


Public-Use Computers

WHAT'S NEW IN YOUR LOCAL WORKSOURCE RESOURCE AND TRAINING ROOM?

Why Upgrade Public-Use Computers?

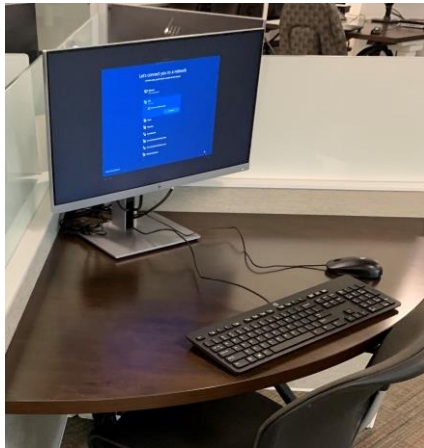
- ▶ Windows 7 computers were out of date and at risk of being disconnected from the internet.
- ▶ Replaced with new computers which run on a secure Windows 10 KIOSK version built for public use.
- ▶ New computers are powerful enough to provide job seekers with web access, resume building and file management tools, and printing capabilities.
- ▶ Additionally, the agency deployed a standard multi-functional printer capable of printing directly from each public-use computer.
- ▶ All computers and printers are wireless! 

What is Windows 10 KIOSK Mode?

- ▶ WorkSource public-use desktop and laptop resource and training room computers are designed using 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.
- ▶ This design allows users to launch their internet session from our WorkSourceWA.com web page.

What's New in the Resource Rooms?

- ▶ **Resource rooms** are now equipped with standard equipment consisting of a 24" monitor, HP EliteDesk "Mini" desktop computer with USB ports, keyboard and mouse. Each Mini desktop is mounted to the back of the monitor with a bracket allowing customers more working desk space.



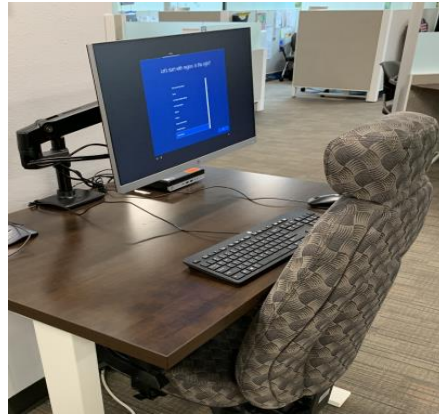
Standard Mini desktop setup



Mini desktop with USB ports,
mounted to back of monitor.

What's New in the Resource Rooms?

- ▶ Each office is equipped with an **ADA compliant Mini desktop** workstation. The Mini desktop is placed on the desk because there is an ADA swing arm attached to the monitor, allowing customers to move the monitor closer when using the equipment.



ADA workstation with swing arm attached to monitor and desktop computer on desk

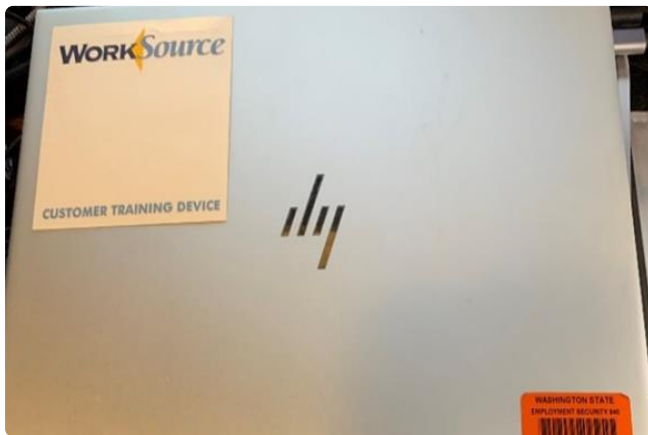
What's New in the Resource Rooms?



“Green Dot” markings on monitor and desktop to identify that Microsoft Office is installed.

- ▶ The project could only fund 25% of the desktop computers with a Microsoft Office license and installation.
- ▶ Desktop computers with the Microsoft Office Suite installation are marked with a green dot for easy identification.
 - ▶ Some offices may have a green dot, Microsoft sticker or both.

What's New in the Training Rooms?



Public-Use laptop with a label on the top left of the cover to identify for public-use. Labels are provided and installed by ITSD.

- ▶ HP EliteBook laptop computers were delivered and deployed to serve job seekers in the training rooms.
- ▶ Customer training devices are clearly marked with a sticker.
- ▶ Laptops will run 11.5 hours on battery power mode and must be charged each day.

What's New in the Resource and Training Rooms?

- ▶ Although only 25% of the desktop computers have Microsoft Office installed, all desktop computers allow users to go online and sign up for free Microsoft and/or Google productivity applications.
- ▶ Microsoft Office is not installed on laptops, but users can go online and sign up for Microsoft and/or Google free productivity applications.
- ▶ Advantage of cloud-based applications is your account and work documents can be accessed at home, on a public computer such as a library, and mobile devices.

What's New in the Resource and Training Rooms?

- ▶ WorkSource offices, can request additional Microsoft Office licenses installed on any public-use machine at a cost to the WorkSource office through their normal procurement process.
- ▶ Submit a remedy ticket for information on purchasing and installing the software including labeling the computers with the appropriate markings.

Laptop Storage and Charging



- ▶ Lockable charging carts are provided to store and charge laptops. WorkSource offices issued more than 20 laptops received a second charging cart.
- ▶ The laptop charging cables are permanently installed inside the carts and should not be removed.
- ▶ If required, additional power cables can be purchased through the normal procurement process.
- ▶ See your administrator for the combination code.

What's New in the Resource Rooms?

- ▶ Additionally, each office has a new Lexmark multi-functional wireless printer installed, designed to print from laptop and desktop computers.
- ▶ Faxing capability is provided using Etherfax, a cloud-based solution.



Lexmark wireless printer

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 Return to WorkSource 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: RESOURCE AND TRAINING ROOM EQUIPMENT