

Technology Basics 101



Course Facilitator: DJ McDonald

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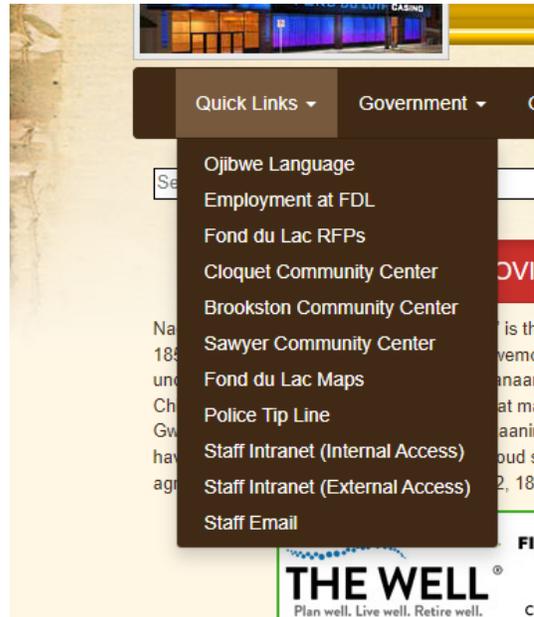
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Log onto the computer

1. At the start-up screen, press any key on your keyboard to go into the login screen.
2. Type in your username and password. If you don't have these, you'll need to go down to IT to get some assistance.

Fill out your timecard

1. Navigate to the Fond du Lac reservation website. (<https://www.fdlrez.com>)
2. Click on Quick Links; dropdown menu.
3. Click on Staff Intranet (Internal Access).
4. In the upper right-hand corner of the screen is a Log In button.
5. Type in your username and password. Unless you changed it, it should be the same as your email address and password.
6. Navigate to My Employment dropdown menu at the top of the screen.
7. Click Timecard.
8. Enter in the hours you worked for each day and the pay type it should be. Keep in mind holidays, vacation/sick leave, and/or other types of leave that you'll get paid for need to be on your timecard.
9. You can also look at leave balances in this same area.



| Pay Type | Job Type | Sun 5-28 | Mon 5-29 | Tue 5-30 | Wed 5-31 | Thu 6-1 | Fri 6-2 | Sat 6-3 | Sun 6-4 | Mon 6-5 | Tue 6-6 | Wed 6-7 | Thu 6-8 | Fri 6-9 | Sat 6-10 | Total |
|----------------|-----------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------|
| [1] Regular | [MISTRN] My Job | | | 8 | 8 | 8 | 8 | | | 8 | 4 | 8 | 8 | 8 | | 68 |
| Job Comment | | | | | | | | | | | | | | | | |
| [215] Holiday | [MISTRN] My Job | | 8 | | | | | | | | | | | | | 8 |
| Job Comment | | | | | | | | | | | | | | | | |
| [205] Vacation | [MISTRN] My Job | | | | | | | | | | 4 | | | | | 4 |
| Job Comment | | | | | | | | | | | | | | | | |
| Total | | 0 | 8 | 8 | 8 | 8 | 8 | 0 | 0 | 8 | 8 | 8 | 8 | 8 | 0 | 80 |

Create a Ticket in Vorex

If you require assistance or tech support, look no further!



Client Portal Notes

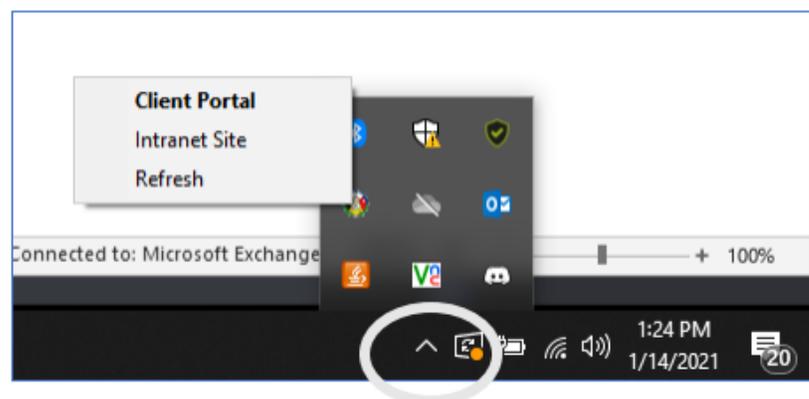
The IT Division has been utilizing our new ticketing system for a couple of weeks and we are working to get it running as efficiently as possible.

