

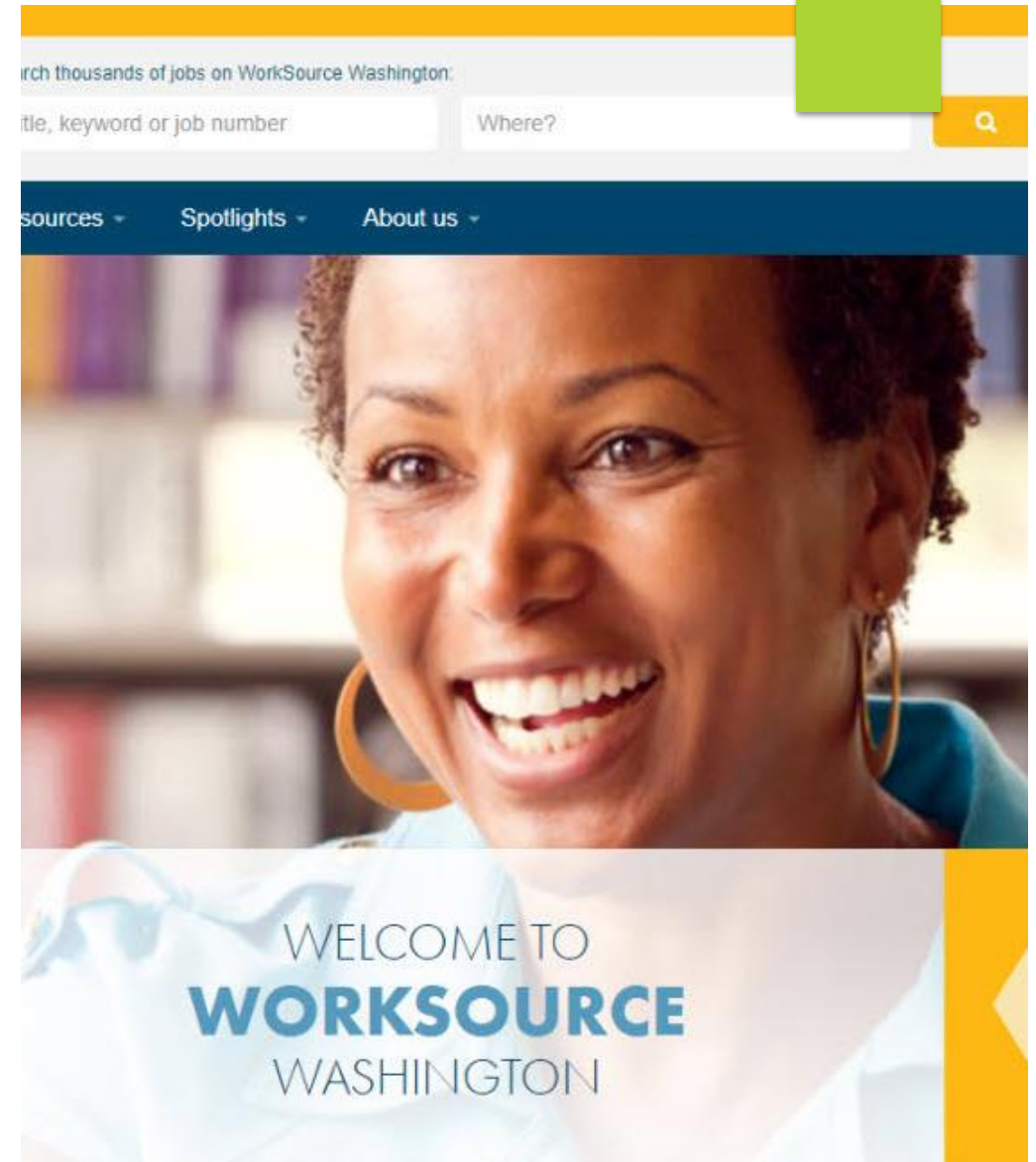
# Public-Use Computers

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USING ONLINE TOOLS

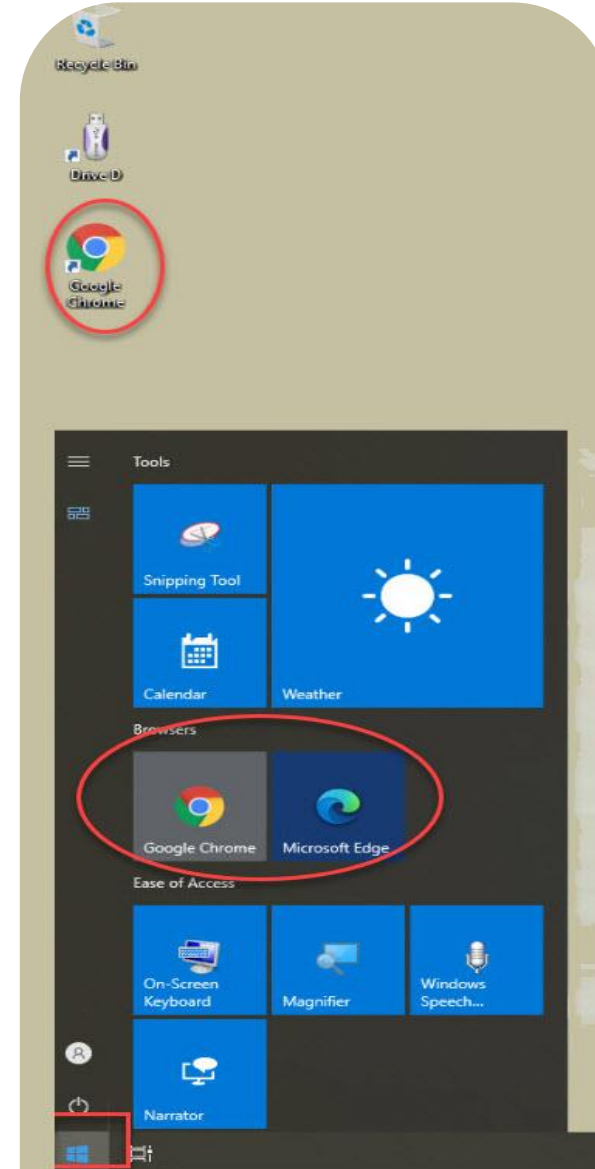
# Working Online with Public-Use Computers

- ▶ All public-use computers are configured using Kiosk mode which limits users' access to only those applications allowed by the system administrator.
- ▶ This design allows users to launch their internet session from our WorkSourceWA.com web page.
- ▶ Besides working on the WorkSourceWA web page, job seekers can go online and sign up for Microsoft and/or Google free productivity applications



# Working Online with Public-Use Computers

- ▶ Two ways to launch internet sessions
  1. From the desktop, click the Google Chrome icon
    - ▶ Google Chrome is the default browser
  2. From the left side of the task bar select the **Start** icon to open files and view shortcuts
    - ▶ From the Microsoft tiles, click Google Chrome or Microsoft Edge

