IT Workshop 2015

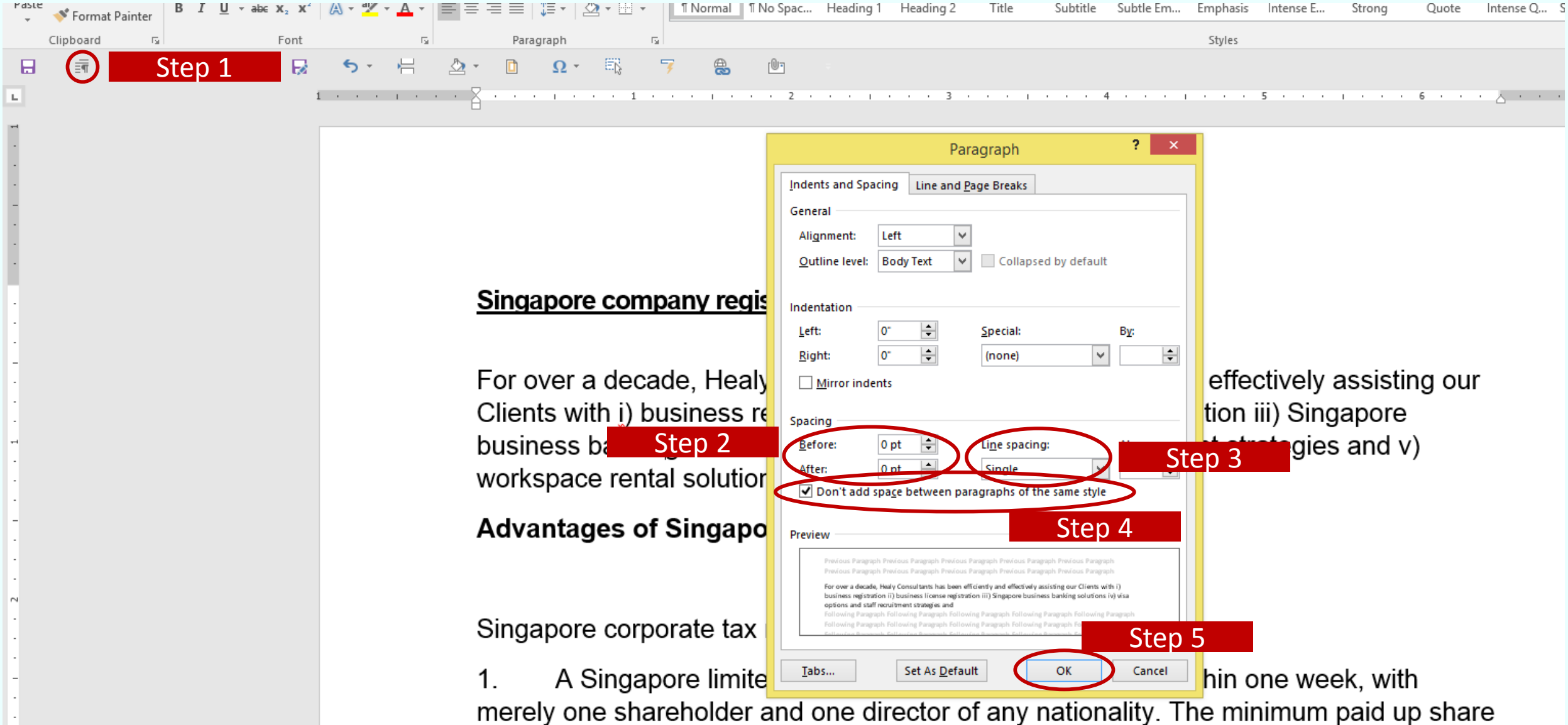
Overview

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

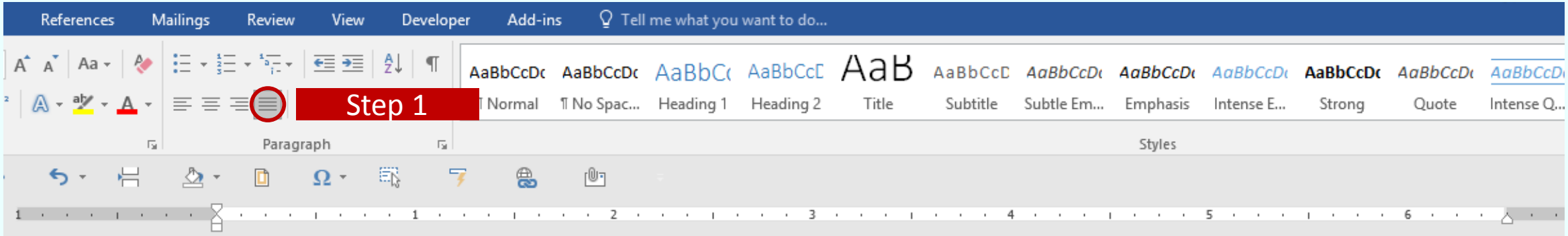
Formatting - General rules

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

Spacing - Ctrl+A then follow the steps



Justified - Ctrl+A then follow the steps



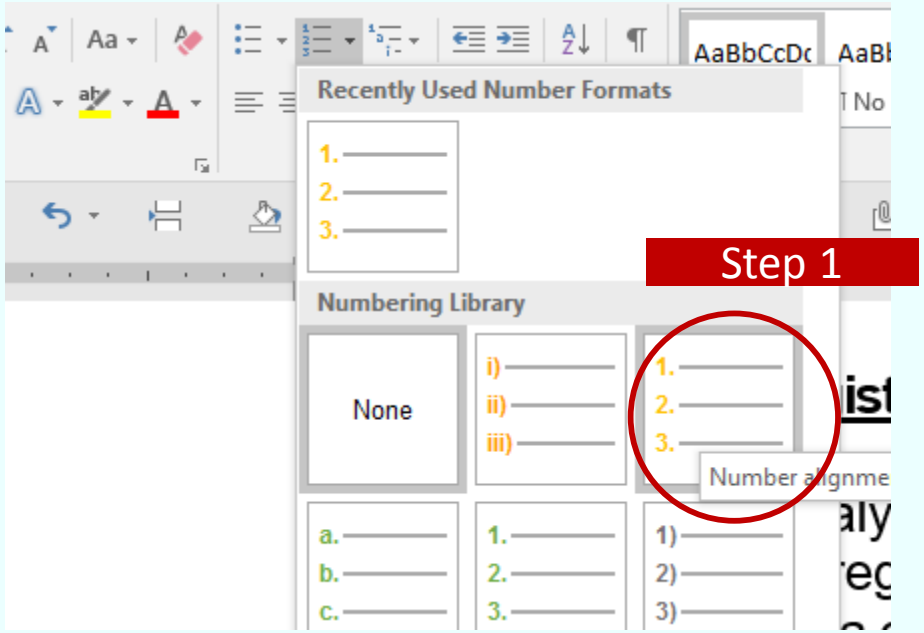
Singapore company registration

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.

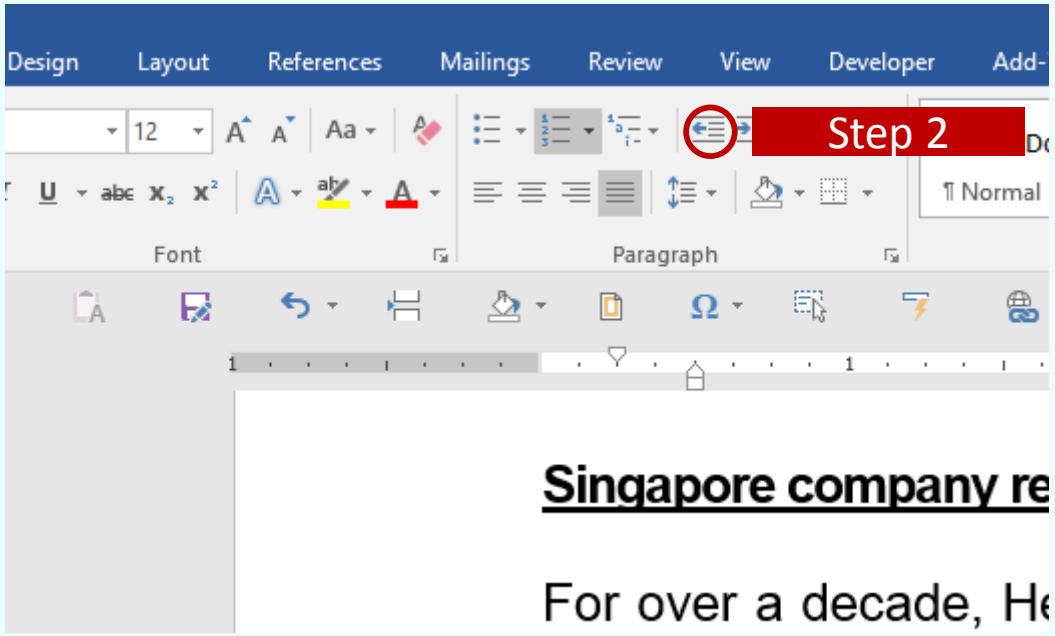
Advantages of Singapore company registration