If you want your service requests answered swiftly and correctly, here are some things to remember.

There are three ways to use the Vorex system.

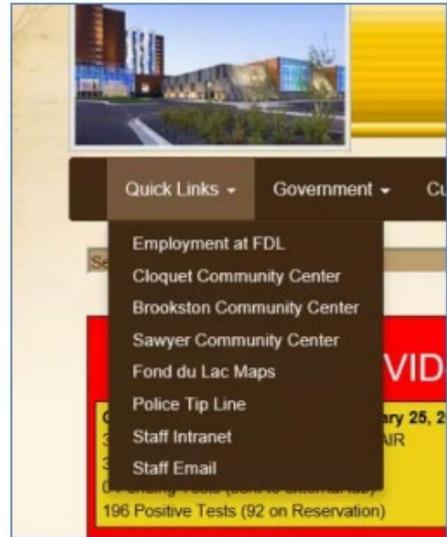
1. **Call the Service Desk at 218-878-3727.** If you have an immediate issue this is the quickest way to initiate a service request.
2. **Use the Vorex Client Portal.** You will start the ticketing process through the client portal. The client portal also allows you to track the progress on your ticket. You will be receiving emails from IT Support staff letting you know the status of the ticket and any additional questions IT Support Staff may have.

An easy way to get to the portal is to right click on the Kaseya agent (the Fond du Lac logo) that can be found by clicking the small up arrow on the bottom right of your screen. Select Client Portal. This is a safe site to go to. This is the same portal I have been discussing in many previous Ask Diane's.

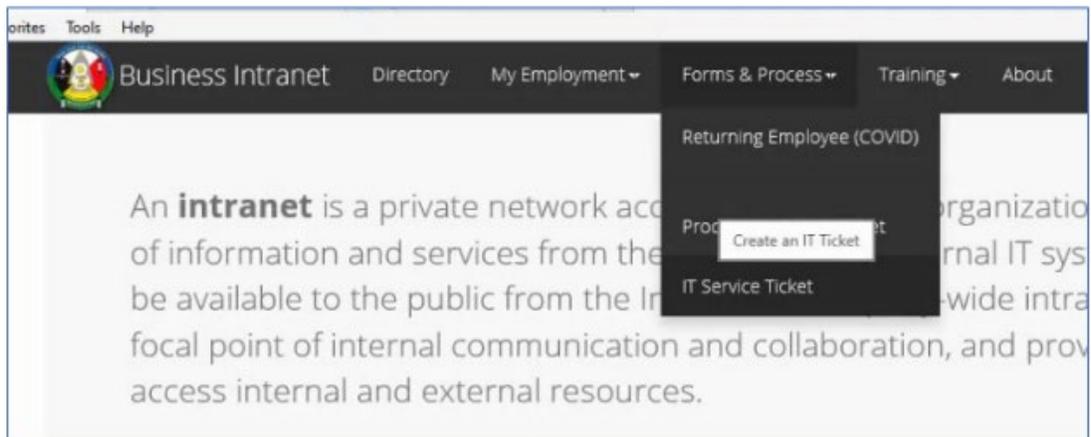


You can access the Intranet Site from this link.

3. **Use the Link from the Intranet:**
Go to our main FDL site, and select Quick links
>select Staff Intranet.



Go to Forms & Process and select It Service Ticket.