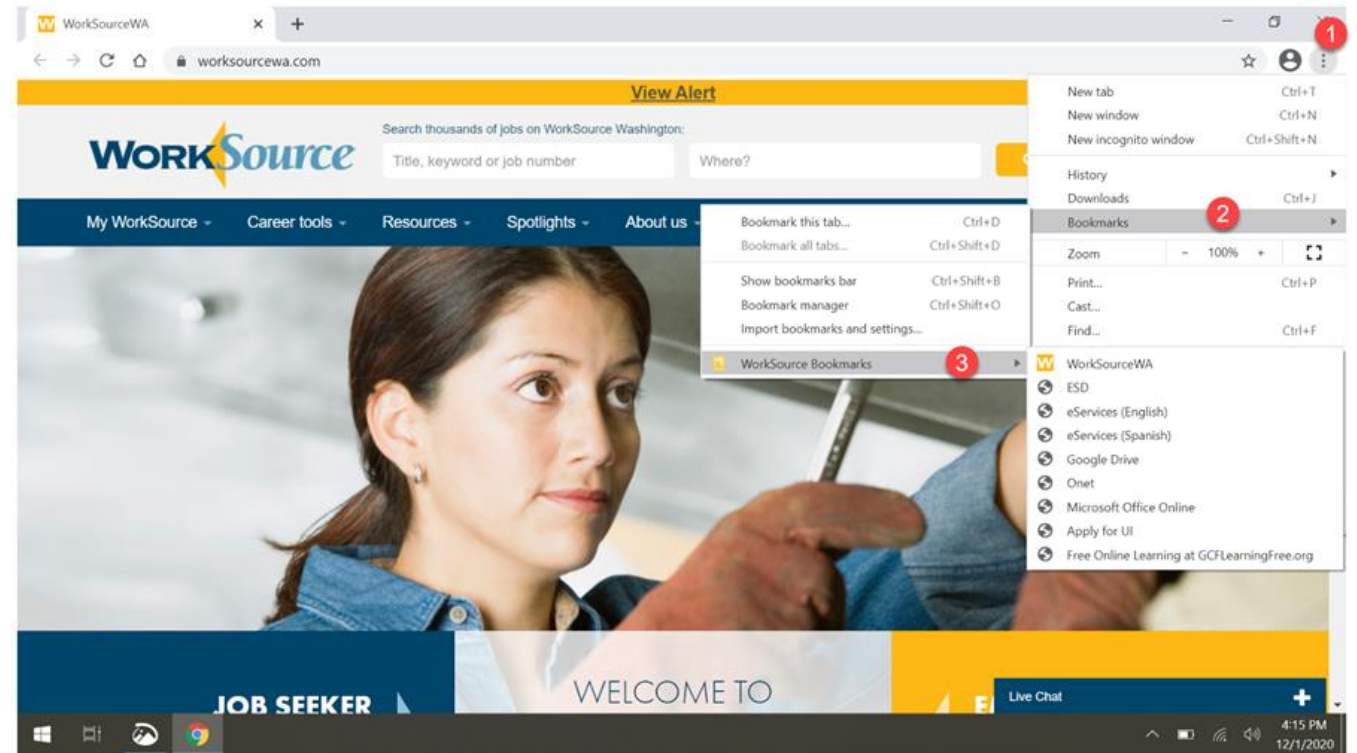


# Working Online with Public-Use Computers

## ► Find WorkSourceWA bookmarks using Google Chrome

1. Click Vertical ellipsis
2. Bookmarks
3. WorkSource Bookmarks

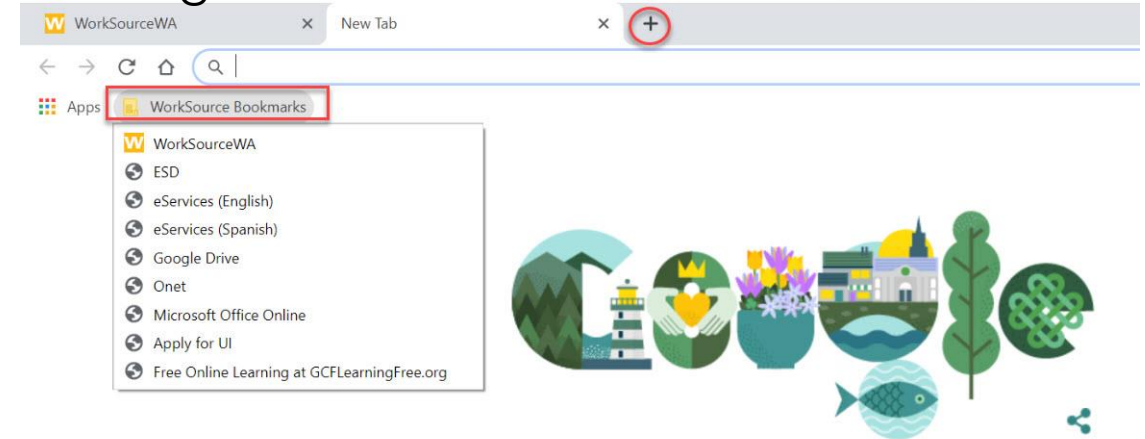
