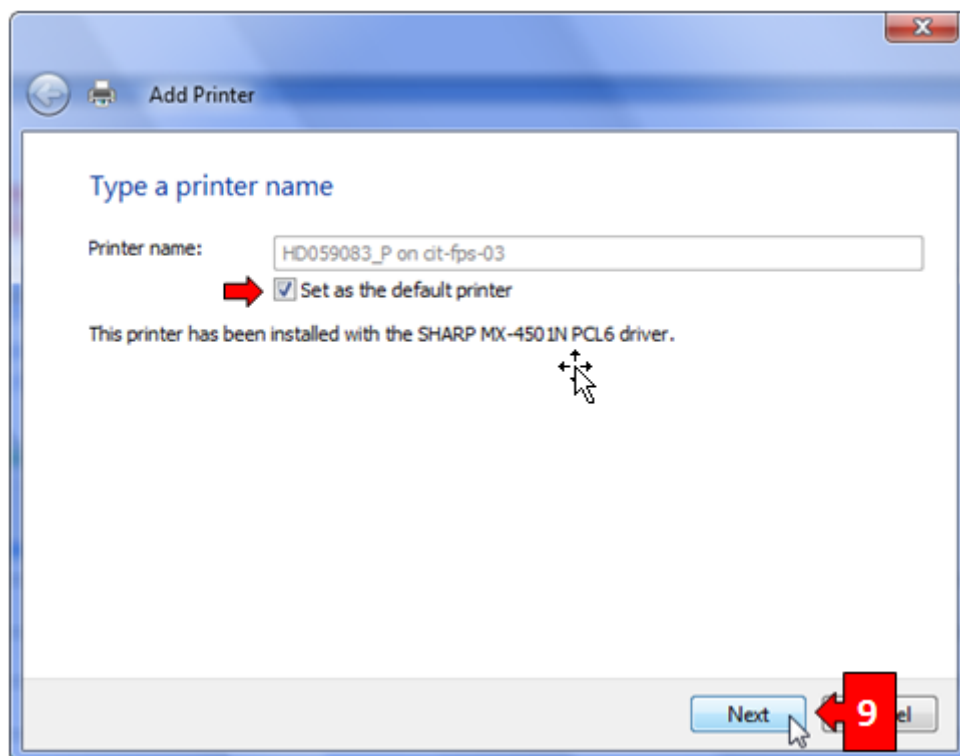
7. From the **Search results** list select the required printer and click **OK**.



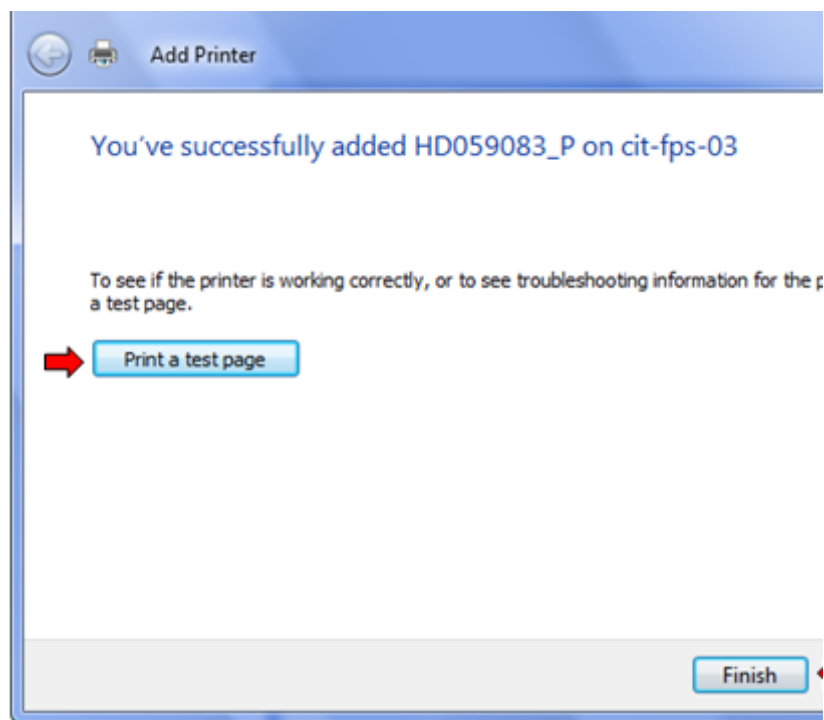
8. Wait as the selected printer is connected to your PC.