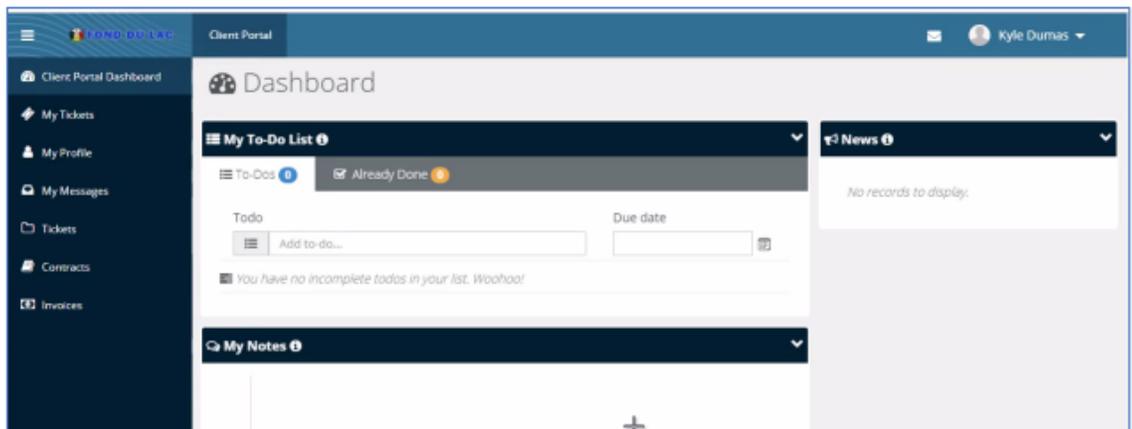
You must be working from the a Fond du Lac business network, so that means if you are working from home you have to log into your workstation at work.

You should have received an email that gave you a link to the portal and gives you your username and password. If you no longer have that email, enter your email address as your user name and click "Forgot Password".

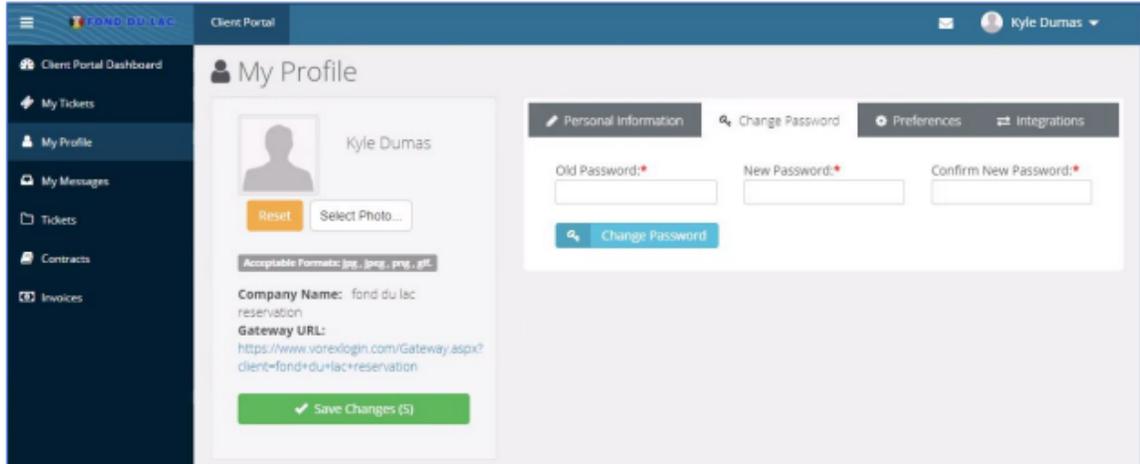
You will get an email providing the required information to log into Vorex and set a password.