► OR



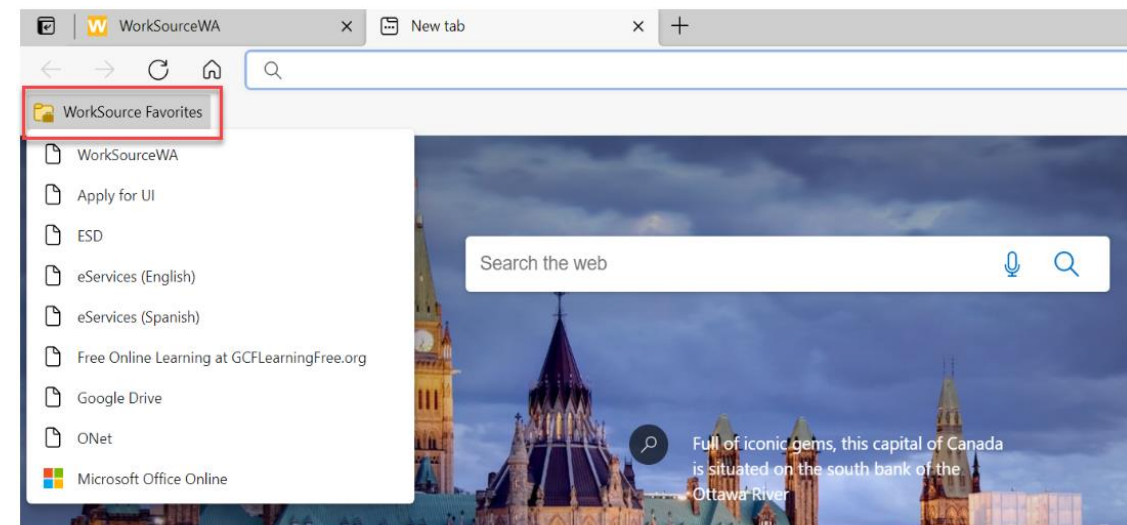
# Working Online with Public-Use Computers

- ▶ Click the + to open another tab for both Google Microsoft Edge to see the bookmarks/favorites
- ▶ Click WorkSource Bookmarks/Favorites to open the menus