Bullets and numbering

Step 1 — yellow numbering

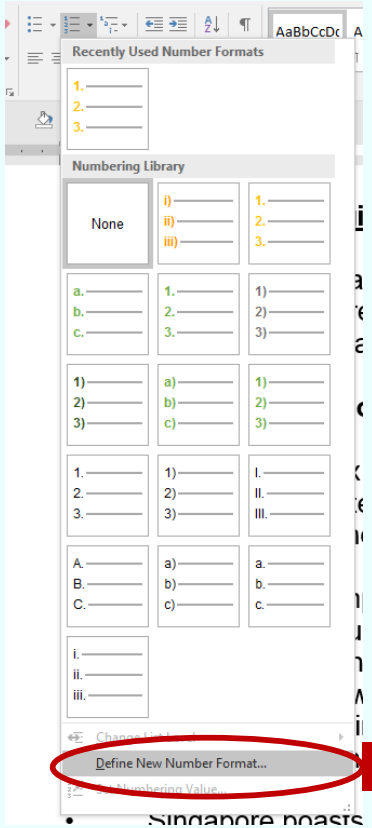


Step 2 — Align to extreme left

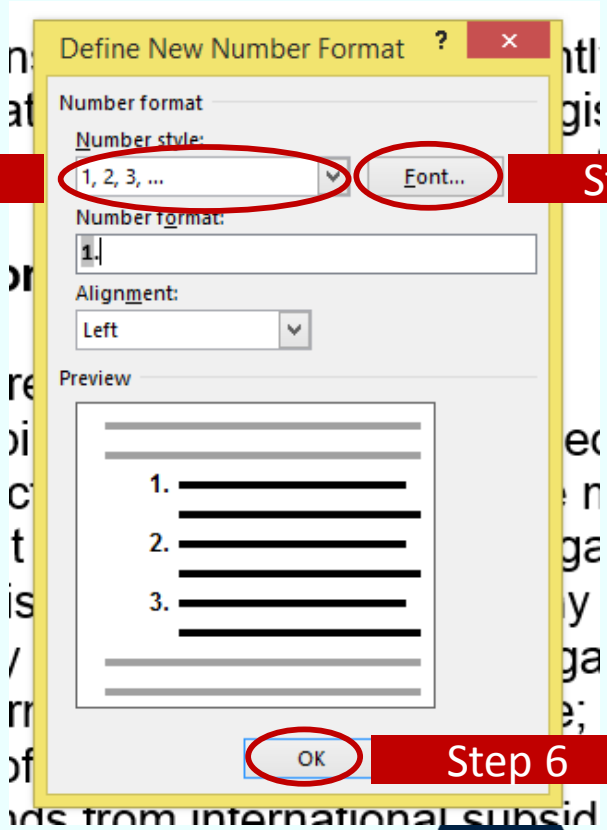


Bullets and numbering

If yellow numbering is not in your list



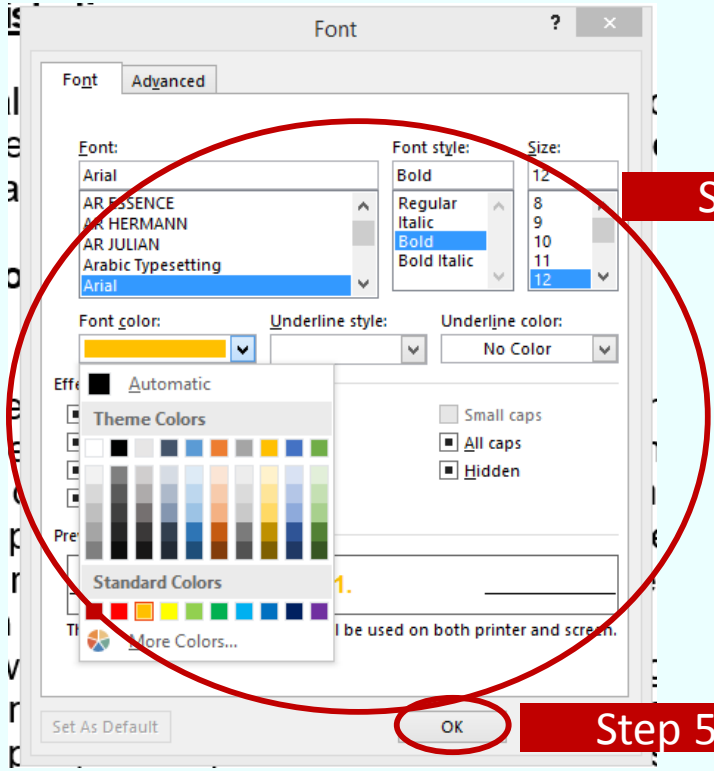
Step 1



Step 2

Step 3

Step 6

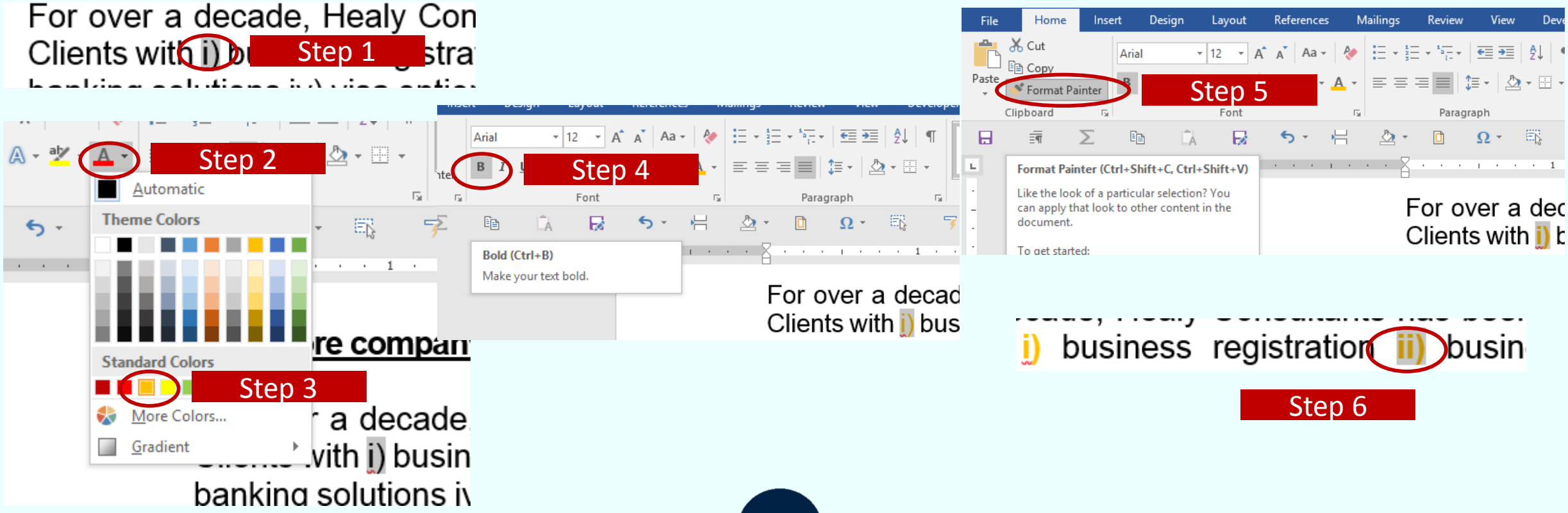


Step 4

Step 5

Numbering within sentences

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



Tables

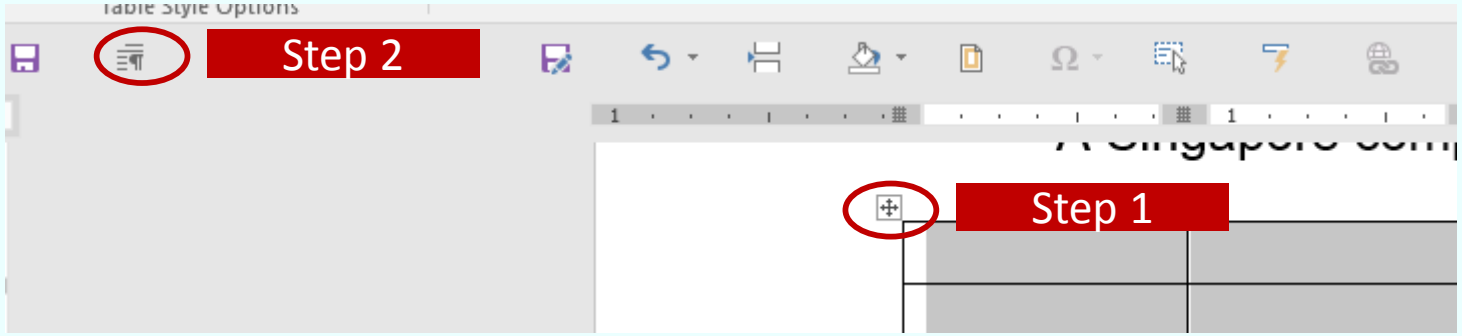
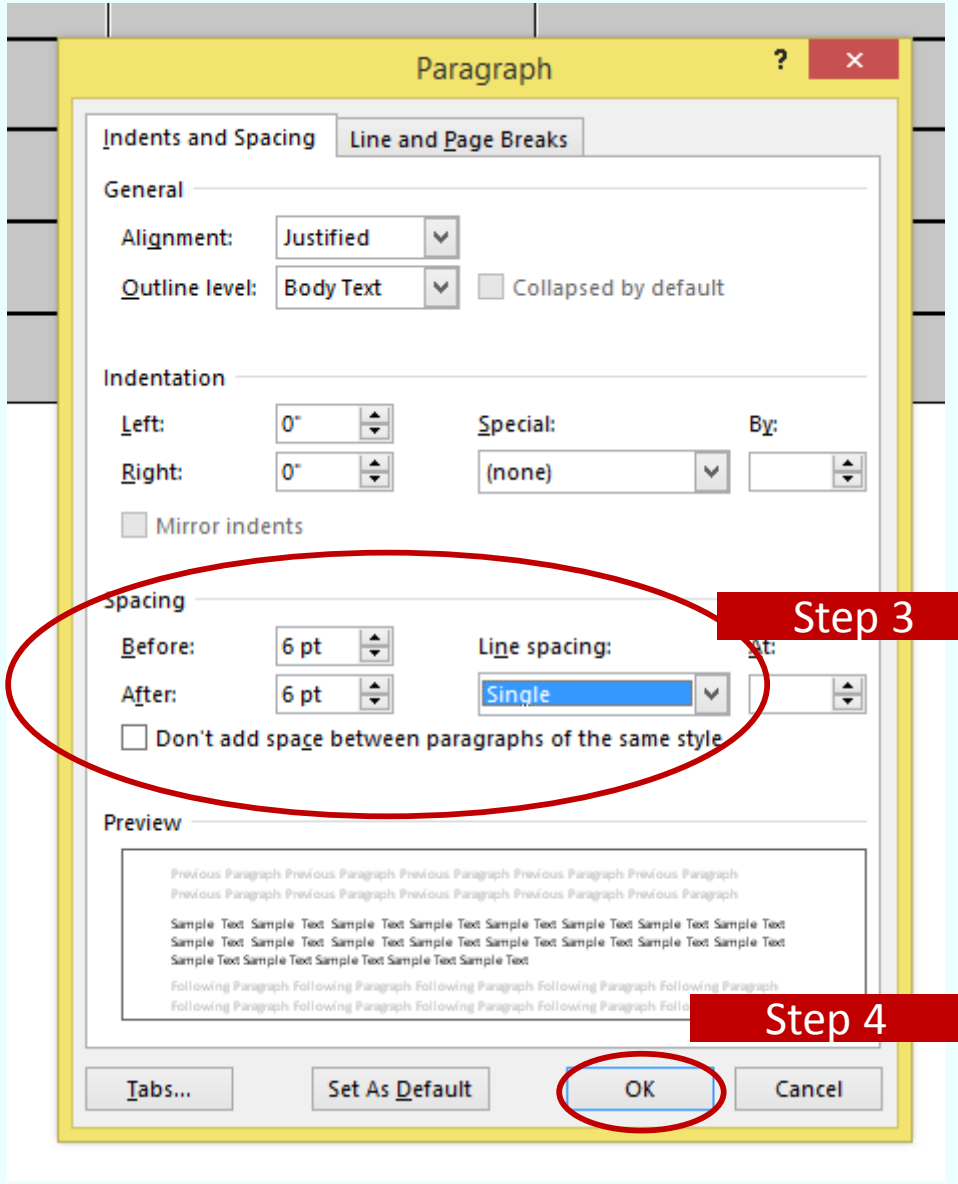
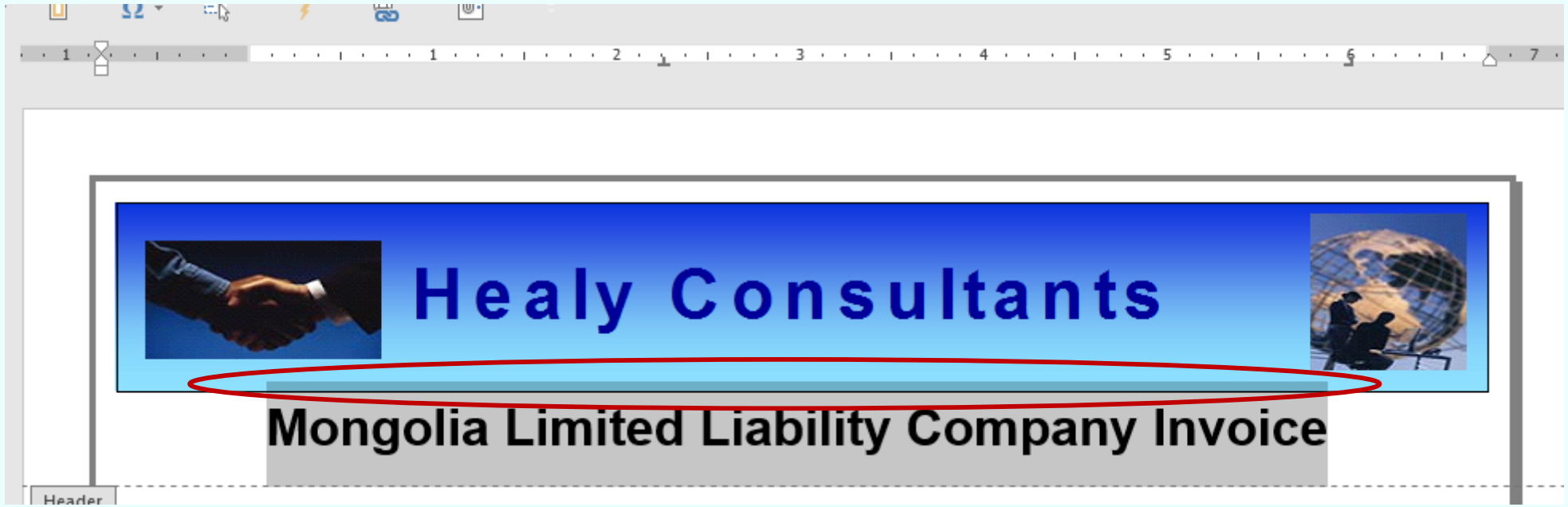


Table Style Options
Step 2
Step 1


Paragraph
Indents and Spacing
Line and Page Breaks
General
Alignment: Justified
Outline level: Body Text
Collapsed by default
Indentation
Left: 0"
Right: 0"
Special: (none)
By:
Mirror indents
Spacing
Before: 6 pt
After: 6 pt
Line spacing: Single
Don't add space between paragraphs of the same style
Preview
Tabs...
Set As Default
OK
Cancel
Step 3
Step 4

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

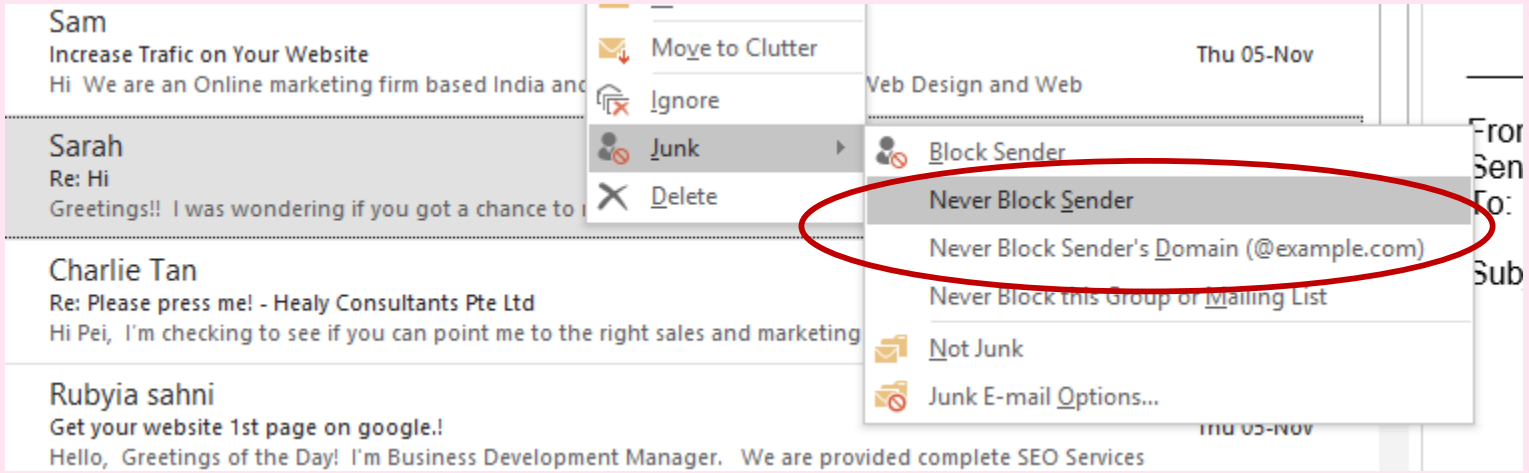
Internal staff pages (#11)

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!

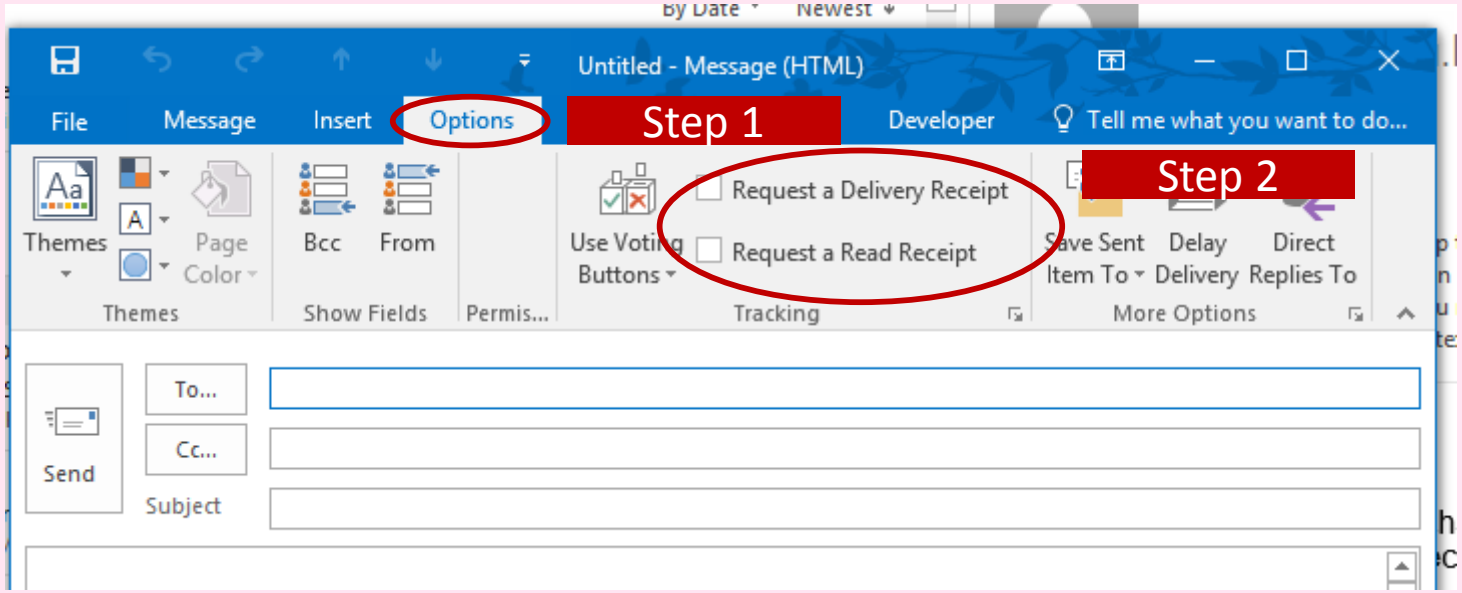
Checking junk email

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



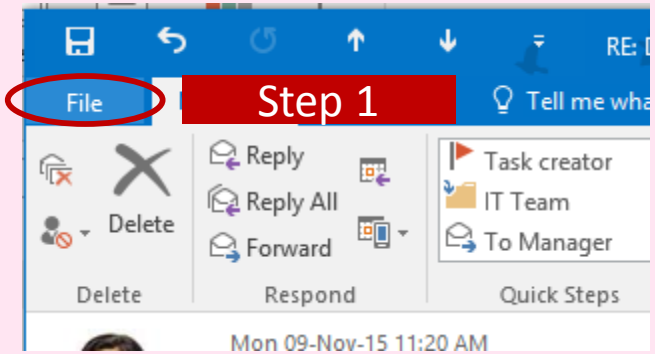
How do I know if my client read/received my email?

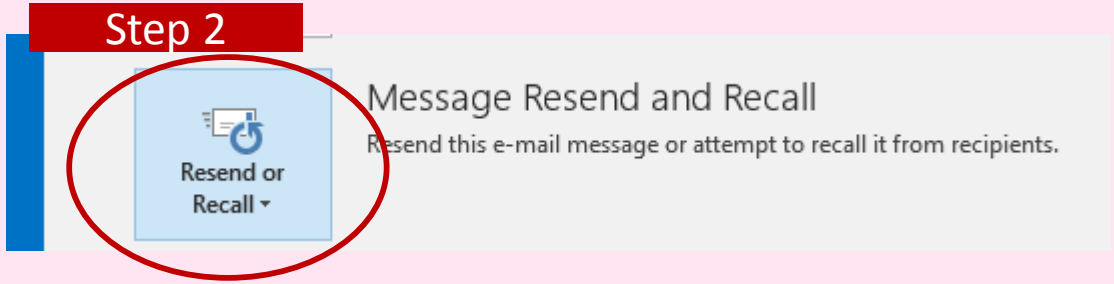
You will not knows unless you specifically request a read/delivery receipt



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

How do I recall the email I sent?