Here is what your individual dashboard will look like when you get logged into the Vorex Client Portal

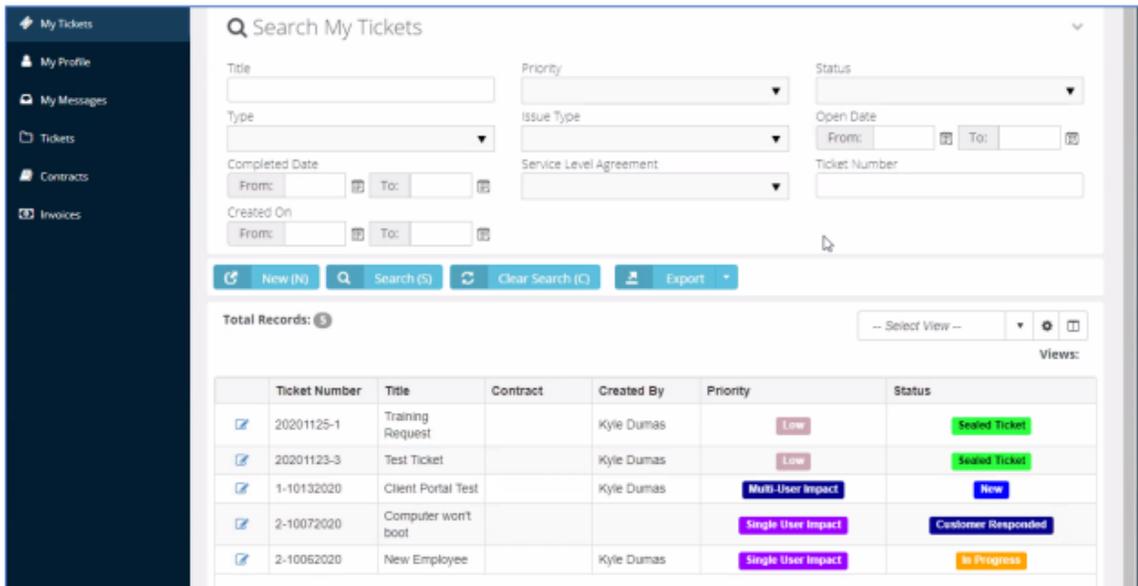


If you have not created a new password, click on "My Profile" in order to change your password. Do not keep the password that was generated for you.



If you go to My Tickets you will now be able to see all the tickets that have been entered for you and what their status is, and a list is generated for you to search and track the progress of each ticket.

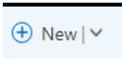
You will be able to create a new ticket from here.

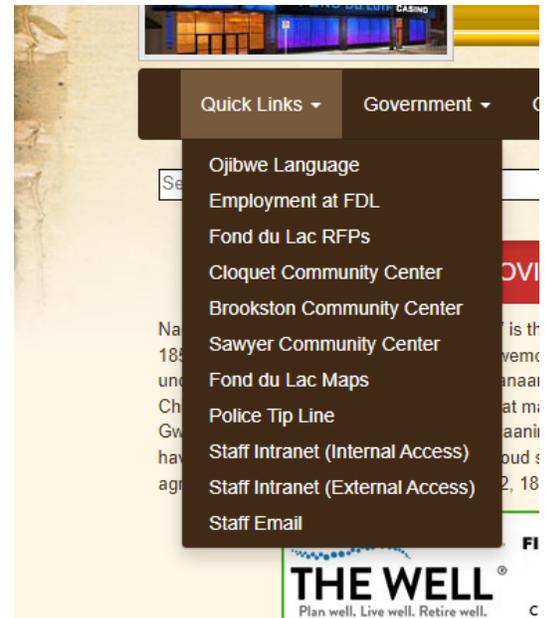


Access Webmail

1. Navigate to the Fond du Lac reservation website.
(<https://www.fdlrez.com>)
2. Click on Quick Links; dropdown menu.
3. Click on Staff Email.
4. Type in your username and password.