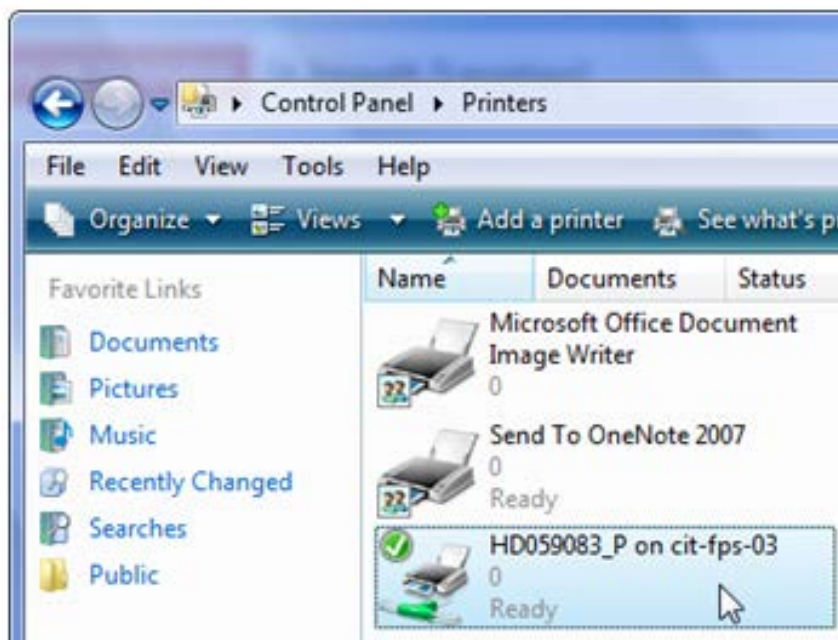
9. Ensure that **Set as the default printer** is selected if so required then click **Next**.



10. Print a test page if so desired, and then click **Finish**.



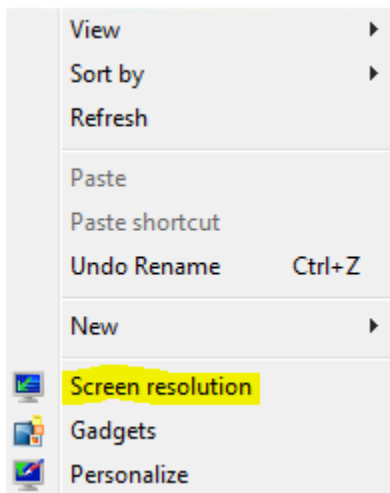
11. Your network printer will now appear in the printers list.