## Google bookmarks



## Microsoft bookmarks





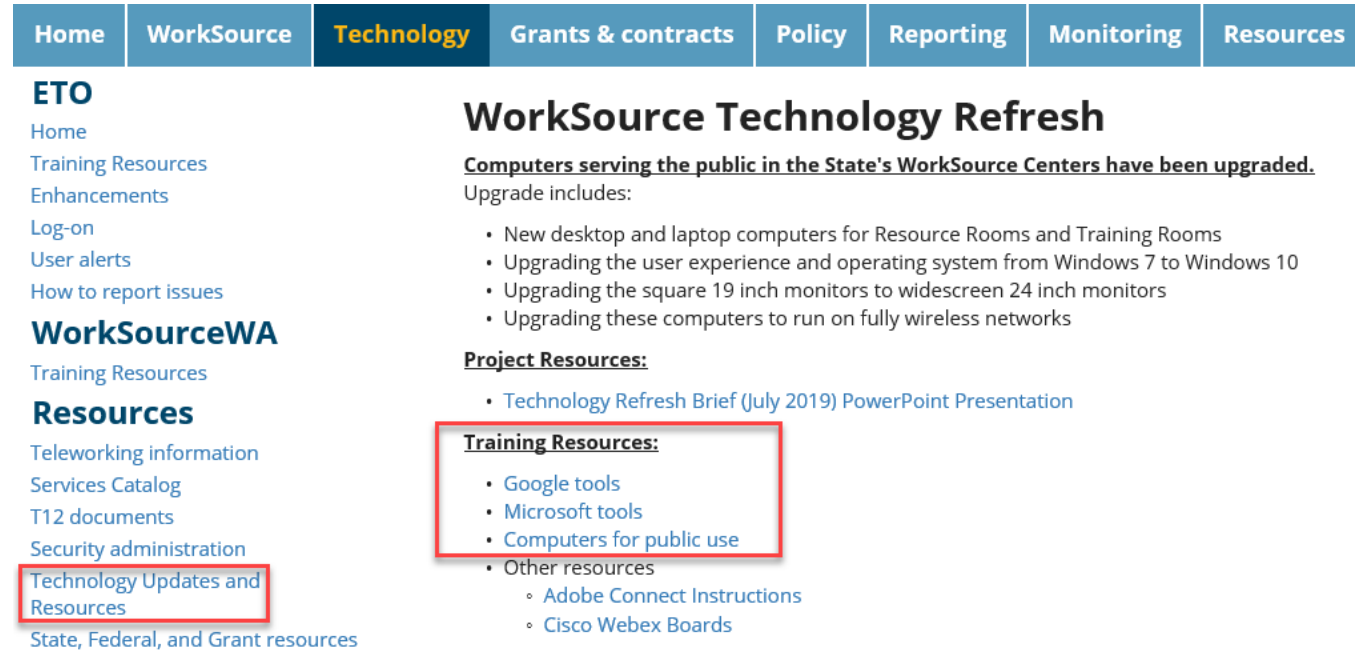
# Working Online with Public-Use Computers

- ▶ Not all computers have Windows Office installed, but all computers have the capability to go online, allowing customers to sign up for Microsoft and/or Google productivity applications.
- ▶ Advantage; cloud-based applications can be accessed at home, on a public computer such as a library, or mobile device.
- ▶ How do you help customers access these tools?



## Working Online with Public-Use Computers

- ▶ Help with public-use technology, Google Tools, and Microsoft Tools can be found in the Workforce Professional Center under the Technology Updates and Resources page.
- ▶ <https://wpc.wa.gov/tech/techrefresh/public-use-computers>



The screenshot shows the WorkSource website's Technology tab. The navigation bar includes Home, WorkSource, Technology (highlighted), Grants & contracts, Policy, Reporting, Monitoring, and Resources. The left sidebar lists ETO (Home, Training Resources, Enhancements, Log-on, User alerts, How to report issues), WorkSourceWA (Training Resources), and Resources (Teleworking information, Services Catalog, T12 documents, Security administration, Technology Updates and Resources - highlighted with a red box, and State, Federal, and Grant resources). The main content area is titled 'WorkSource Technology Refresh' and features a heading 'Computers serving the public in the State's WorkSource Centers have been upgraded.' followed by a list of upgrade details: new desktop and laptop computers, OS upgrade from Windows 7 to 10, monitor upgrade to 24 inch, and wireless network upgrade. Below this are 'Project Resources' (Technology Refresh Brief) and 'Training Resources' (Google tools, Microsoft tools, Computers for public use - highlighted with a red box, and Other resources like Adobe Connect and Cisco Webex).

Home	WorkSource	Technology	Grants & contracts	Policy	Reporting	Monitoring	Resources
------	------------	------------	--------------------	--------	-----------	------------	-----------

**ETO**  
Home  
Training Resources  
Enhancements  
Log-on  
User alerts  
How to report issues

**WorkSourceWA**  
Training Resources

**Resources**  
Teleworking information  
Services Catalog  
T12 documents  
Security administration  
**Technology Updates and Resources**  
State, Federal, and Grant resources

### WorkSource Technology Refresh

**Computers serving the public in the State's WorkSource Centers have been upgraded.**  
Upgrade includes:

- New desktop and laptop computers for Resource Rooms and Training Rooms
- Upgrading the user experience and operating system from Windows 7 to Windows 10
- Upgrading the square 19 inch monitors to widescreen 24 inch monitors
- Upgrading these computers to run on fully wireless networks