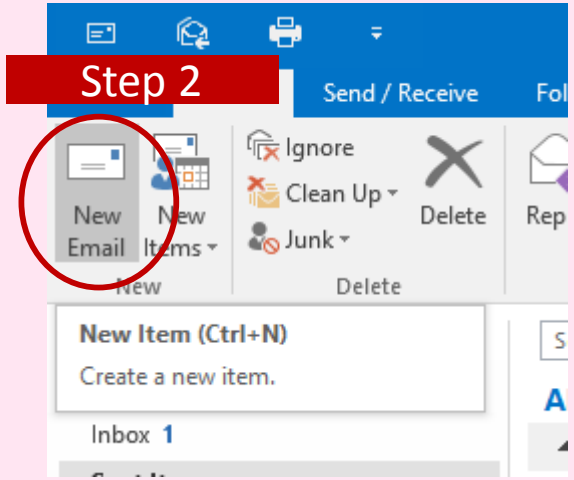


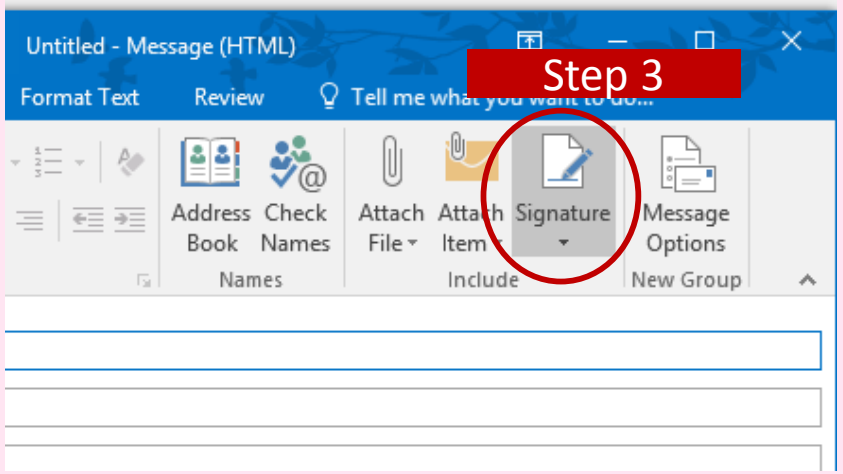


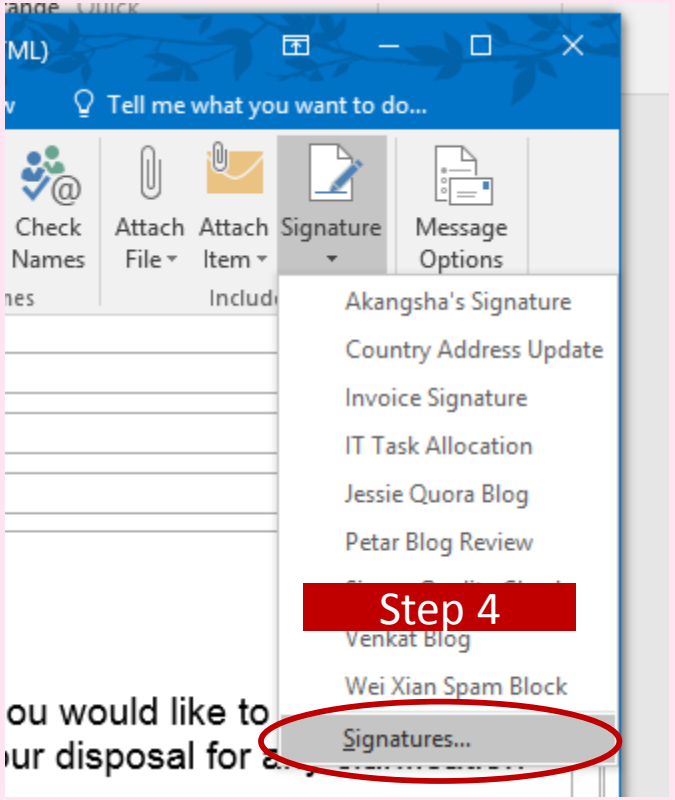
WARNING - it does not always work & if the person has already read your email, it can no longer be recalled

How do I create a new email signature

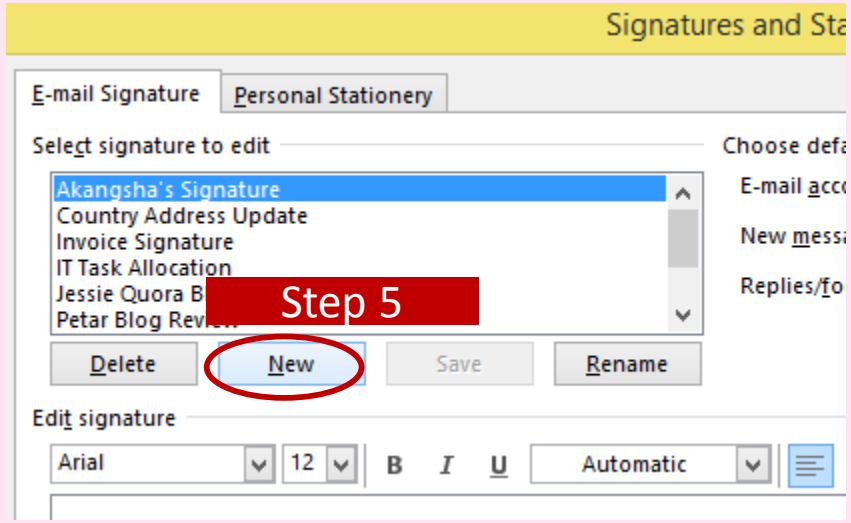
Step 1: please write out the email signature, select all (Ctrl+A) and then copy (Ctrl+C)

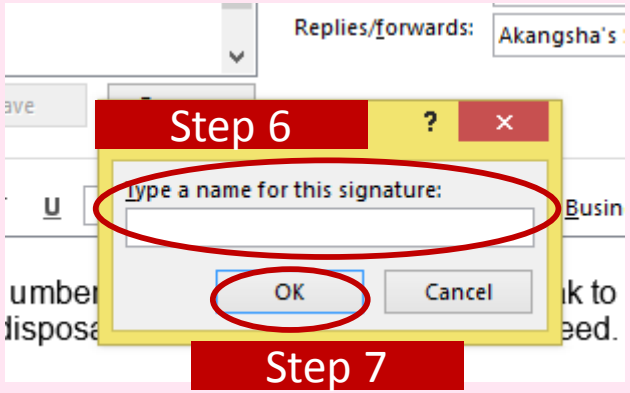


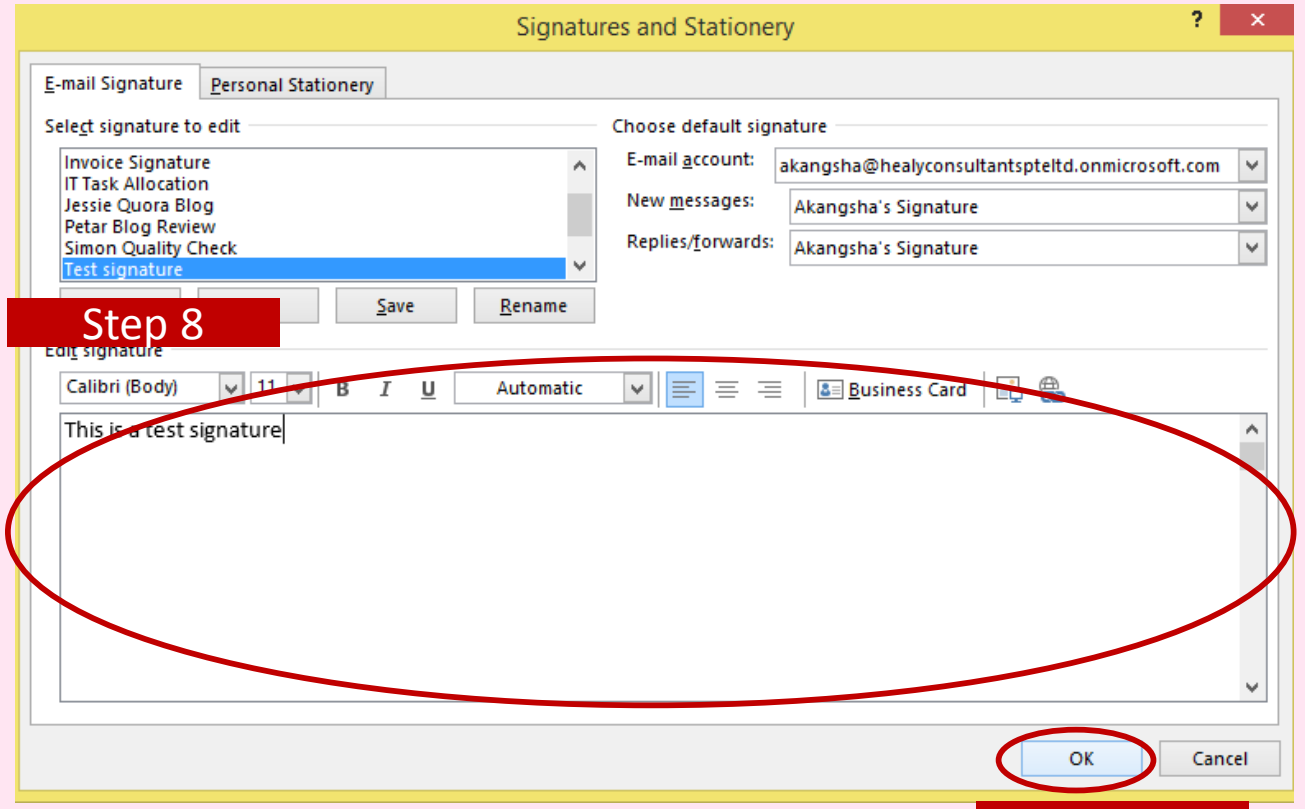




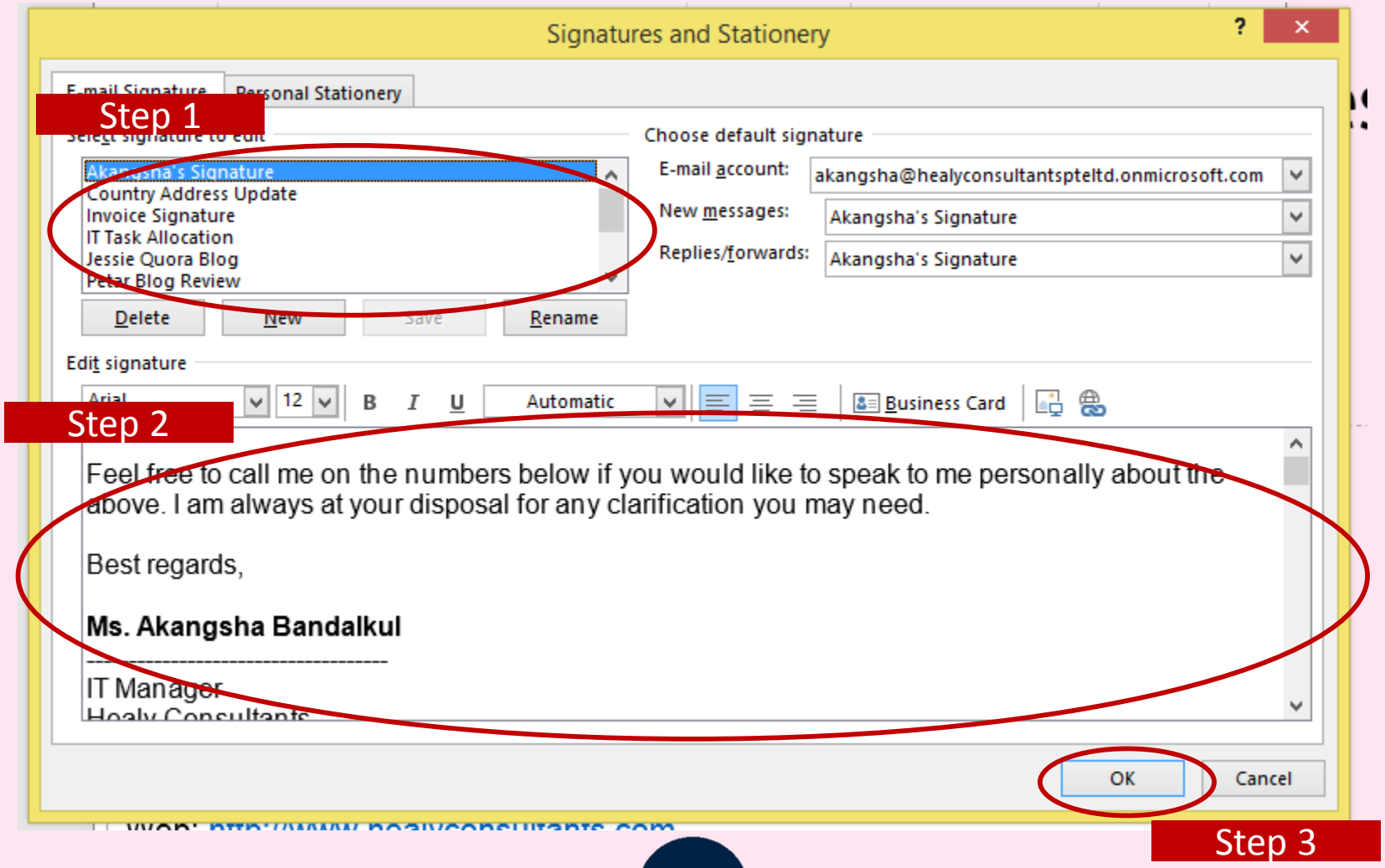
How do I create a new email signature





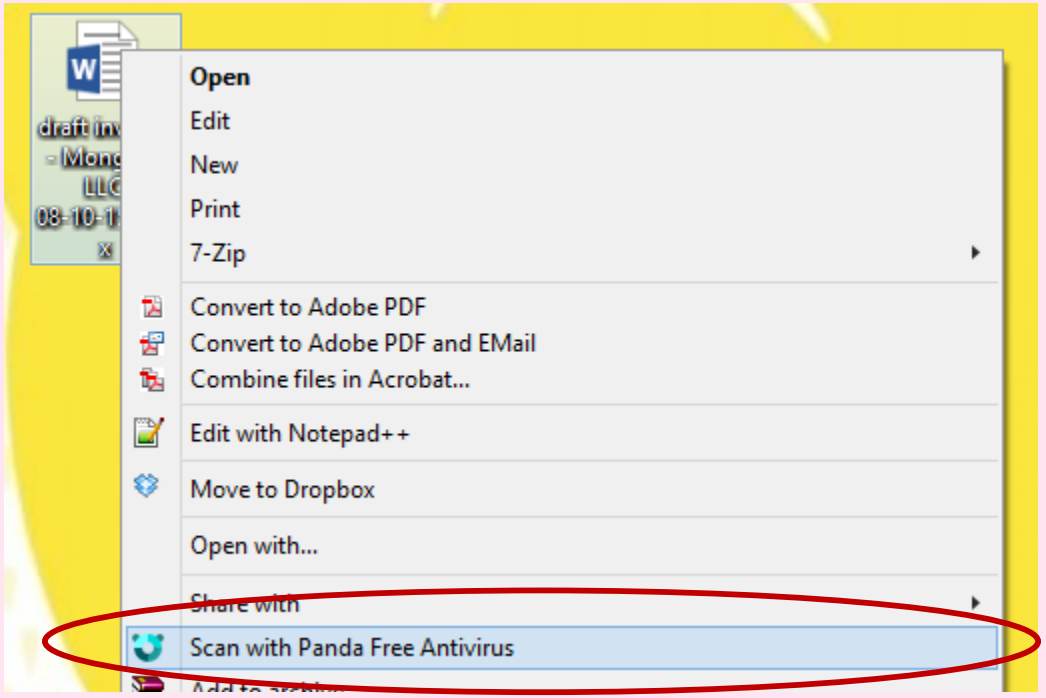


Editing your email signatures



Is this email spam/virus?

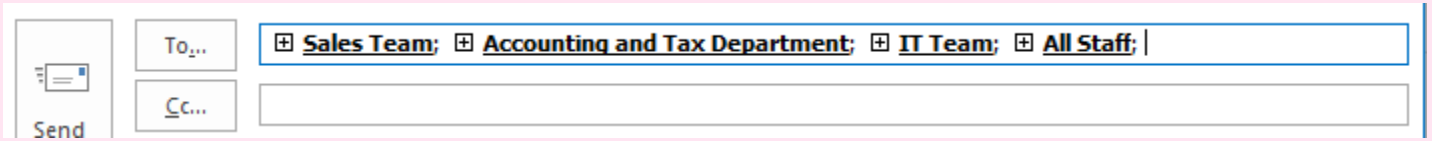
- Is it from an existing Client
- Does the email seem relevant to your engagement?
- Does it have a strange attachment?



