Public-Use Equipment

RESOURCE ROOM COMPUTERS AND PRINTERS

Public-Use Computers for the Resource and Training Rooms

▶ There are 3 types of WorkSource computers available for public use;

1. Desktop computers were installed in the WorkSource resource rooms. Only 25% of desktop devices have Microsoft Office Suite installed on them.

2. All WorkSource offices are equipped with an ADA compliant desktop computer and equipment, sit/stand workstation desk and have Microsoft Office Suite installed on them.

3. Training room laptop computers are Touchscreen enabled, include onboard mouse or keyboard to open sessions and navigate work tasks. None of the laptops have Microsoft Office software installed on them.

4. All public-use computers allow users to go online and sign up for Microsoft and/or Google free productivity applications to perform work tasks and save documents in these third-party cloud-based solutions.

Resource Room Computers

- New equipment includes:
  - HP Mini Desktop
  - 24" Monitor
  - Keyboard and mouse
  - ADA workstations are equipped with a swingarm allowing customers to move monitor
  - Resource room desktop computers do not have touchscreen monitors
  - Computers with Microsoft Office installed on them are clearly labeled with sticker and green dot


ADA WorkStation

Resource Room Desktop Computer Mounting View

- Mini desktop mounted to monitor
- Power button
- USB ports
    - We are in the process of adding a USB extension and cameras and microphones to the mini's
- Auxiliary plug ins
    - Virus protection installed on computers

Training Room Laptop Computer

- HP EliteBook Touchscreen
- Camera enabled for meetings
- Runs on battery mode 11.5 hours
- Public-use laptops labeled "Customer Training Device"
- Labels are provided and installed by ITSD
- Theft prevention is the responsibility of the local office
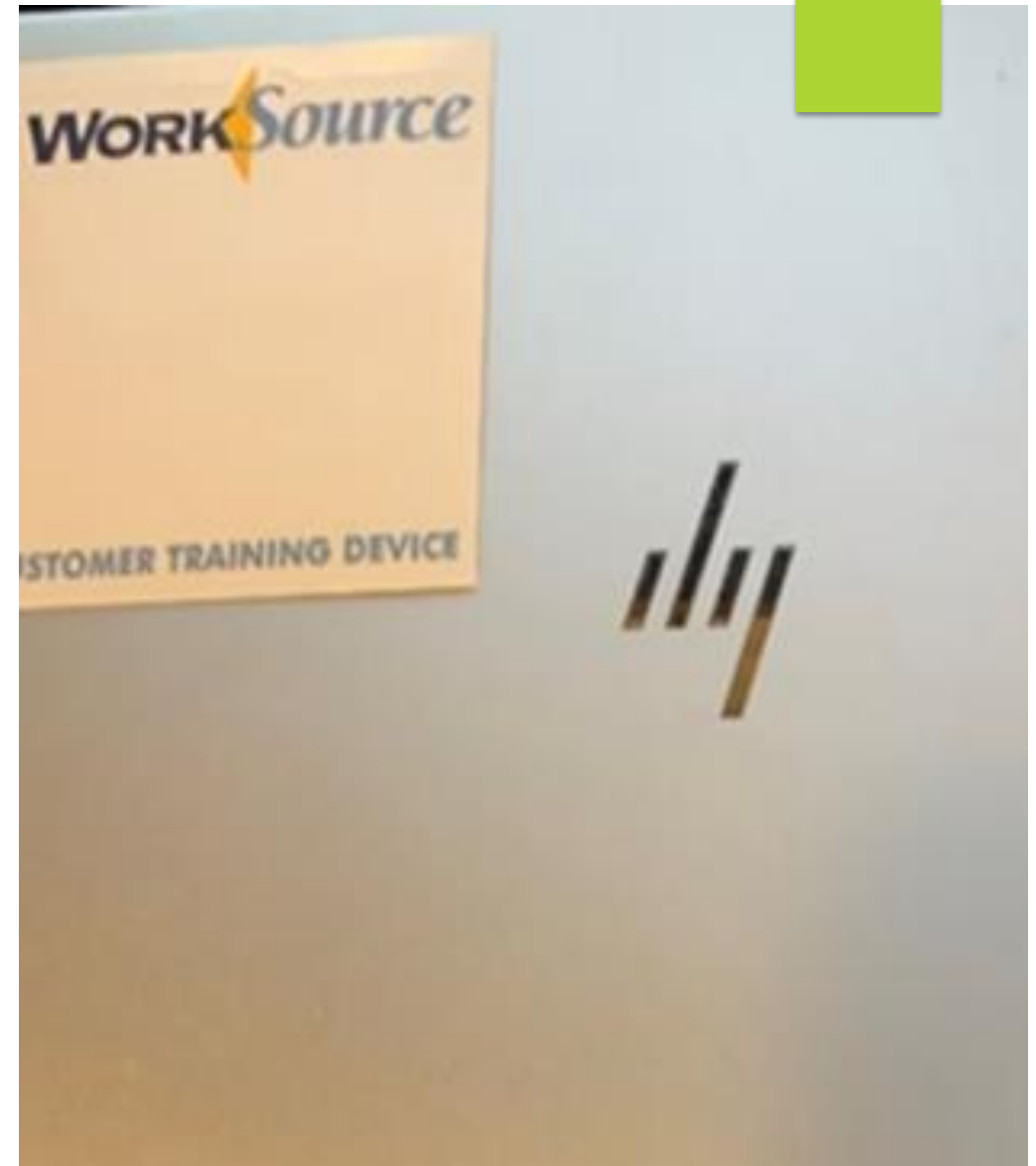
Signing Into a Public-Use Computer