Compose, address and send messages

1. At the top of the page, click the  button.
 - a. The “To” line is the recipient of your email.
 - b. The “CC” line is anyone else you want to receive the email. Example: If you are emailing someone to request a meeting and want to copy another person so they also attend the meeting.
2. The “Subject” line is the title of your email. These should be short, sweet, and to the point!
3. Then, you can compose your message. There are some formatting options you can use when composing your email messages:
 - a. **Font** will change the font type. Make sure this is something easy to read; Arial or Times New Roman are safe bets.
 - b. **Font size** will change how large your text is. Make sure it’s not too big or too small; size 11 or 12 is perfect.
 - c. **Bold**, *italicize*, and underline are demonstrated here. **Highlight** and **Font color** will make certain text stand out.
 - d. The bulleted list is handy if you want to use a list of some sort, same with the numbering list.
 - e. The two tabs will either decrease the indent of your paragraphs, or increase the indent of your paragraphs. (Similar to the TAB key on your keyboard.)
 - f. Discard will delete the email message.
 - g. You can use the paper clip to insert files and other attachment types to your email. The picture will allow you to insert images. The blue A with a paint brush will hide formatting tools. The smiley face will insert emojis. 😊 I wouldn’t really recommend using any emojis as they’re unprofessional to many, unless it’s an informal email you’re sending.
4. When you’re ready, hit the blue “Send” button at the bottom of the page to send your email to the addressee(s).



Replying to Email

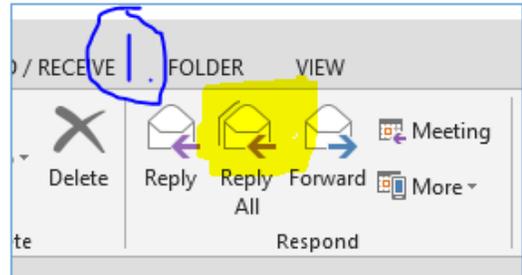
When to use Reply, Reply All, and BCC...

At times we may need to send an email to a group of people. You may need to decide if it is better to use Reply, Reply All, or Forward.

If you just want to let people know that an email was sent but you only need to reply back to the person who sent the original email just use **Reply**.

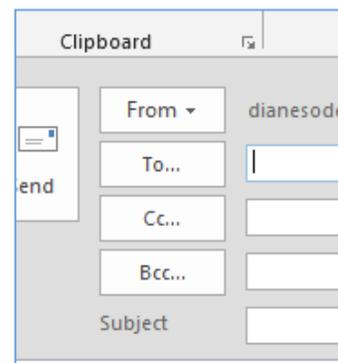
Reply All is specifically for the entire group that must be in the loop and it will go to everyone on the To: line and the Cc: lines.

If you need to pass on an attachment you must use the **Forward** feature.



Using the BCC: field to send an email message to a large group of people has a number of benefits, including:

1. *The privacy of email addresses is protected in the original message.* The recipients will receive a copy of your message, but they will not be able to see the addresses of the recipients listed in the BCC: field.
2. *The privacy of email addresses is protected if the message is forwarded.* When an email message is forwarded, the addresses of everyone in the TO: field and the CC: field are also forwarded along with the message. Addresses that have been placed in the BCC: field are not forwarded.
3. *If a recipient uses the "Reply to All" option, the reply will not be sent to those individuals in the BCC: field.* Occasionally an email recipient may respond to a message using the "Reply to All" feature. **If you have placed a large list of recipients in the TO: or CC: field, all of them will receive the reply. This can be an annoyance to other recipients, particularly if the reply is not relevant to them or was intended only for the original sender.** By placing recipients in the BCC: field, you can help protect them against receiving unnecessary replies.
4. *Using the BCC: field acts as an anti-spam precaution.* Many viruses and spam programs are now able to sift through mail files and address books for email addresses. Using the BCC: field is an effective anti-spam precaution because it reduces the likelihood that recipients will receive a spam message or a virus from another recipient's infected computer.



