

# IT Workshop 2015



# Overview

- Formatting
- Email
- Printer
- Browser
- Boardroom
- Dropbox
- Computer speed

# Formatting - General rules

- Spacing
- Justified
- Bullets/numbering
- Numbering within sentences
- Tables

# Spacing - Ctrl+A then follow the steps

Step 1

## Singapore company registration

For over a decade, Healy Consultants has been efficiently and effectively assisting our Clients with i) business registration ii) business license registration iii) Singapore business banking solutions iv) visa options and staff recruitment strategies and v) workspace rental solutions

## Advantages of Singapore

Singapore corporate tax

1. A Singapore limited liability company can be owned by merely one shareholder and one director of any nationality. The minimum paid up share

Step 2

Step 3

Step 4

Step 5

Paragraph

Indents and Spacing Line and Page Breaks

General

Alignment: Left

Outline level: Body Text

Indentation

Left: 0" Right: 0" Special: (none) By:

☐ Mirror indents

Spacing

Before: 0 pt After: 0 pt Line spacing: Single

☒ Don't add space between paragraphs of the same style

Preview

Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph

For over a decade, Healy Consultants has been efficiently and effectively assisting our Clients with i) business registration ii) business license registration iii) Singapore business banking solutions iv) visa options and staff recruitment strategies and v) workspace rental solutions

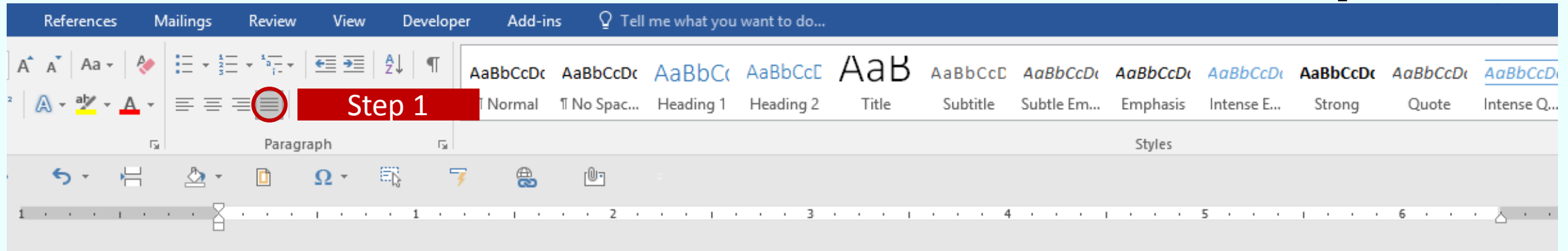
Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph

OK Cancel

effectively assisting our Clients with i) business registration ii) business license registration iii) Singapore business banking solutions iv) visa options and staff recruitment strategies and v) workspace rental solutions

within one week, with a minimum paid up share of S\$1. The minimum paid up share

# Justified - Ctrl+A then follow the steps



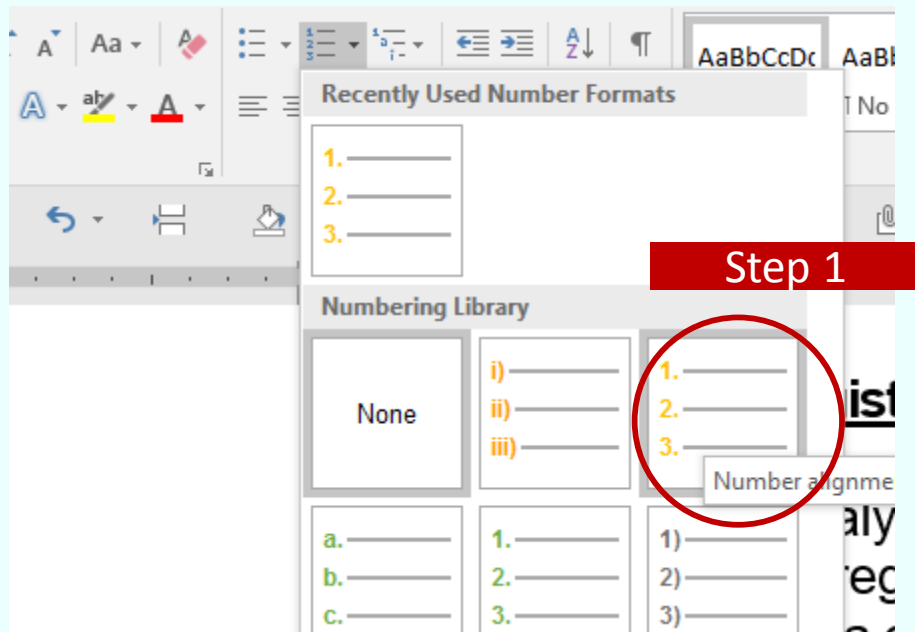
## **Singapore company registration**

For over a decade, Healy Consultants has been efficiently and effectively assisting our Clients with i) business registration ii) business license registration iii) Singapore business banking solutions iv) visa options and staff recruitment strategies and v) workspace rental solutions.

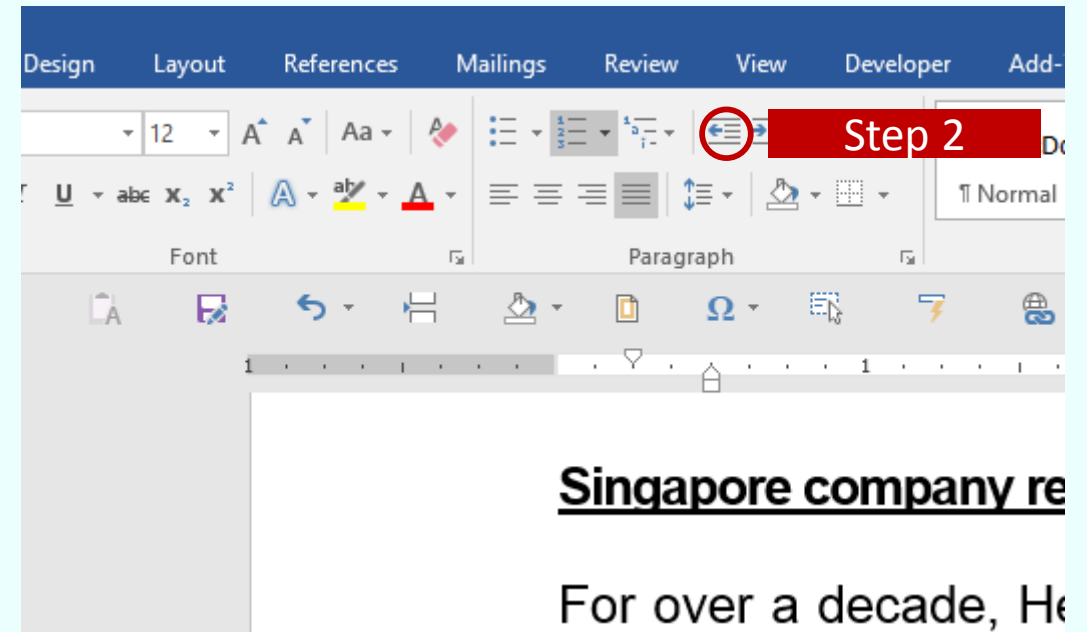
## **Advantages of Singapore company registration**

# Bullets and numbering

Step 1 — yellow numbering

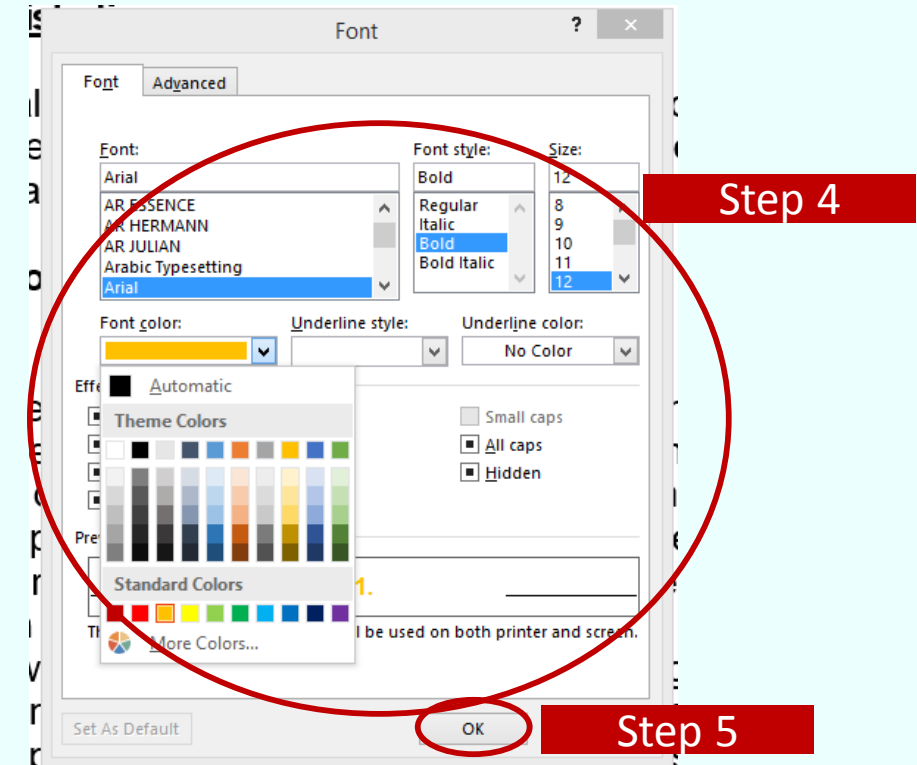
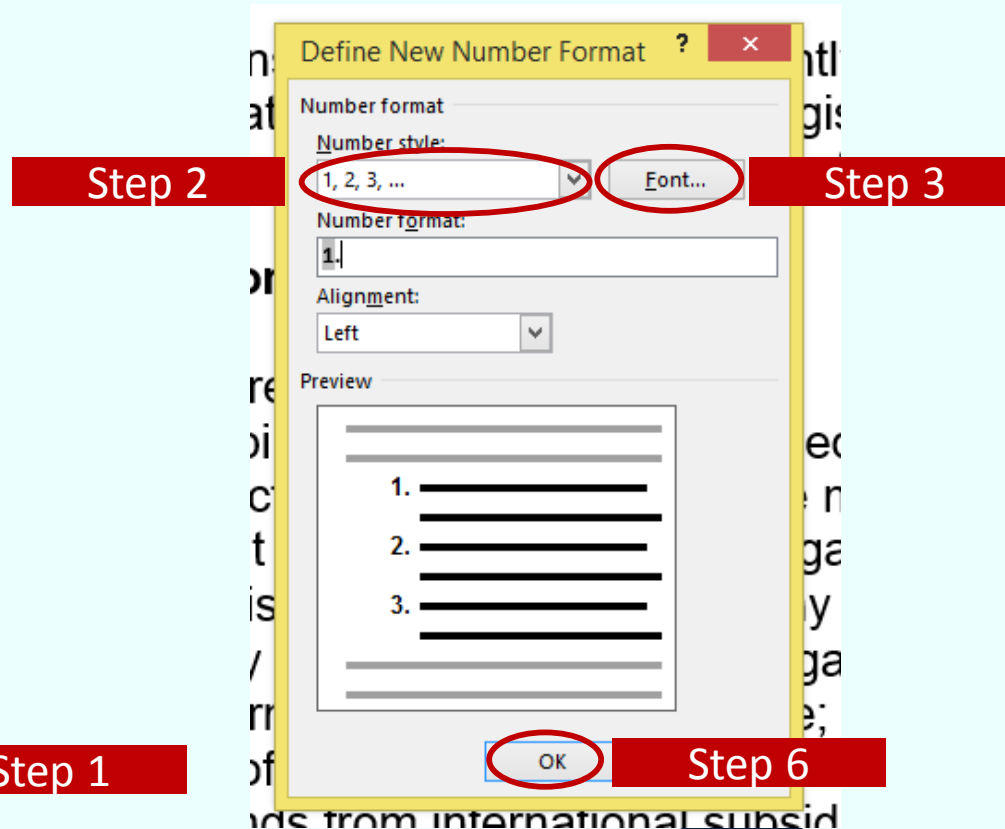
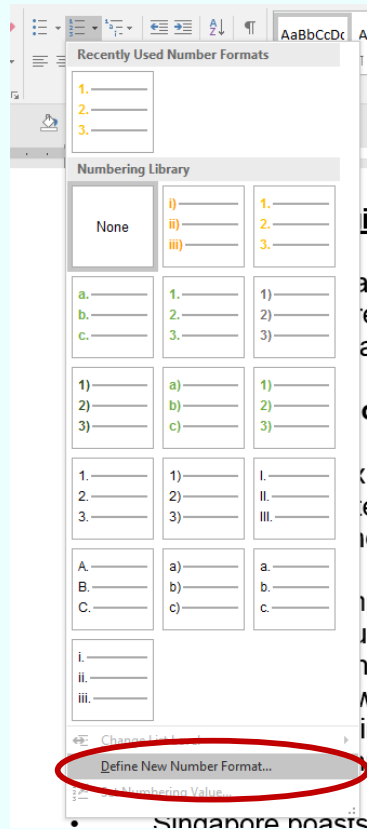


Step 2 — Align to extreme left



# Bullets and numbering

If yellow numbering is not in your list



# Numbering within sentences

Within a sentence, you must always yellow the i) ii)··· etc.

For over a decade, Healy Con  
Clients with i) bus

Step 1

Step 2

Step 3

banking solutions in

Step 4

For over a decad  
Clients with i) bus

Step 5

Format Painter (Ctrl+Shift+C, Ctrl+Shift+V)

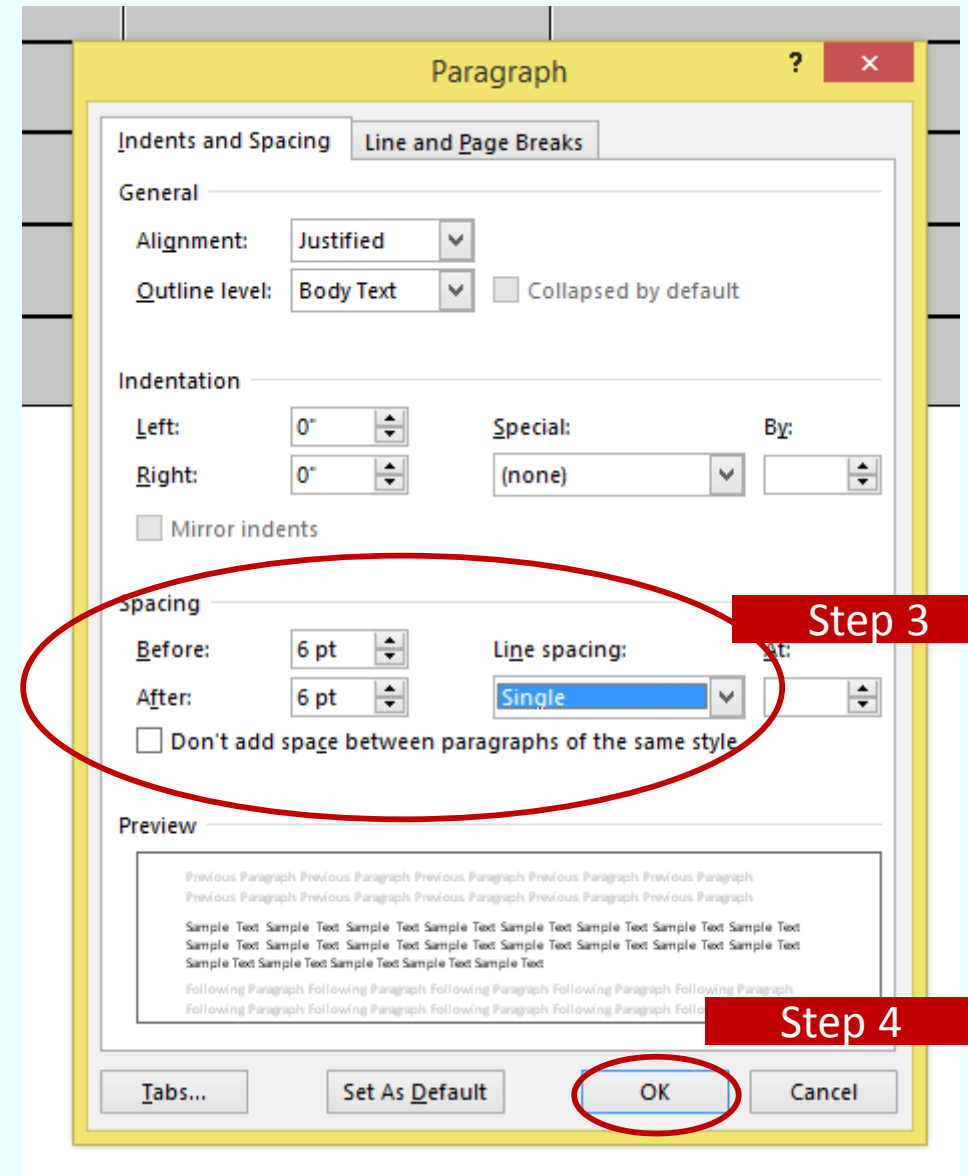
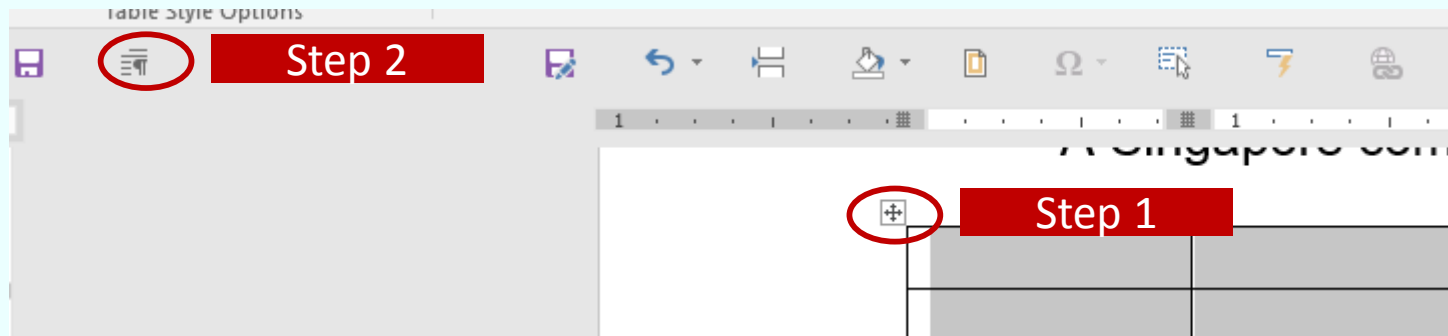
Like the look of a particular selection? You can apply that look to other content in the document.