▶ Click on the keyboard to open a session

▶ Click OK after reading the message

ATTENTION

Welcome to WorkSource. We're glad you're here and want to help you succeed! Before using this computer, please note that your work is NOT private. Using this computer means you allow us to monitor, record and review your activities. Use the system only as authorized or your access may be denied. Additionally, criminal, civil, security or administrative proceedings and/or penalties may apply. Thank you for respecting the rules.

OK

Signing Into a Public-Use Computer

▶ Ignore the "Other User" sign in, you do not need a username or password to log onto a public-use computer.

  ▶ Attempts to sign-in as "Other User" will not be successful

▶ Click on Guest

▶ Click Sign in
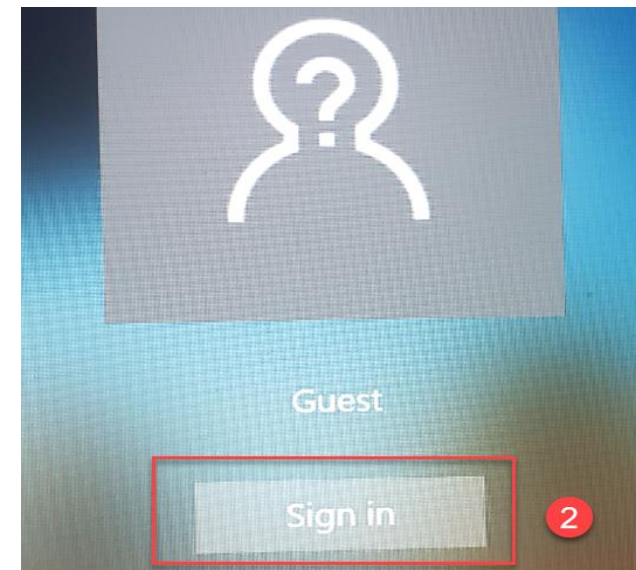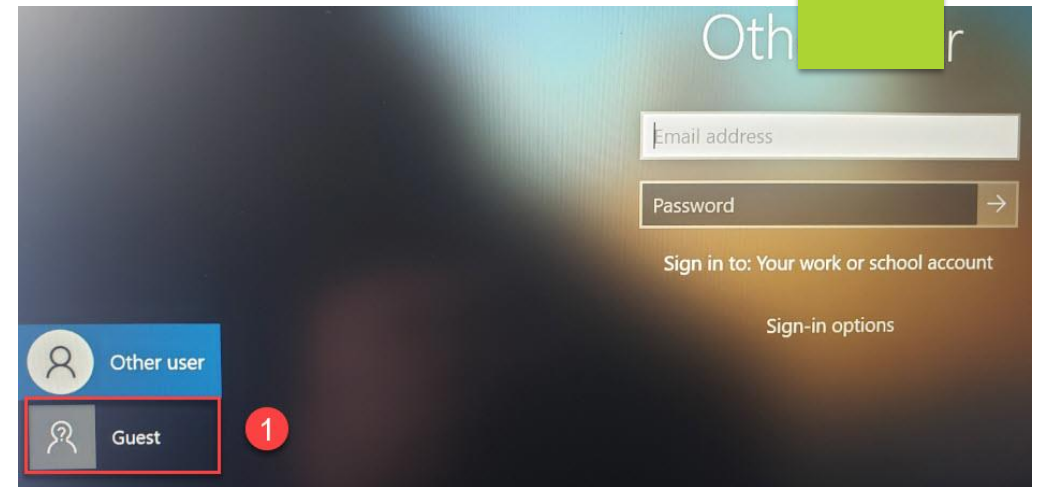
Desktop View of Public-Use Computer