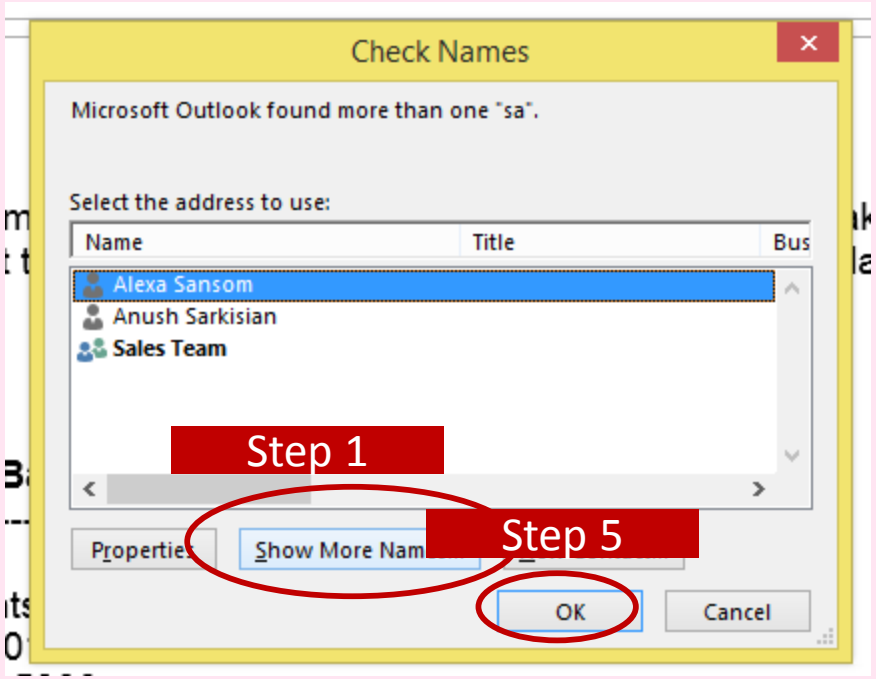
How to create Macros?

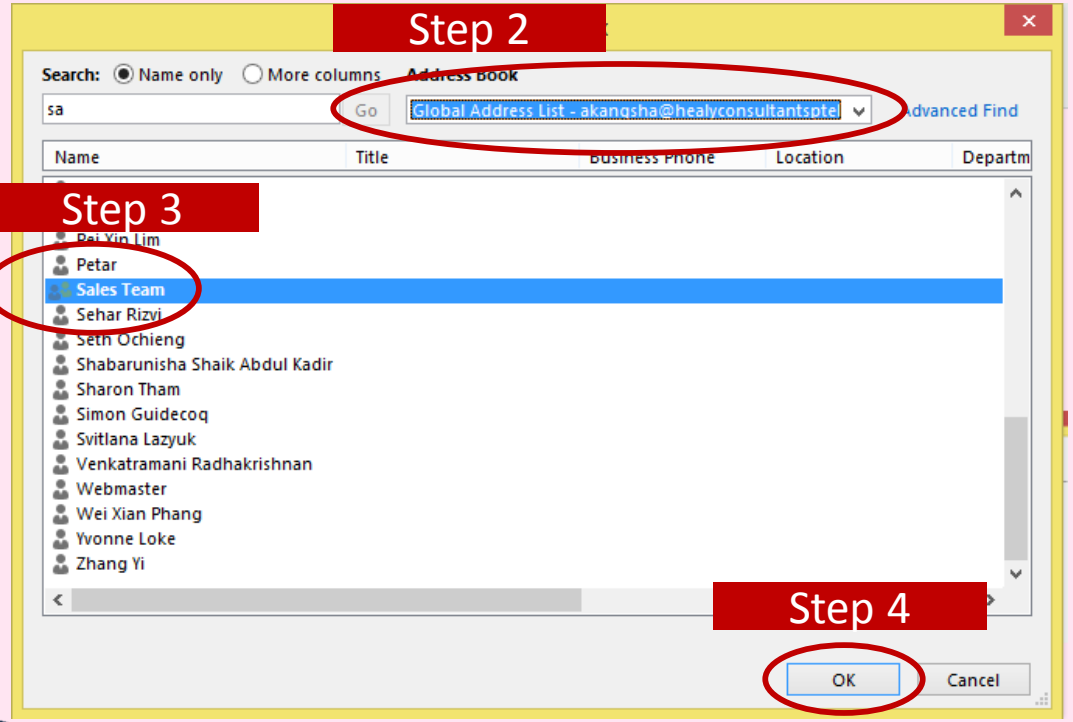
- Provide complete text with formatting (no highlighting) and send to Wei Xian
- Give him one week to work on the macro and he will add it to your outlook for you
- Please do not create a macro out of each country email template — every time the template updates, it will be very complicated to update

Email groups



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



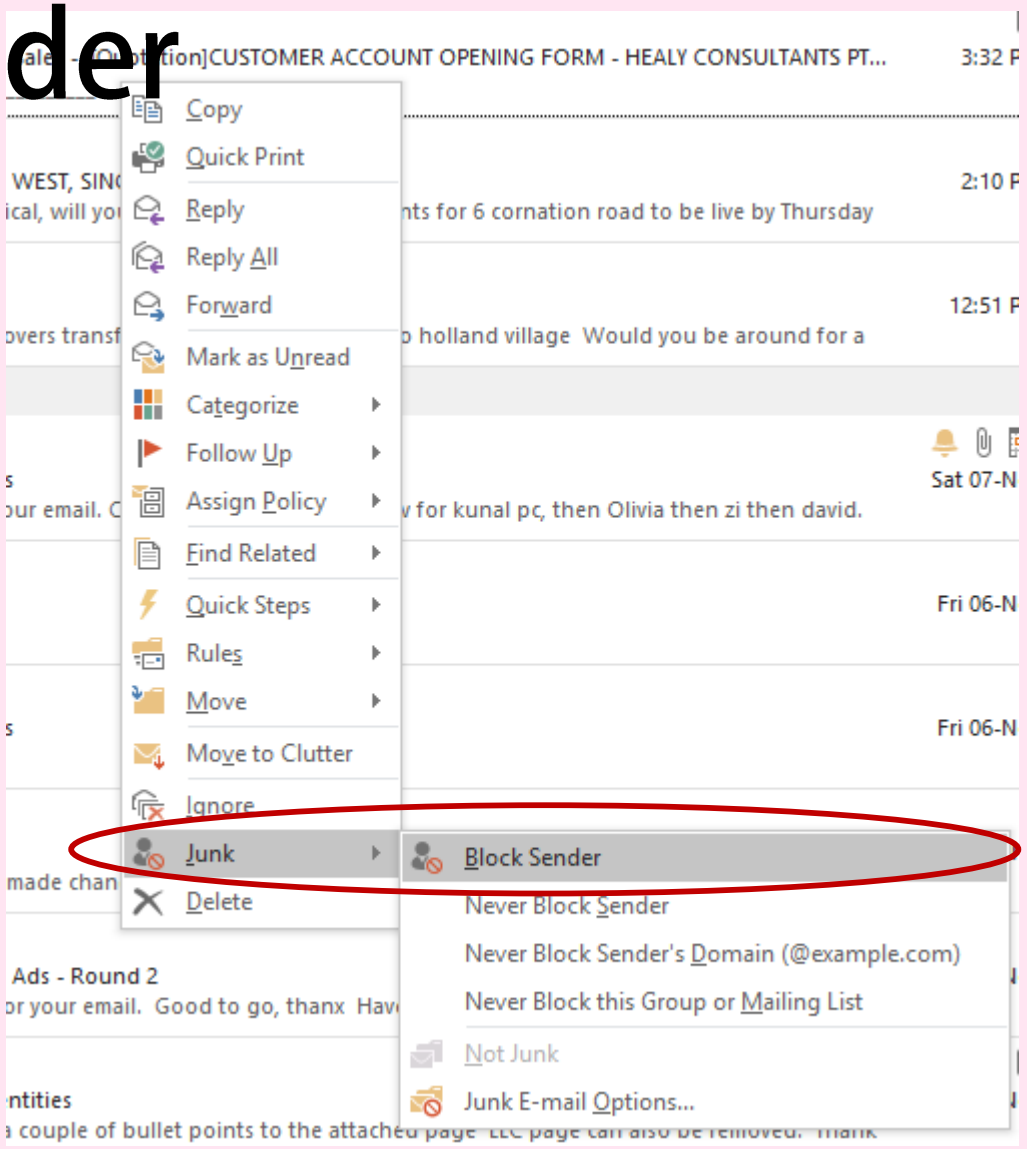


Mark as junk/block sender

Right click on the email and block

The email will automatically move to your junk folder

Quick links

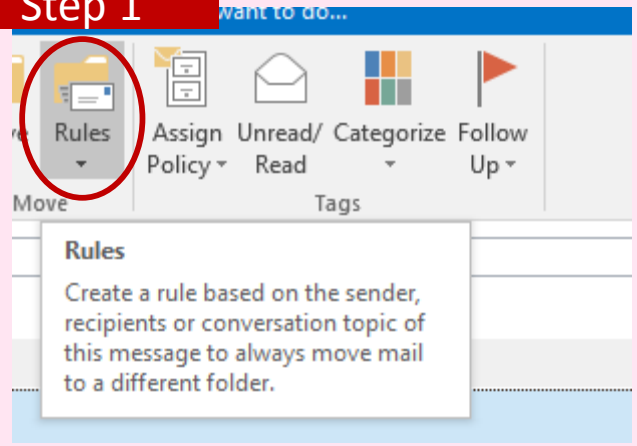


Accidental outlook folder deletion

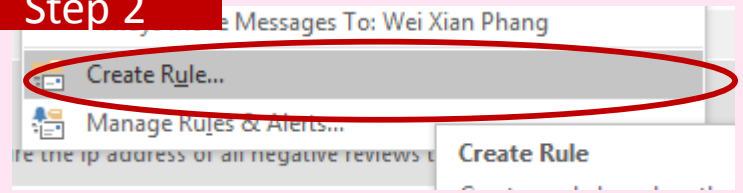
- Navigate to your Deleted Folder
- Click the accidentally deleted folder
- Drag back to Inbox