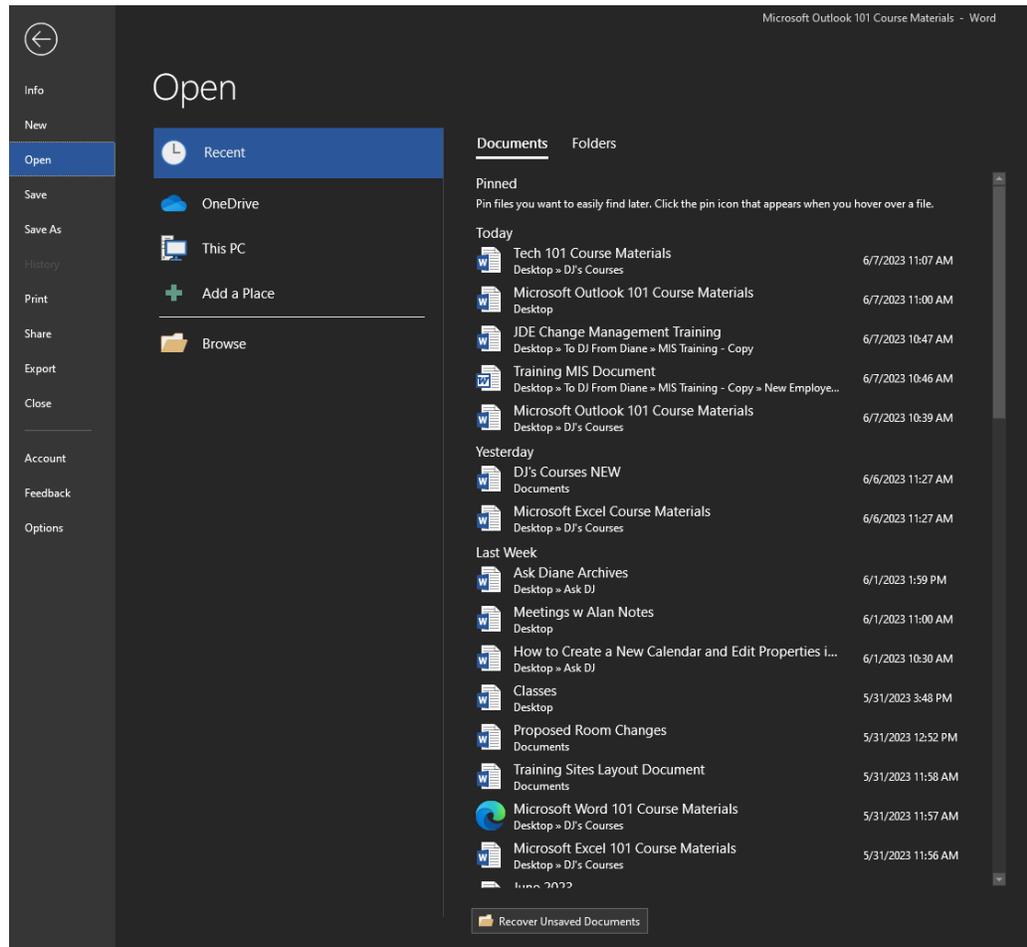
If you do not have the Bcc option available open a blank email >options> select Bcc.

Getting Started with Word & Its Uses

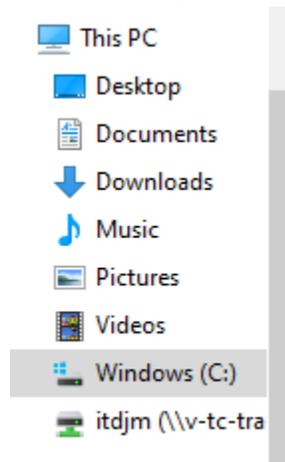
1. Open up Word. There are several ways to do so:
 - a. Click the Start button in the bottom left-hand corner of your screen and use your mouse to scroll to “W” for “Word” and then double click to open the Word app.
 - b. Click on the Search bar in the bottom left-hand corner of your screen and type “Word” to open it.
 - c. If you have Word saved to your toolbar, double click the Word icon to open it.
2. Word is a fantastic way of organizing your documents and creating new ones. Anything word processed is done in Microsoft Word.

Opening Files

1. To open a new Word document, go to File – New – Blank Document. There are also several templates you can choose from if you’re looking for something specific.
2. To open an existing Word document, go to File – Open and then navigate to where your file is stored. There are a lot of places it could be. Let’s take a look at the dialog box that will appear (see right).
3. The default view is the “Recent” tab. These are your most recently opened documents. Useful for if you’re continuously updating documents and need to refer back to them regularly.
4. If you don’t see the document you need, hit the “Browse” folder to look through your other documents.