- ▶ Desktop shortcuts

  1. Recycle Bin

  2. Drive D

  3. Google Chrome which opens to WSWA homepage

- ▶ On the left side of the task bar select the **Start** icon to open tiles and view shortcuts

Desktop View

Tile View of Public-Use Computer *Without* Microsoft Office Installed

- Snipping Tool
- Calendar
- **Weather**
    - Local weather is only on laptops
- Google Chrome (launch internet)
- Microsoft Edge (launch internet)
- Ease of Access (ADA compliant)
    - On-screen keyboard
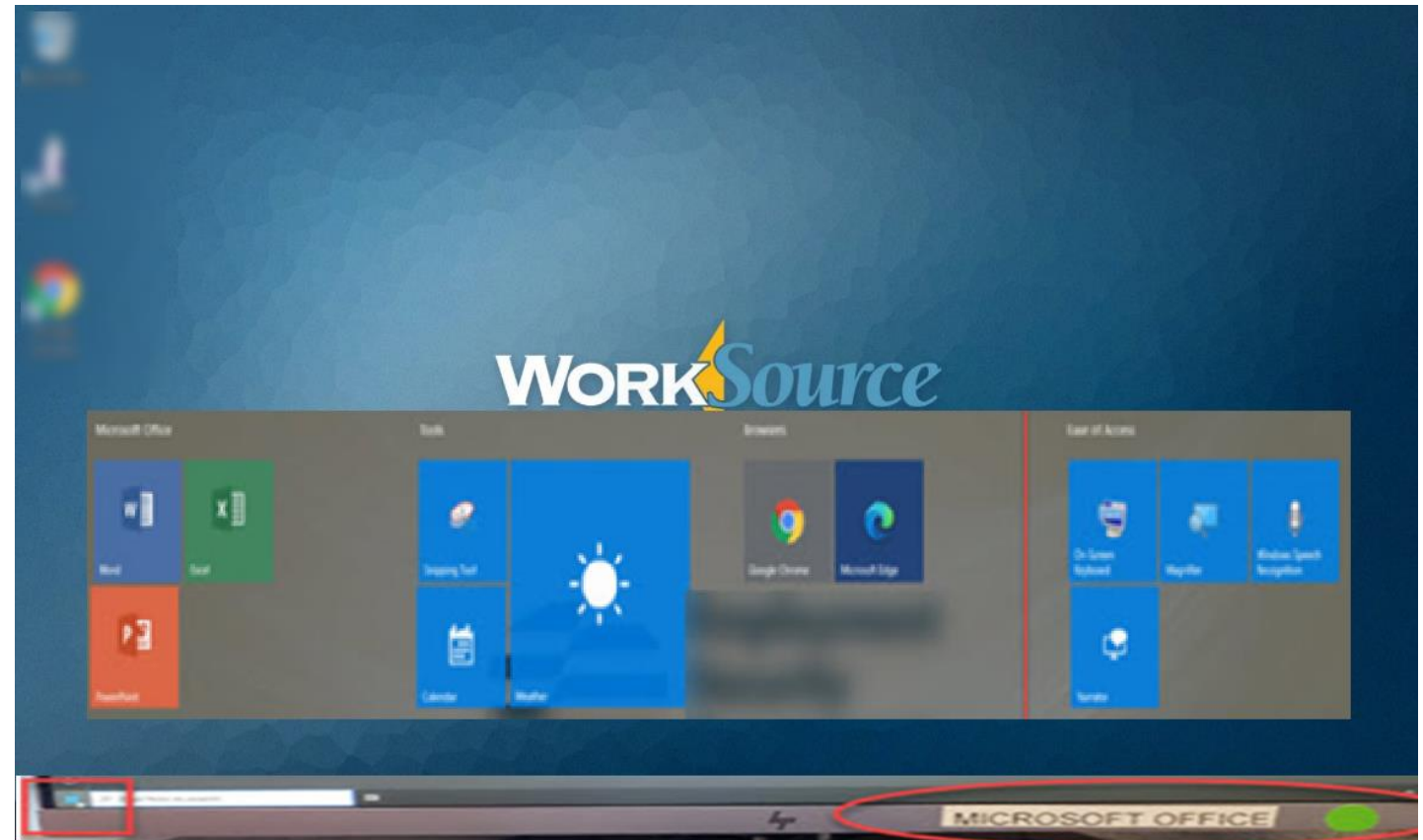   - Magnifier
    - Windows speech
    - Narrator