To get started:

i) business registration ii) busin

Step 6

# Tables



# Formatting - Invoices - Header spacing

Spacing must be 6 on top, 18 on the bottom



# Formatting - Invoices - Header spacing

Spacing must be 6 on top, 18 on the bottom



To resolve: just copy paste!

I have put a template for you in the index of important links  
under Internal Staff Pages (#17)



# Email

- Setting up auto replies
- Setting up auto forwarding
- Checking junk email
- Read receipts
- Recalling emails
- Creating new signatures
- Editing your email signature
- Is this email spam/virus?
- How to create macros?
- Email groups
- Mark as junk
- Block sender
- Accidental folder deletion
- Email rules
- Favourites folders
- New quick links

# Auto replies and auto forwards

Complete guide to this has been is already on the index of important links

Internal staff pages (#11)

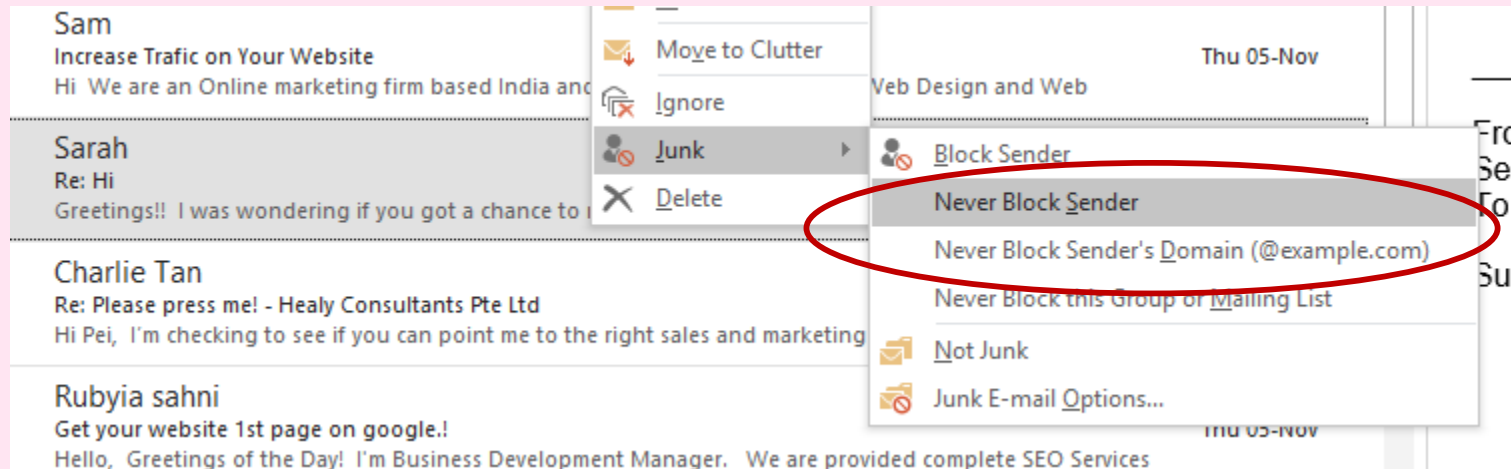
<http://www.healyconsultants.com/hcwp/wp-content/uploads/2015/02/Auto-Reply-and-Auto-Forward.pdf>

\* Please remember that time limits can only be set for auto replies, not auto forwards!



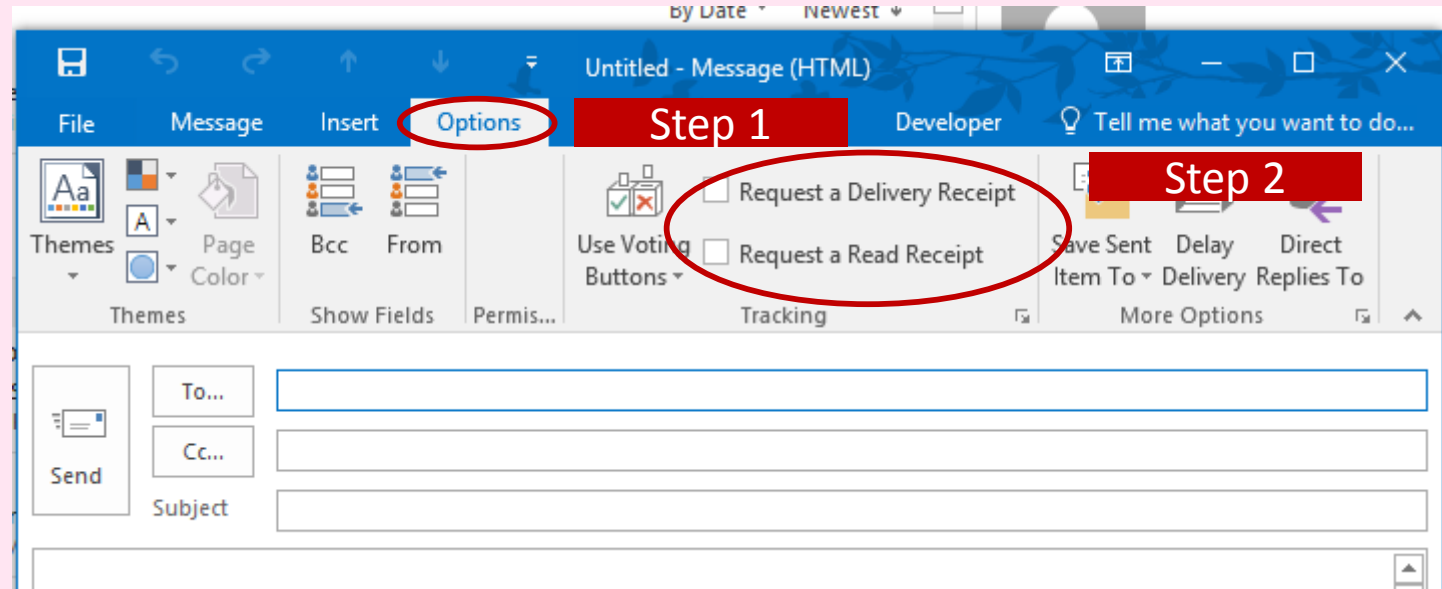
# Checking junk email

Please check this folder at least once a week. If emails from a particular Client keep showing up there, right click on the email...



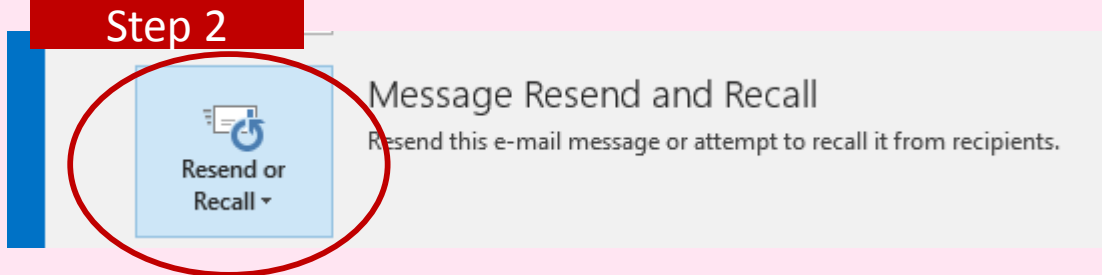
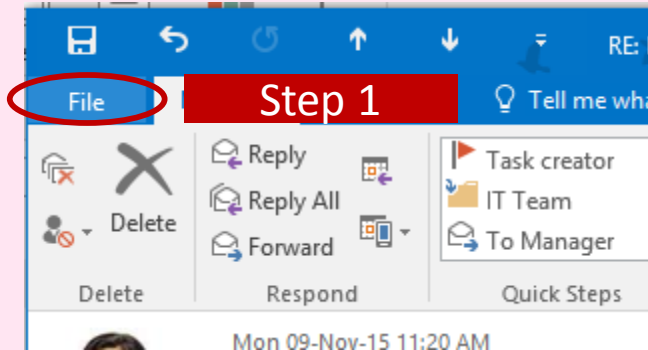
# How do I know if my client read/received my email?

You will not know unless you specifically request a read/delivery receipt



\* Clients can opt not to send you a delivery/read receipt

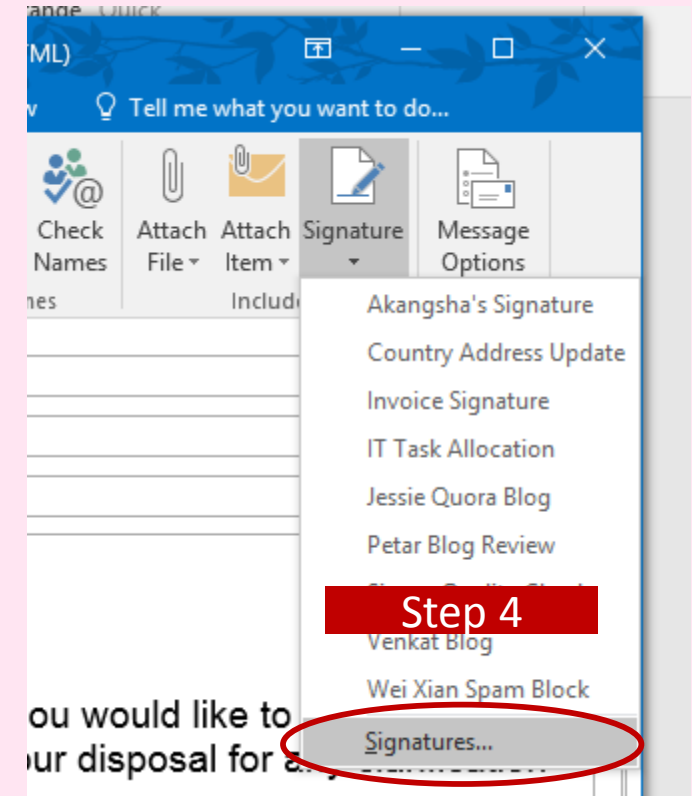
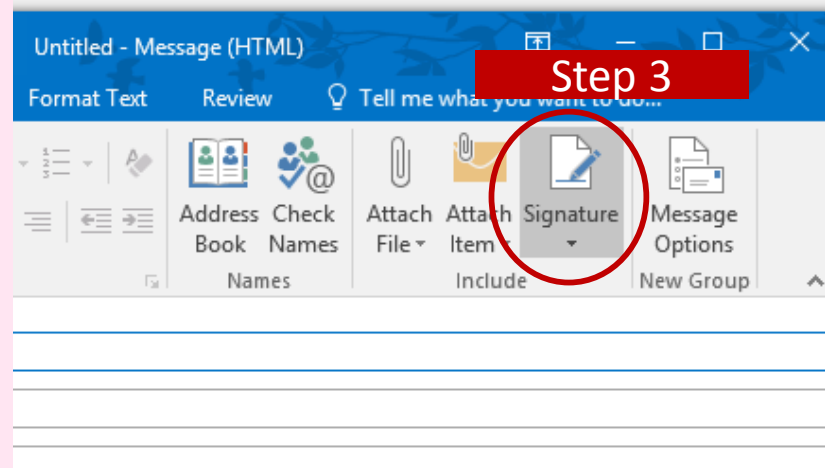
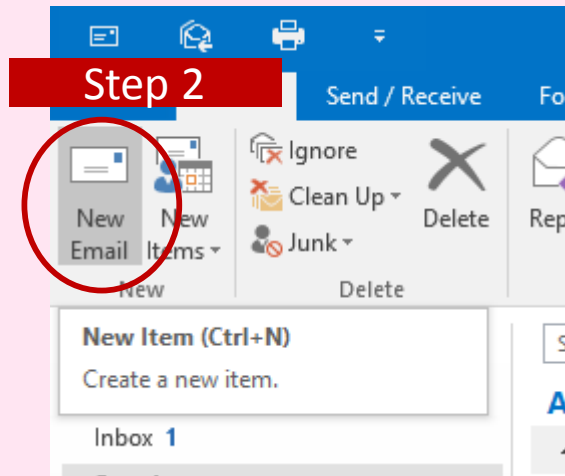
# How do I recall the email I sent?



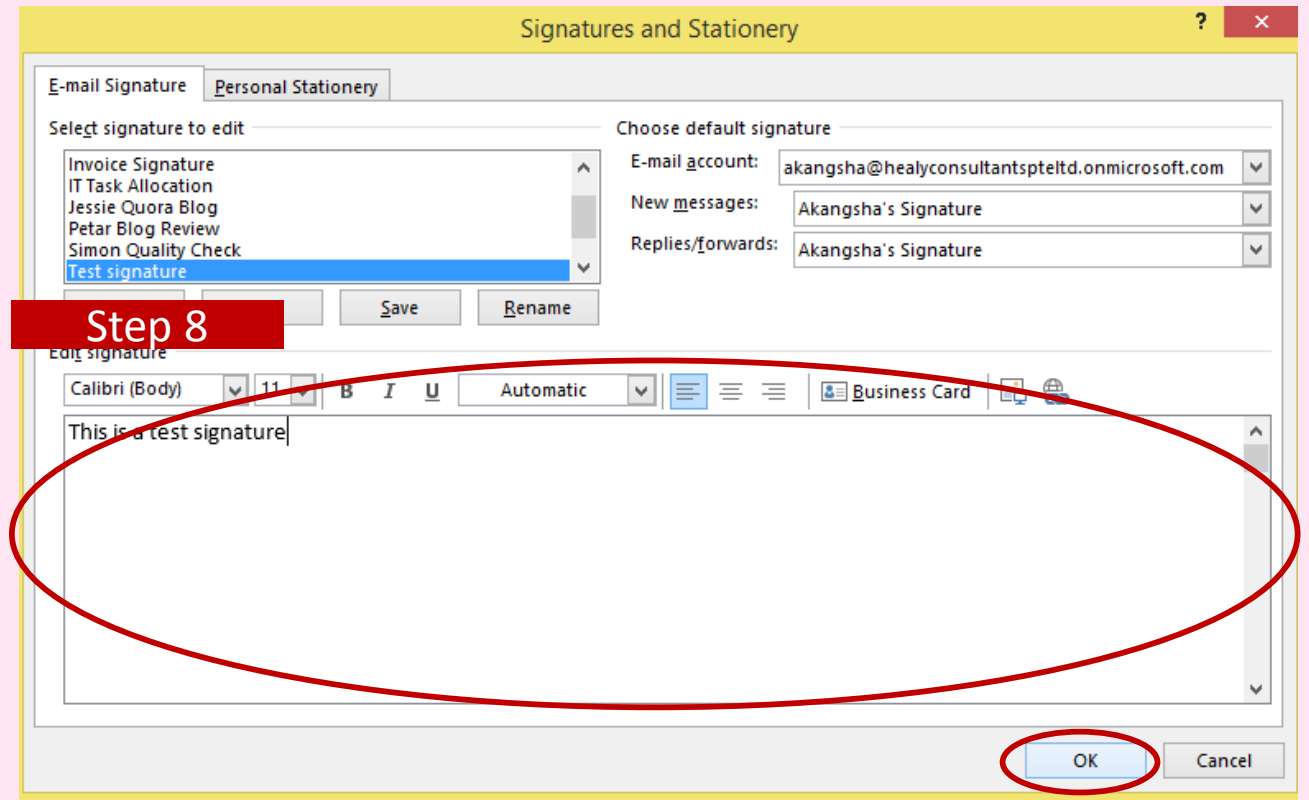
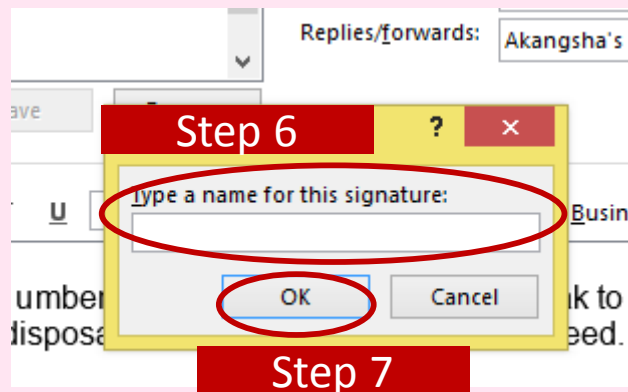
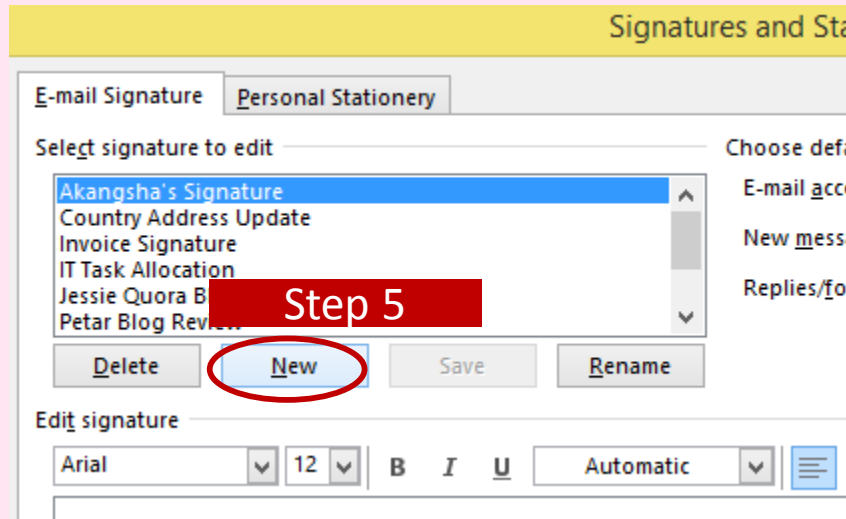
**WARNING** - it does not always work & if the person has already read your email, it can no longer be recalled

