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# NEW USER ORIENTATION IT DEPT. OUTLINE

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## All users:

- Information Technology (IT) Acceptable Use Policy
- PSFAConnect review
- User Folder Location and how to use. H; Drive PSFAConnect
- Filenames – Do not use really long names or paths
- Website Portals – How to get forms and other general use
- SpiceWorks – HelpDesk ticketing system
- Outlook –
  - User's email address
  - Junk Email Logging into SonicWALL unjunk
  - How to handle Spam, Junk then block sender
- Tips – Snipping tool, Browser favorites, Pinning apps to taskbar
- Printers – Locations, printing, scanning
  - Print/user address book
- Wi-Fi –
  - Private (for PSFA use only)
    - Password – 1312PSFA
  - Public
    - Password – Lava9911

## Laptop users:

- NetExtender
- PSFAConnect
- Remote support

## Cell Phones:

- User's number – when you have a phone
- Setup Calendar
- Setup email
- Hotspot as needed