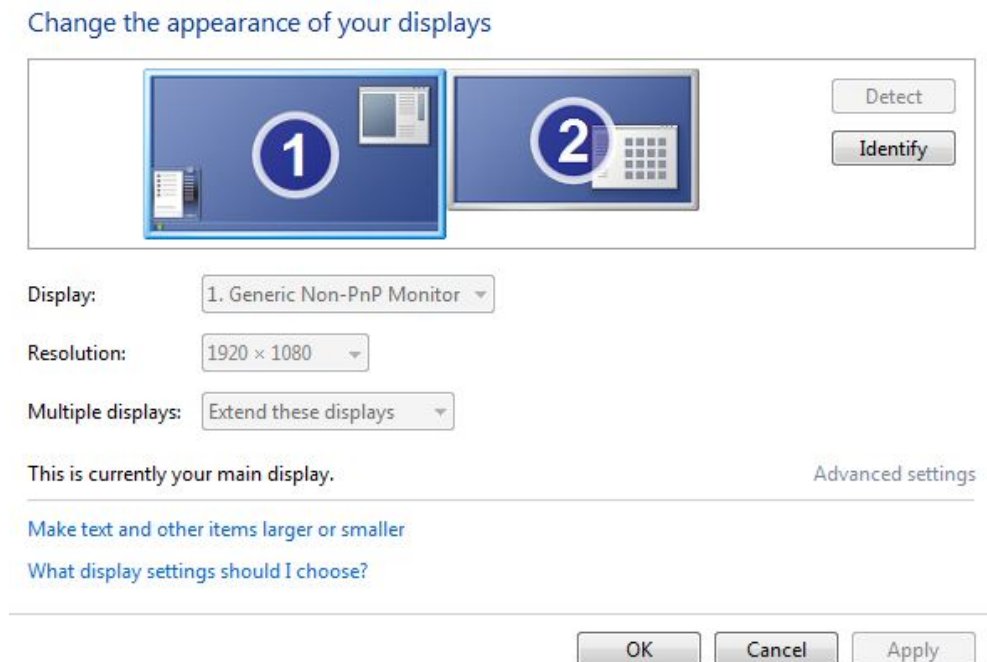
Setting up Dual Monitors

To set up two monitors at your work station, follow these steps:

1. Right-click anywhere on the desktop
2. Choose the '**screen resolution**' option



3. You should now see your display options as below:



4. To set the **resolution** of a particular monitor, click on it (1 or 2) then use the 'resolution' drop-down menu. (You may need IT assistance with setting up the first time) A typical wide-screen resolution is 1920x1080 (HD) or 1440x900 (Lower resolution).
5. To position the monitors, hit the '**identify**' button to see which is which, then simply click and **drag** each monitor to the correct position.

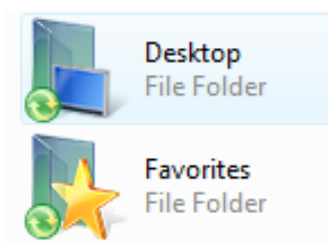
Toggle Display to Projector

When in a teaching space, you may have trouble outputting the computer image to a projector and/or television. It is important to note that most teaching spaces have their own **custom instructions**, as the setup can vary greatly across different rooms and campuses. If using an ECU laptop, you should be able to toggle the different display modes by holding the **blue Fn** key down while pressing the **F8 (Function 8)** key across the top. You may need to use this 'toggle' command several times to cycle through different display modes and get the setup you want. All teaching spaces should have a **priority phone-line** through to technical support, if you encounter technical difficulties.

Folder Redirection

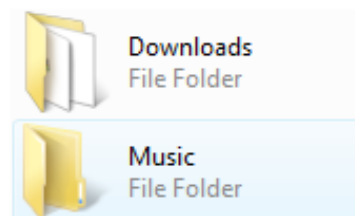
To simplify the process of backing up your data, Windows 7 uses a folder redirection policy. This means that certain folders on your computer will automatically be backed up to our servers. This means that all of your critical data is stored safely and can be retrieved without issue. It is important to note however that some folders are not backed up to remote drives. These folders are Downloads, Music, Pictures, Saved Games and Videos.

Folders with green circular arrow symbols shown below are automatically backed up on your home H: drive, and do not need to be manually backed up.



(Please do not back up your home H: drive or network drives as these are stored on ECU servers, not your computer)

Folders without the circular symbol are not part of your profile, and will need to be **manually** backed up:



You should store your backup information on an external hard drive, USB stick or DVD.

Using Aeropeek, Aerosnap & Aeroshake

There are three new 'aero' features available in windows 7.

'Aeropeek' can be used to glimpse the desktop quickly. This can be done by hovering the mouse on the far right area of the taskbar indicated below:



(Alternatively you can use the keyboard shortcut  + Space)

'Aerosnap' is a quick way to resize open windows by dragging them to the edges of the desktop. Dragging to the top of the screen will resize a window to fit the entire screen. Dragging to either left or right will resize to half the screen, which is useful for comparing documents.

'Aeroshake' is a quick way of minimising all open windows except the one in view. Click and hold the top bar of a window and 'shake' it to see all the other windows minimise.