# How do I create a new email signature

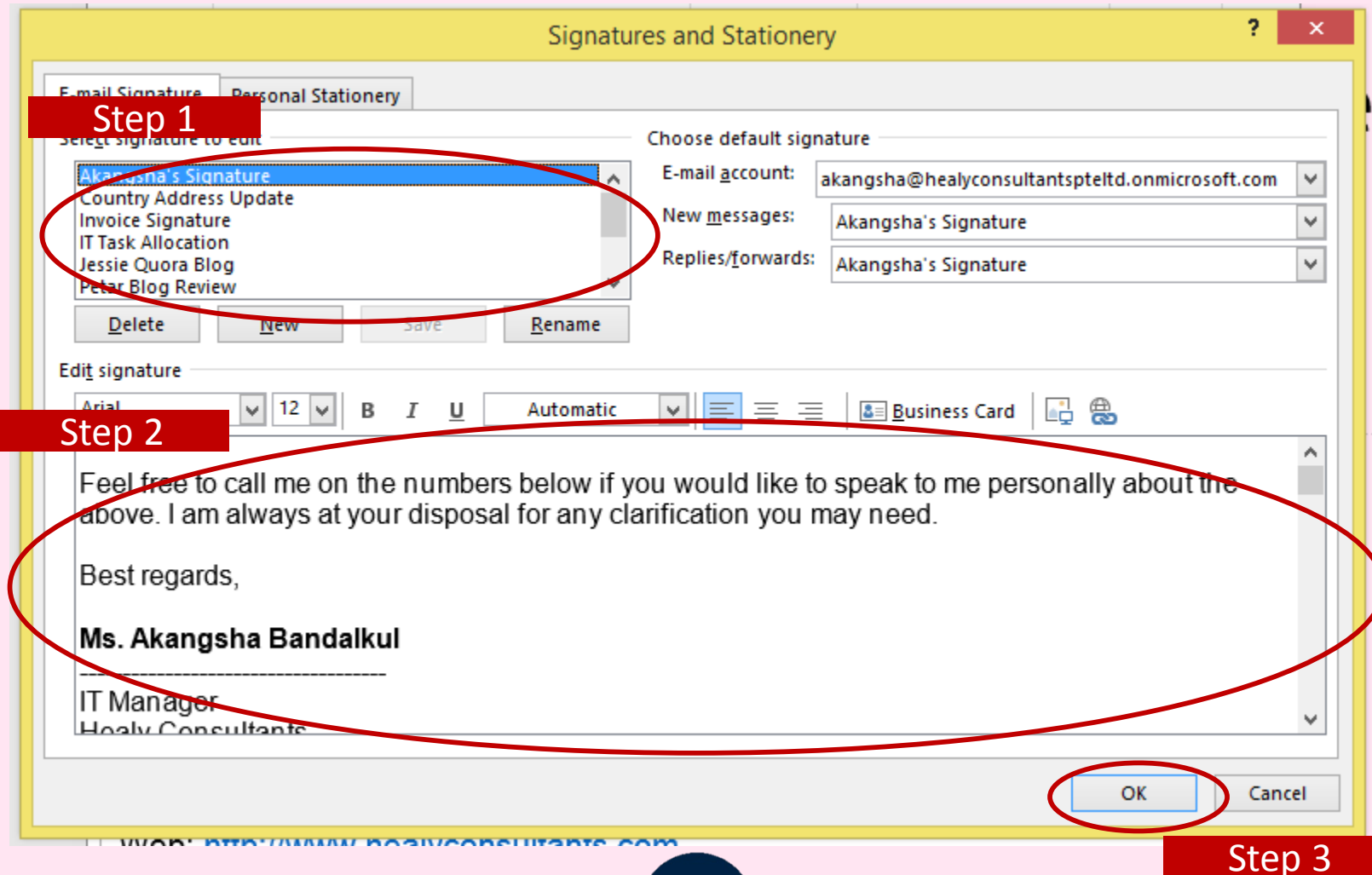
Step 1: please write out the email signature, select all (Ctrl+A) and then copy (Ctrl+C)



# How do I create a new email signature

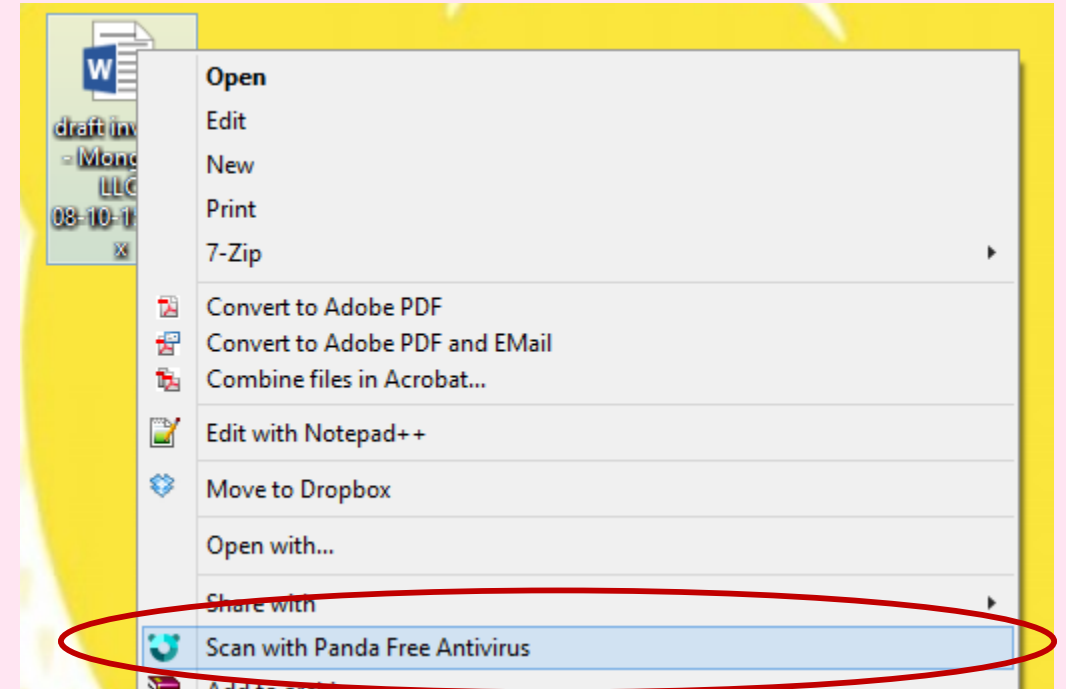


# Editing your email signatures



# Is this email spam/virus?

- Is it from an existing Client
- Does the email seem relevant to your engagement?
- Does it have a strange attachment?

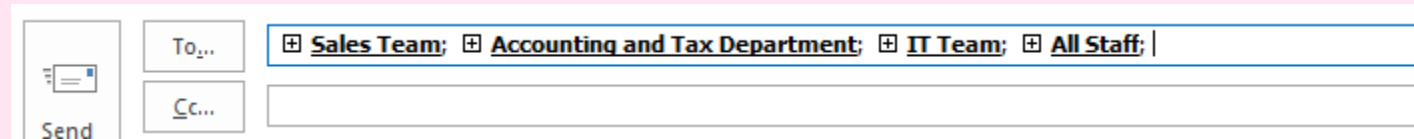


# How to create Macros?

- Provide complete text with formatting (no highlighting) and send to Wei Xian
- Give him one week to work on the macro and he will add it to your outlook for you
- Please do not create a macro out of each country email template — every time the template updates, it will be very complicated to update

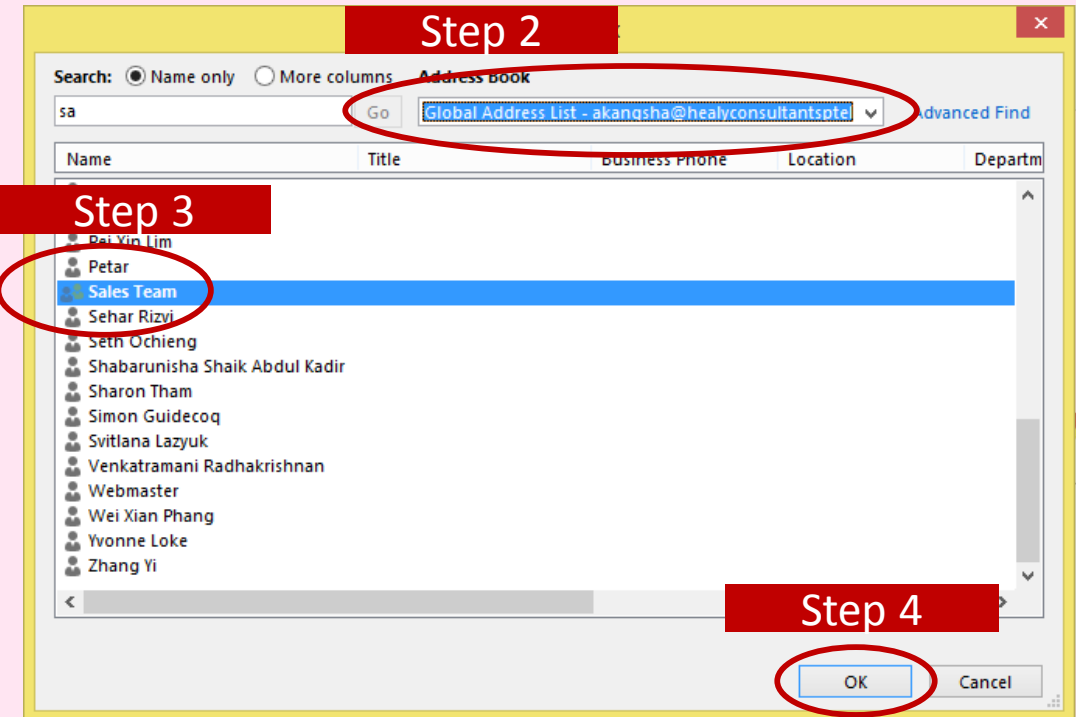
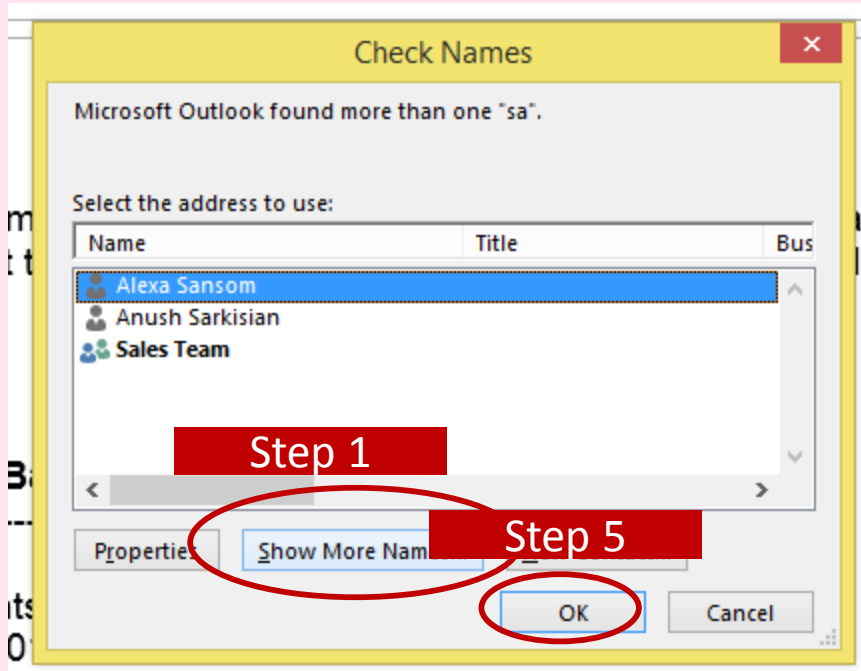


# Email groups



To: [+] Sales Team; [+] Accounting and Tax Department; [+] IT Team; [+] All Staff; |

Type sales/accounting/it team/all staff and press Ctrl+K

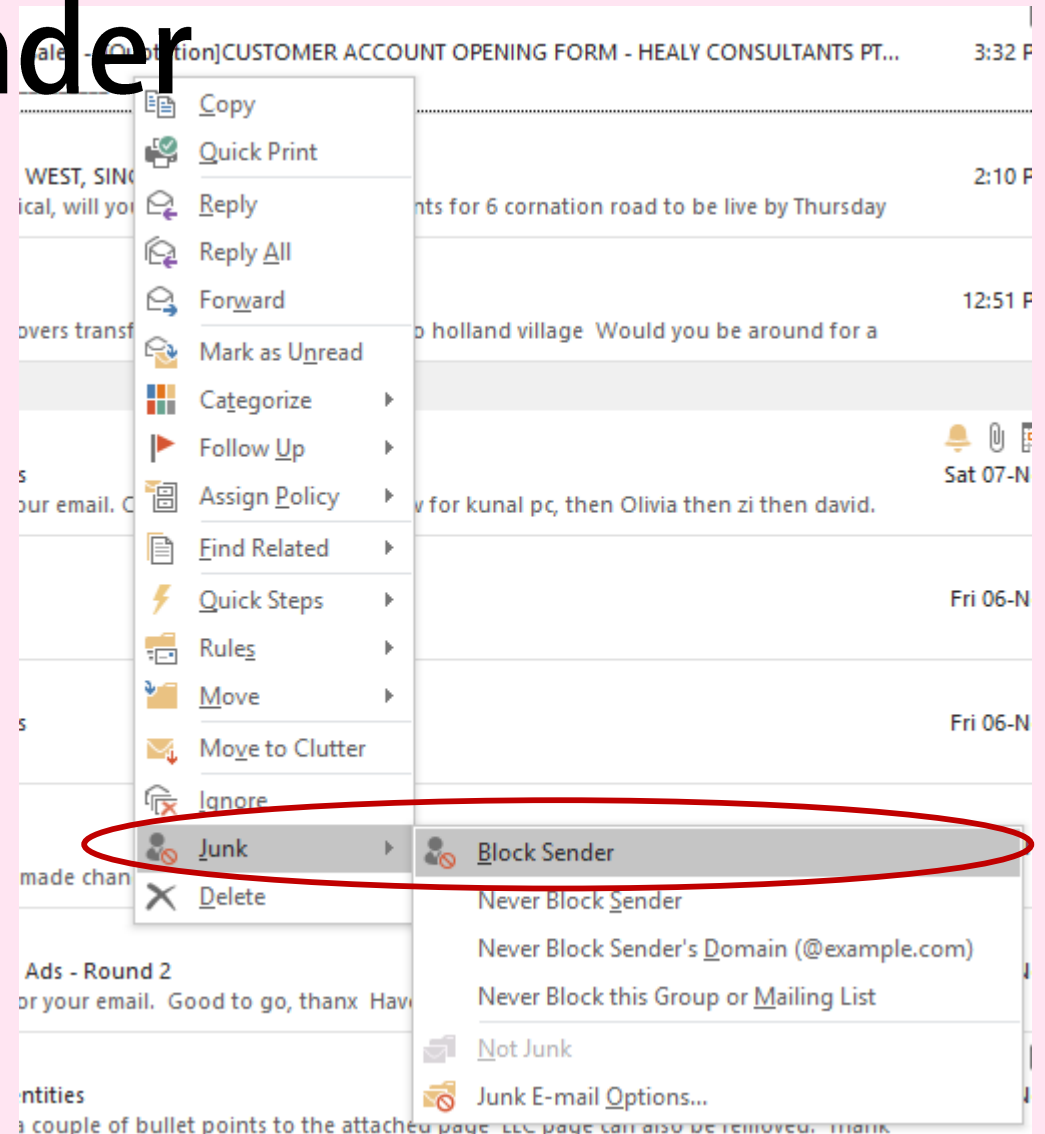


# Mark as junk/block sender

Right click on the email  
and block

The email will  
automatically move to  
your junk folder

Quick links



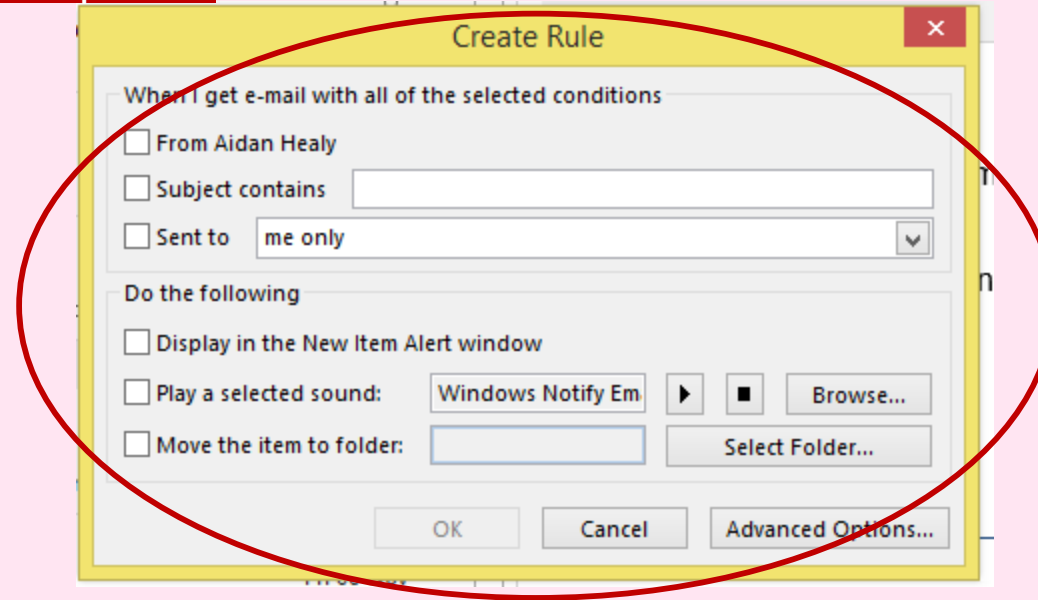
# Accidental outlook folder deletion

- Navigate to your Deleted Folder
- Click the accidentally deleted folder
- Drag back to Inbox