Email rules

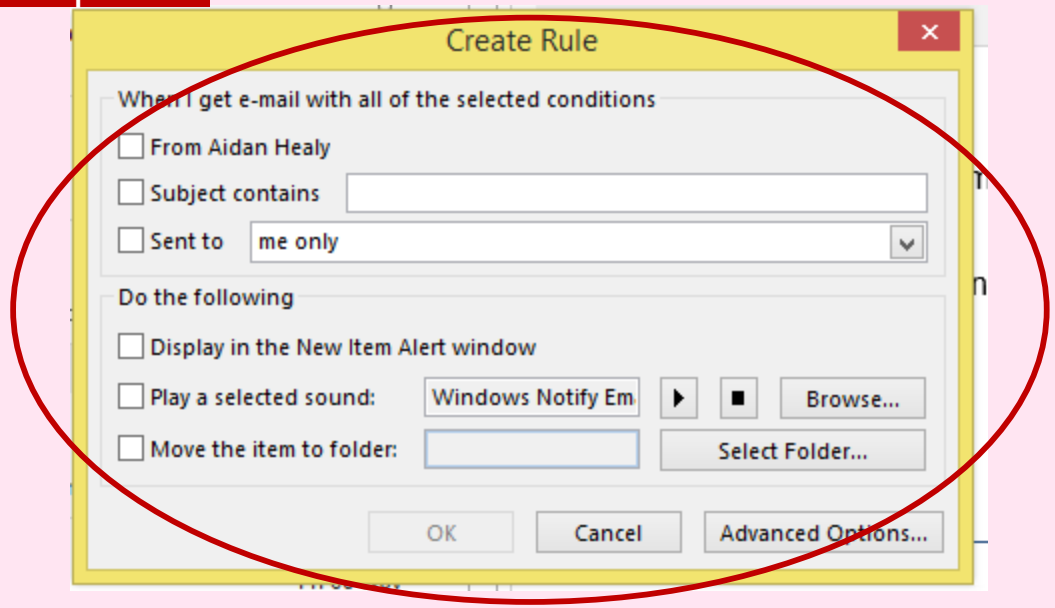
Step 1

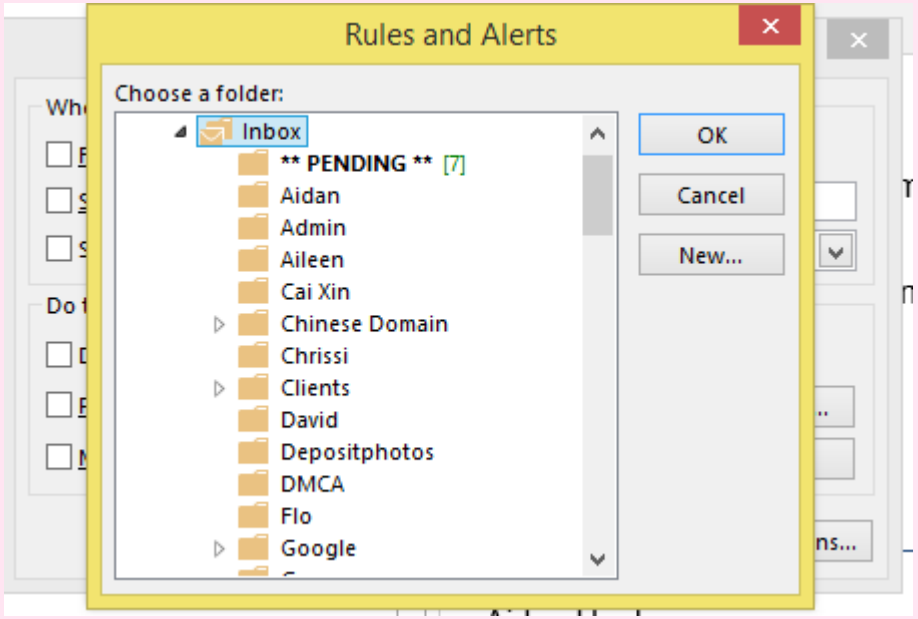


Step 2



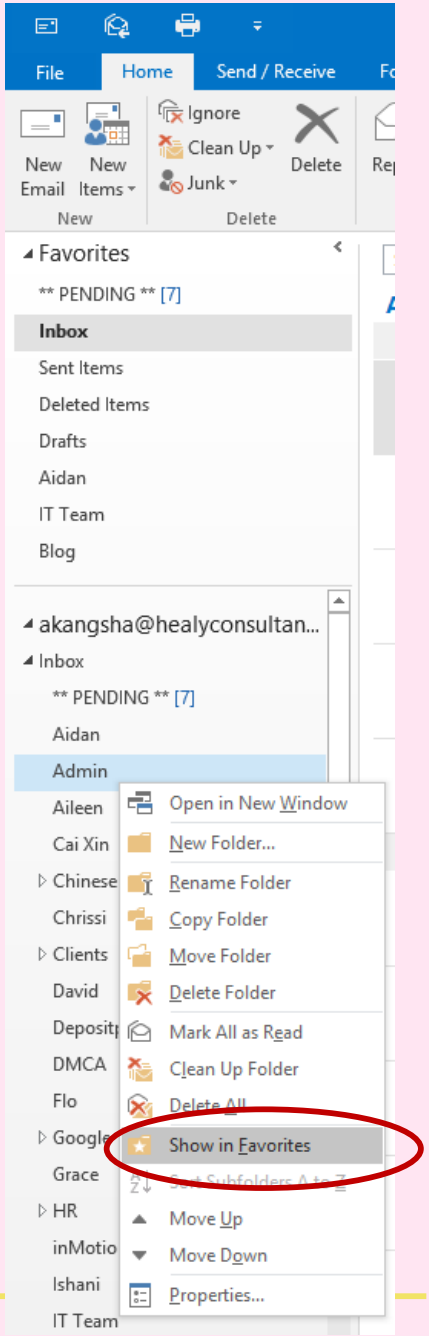
Step 3





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

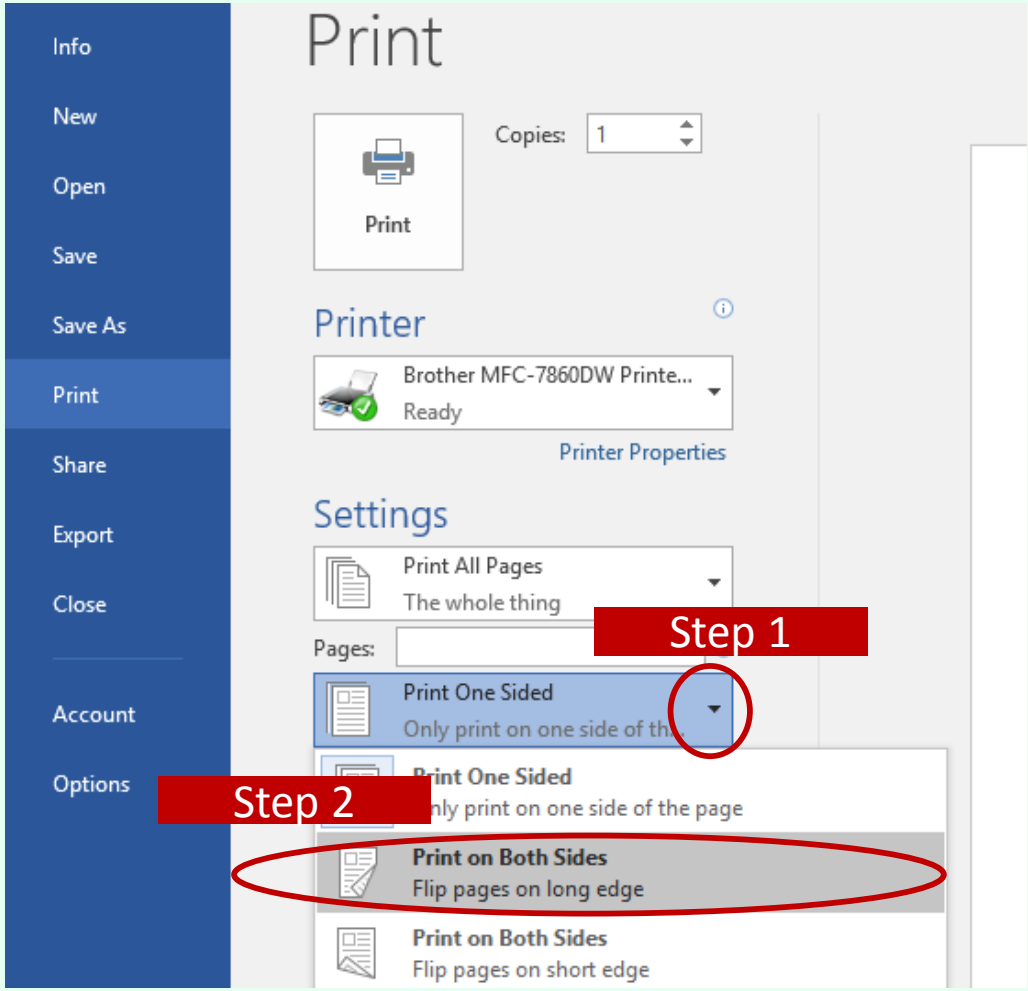
Printer

- 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

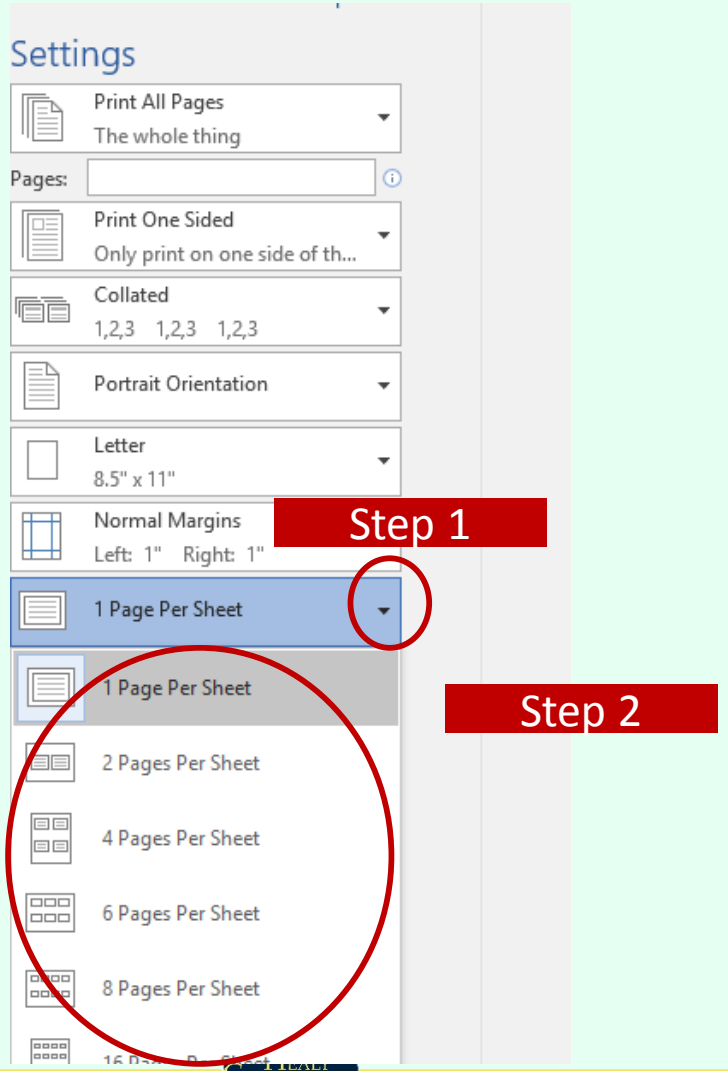
Printer jams

- 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

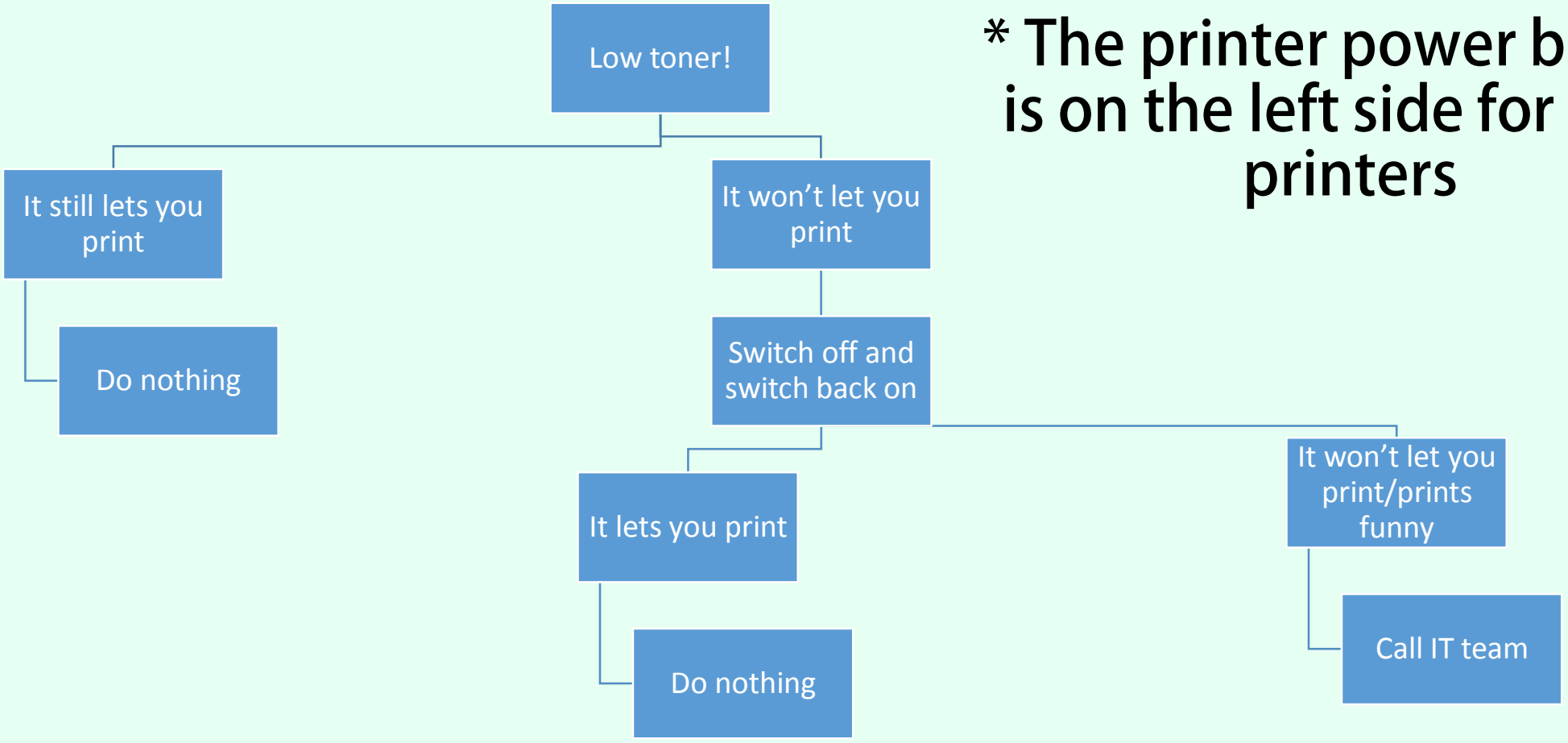
Double sided printing



Printing 2 pages to 1 side

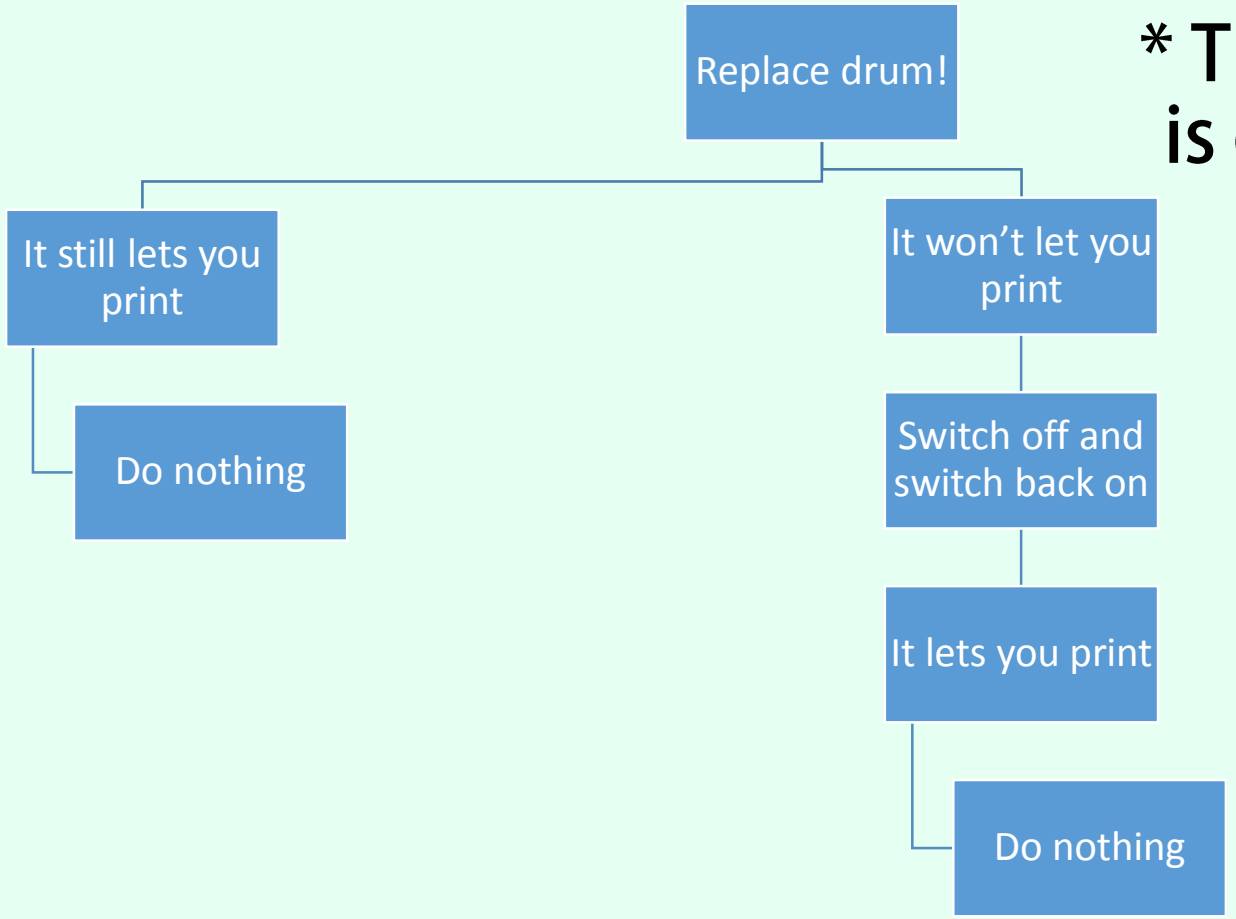


What to do if there is low toner



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

What to do if it says replace drum?



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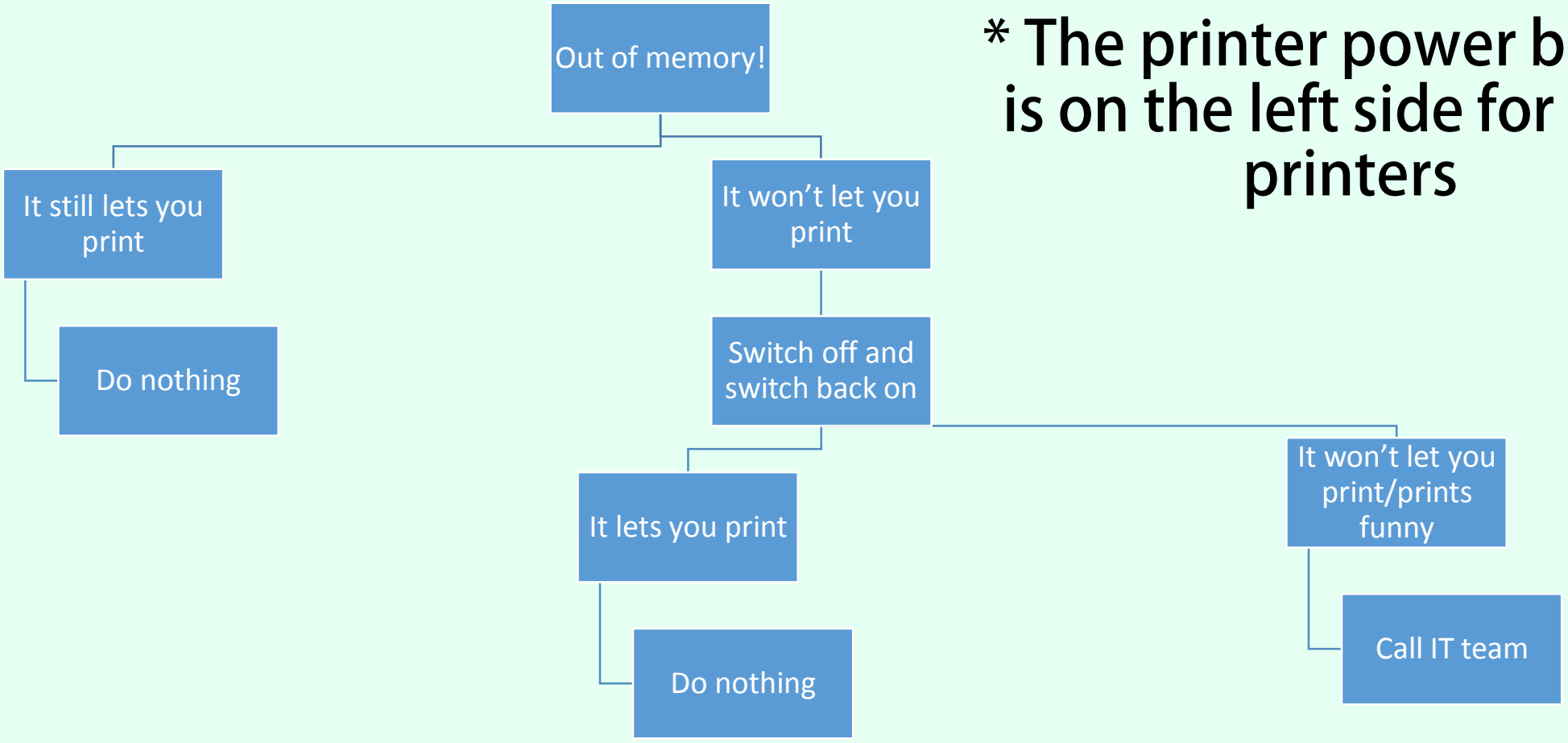
What to do if it says out of memory