**Project Resources:**

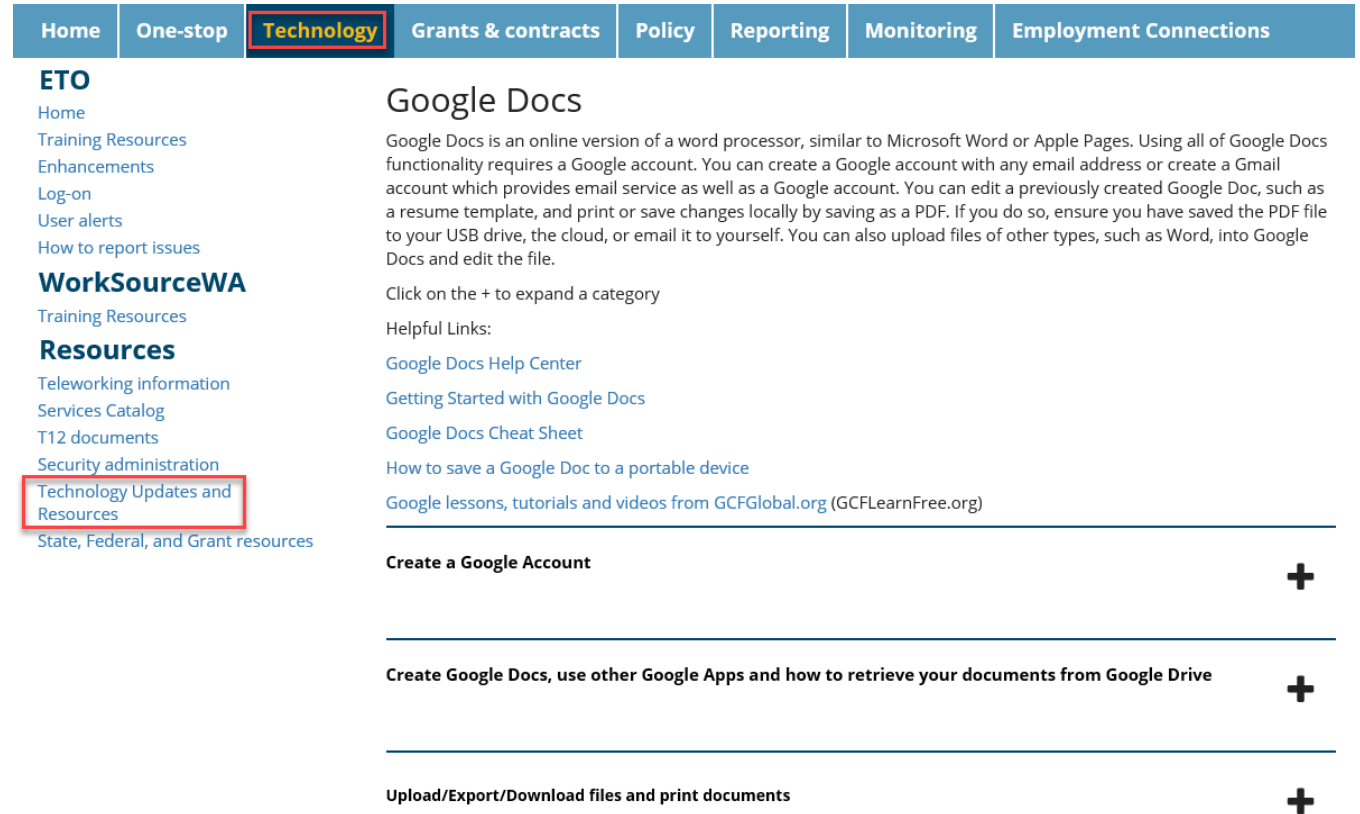
- [Technology Refresh Brief \(July 2019\) PowerPoint Presentation](#)

**Training Resources:**

- [Google tools](#)
- [Microsoft tools](#)
- [Computers for public use](#)
- Other resources
  - [Adobe Connect Instructions](#)
  - [Cisco Webex Boards](#)