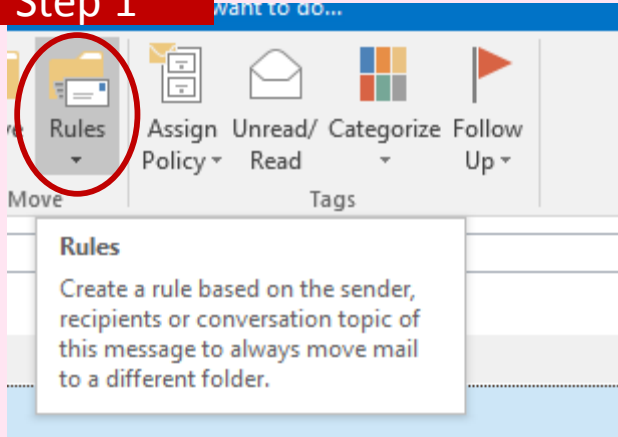


# Email rules

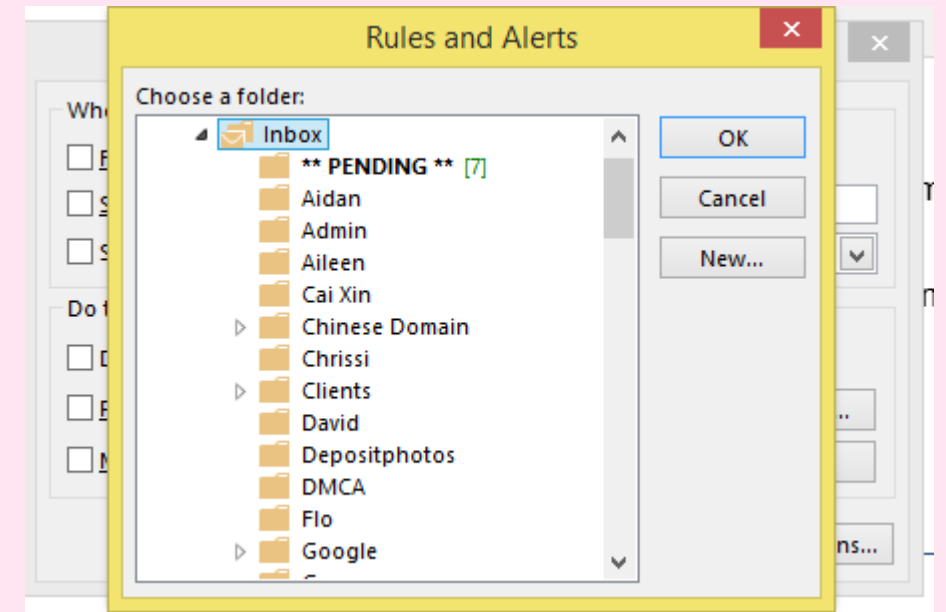
Step 3



Step 1

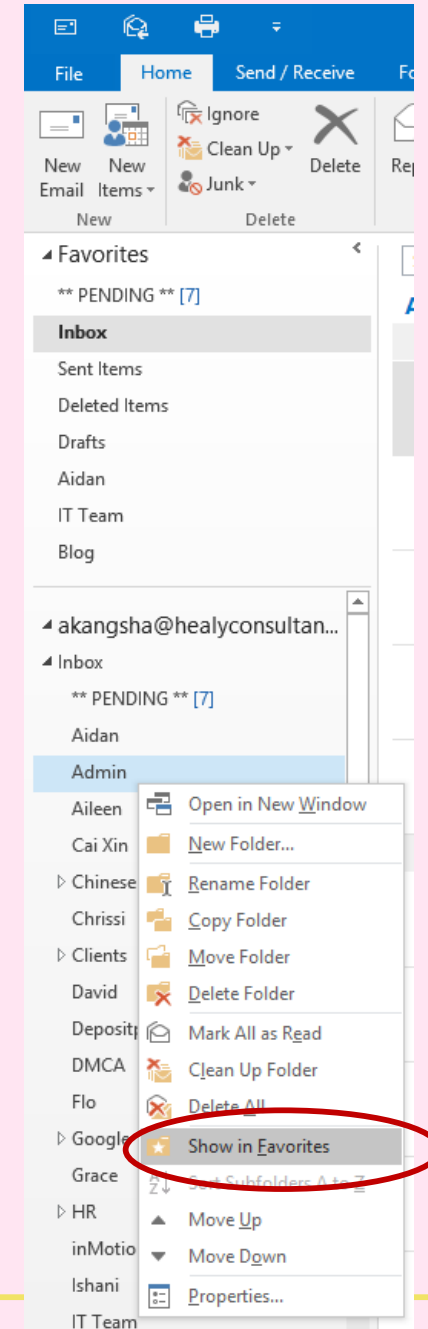


Step 2



# Favourites folders

- You can add to your favourites list
- Right click on the folder
- Show in Favourites



# New quick links

- Quick links added to match Aidan
- Allow you to quickly write your emails



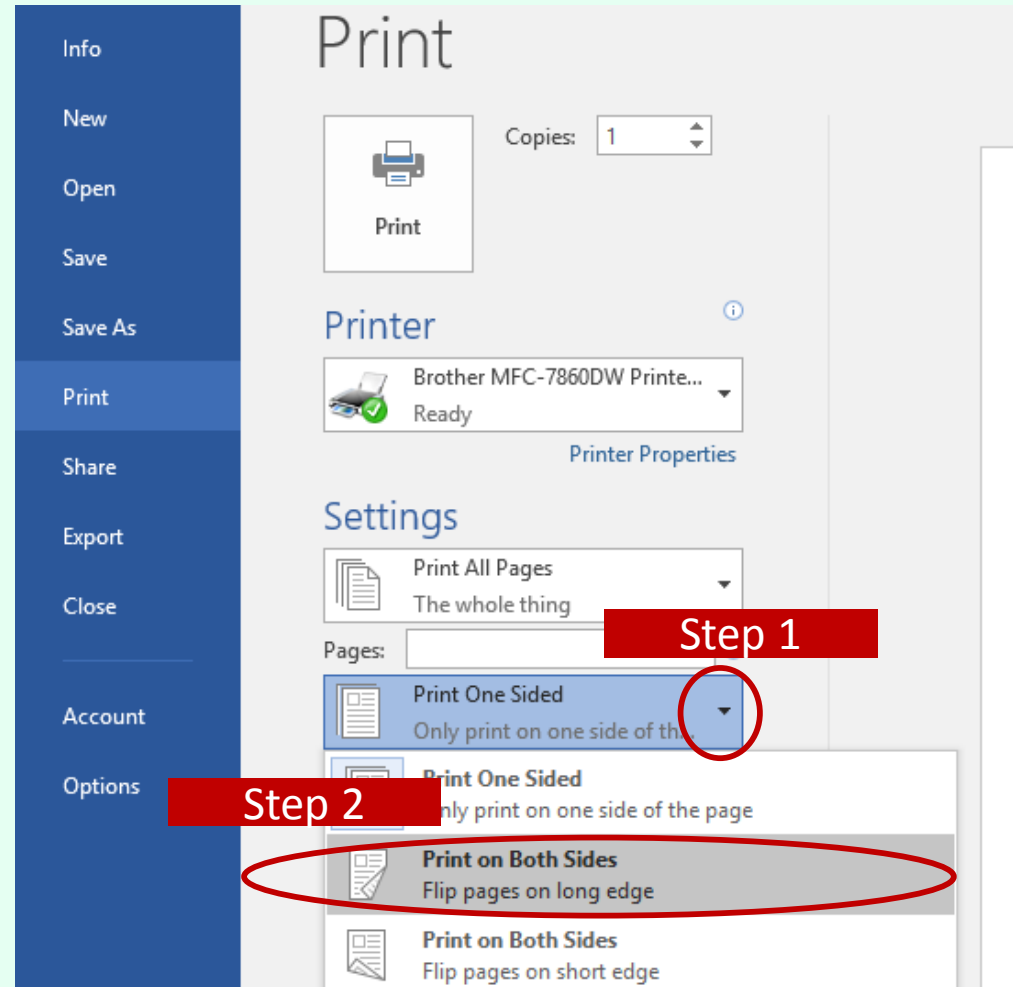
# Printer

- Printer jams
- Double sided printing
- Printing 2 pages to 1 side
- What to do if there is low toner
- What to do if it says replace drum
- What to do if it says out of memory

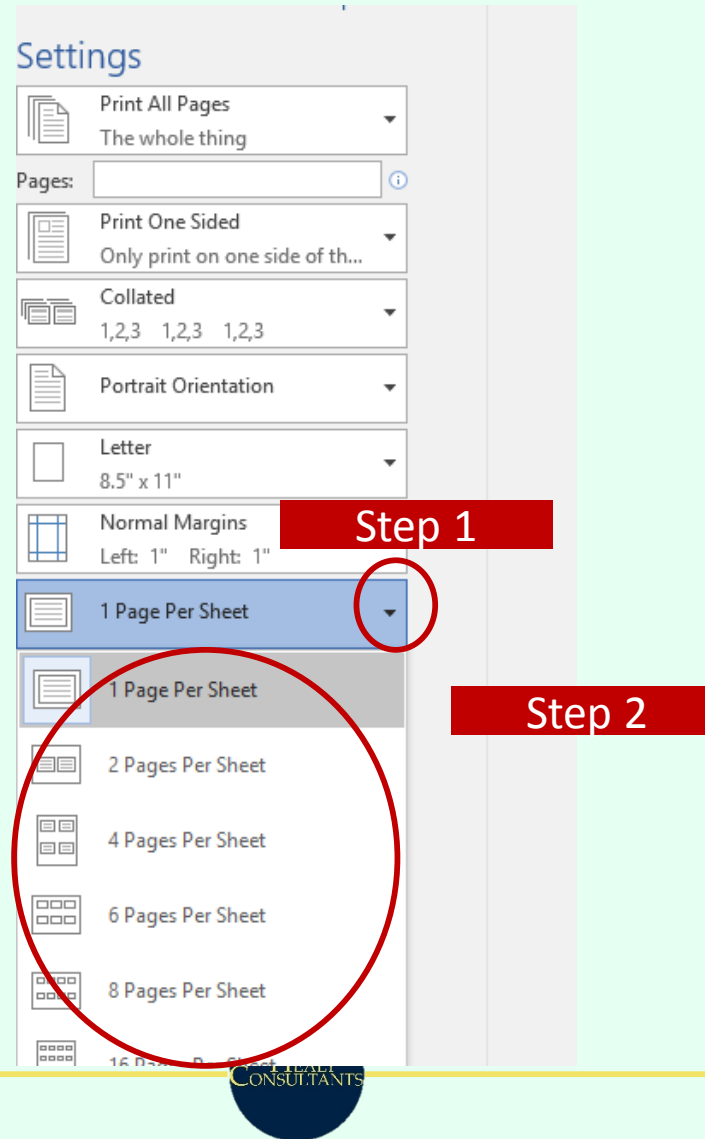
# Printer jams

- Open the back of the printer
- Slowly pull the paper out
- If you cannot find the jammed paper, then call the IT team
- If you are using scrap paper, make sure it is not folded/crumpled