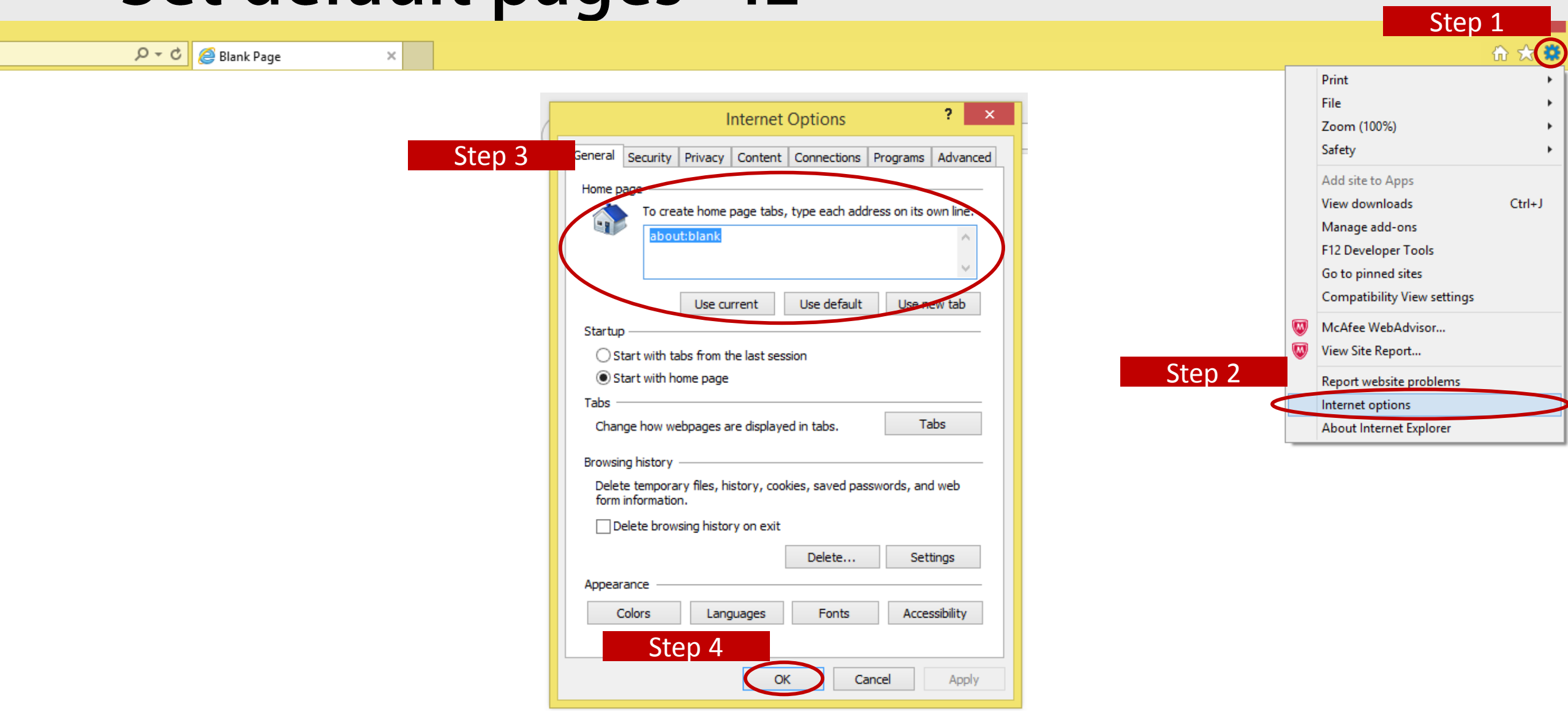


* The printer power button is on the left side for both printers

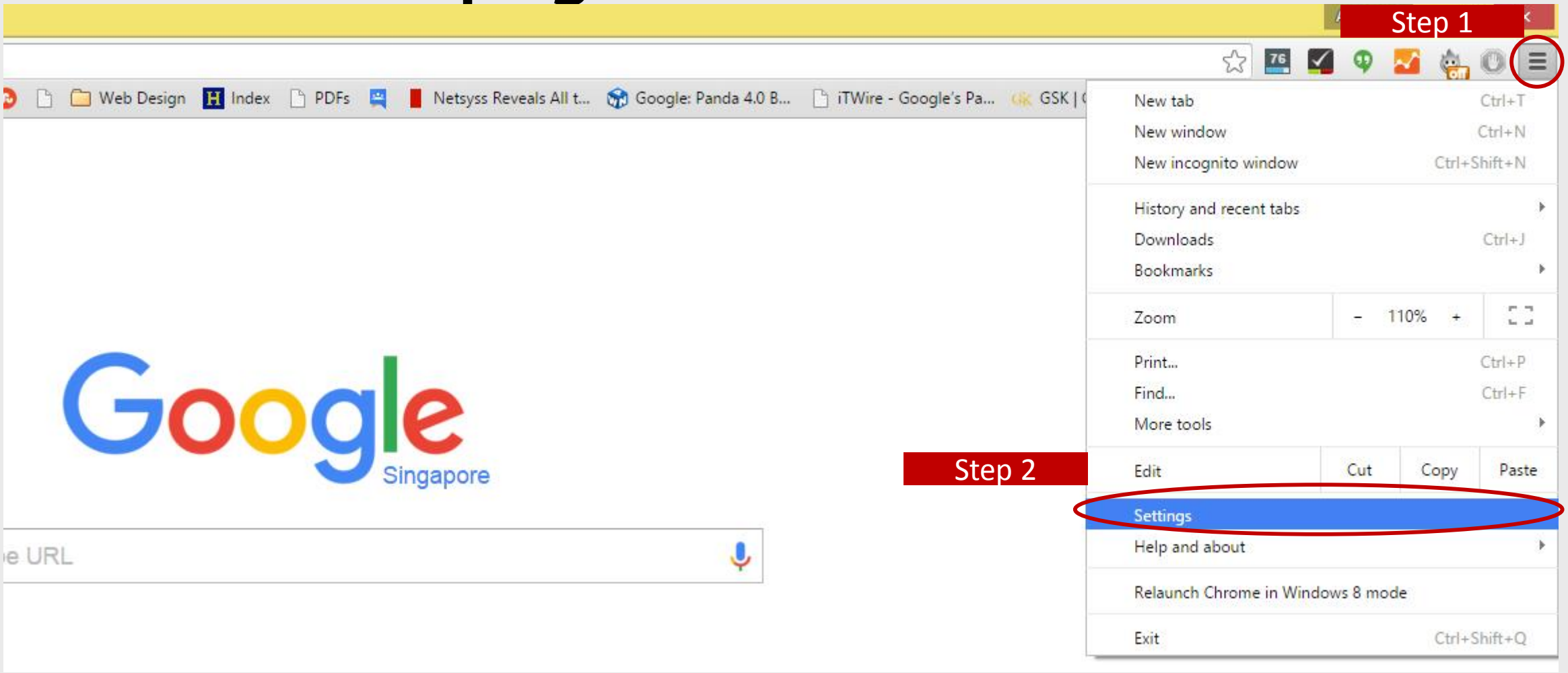
Browser

- 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

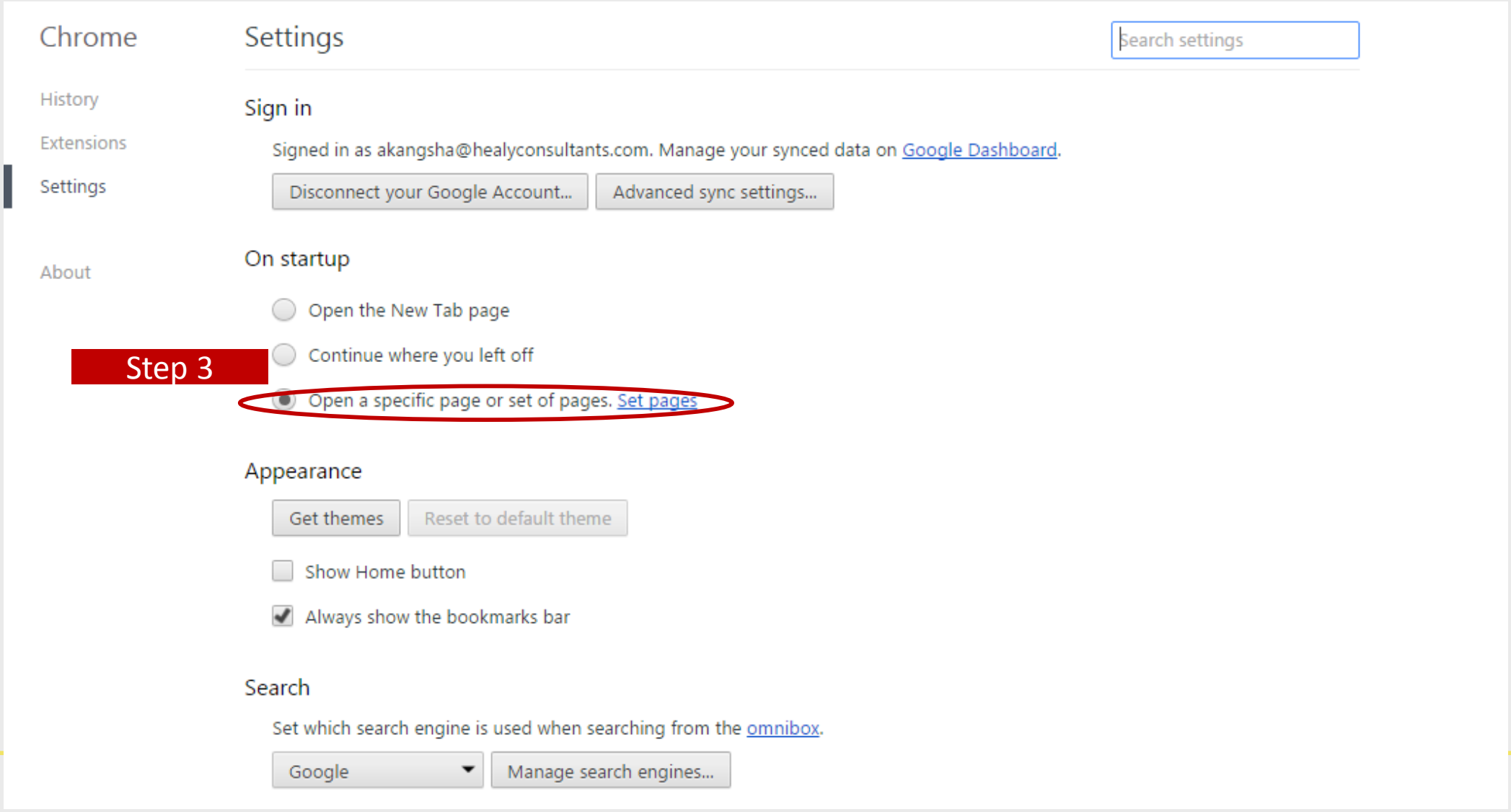
Set default pages - IE



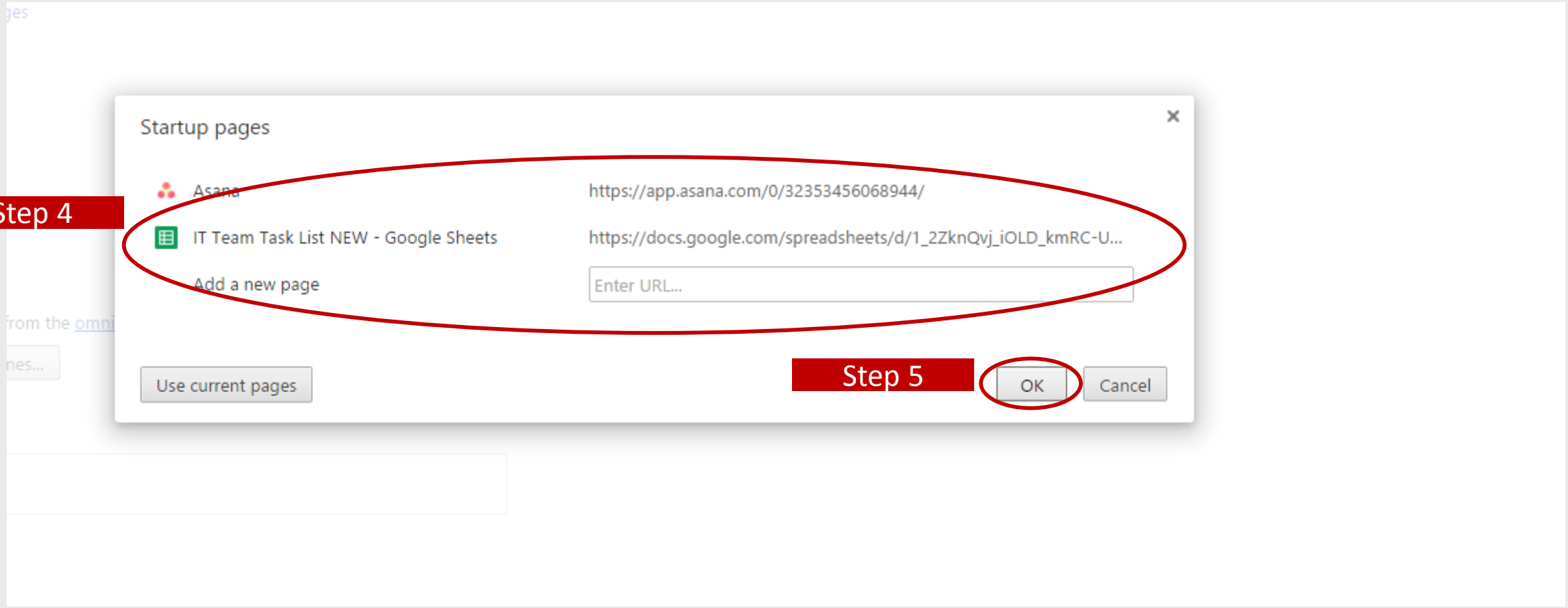
Set default pages - Chrome



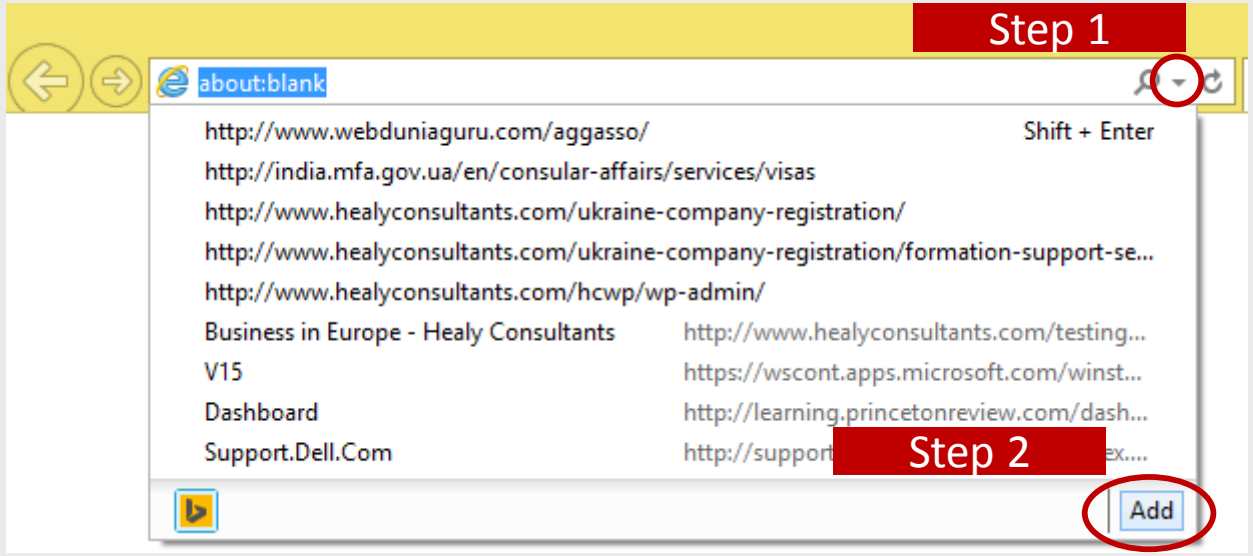
Set default pages - Chrome

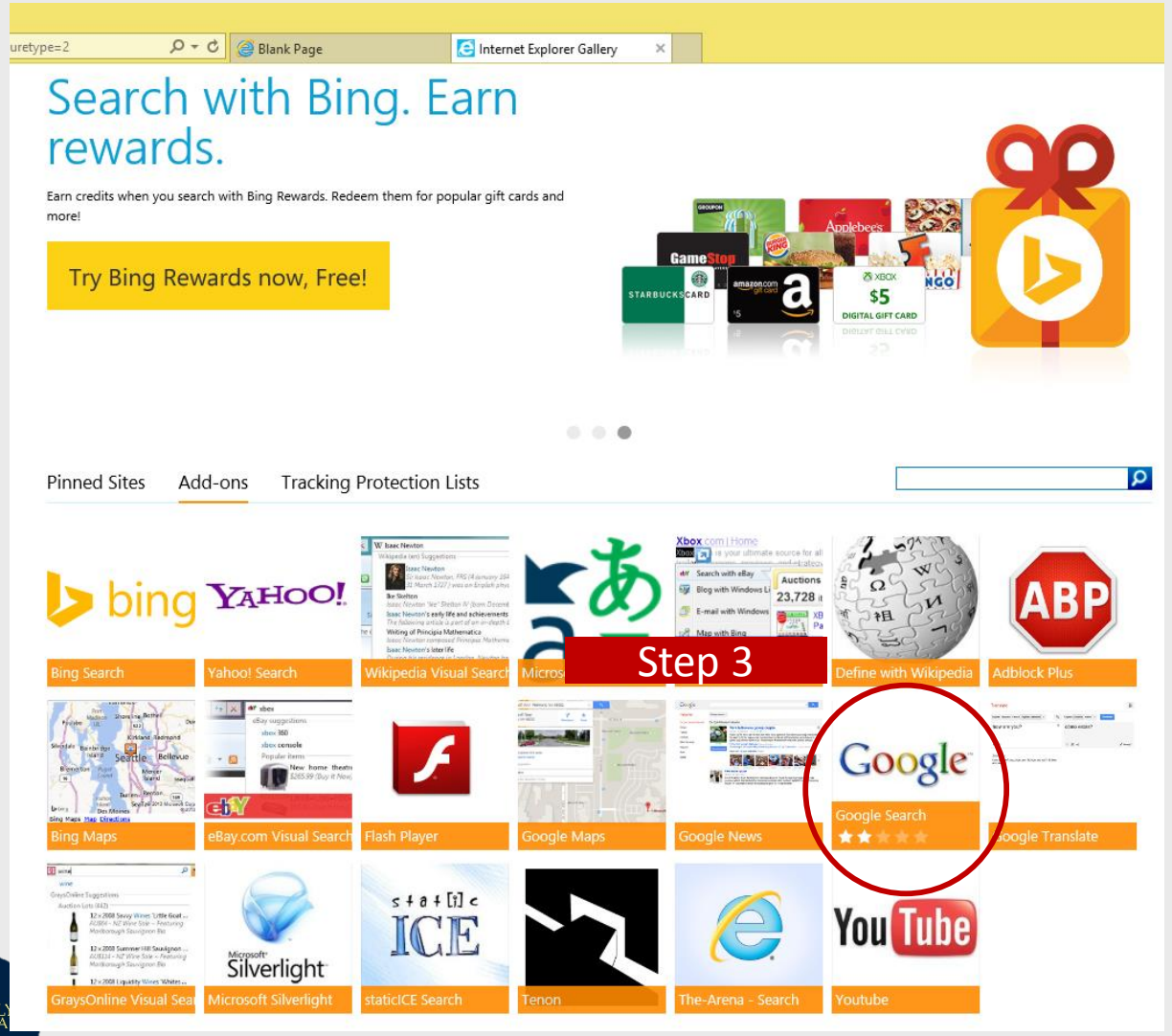