Tile View

Tile View of all Resource Room Desktop Computers *With* Microsoft Office Installed

- Machines with Microsoft Office installed are clearly labeled

- To open Microsoft Office, go to the left side of the task bar and select the Start icon to open tiles and those and other shortcuts:

  - Tools

  - Browsers

  - Ease of access

Tile View

Adding Microsoft Office to Resource or Training Room Computers

- Microsoft Office is not installed on 75 % of desktops and none of the laptops.

- WorkSource offices can request Microsoft Office licenses be installed on any public-use computer, at a cost to the office through the normal procurement process.

- Submit a remedy ticket for information on purchasing and installing the software including labeling the computers with the appropriate markings.

Protecting Work and Personal Data

▶ Public use computers reboot after 15 minutes of inactivity.

▶ Save work frequently to avoid losing it.

▶ To protect customers personal data always restart public-use computers when leaving the computer unattended or after finishing you work.

> ▶1. From the left side of the task bar select the Start icon

> ▶2. Click the power icon

> ▶3. Click Restart

> ▶Shut down: Never shut down
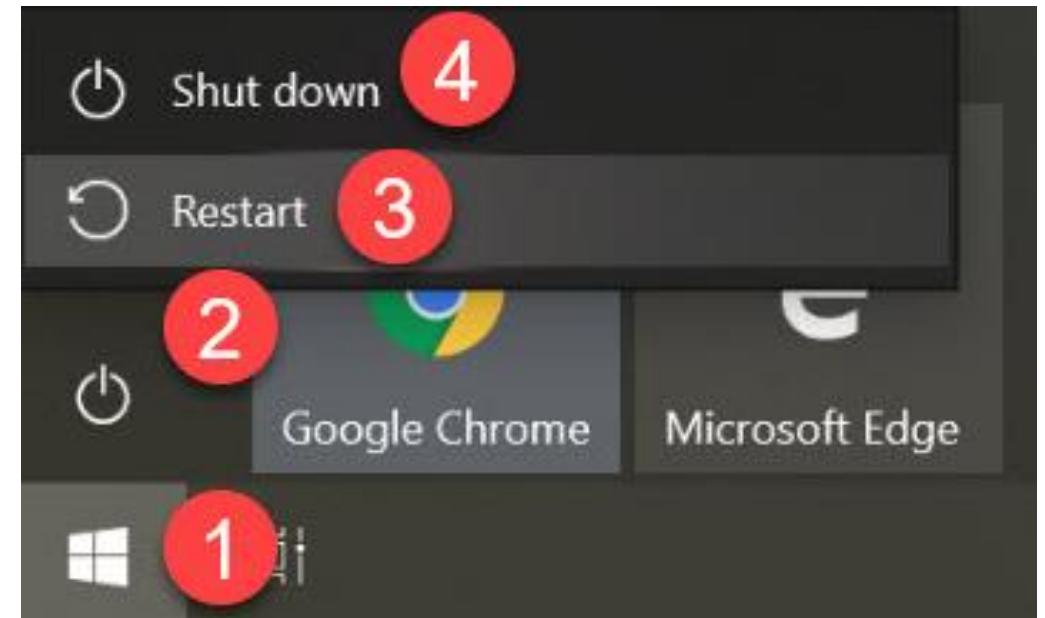
# Charging Carts for Storing and Charging Laptops

- ▶ Locking charging carts provided to store and charge 20 laptops.

- ▶ WorkSource offices issued more than 20 laptops received a second charging cart.

- ▶ Laptop charging cables are permanently installed inside the carts.

- ▶ Additional power cables are can be purchased through the normal procurement process by submitting a remedy ticket.

- ▶ Ask supervisor or administrator for the lock combination.

Charging Carts for Storing and Charging Laptops, cont.