Navigating Files & Documents

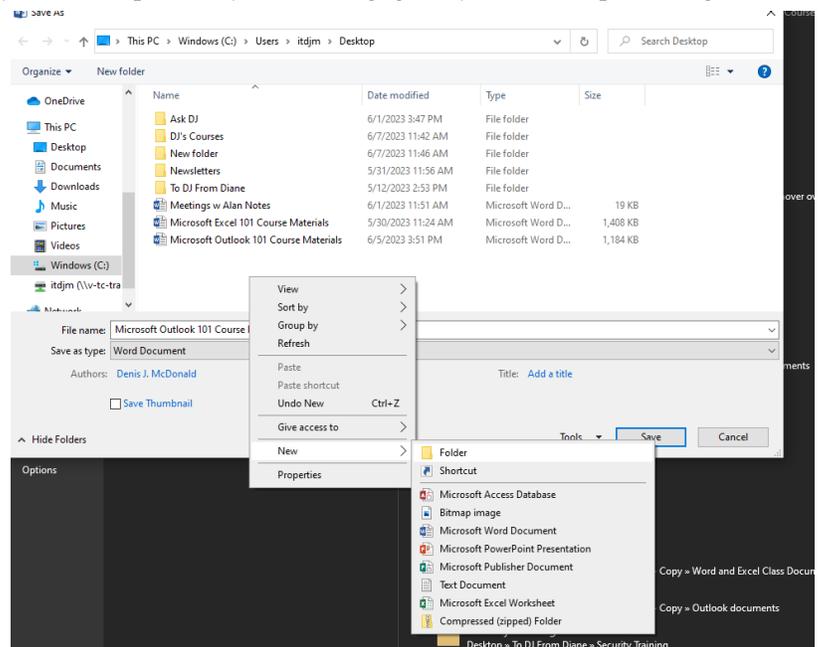


If you can't find your document on the Recent list, you will need to navigate your PC to find it. There are a number of places it could be on your PC:

- Desktop is the initial “home screen” of your computer. Any regularly used files could be saved here.
- Documents is where I store most of my documents to keep myself organized.
- Downloads is where anything downloaded from the web or the internet is located.
- Music are audio files. Pictures are image files. Videos are video files.
- Windows (C:) is a public drive. I wouldn't recommend saving files/documents here as this may be accessible by other users.
- Itdjm is my personal network drive. I don't use this to save my files as everything is already saved to my Windows account.