Set default pages - Chrome

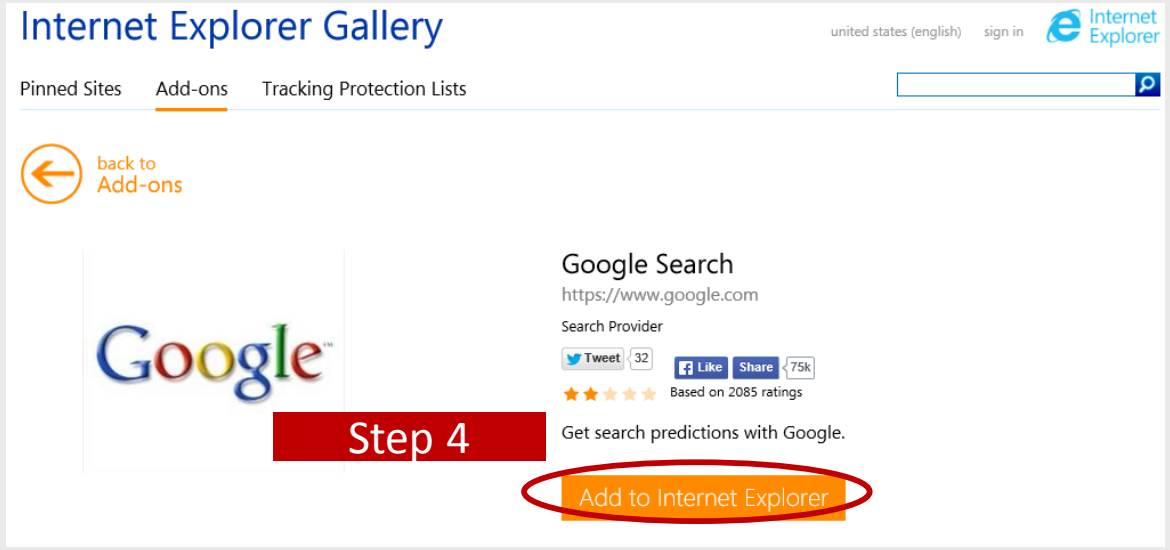


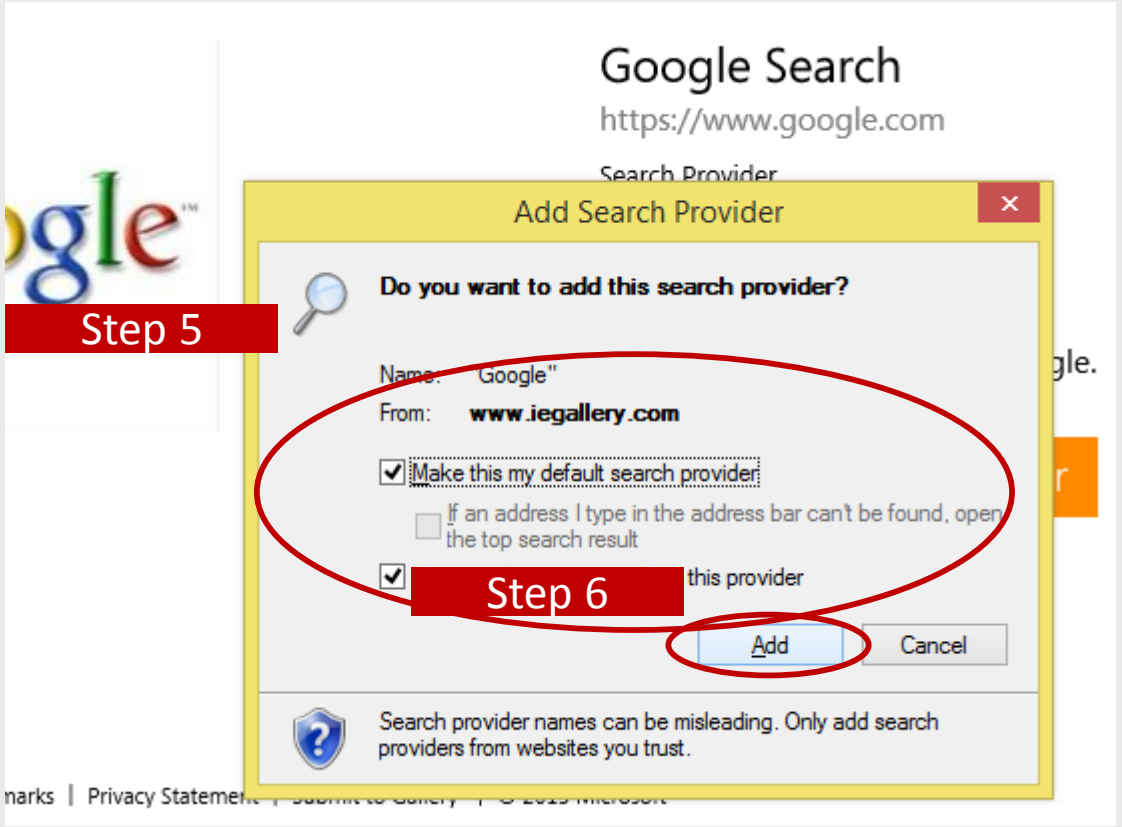
How to set default search engine - IE

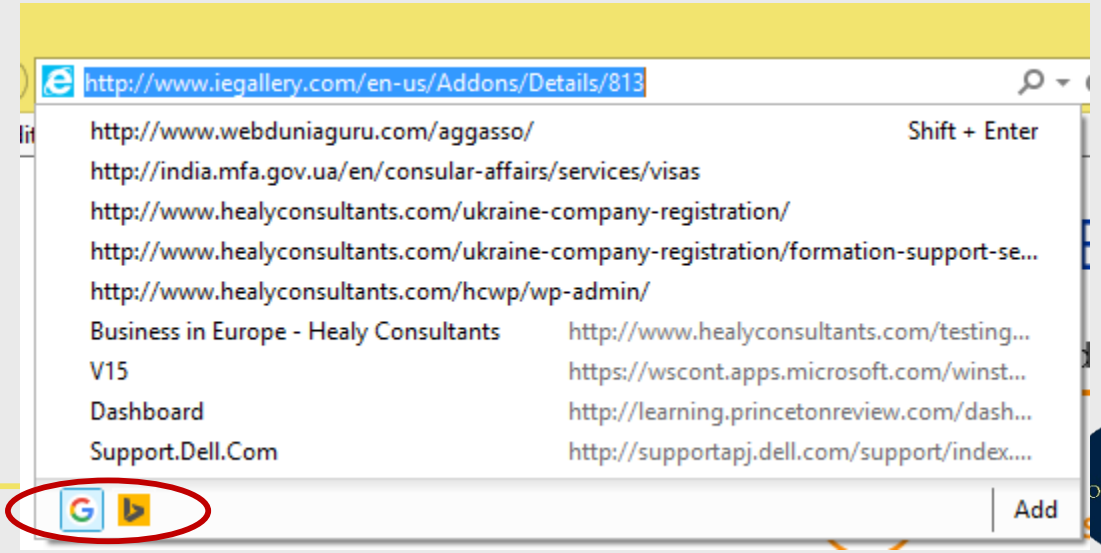




How to set default search engine - IE

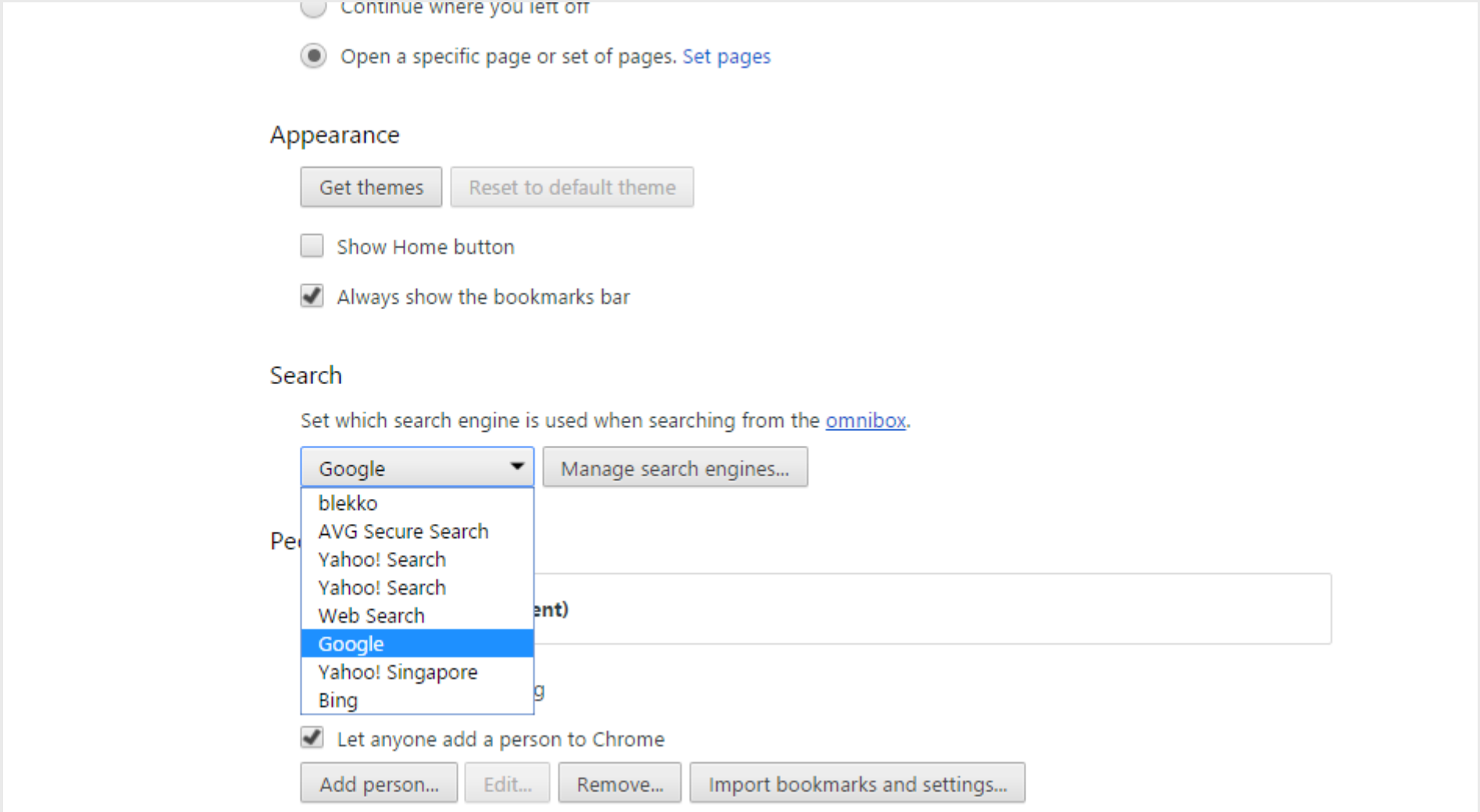






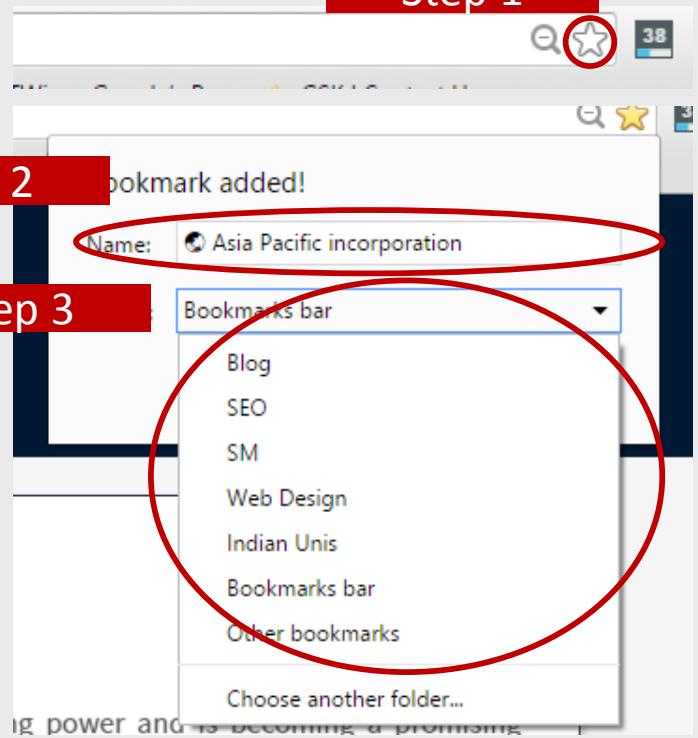
How to set default search engine - Chrome

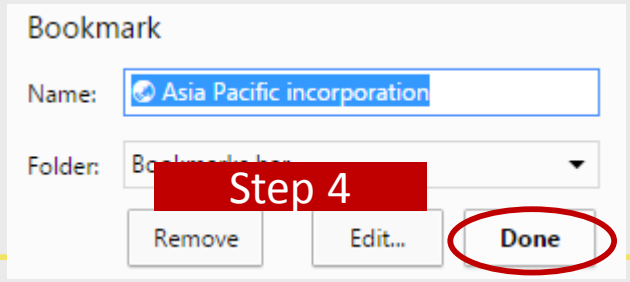
* Same Chrome settings page as before, just scroll down