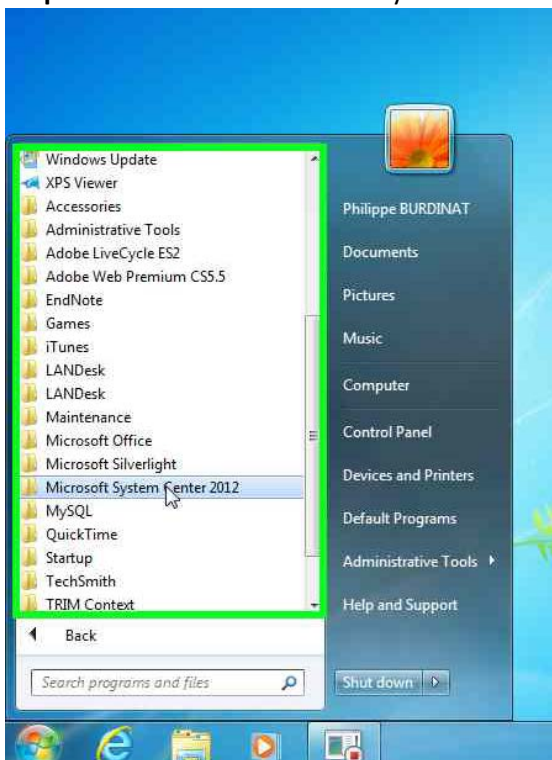
Using Application Self Service to install/ request software on Windows 7

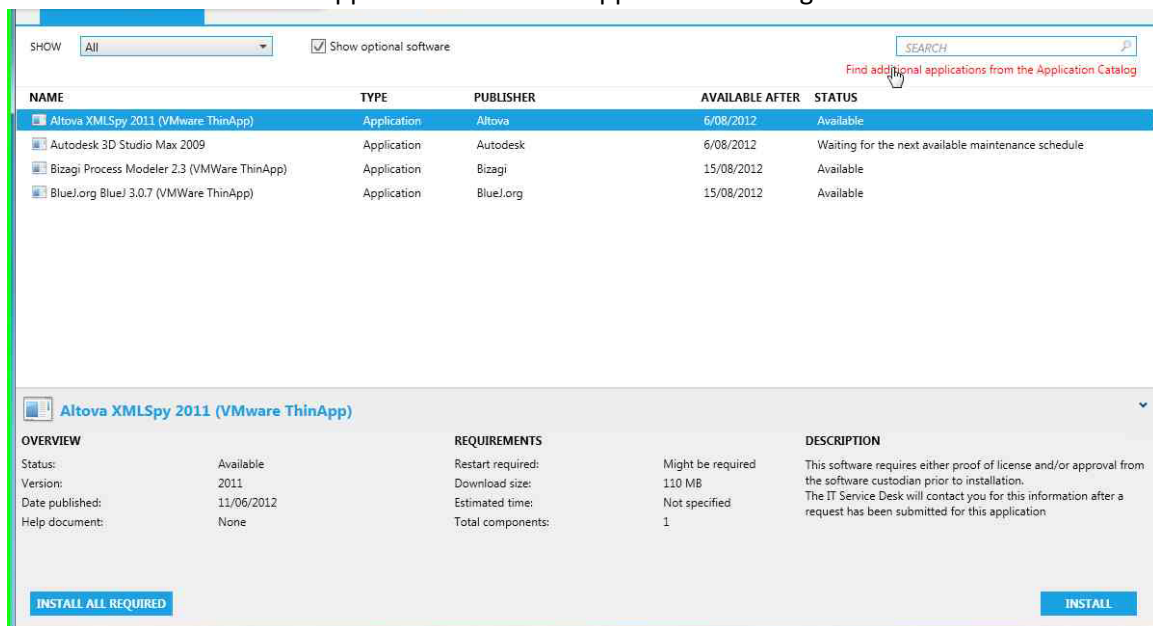
Step 1: Left click on the "Start" Menu

Step 2: Left click on "All Programs" in "Start menu"



Step 3: Left click on "Microsoft System Center 2012 " in "Start menu"



Step 4: Left click on "Software Center" in "Start menu"**Step 5:** Left click on "Find additional applications from the Application Catalog" in "Software Center"

Step 6: A Web page will open in Internet Explorer. This page displays all applications available for staff to install on their computer. Search or browse the categories to find the packaged software you wish to install on your computer. Some software is freely available and some software requires either proof of a license or approval from the software custodian, this is listed next to the software application on the right hand side under "Requires Approval".