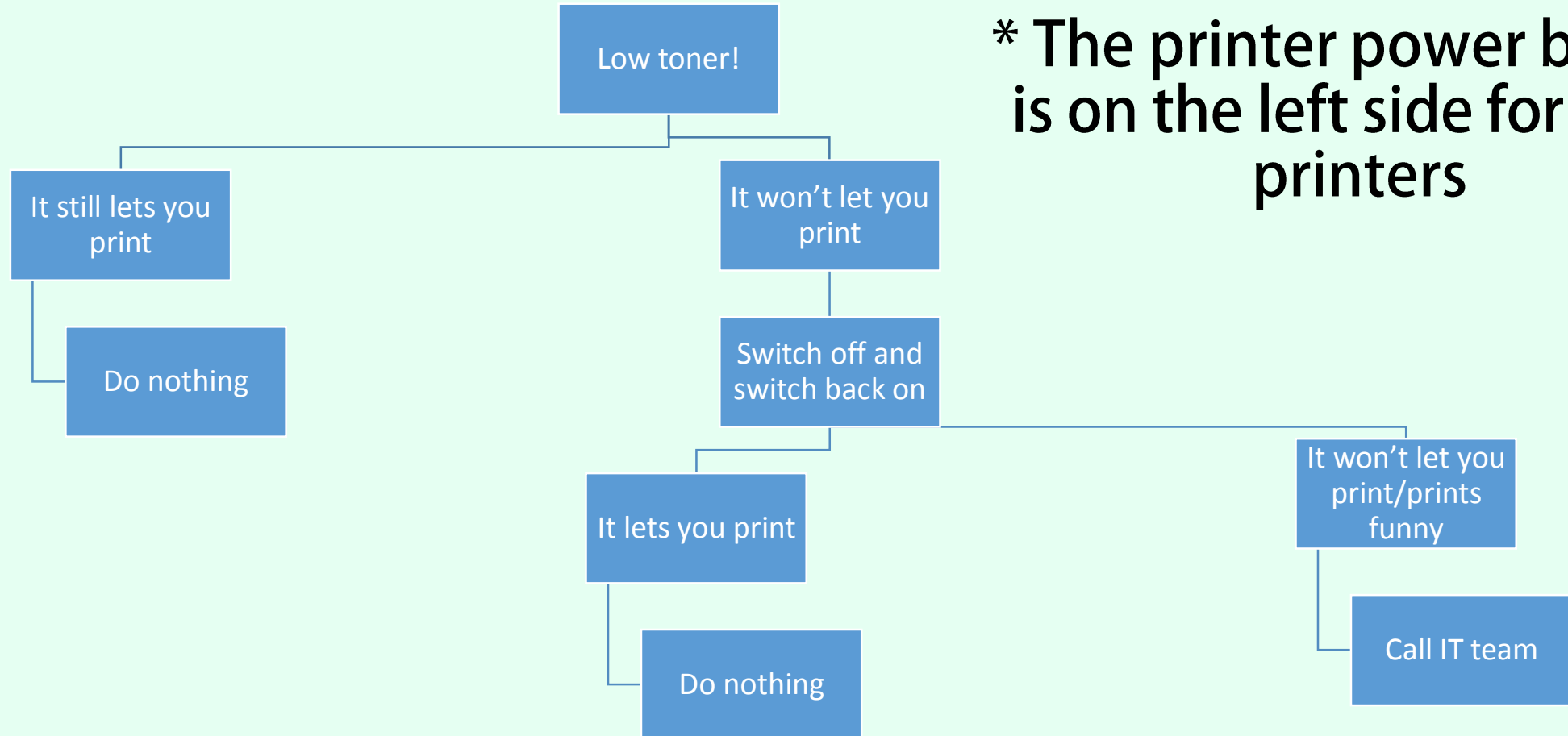
# Double sided printing



# Printing 2 pages to 1 side

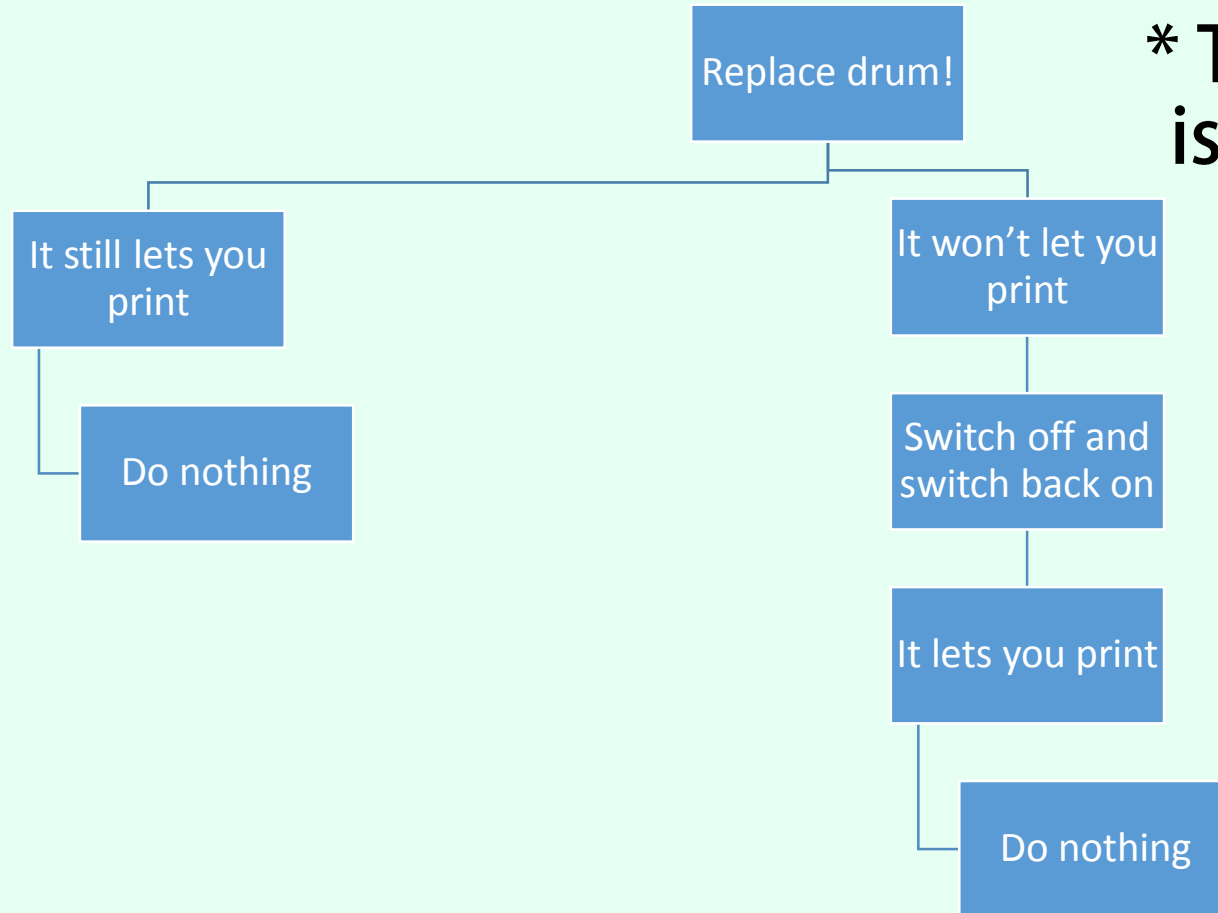


# What to do if there is low toner



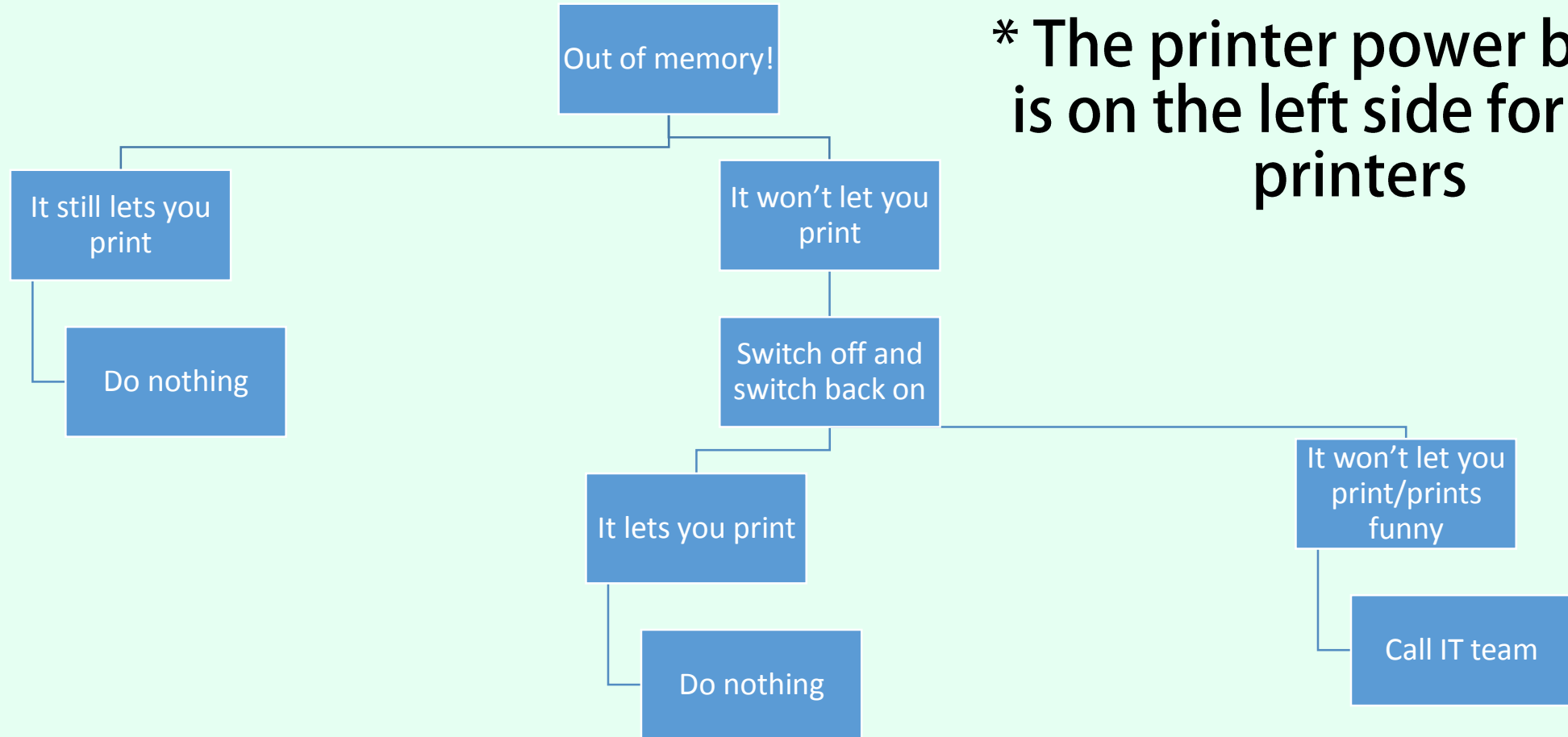
**\* The printer power button is on the left side for both printers**

# What to do if it says replace drum?



**\* The printer power button is on the left side for both printers**

# What to do if it says out of memory



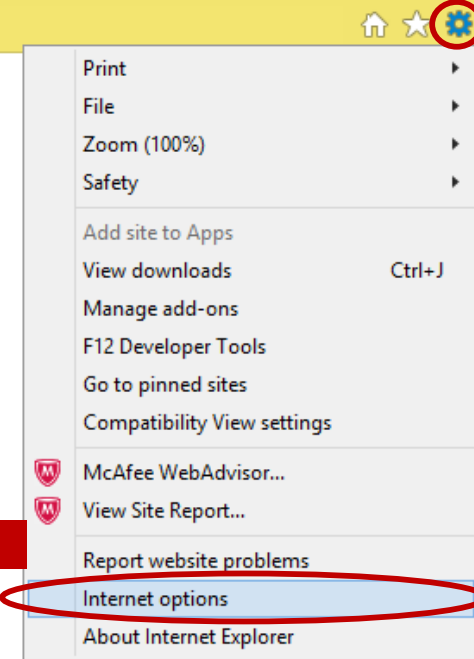
**\* The printer power button is on the left side for both printers**

# Browser

- Too many tabs/plugins
- Refreshing the page (Ctrl + F5)
- Bookmark the [index of important links page](#)
- How to set default pages
- How to set search engines
- How to create new favourites (bookmarks)
- Clearing cache

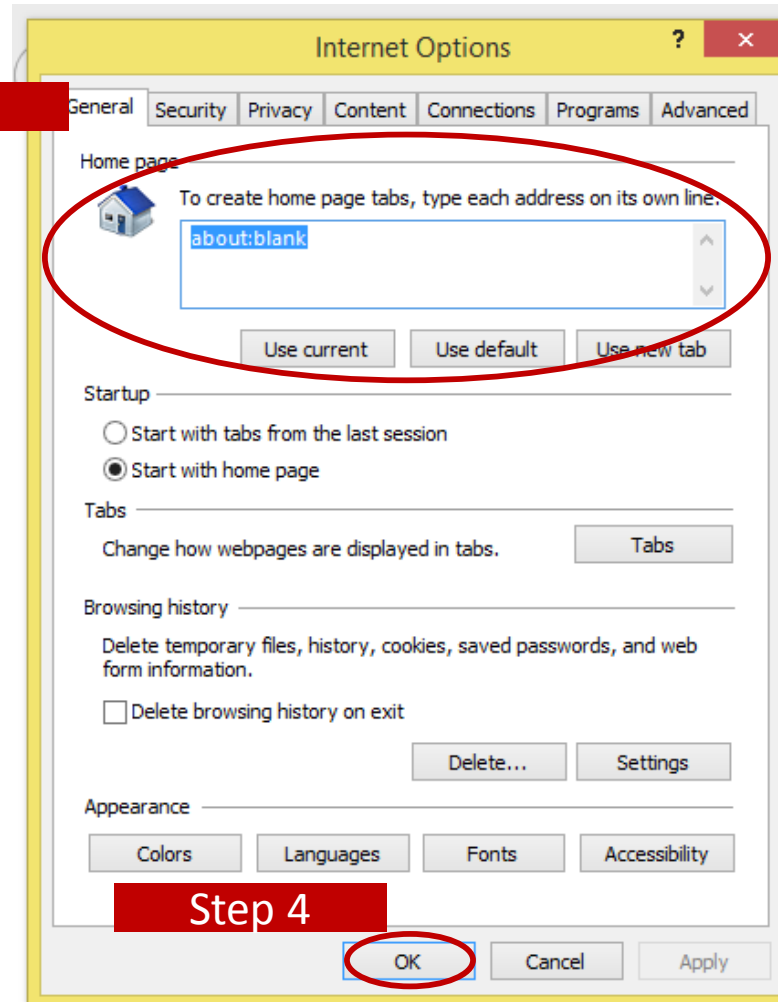
# Set default pages - IE

Step 1



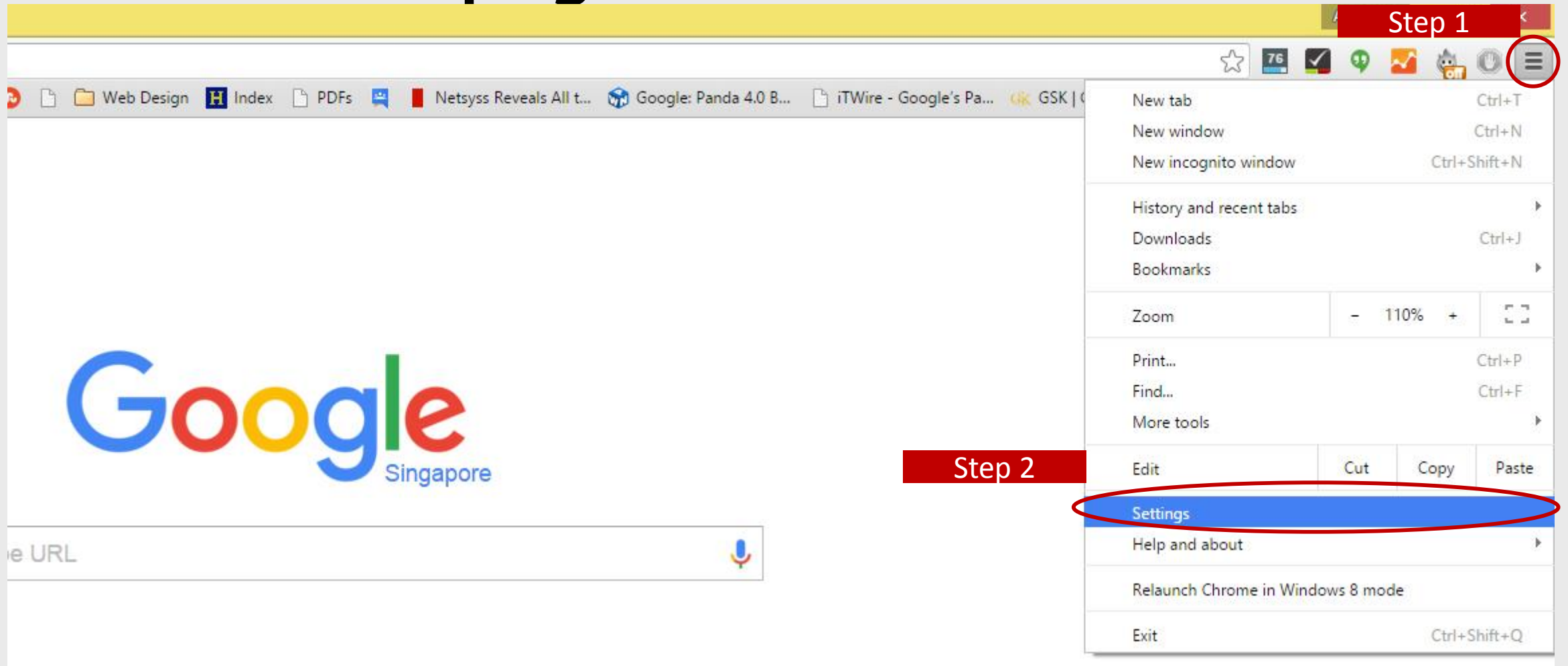
Step 2

Step 3

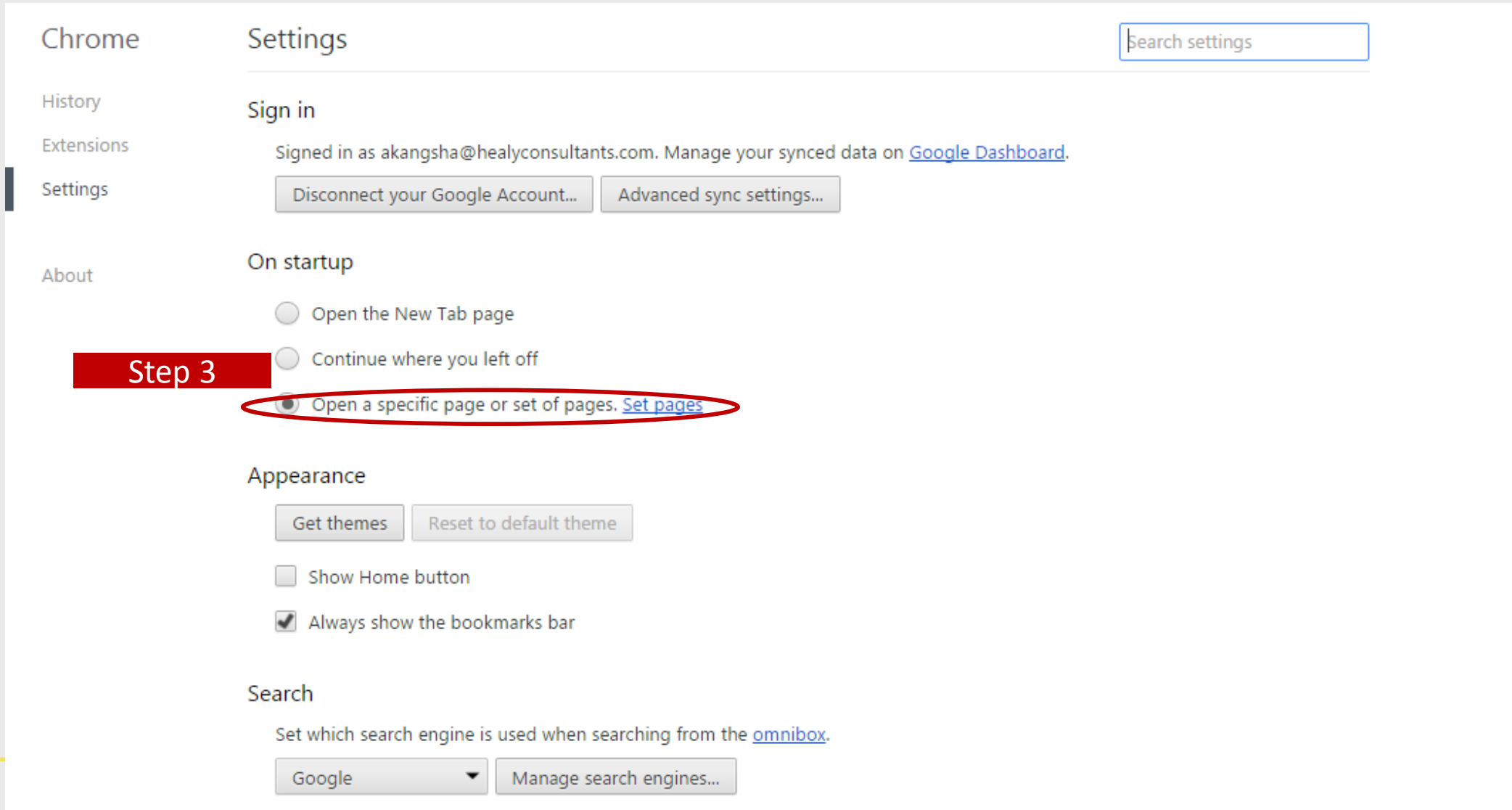


Step 4

# Set default pages - Chrome



# Set default pages - Chrome



Chrome Settings

Search settings

History

Extensions

Settings

About

Sign in

Signed in as akangsha@healyconsultants.com. Manage your synced data on [Google Dashboard](#).

Disconnect your Google Account... Advanced sync settings...

On startup

- ☐ Open the New Tab page
- ☐ Continue where you left off
- ☒ Open a specific page or set of pages. [Set pages](#)

Appearance

Get themes Reset to default theme

☐ Show Home button

☒ Always show the bookmarks bar

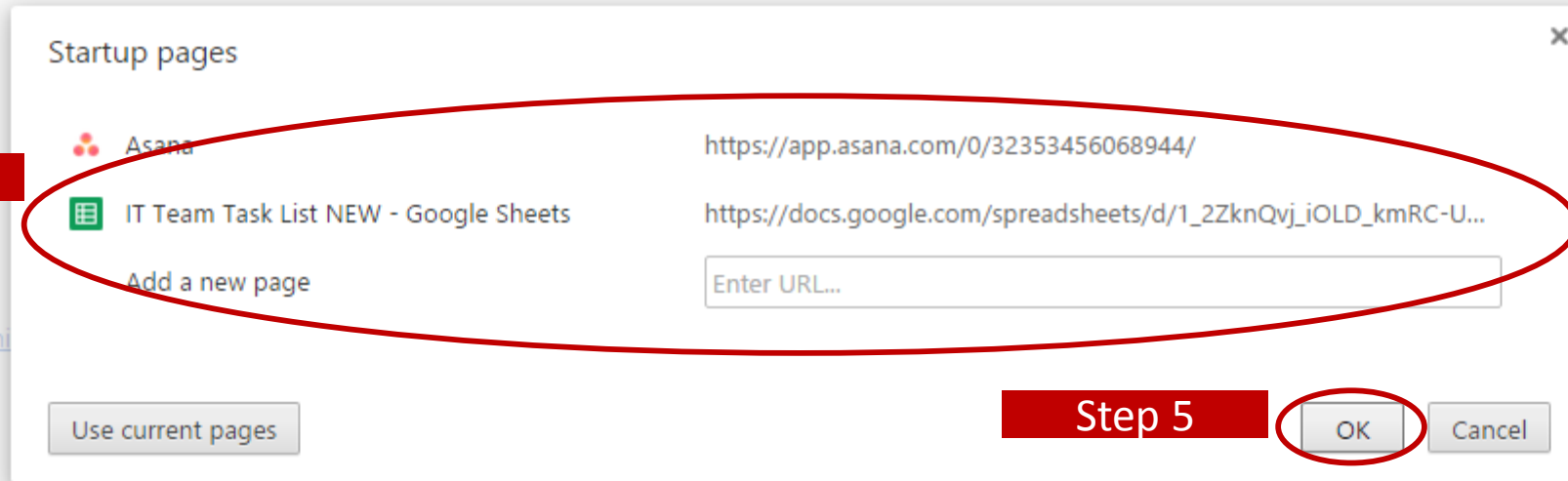
Search

Set which search engine is used when searching from the [omnibox](#).