## Working Online with Public-Use Computers

- ▶ Help with Google Tools, can be found in the Workforce Professional Center under the Technology tab on the Technology Updates and Resources page.
- ▶ <https://wpc.wa.gov/tech/techrefresh/public-use-computers>



The screenshot shows the WorkSourceWA website with a navigation bar at the top containing links: Home, One-stop, Technology (highlighted with a red box), Grants & contracts, Policy, Reporting, Monitoring, and Employment Connections. Below the navigation bar, the page is divided into two main sections. The left section is titled 'ETO' and lists links for Home, Training Resources, Enhancements, Log-on, User alerts, and How to report issues. Below this is the 'WorkSourceWA' section, which includes links for Training Resources and a 'Resources' section. The 'Resources' section lists links for Teleworking information, Services Catalog, T12 documents, Security administration, Technology Updates and Resources (highlighted with a red box), and State, Federal, and Grant resources. The right section is titled 'Google Docs' and contains a paragraph explaining that Google Docs is an online version of a word processor, similar to Microsoft Word or Apple Pages. It states that using Google Docs functionality requires a Google account and provides instructions on how to create a Google account, edit a previously created Google Doc, and save changes locally by saving as a PDF. Below the paragraph, there are links for 'Click on the + to expand a category', 'Helpful Links:', 'Google Docs Help Center', 'Getting Started with Google Docs', 'Google Docs Cheat Sheet', 'How to save a Google Doc to a portable device', and 'Google lessons, tutorials and videos from GCFLearnFree.org (GCFLearnFree.org)'. At the bottom of the page, there are three expandable sections, each with a plus sign icon: 'Create a Google Account', 'Create Google Docs, use other Google Apps and how to retrieve your documents from Google Drive', and 'Upload/Export/Download files and print documents'.

Home One-stop **Technology** Grants & contracts Policy Reporting Monitoring Employment Connections

**ETO**  
Home  
Training Resources  
Enhancements  
Log-on  
User alerts  
How to report issues

**WorkSourceWA**  
Training Resources  
**Resources**  
Teleworking information  
Services Catalog  
T12 documents  
Security administration  
**Technology Updates and Resources**  
State, Federal, and Grant resources

**Google Docs**

Google Docs is an online version of a word processor, similar to Microsoft Word or Apple Pages. Using all of Google Docs functionality requires a Google account. You can create a Google account with any email address or create a Gmail account which provides email service as well as a Google account. You can edit a previously created Google Doc, such as a resume template, and print or save changes locally by saving as a PDF. If you do so, ensure you have saved the PDF file to your USB drive, the cloud, or email it to yourself. You can also upload files of other types, such as Word, into Google Docs and edit the file.

Click on the + to expand a category

Helpful Links:

- Google Docs Help Center
- Getting Started with Google Docs
- Google Docs Cheat Sheet
- How to save a Google Doc to a portable device
- Google lessons, tutorials and videos from GCFLearnFree.org (GCFLearnFree.org)

Create a Google Account +

Create Google Docs, use other Google Apps and how to retrieve your documents from Google Drive +

Upload/Export/Download files and print documents +



## Working Online with Public-Use Computers

- ▶ Help with Microsoft Tools can be found in the Workforce Professional Center under the Technology tab on the Technology Updates and Resources page.
- ▶ <https://wpc.wa.gov/tech/techrefresh/public-use-computers>



The screenshot shows the 'Technology' tab selected in the top navigation bar. The left sidebar lists various resources, with 'Technology Updates and Resources' highlighted. The main content area is titled 'Microsoft Office Online and OneDrive' and provides information on how to access these services, including creating a Microsoft account and finding lessons/tutorials. A table at the bottom lists expandable sections: 'Create a Microsoft Account', 'Log into your Microsoft Office online account', 'Getting started with Word', 'Microsoft OneDrive', and 'Useful Links', each with a plus icon to its right.