NAME	VERSION	PUBLISHER	CATEGORY	REQUIRES APPROVAL
AE2 Commander 3D (VMware ThinApp)	1.0	ECU	License	Yes
Altova XMLSpy 2011 (VMware ThinApp)	2011	Altova	License	No
Autodesk 3D Studio Max 2009	11.0	Autodesk	License	No
Bizagi Process Modeler 2.3 (VMware ThinApp)	2.3	Bizagi	Non License	No
BlueJ.org BlueJ 3.0.7 (VMware ThinApp)	3.0.7	BlueJ.org	Non License	No
ESRI ArcGIS Desktop 9.2 (VMware ThinApp)	9.2	ESRI	License	Yes
Mayer-Johnson Boardmaker with SD Pro 6.0 (VMware ThinApp)	6.0	Mayer-Johnson	License	Yes

ECU AE2 Commander 3D (VMware ThinApp)
This software requires either proof of license and/or approval from the software custodian prior to installation. The IT Service Desk will contact you for this information after a request has been submitted for this application.

More Details

REQUEST

Step 7: Once you have found the software you want to install, left click on it and then left click on "REQUEST"

BlueJ.org BlueJ 3.0.7 (VMware ThinApp)	3.0.7	BlueJ.org	Non License	No
ESRI ArcGIS Desktop 9.2 (VMware ThinApp)	9.2	ESRI	License	Yes
Mayer-Johnson Boardmaker with SD Pro 6.0 (VMware ThinApp)	6.0	Mayer-Johnson	License	Yes

Mayer-Johnson Mayer-Johnson Boardmaker with SD Pro 6.0 (VMware ThinApp)
This software requires either proof of license and/or approval from the software custodian prior to installation. The IT Service Desk will contact you for this information after a request has been submitted for this application.

More Details

Submit a request for this application. (C)

REQUEST

Step 8: If the software did not require approval continue requesting additional software and go to step xx. If the application required approval you will need to enter in additional information into the below screen. The information you enter should indicate if you have approval or a license for this software. If you have approval, please identify the person or line manager who provided you with approval. The IT Service Desk may request additional information via email, e.g. copy of the license. Once done click "Submit"

Reason for application request (required):

Required for teaching demonstration, will email license through to the IT Service desk

Characters remaining: 1914

Step 9: To view the status of your requests left click on "View My Application Requests (link)"



Step 10: You can continue to check this page to see if your request has been approved or denied or if additional information has been requested. You will also be updated if you restart your computer or log off and on to your computer and your request has been approved since you last viewed this page.

Showing 1 - 3 of 3 results

NAME	PUBLISHER	CATEGORY	STATUS	LAST UPDATED
Mayer-Johnson Boardmaker with SD Pro 6.0 (VMware ThinApp)	Mayer-Johnson	License	Requested	16/08/2012 2:00 PM
Autodesk 3D Studio Max 2009	Autodesk	License	Approved	16/08/2012 1:53 PM
Altova XMLSpy 2011 (VMware ThinApp)	Altova	License	Approved	16/08/2012 11:34...

Mayer-Johnson Mayer-Johnson Boardmaker with SD Pro 6.0 (VMware ThinApp)	
LATEST STATUS Requested on 16/08/2012 2:00 PM	COMMENTS Required for teaching demonstration, will email license through to the IT Service desk

IT Support Services First Prev **1** Next Last System Center 2012 Configuration Manager

Step 11: Once you have finished requesting software and approval has been issued for those applications requiring approval click on the "Installation status" tab.

SHOW: All ☒ Show optional software SEARCH: Find additional applications from the Application Catalog

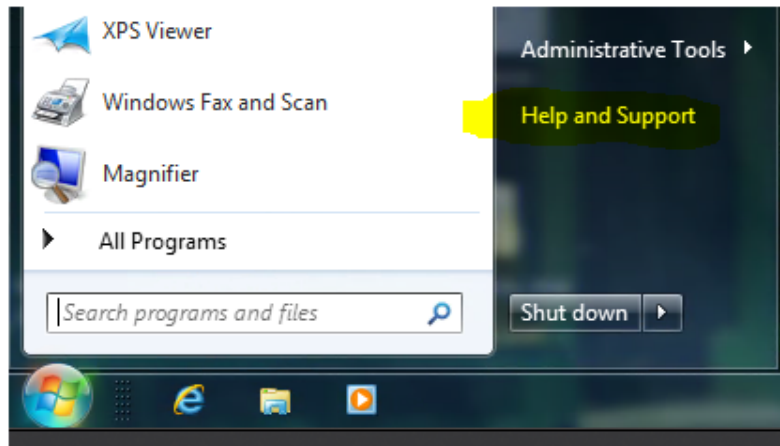
NAME	TYPE	PUBLISHER	AVAILABLE AFTER	STATUS
Altova XMLSpy 2011 (VMware ThinApp)	Application	Altova	6/08/2012	Available
Autodesk 3D Studio Max 2009	Application	Autodesk	6/08/2012	Waiting for the next available maintenance schedule
Bizagi Process Modeler 2.3 (VMware ThinApp)	Application	Bizagi	15/08/2012	Available
Blue! Blue! 3.0.7 (VMware ThinApp)	Application	Blue!org	15/08/2012	Available