Google Manage search engines...

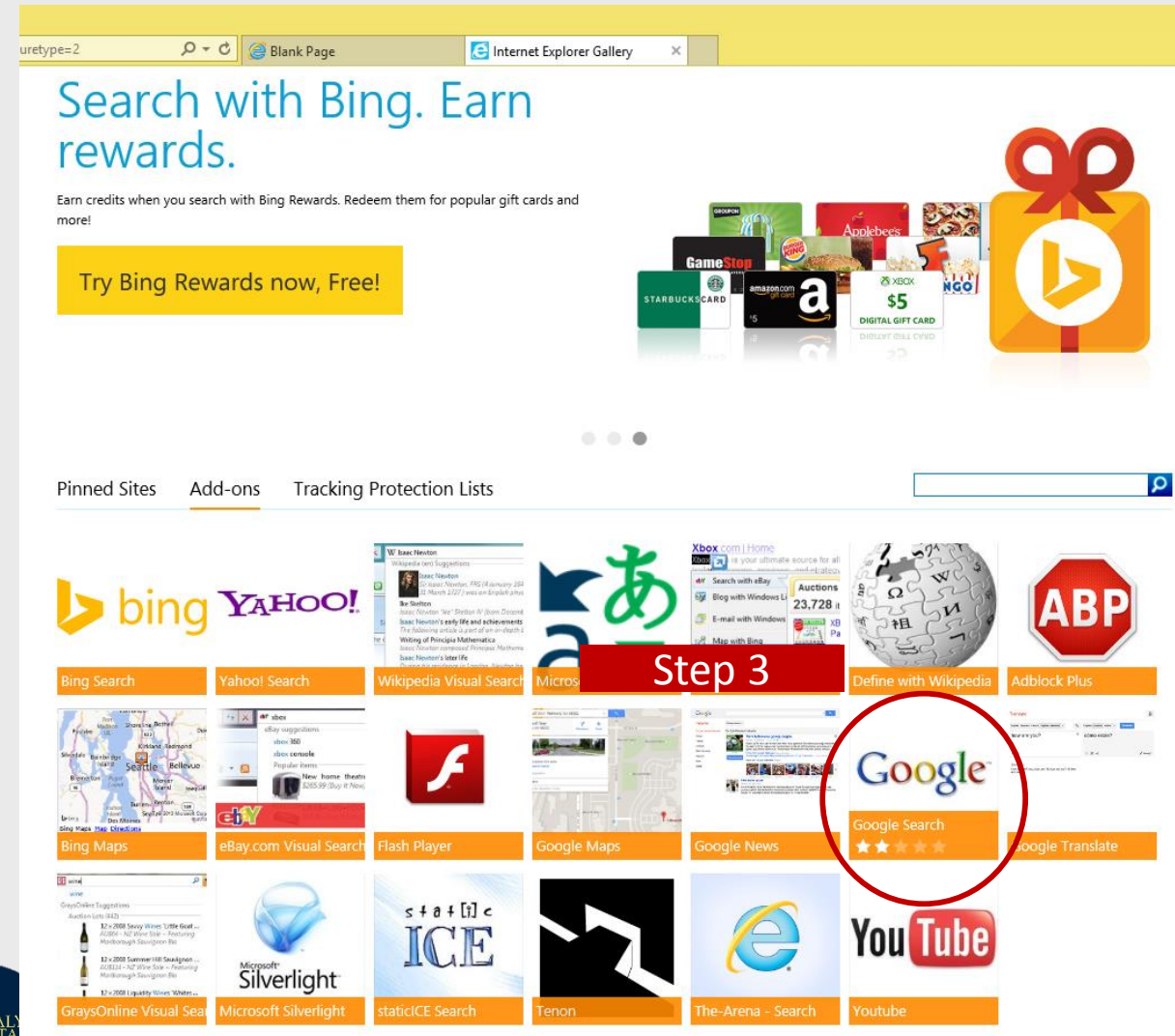
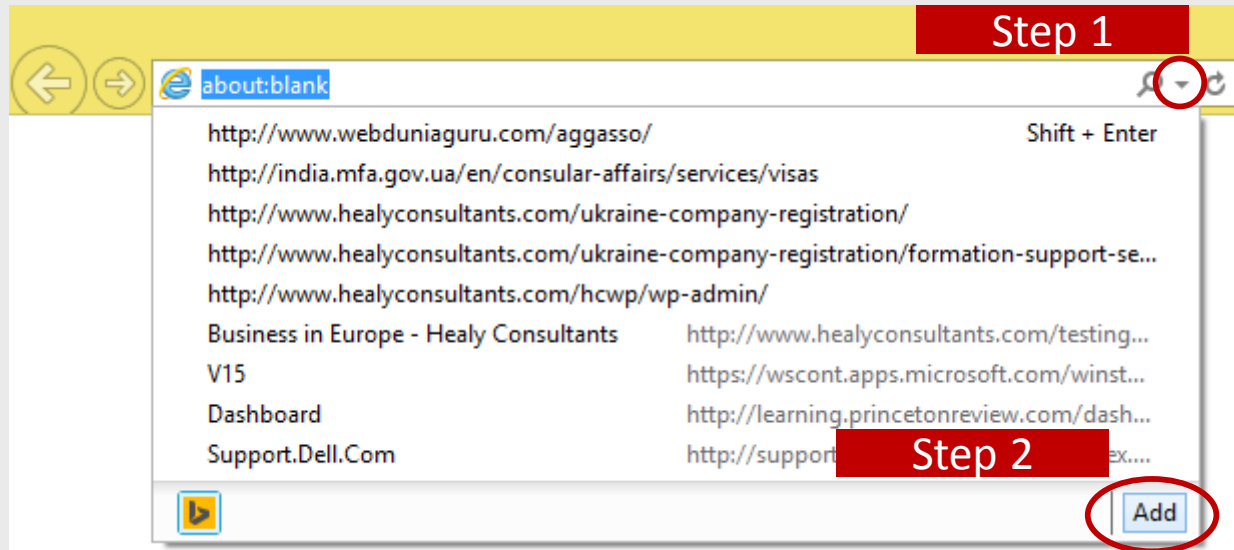
# Set default pages - Chrome

Step 4

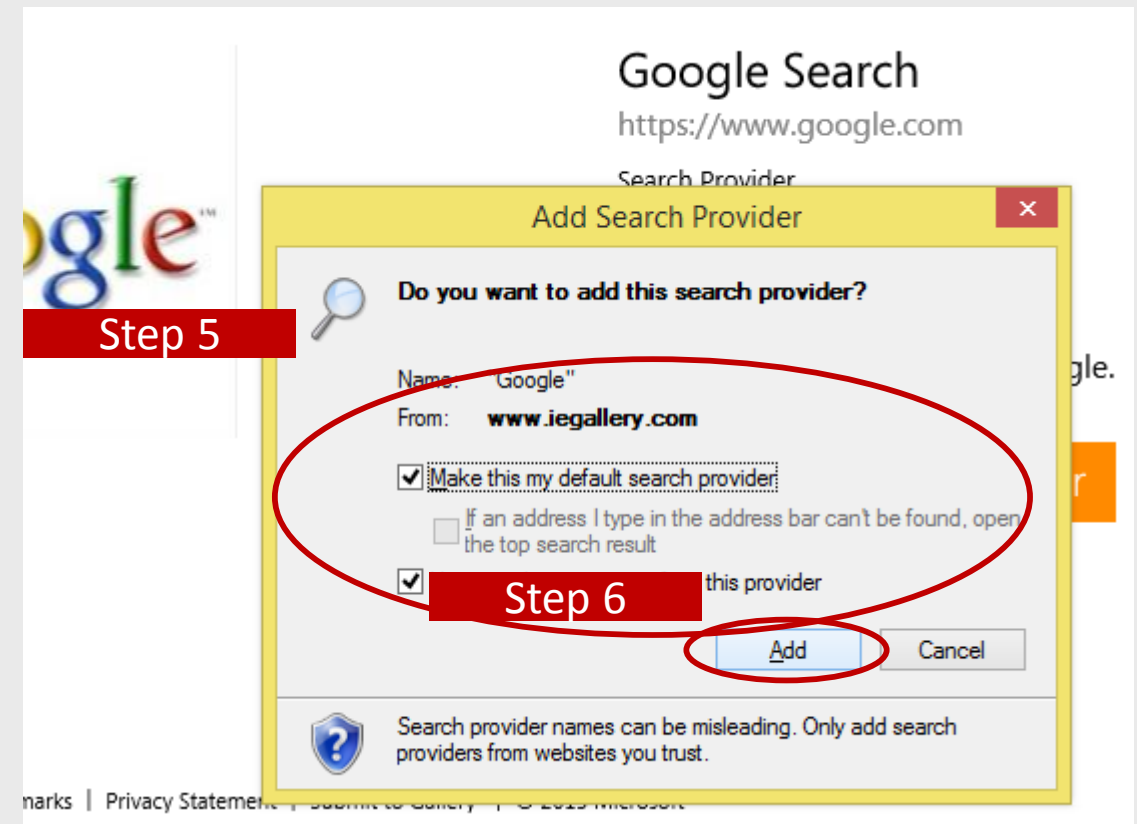
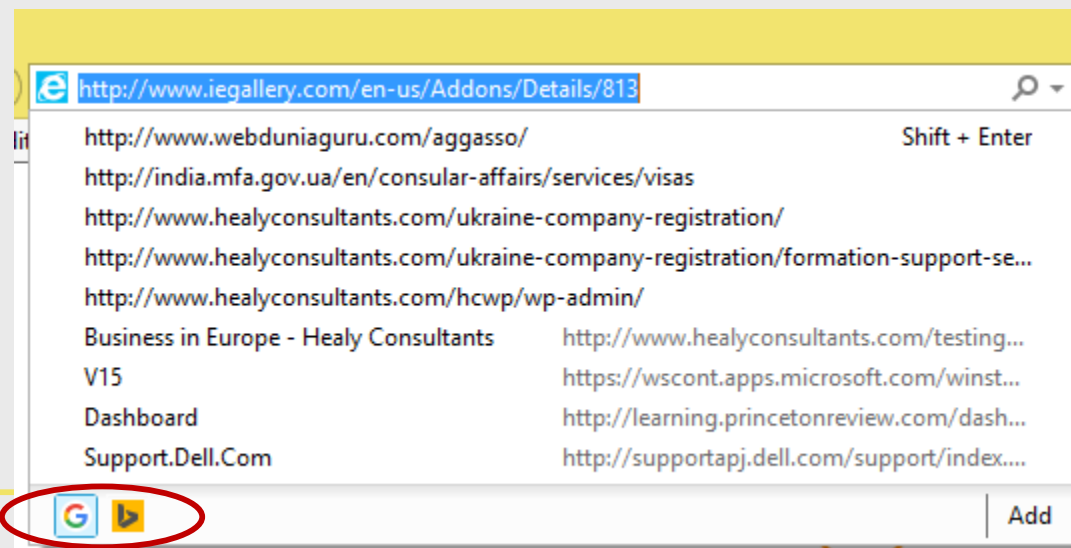
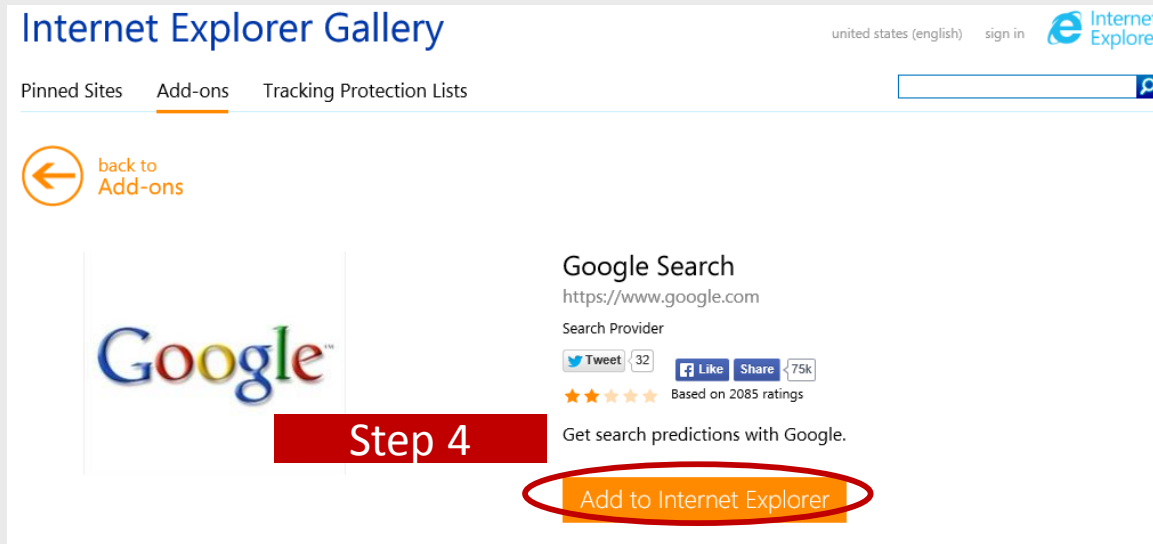


Step 5

# How to set default search engine - IE



# How to set default search engine - IE



# How to set default search engine - Chrome

\* Same Chrome settings page as before, just scroll down

☐ Continue where you left off

☒ Open a specific page or set of pages. [Set pages](#)

### Appearance

[Get themes](#) [Reset to default theme](#)

☐ Show Home button

☒ Always show the bookmarks bar

### Search

Set which search engine is used when searching from the [omnibox](#).

Google

blekko

AVG Secure Search

Yahoo! Search

Yahoo! Search

Web Search

Google

Yahoo! Singapore

Bing

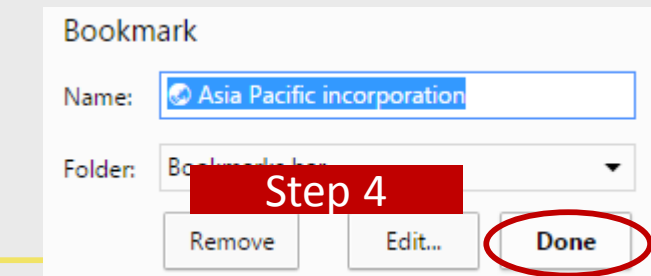
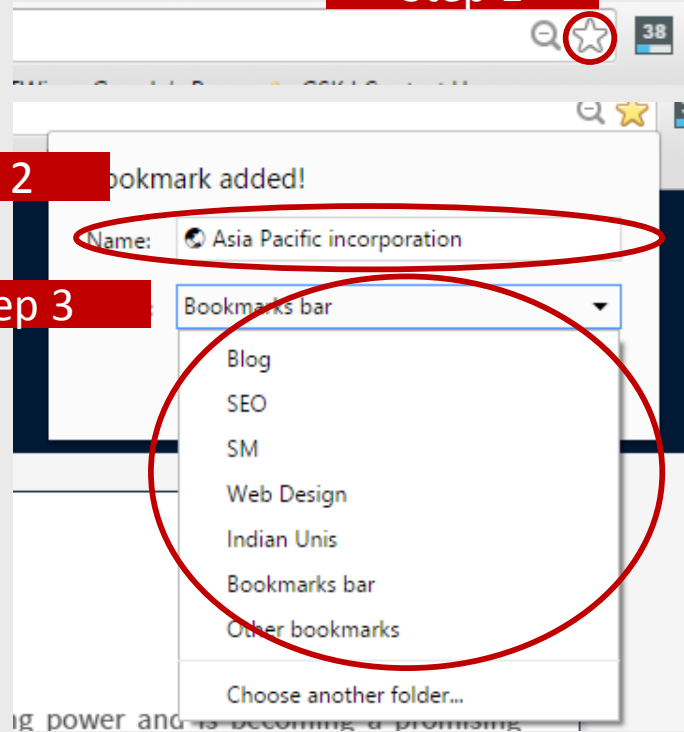
☒ Let anyone add a person to Chrome

[Add person...](#) [Edit...](#) [Remove...](#) [Import bookmarks and settings...](#)

# How to add favourites/bookmarks

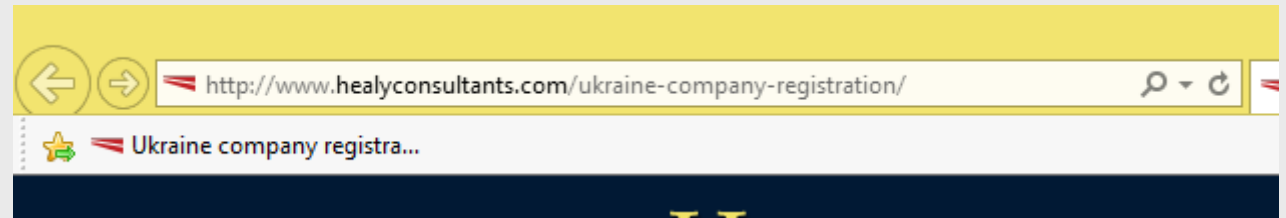
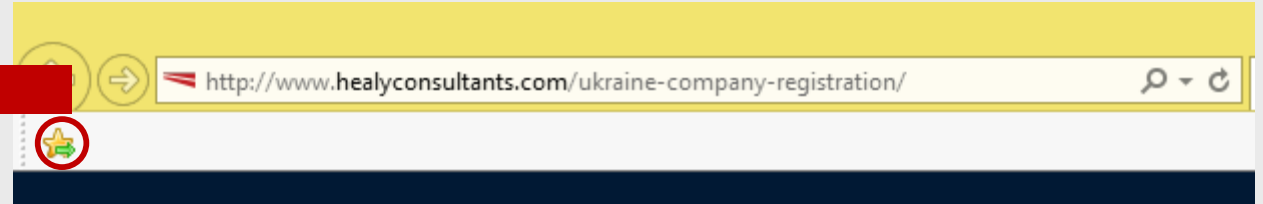
## Chrome