- Laptops are stored and charged in slots

- Dividers provide storage and feature routing slots for power cables to keep things organized and neat

- Each laptop is marked according to cart and slot assignment

- Laptop battery life is 11 hours 30 minutes

- Remember to charge laptops every evening!
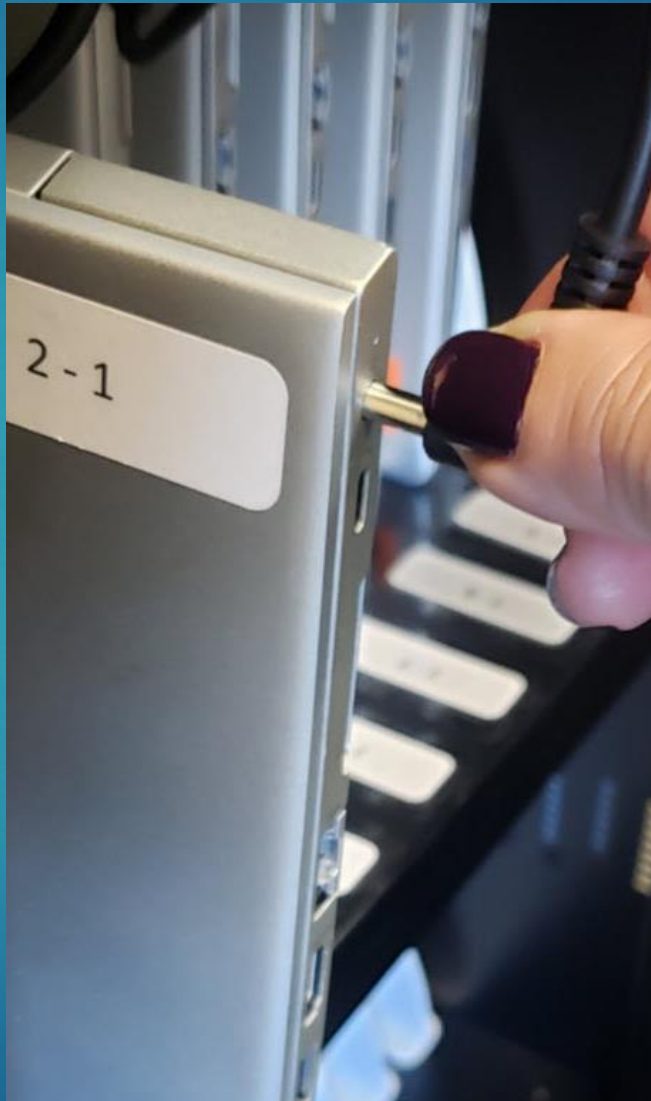
Multi-functional Wireless Printer

- Lexmark multi-functional wireless printer designed to print from resource and training room laptop and desktop computers.

- Faxing capability is provided using Etherfax, a cloud-based solution.

Multi-Functional Wireless Printer Overview
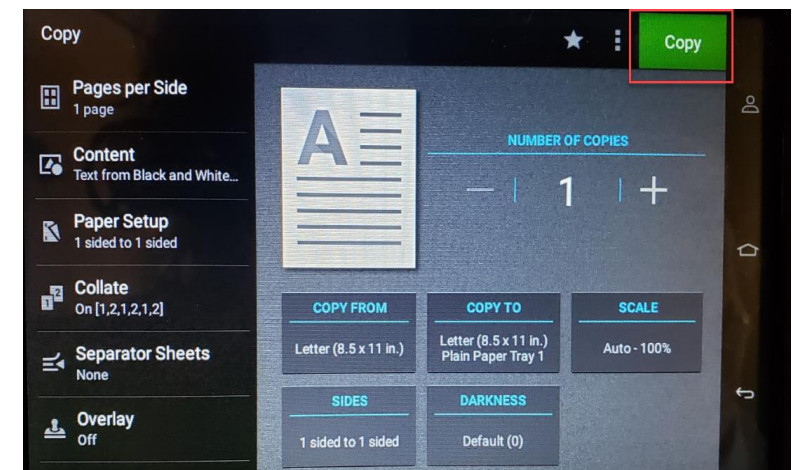
▶ FUNCTIONALITY INCLUDES;

  ▶ COPY

 ▶ FAX – OUTBOUND ONLY

  ▶ USB DRIVE

  ▶ SETTINGS (ITSD USE ONLY)