Home	One-stop	Technology	Grants & contracts	Policy	Reporting	Monitoring	Employment Connections
<b>ETO</b>							
Home							
Training Resources							
Enhancements							
Log-on							
User alerts							
How to report issues							
<b>WorkSourceWA</b>							
Training Resources							
<b>Resources</b>							
Teleworking information							
Services Catalog							
T12 documents							
Security administration							
Technology Updates and Resources							
State, Federal, and Grant resources							
<b>Microsoft Office Online and OneDrive</b>							
Microsoft Office is a free cloud-based suite of tools. These cloud-based tools are only available from the internet via Microsoft OneDrive. Create a Microsoft account and start using tools needed to complete tasks and enjoy the benefit of having a single password to sign into all your Microsoft devices and web-based services.							
Create a free Microsoft account after creating a new email address or use an existing email address (Outlook.com, Hotmail.com, MSN.com, Live.com, Yahoo!, Gmail, etc). <i>Note: You already have a Microsoft account if you use an email address and password to sign into Microsoft devices and services.</i>							
Find <a href="#">Microsoft Office Online and OneDrive lessons, tutorials and videos offered through GCFCGlobal.org</a> (GCFLearnFree.org)							
Click on the + to expand a category							
<b>Create a Microsoft Account</b> +							
<b>Log into your Microsoft Office online account</b> +							
<b>Getting started with Word</b> +							
<b>Microsoft OneDrive</b> +							
<b>Useful Links</b> +							

# Working Online with Public-Use Computers

- Help with new public-use equipment can be found in the Workforce Professional Center under the Technology tab on the Technology Updates and Resources page.

- <https://wpc.wa.gov/tech/techrefresh/public-use-computers>

Home	One-stop	Technology	Grants & contracts	Policy	Reporting	Monitoring	Employment Connections
------	----------	------------	--------------------	--------	-----------	------------	------------------------

**ETO**

Home

Training Resources

Enhancements

Log-on

User alerts

How to report issues

**WorkSourceWA**

Training Resources

**Resources**

Teleworking information

Services Catalog

T12 documents

Security administration

Technology Updates and Resources

State, Federal, and Grant resources

**NEW! Windows 10 KIOSK Public-Use Computers**

WorkSource public-use desktop and laptop computers designed for our resource and training rooms run on Windows 10 KIOSK mode. KIOSK mode is a way to configure a computer or device using specific applications which limits users' access to only those applications allowed by the system administrator.

We designed the public-use machines to allow users to launch internet sessions from our WorkSourceWA.com web page. WSWA is where job seekers and employers can connect. Job seekers can build a job seeker profile, create resumes, connect with employers, search, and apply for jobs, and many other job development activities. Employers can build an employer profile and search for the perfect candidate for their business. From the WorkSourceWA web page, all users can go online and sign up for Microsoft and/or Google's free productivity applications.

A great feature of the WorkSource laptops is they run for 11.5 hours on battery power mode, allowing greater user mobility.

Click on the + to expand a category

**What's new in WorkSource resource and training rooms?** +

**Logging into public-use computers** +

**Training material for the new public-use resource and training room equipment** -

- What's new in the WorkSource resource and training rooms?
  - Recorded training
- Resource and training room computers and equipment
  - Recorded training
- Going online with public-use computers
  - Recorded training
- Public-use computer get started guide
- Public-use FAQ's

# Training and Support

- ▶ ITSD onsite computer training and support is dependent upon following agency and state guidance in response to the COVID-19 pandemic and will be included in the WorkSource Return to Work project.
- ▶ Webex and onsite public-use computer training will be coordinated with ITSD IT Systems Trainer.
- ▶ Training material can be found on the Workforce Professionals Center <https://wpc.wa.gov/tech/techrefresh/public-use-computers>

# Service Requests

- ▶ If you experience a computer or printer issue, please submit a remedy ticket by contacting the Technology Solutions Desk at 360-507-9700 or toll-free at 877-397-1212.
- ▶ Or submit a service request online or complete the service request form.





# Questions?

THANKS FOR ATTENDING!