Step 1

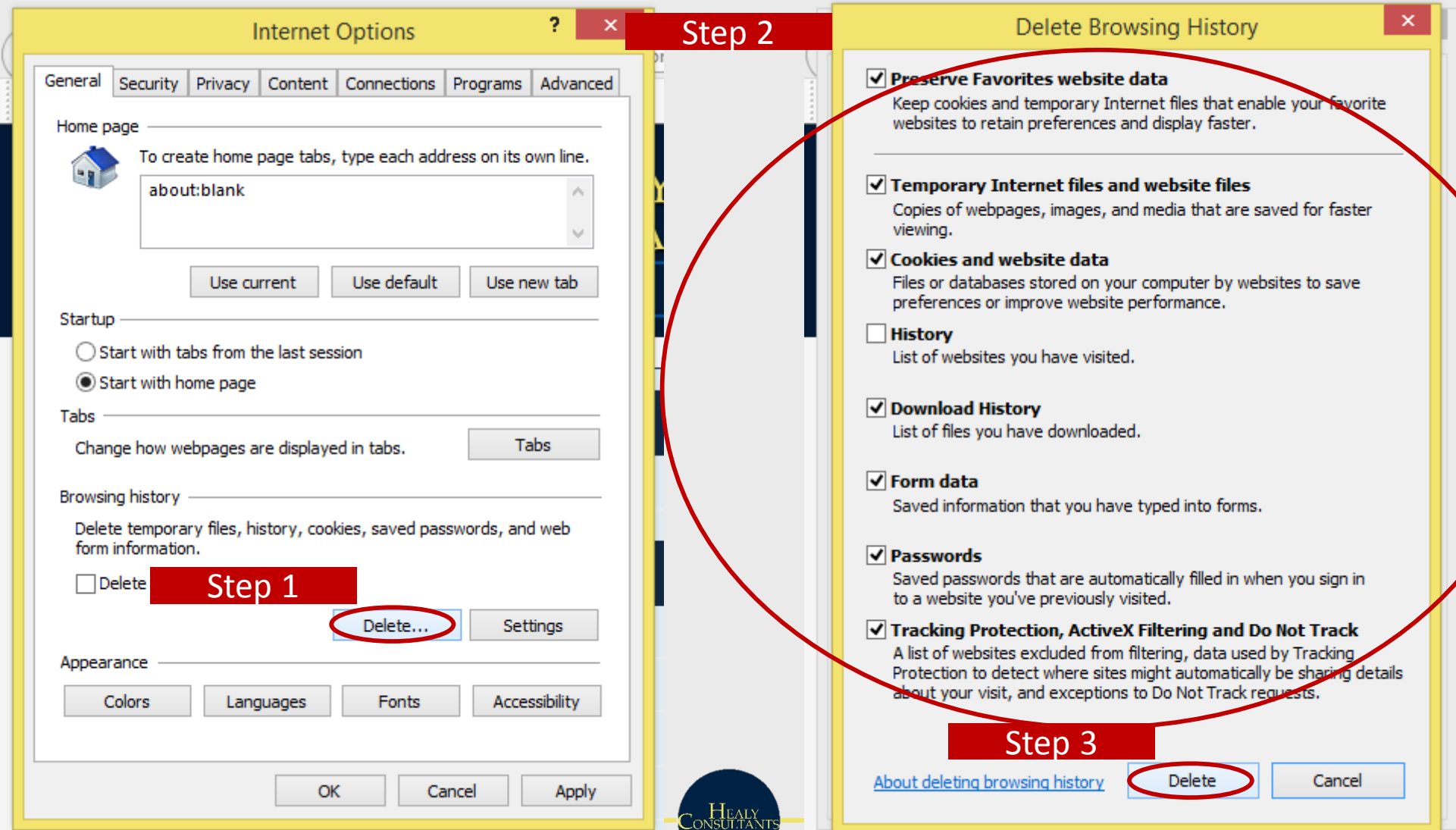


## IE

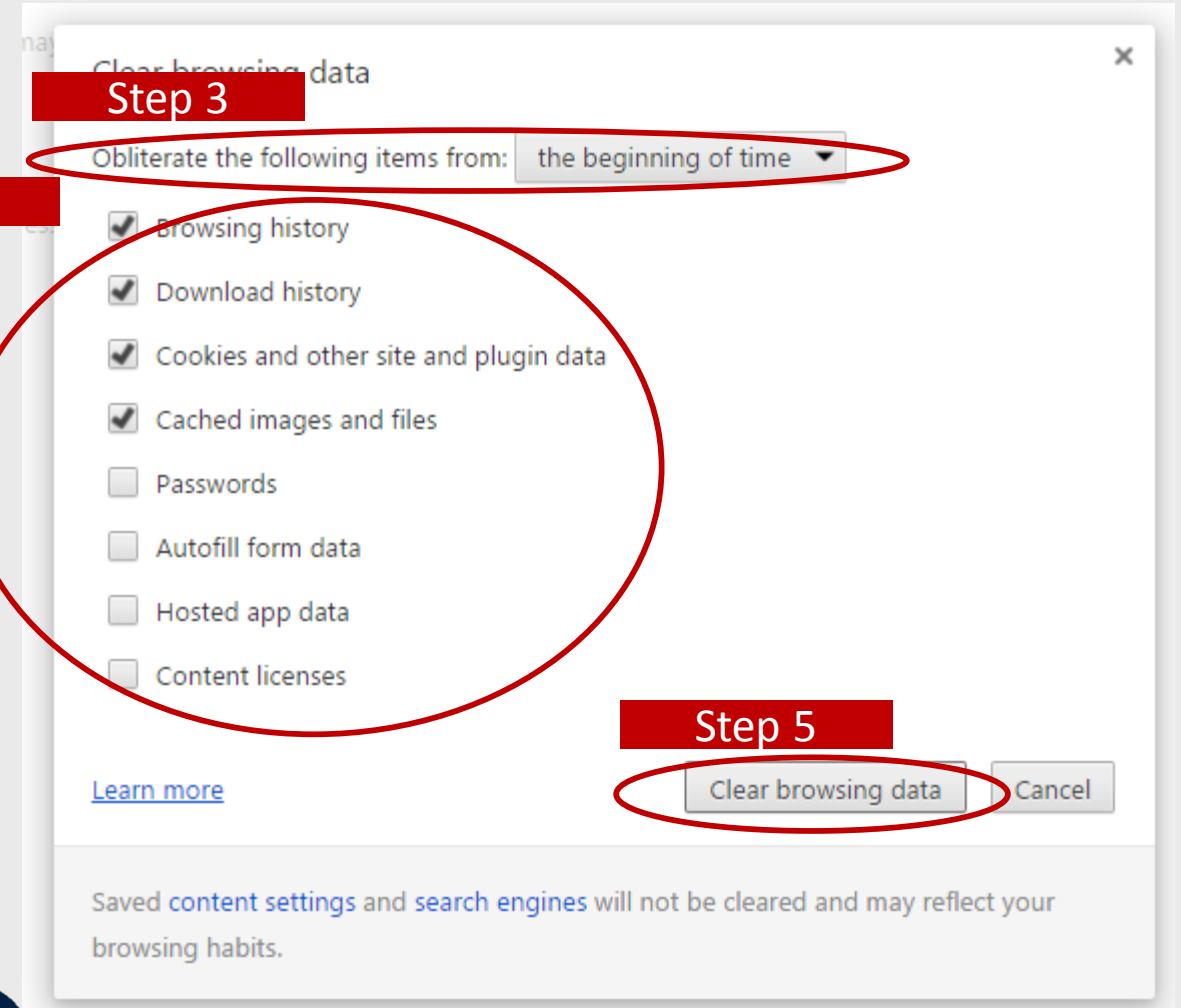
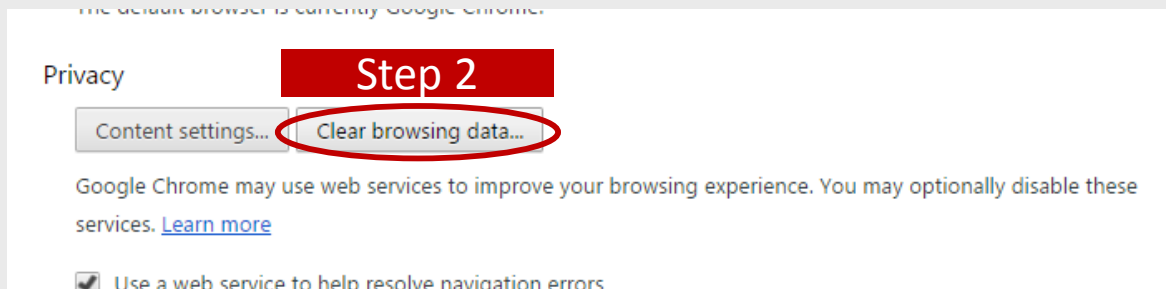
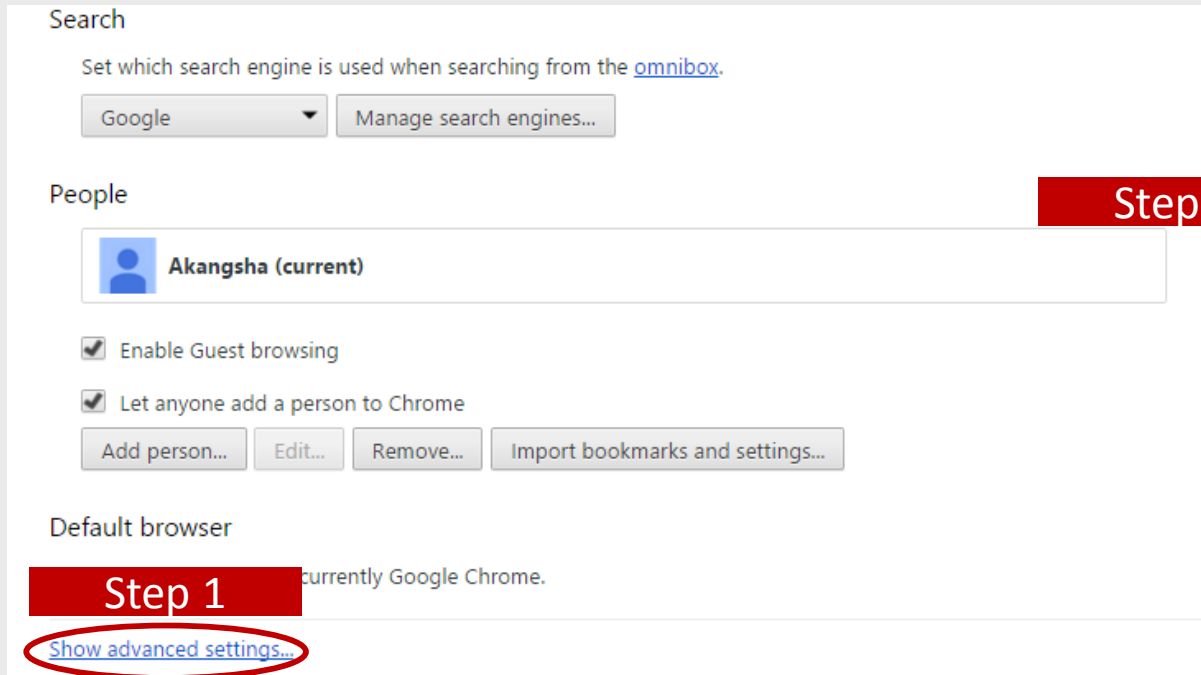
Step 1