Multi-Functional Wireless Printer, Copy

▶ LOAD DOCUMENT INTO FEED TRAY OR LAY ON SCANNER GLASS

▶ SELECT COPY FROM DISPLAY PANEL

▶ FROM THE COPY MENU SELECT NUMBER OF COPIES AND SELECT OTHER OPTIONS FOR YOUR PRINT
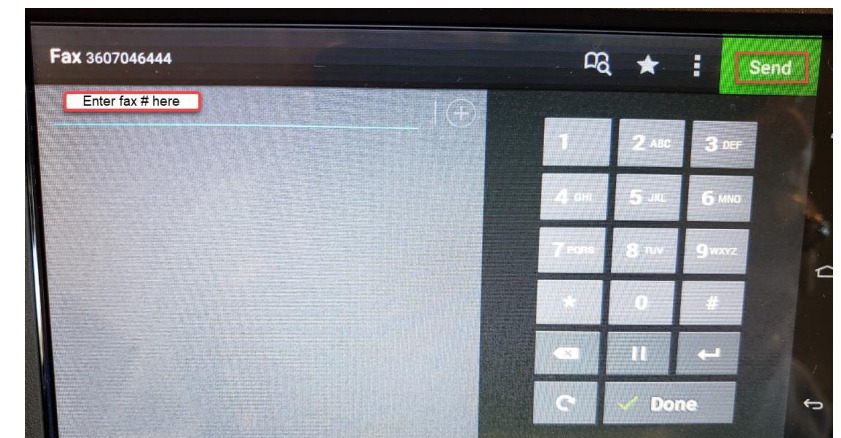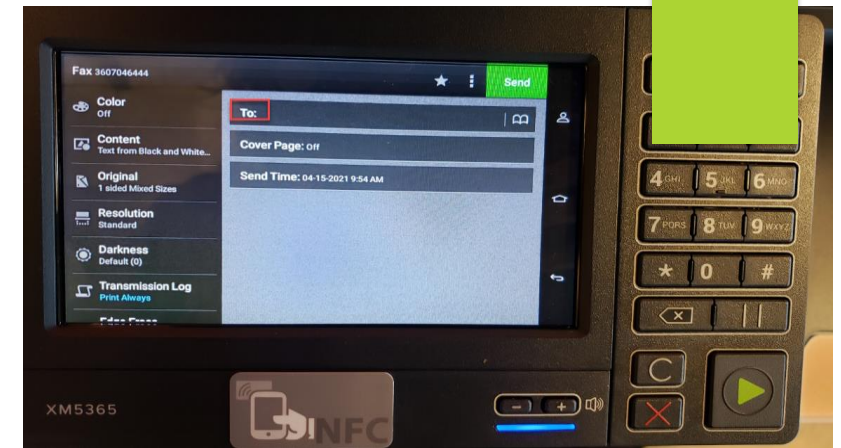
▶ CLICK COPY

Multi-Functional Wireless Printer, Fax

▶ LOAD DOCUMENT INTO FEED TRAY OR SCANNER GLASS

▶ SELECT FAX FROM DISPLAY PANEL

▶ FROM THE FAX MENU SELECT THE ADDRESS BOOK

▶ SELECT UI FAX LINE

▶ CLICK ADD

▶ CLICK SEND
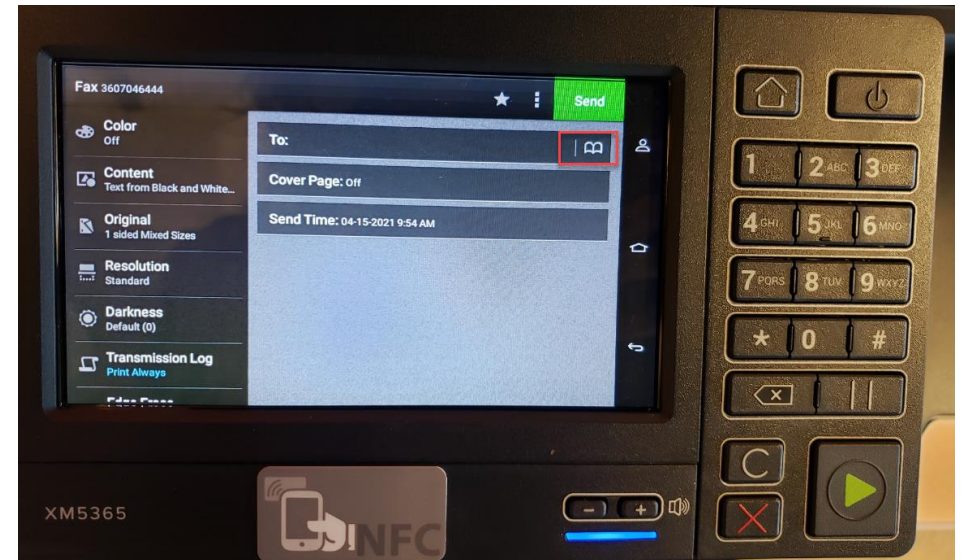
Multi-Functional Wireless Printer, Fax