Altova XMLSpy 2011 (VMware ThinApp)			
OVERVIEW	REQUIREMENTS	DESCRIPTION	
Status: Available	Restart required: Might be required	This software requires either proof of license and/or approval from the software custodian prior to installation. The IT Service Desk will contact you for this information after a request has been submitted for this application.	
Version: 2011	Download size: 110 MB		
Date published: 11/06/2012	Estimated time: Not specified		
Help document: None	Total components: 1		
INSTALL ALL REQUIRED		INSTALL	

Step 12: Click on the application you wish to install and either click "INSTALL" or "INSTALL ALL REQUIRED"

Accessing Help

You can access many help topics by clicking the **'help and support'** feature found in the start menu.



You can search for a particular topic, or browse available support area such as:

Contents

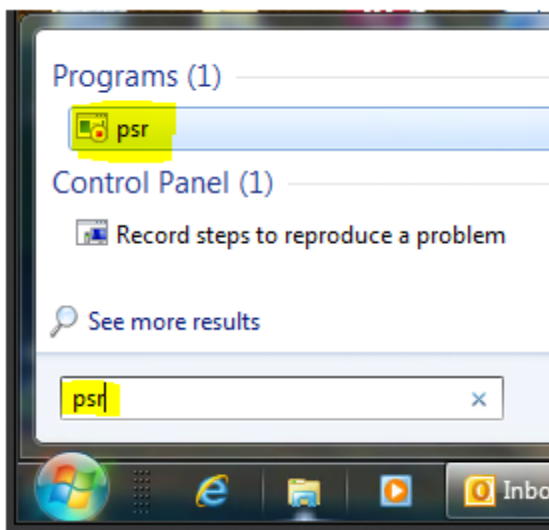
- [Getting started](#)
- [Security and privacy](#)
- [Maintenance and performance](#)
- [Networking — connecting computers and devices](#)
- [Internet — going online and using the web](#)
- [E-mail and other communications](#)
- [Files, folders, and libraries](#)
- [Printers and printing](#)
- [Programs, tools, and games](#)
- [Pictures, CDs, DVDs, TV, music, and sound](#)
- [Customizing your computer](#)
- [Hardware, devices, and drivers](#)

Problem Steps Recorder

If you encounter recurring issues with software that may be difficult to describe to our help team, you'll be glad to know that Windows 7 has an in-built 'problem recording' tool. Once recorded, you can recreate the problem and email the description file to our service desk, who will receive all the steps and error messages you encountered.

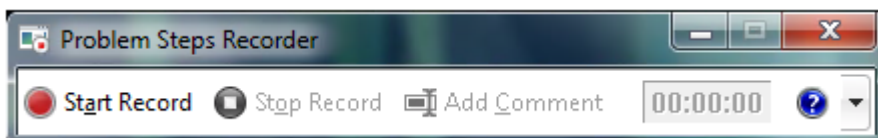
To start the Problem Steps Recorder (PSR), click the **start button**.

Then type '**psr**' into the search bar highlighted below:



Click to launch the program.

The PSR is a small inconspicuous toolbar:



Click '**Start Record**' to initiate the recording process.

Now you can replicate the steps which led to an error or problem, and the tool will record everything. You can add **additional comments** using the 'add comment' button at any stage, but any crucial error messages will be captured automatically. Once you stop the recording, you will be prompted to **save the recording file**. This can then be attached to an **email and sent to service desk staff**. The IT Service desk can assist you with this process if you get stuck.