# How to clear cache - IE



# How to clear cache - Chrome

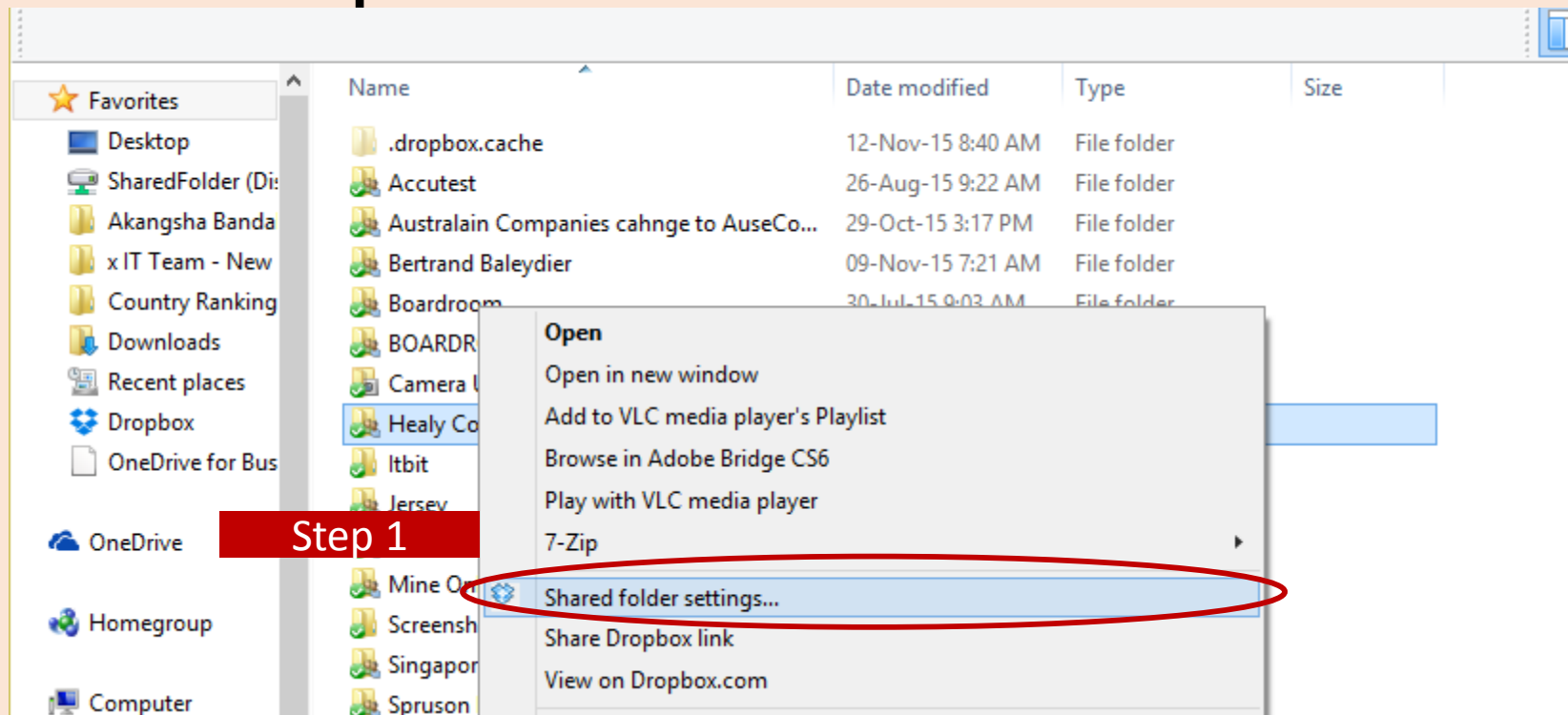


# Boardroom

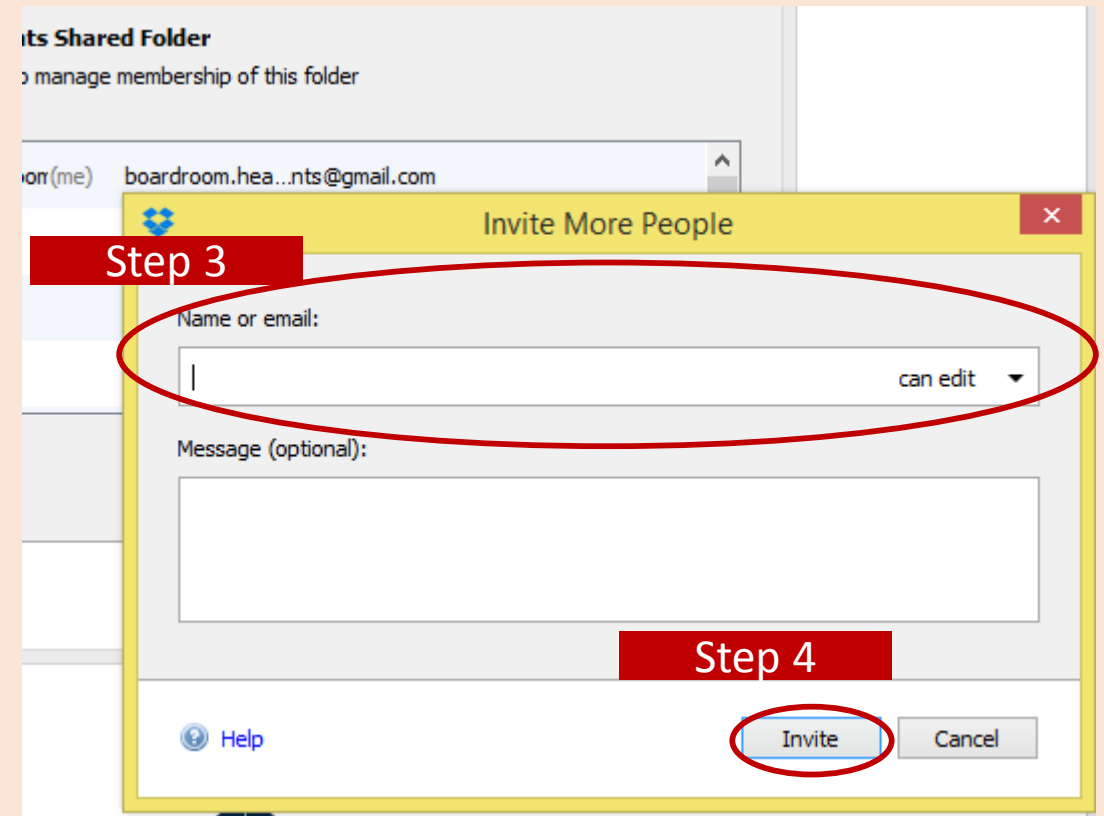
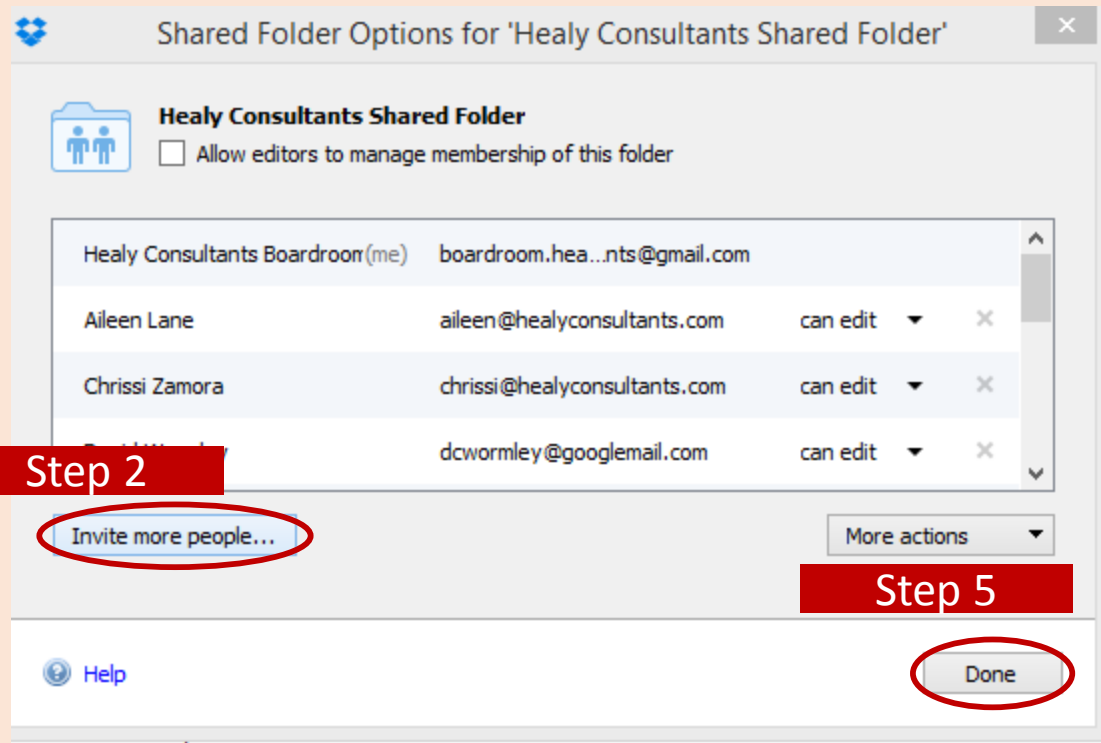
- What to do when the internet stops working
  - LAN cable port under the right side window
  - Please push the LAN cable back in
- How to switch the projector on/off
  - Use the black remote with lots of buttons
  - ON - Press the red button for 5 seconds, you will see projector bulb switch on
  - OFF - Press the red button, there will be a message on the screen  
PRESS THE POWER AGAIN TO SHUT DOWN  
Press the power button one more time

# Dropbox

- Saving personal items on Dropbox
- How to send Dropbox invites



# Dropbox - sharing folders



# Computer speed/optimisation

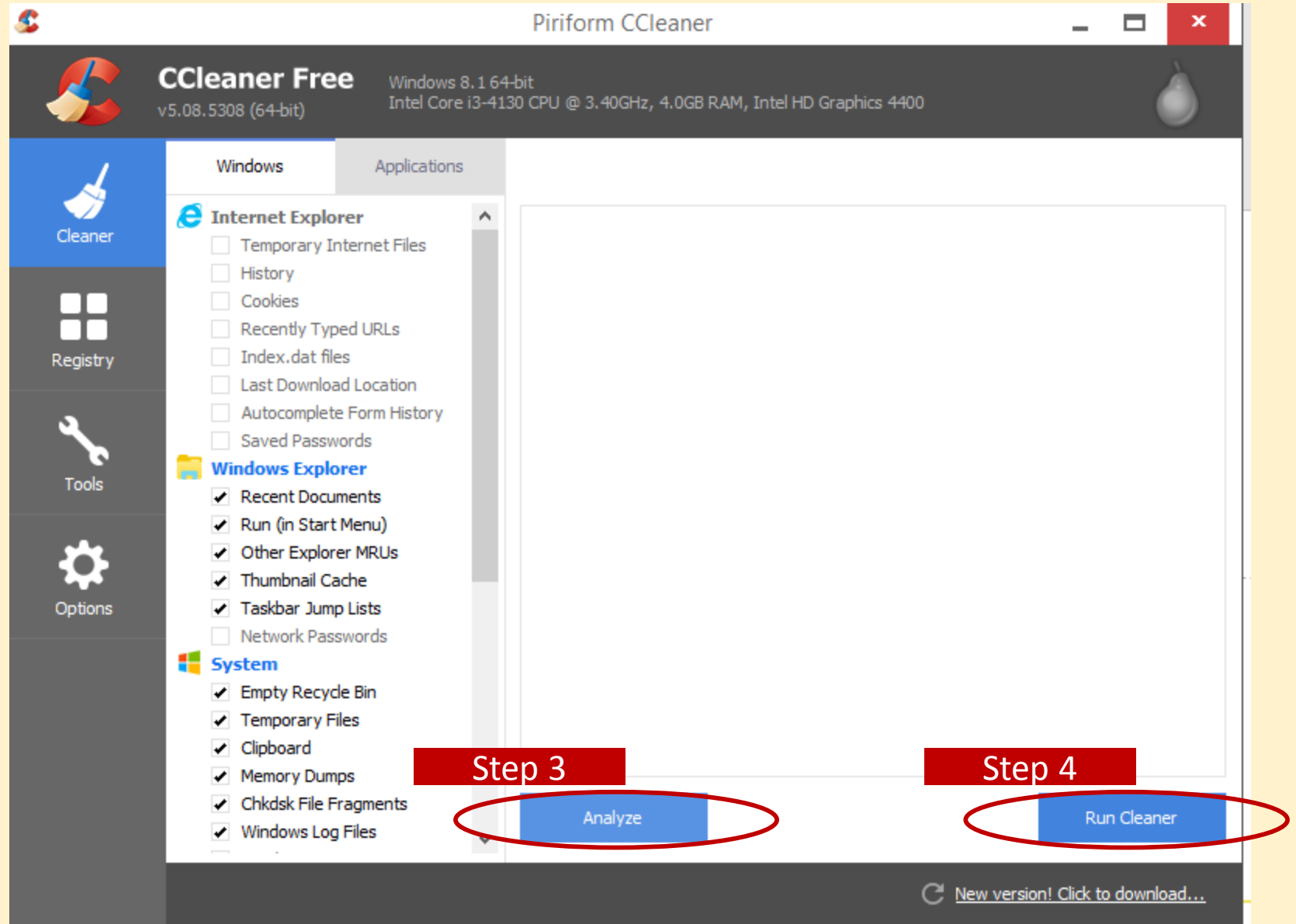
- Clearing out the desktop
- Double clicking
- Accessing large files from the SharedFolder
- CCleaner
- Auto completion
- How to add programs to the taskbar
- How to end programs using Task Manager

# CCleaner

Step 2



Step 1



Step 3

Step 4

# Auto text completion



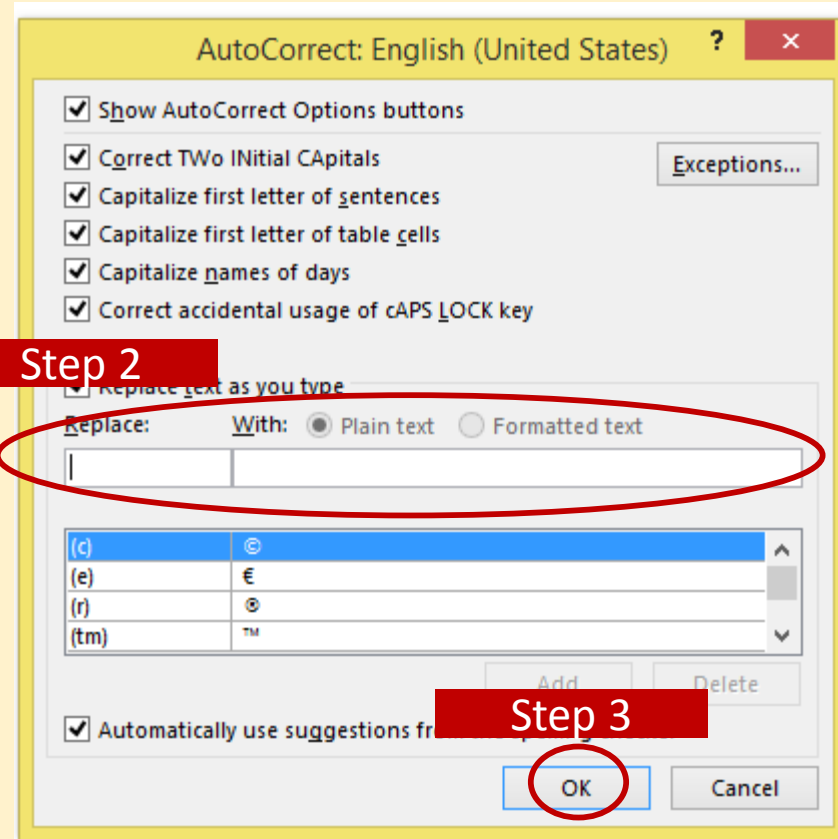
## Examples

acct → Accounting and Tax

hc → Healy Consultants

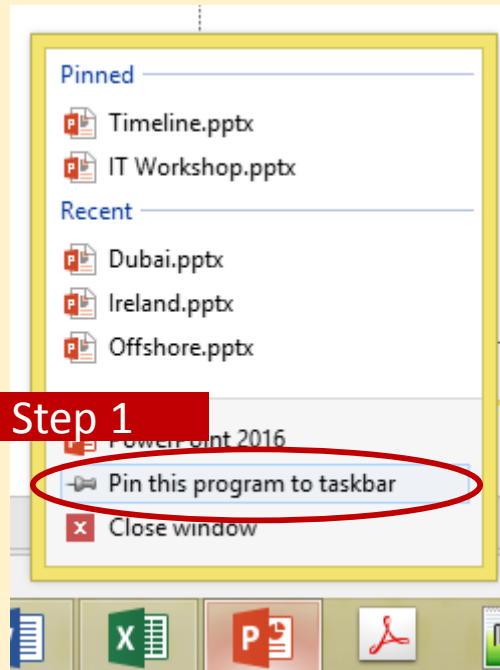
hcg → Healy Consultants Group

br → Best regards,

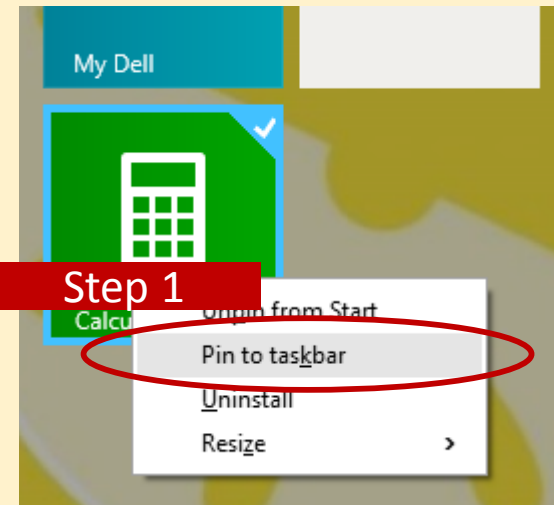


# How to pin programs to taskbar

If the program is open →  
Right click on the program  
in the taskbar

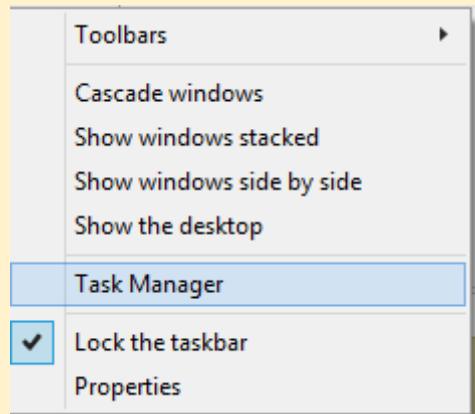


If the program is not open  
→ Right click on the  
program in the start screen

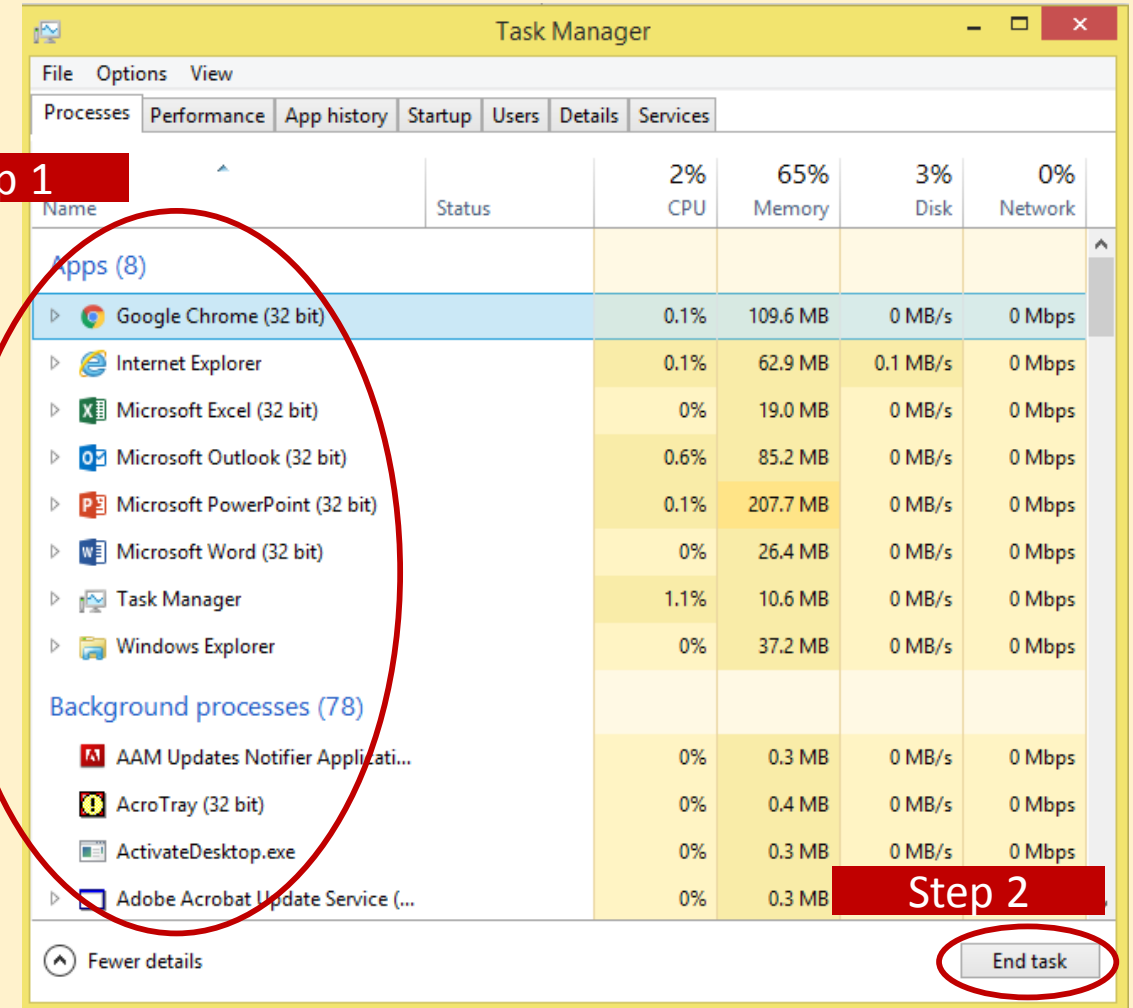


# How to end programs using task manager

- Option 1 — Ctrl+Shift+Esc
- Option 2 — Right click on the task bar



Step 1



Step 2

End task

# General

- Anti virus installed
- Anti glare glasses
- Internet (LAN cable)
- SharedFolder connection
- SharedFolder file deletion
- Laptops
- Eco-sign/DocuSign
- Google Ads
- How to do a screenshot

# Echosign/DocuSign

Complete guide to this has been is already on the index of important links

Internal staff pages (#12)

<http://www.healyconsultants.com/hcwp/wp-content/uploads/2015/03/Adobe-EchoSign-instructions.pdf>

\* DocuSign works the same way



# Google Ads

**WARNING: Do not click Healy Consultants ads (but feel free to waste ad budget for competitors)**

The image shows a screenshot of Google Ads search results for business registration in Singapore. The results are organized into two columns. Two red circles highlight specific ads: one on the left column and one on the right column.

**Left Column Ads:**

- Hawksford Singapore - GuideMeSingapore.com**  
Ad [www.guidemesingapore.com/](http://www.guidemesingapore.com/) ▼  
Singapore's Leading Incorporation, and Company Administration Firm
- Company Incorporation - relianceconsultingservices.com**  
Ad [www.relianceconsultingservices.com/](http://www.relianceconsultingservices.com/) ▼  
1-Stop Solution Providing Top Notch Company Incorporation Svc. Call Us.
- Business Registration - maxlewis.com.sg**  
Ad [www.maxlewis.com.sg/new-business](http://www.maxlewis.com.sg/new-business) ▼  
Quick & Easy Ways to Start Your Business. Send an Enquiry Now.
- Bizfile - ACRA's one-stop business services portal**  
[www.bizfile.gov.sg/](http://www.bizfile.gov.sg/) ▼  
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Step 1

Step 3

Step 2

Step 4

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