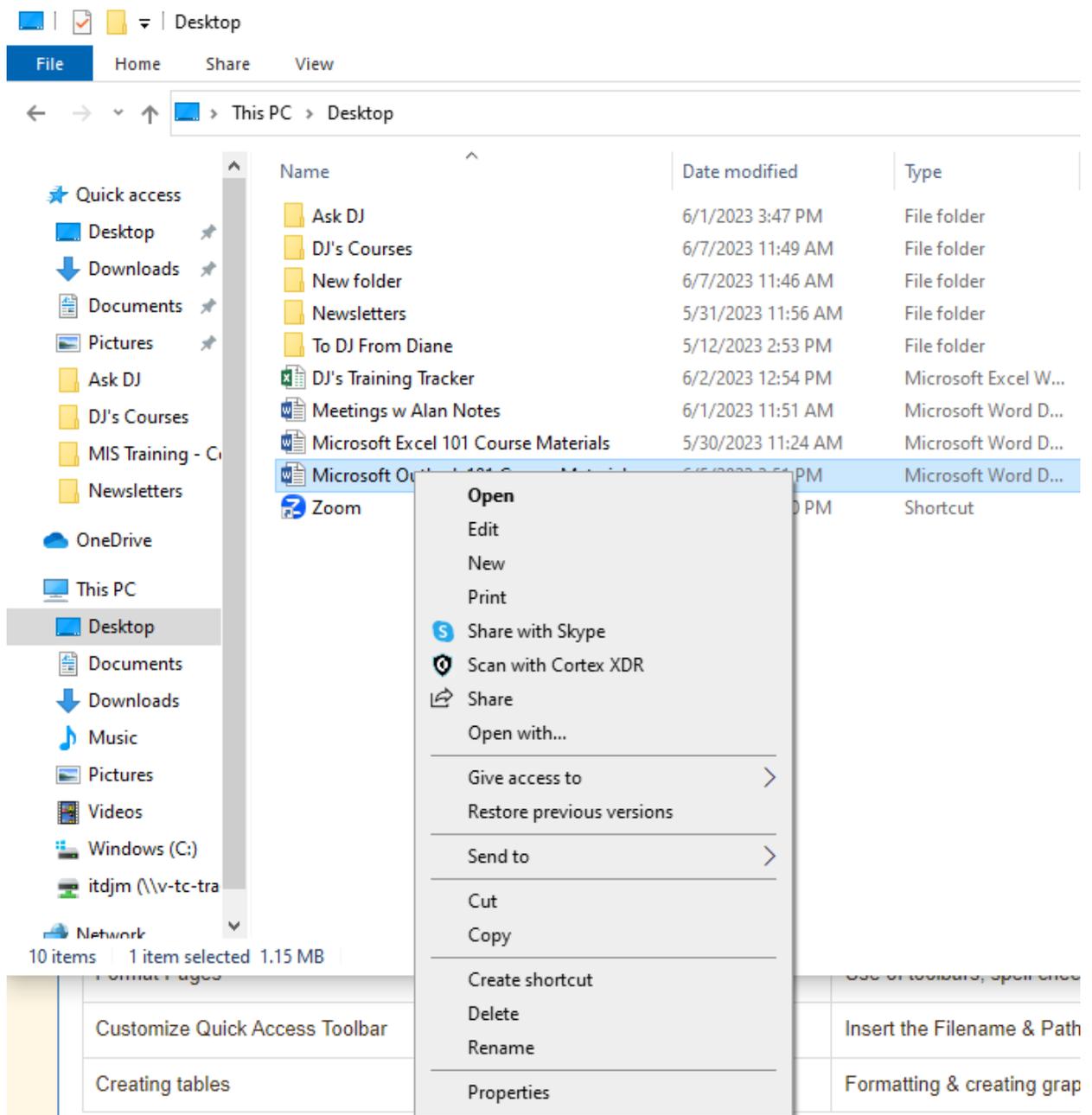
Saving Documents

- Once you are done working on something, or even when you've made progress and want to save where you're at, you'll want to save your work. Word will NOT automatically save your progress on documents.
- Navigate to File – Save As. Then, you'll want to decide where you're going to put this file. I like to put everything into folders on my desktop to keep me organized.
 - To create a new folder on your desktop, when you're saving, go to your Desktop, then right-click with your mouse and point to “New”, then “Folder” and then type in a name for your folder. This will create a new folder with that name on your desktop.
- Then, to save the document in that folder, double-click on the newly created folder.



Managing Files

1. Navigate to the folder icon on your task bar, OR if you can't find it type in "File Explorer" into the search bar.
2. This will take you to all of your saved files. Here, you can rename, copy, delete, and move files around. Simply right-click on the file to see all of the options. You can also create shortcuts to be able to easily access files from your desktop.
3. To add a file or shortcut to your desktop, simply click and drag it on to the desktop. You may have to minimize other windows



Copy/Cut/Paste

If you want to copy text from an email to a Word document or vice versa, you can use the keyboard shortcut CTRL C to copy text to the clipboard.

CTRL X will cut text from one place to another.

CTRL V will paste cut or copied text.

You can also look in the upper left-hand corner of the ribbon – Home tab – Clipboard group to access Cut/Copy/Paste Options.

Printing

1. Do NOT try and set up a printer on your own! Call the Service Desk and they will send a technician out to set up a printer for you.
2. Once your printer is set up, simply go to File – Print and then select the printer you want to print to.