▶ CLICK <u>TO:</u>

▶ ENTER FAX NUMBER FROM THE KEYPAD

▶ CLICK SEND

▶ WAIT FOR THE TRANSMISSION LOG

Multi-Functional Wireless Printer, Scanning to USB Drive

► LOAD DOCUMENT INTO FEED TRAY OR LAY ON SCANNER GLASS.

► INSERT USB DRIVE INTO THE FLASH DRIVE.

► TOUCH SCAN TO USB AND ADJUST THE SETTINGS IF NECESSARY.

   ► *NOTE: IF THE USB DRIVE SCREEN DOES NOT APPEAR, TOUCH USB DRIVE ON THE HOME SCREEN.*

► SCAN THE DOCUMENT.

   ► *WARNING-POTENTIAL DAMAGE: TO AVOID LOSS OF DATA OR PRINTER MALFUNCTION, DO NOT TOUCH THE FLASH DRIVE OR THE SURROUNDING AREA WHILE PRINTING, READING OR WRITING FROM THE MEMORY DEVICE.*

Multi-Functional Wireless Printer, Print from USB

► INSERT USB IN THE PORT ON THE SIDE OF THE KEYPAD

► CLICK USB DRIVE TO OPEN FOLDER

► SELECT THE DOCUMENT YOU WANT TO PRINT

► CLICK PRINT

► *WARNING-POTENTIAL DAMAGE: TO AVOID LOSS OF DATA OR PRINTER MALFUNCTION, DO NOT TOUCH THE FLASH DRIVE OR THE SURROUNDING AREA WHILE PRINTING, READING OR WRITING FROM THE MEMORY DEVICE.*
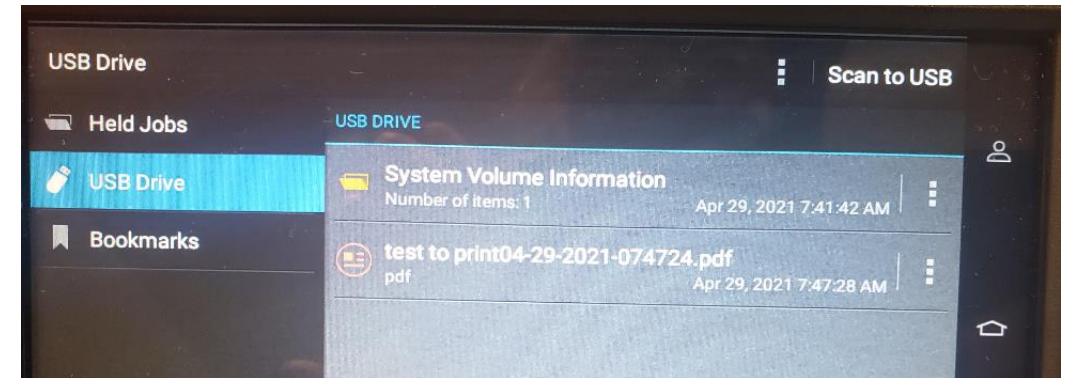
Protecting WorkSource Equipment, Staff and Visitors

▶ Disinfecting equipment and workstations is a decision made locally. Talk to your supervisor or administrator for guidance on this procedure.

▶ Here are a couple of recommendations:

  ▶ Disposable mouse and keyboard covers can be purchased, lessening the likelihood that cleaners could damage the equipment.

  ▶ General guidance from the CDC about cleaning – important to note that COVID doesn't survive long on surfaces and their cleaning standards have changed recently.

  ▶ CDC recommendation specific to electronics, cleaning, etc https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

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?

NEXT USING ONLINE TOOLS AND RESOURCES