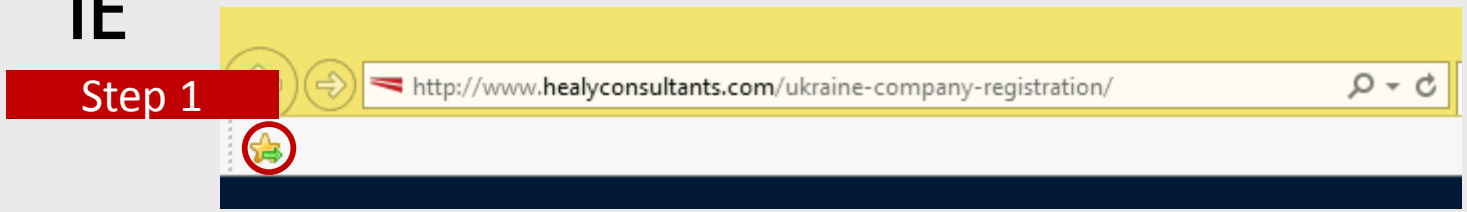
How to add favourites/bookmarks

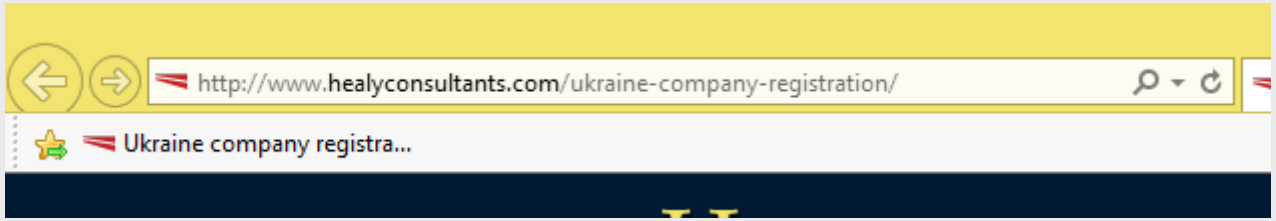
Chrome



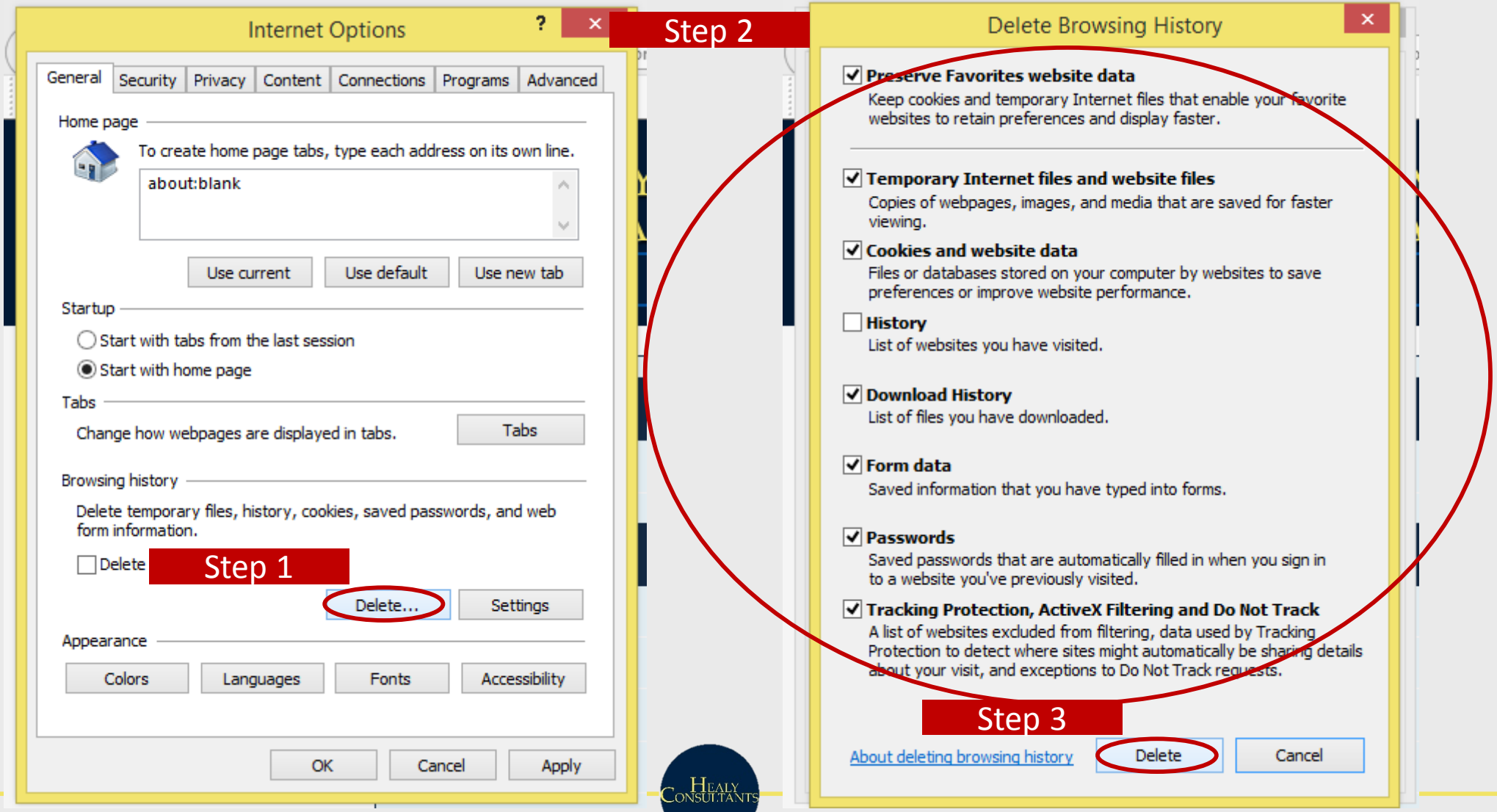


IE





How to clear cache - IE



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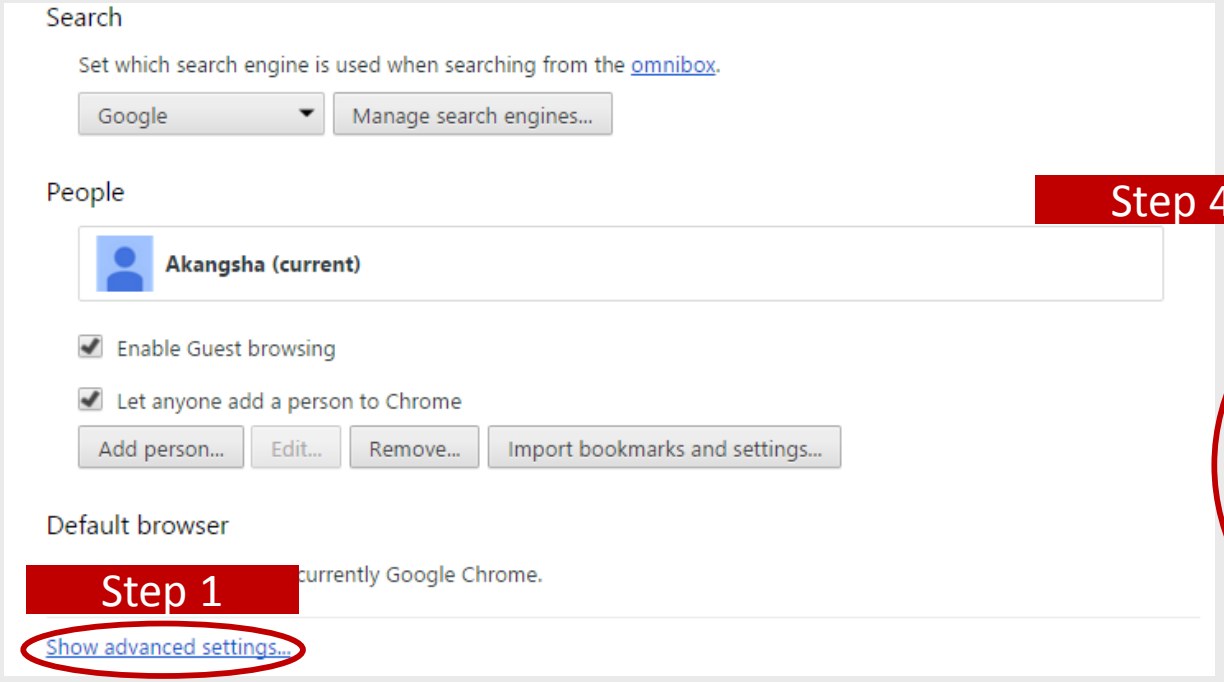
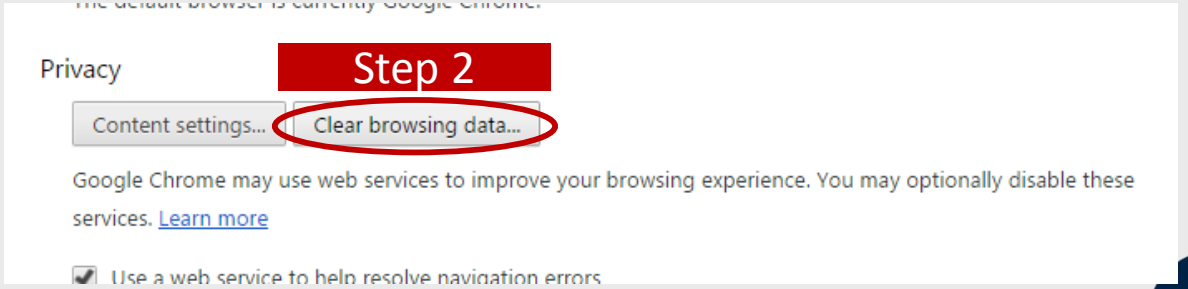
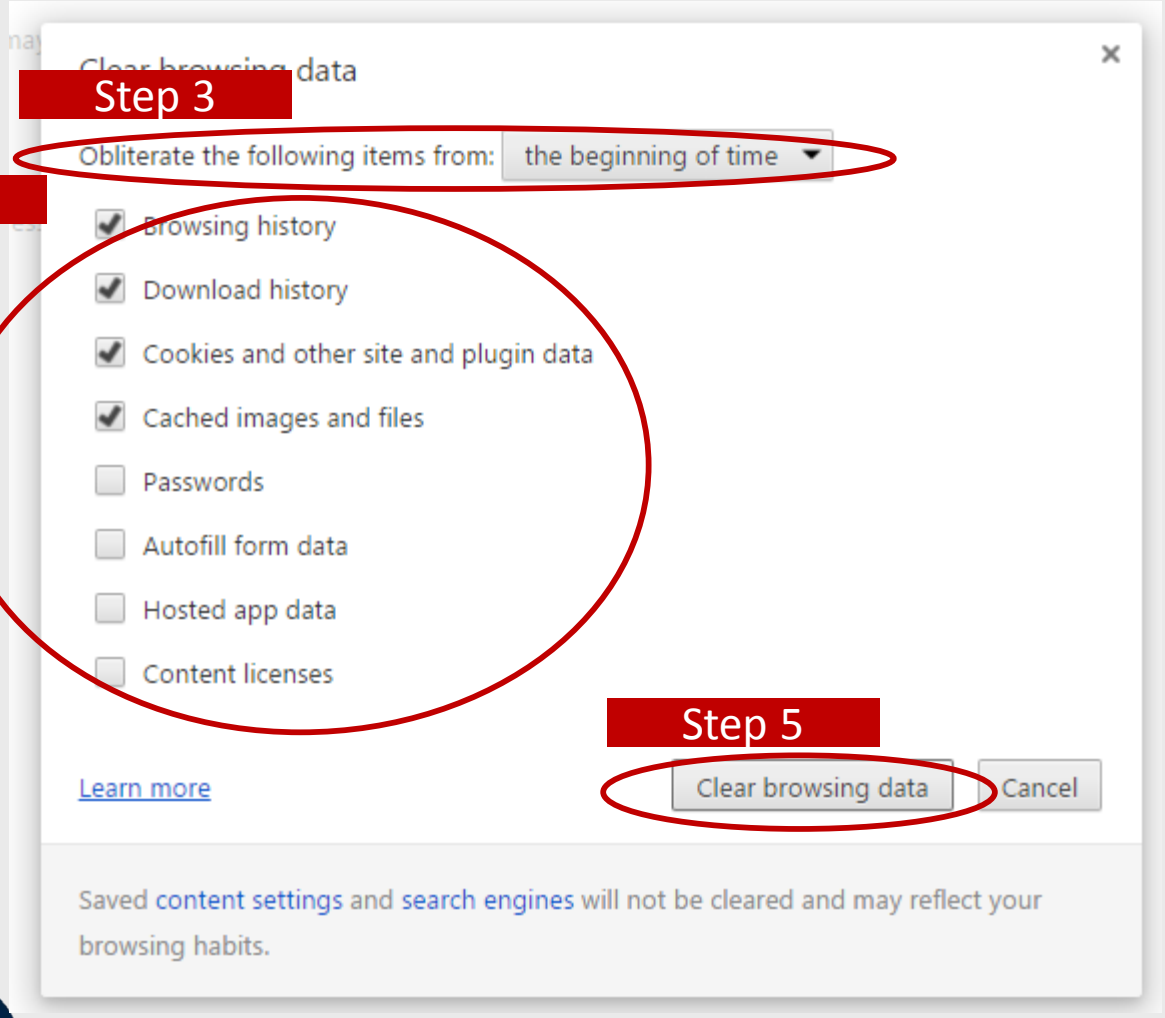
How to clear cache - Chrome





Step 4



Boardroom

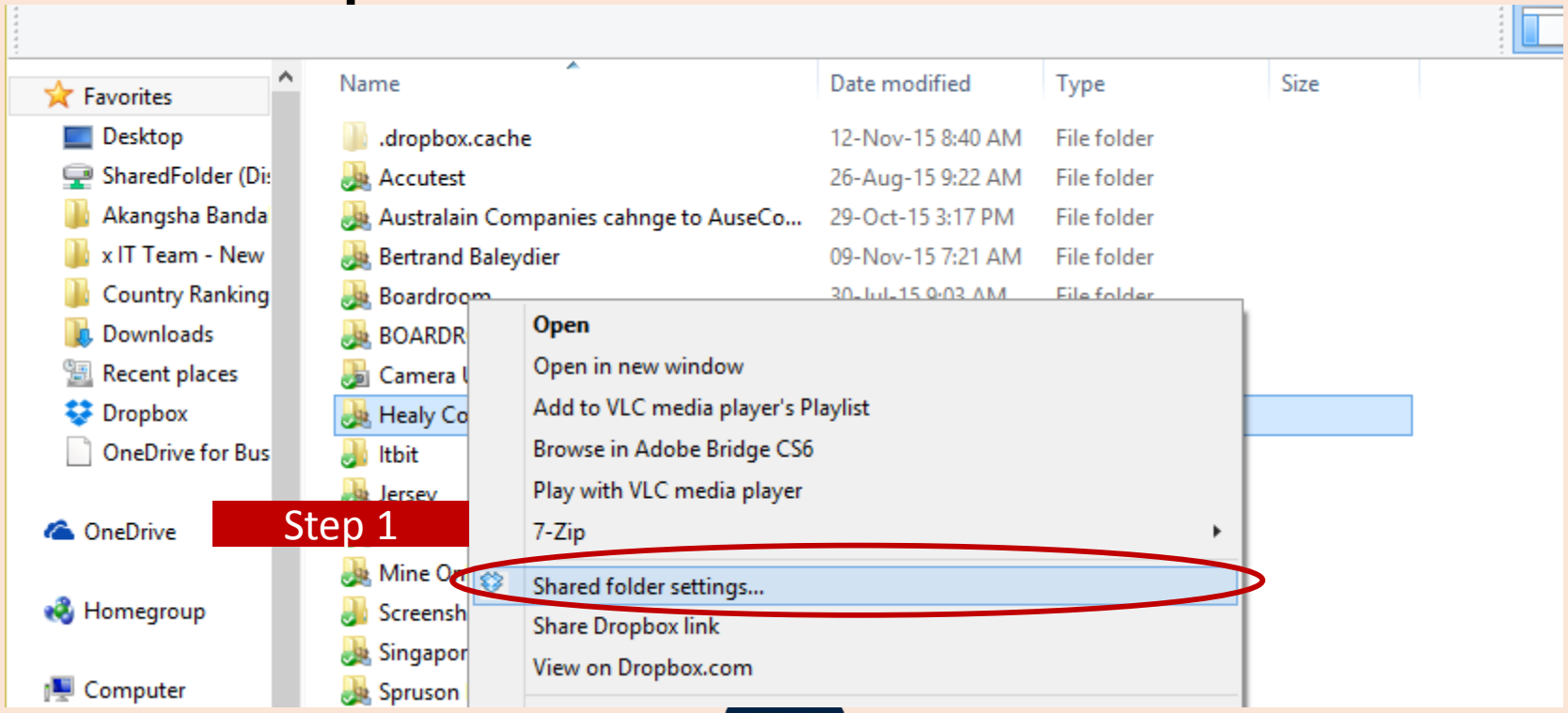
- What to do when the internet stops working
  - LAN cable port under the right side window
  - Please push the LAN cable back in
- How to switch the projector on/off
  - Use the black remote with lots of buttons
  - ON - Press the red button for 5 seconds, you will see projector bulb switch on
  - OFF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

    PRESS THE POWER AGAIN TO SHUT DOWN

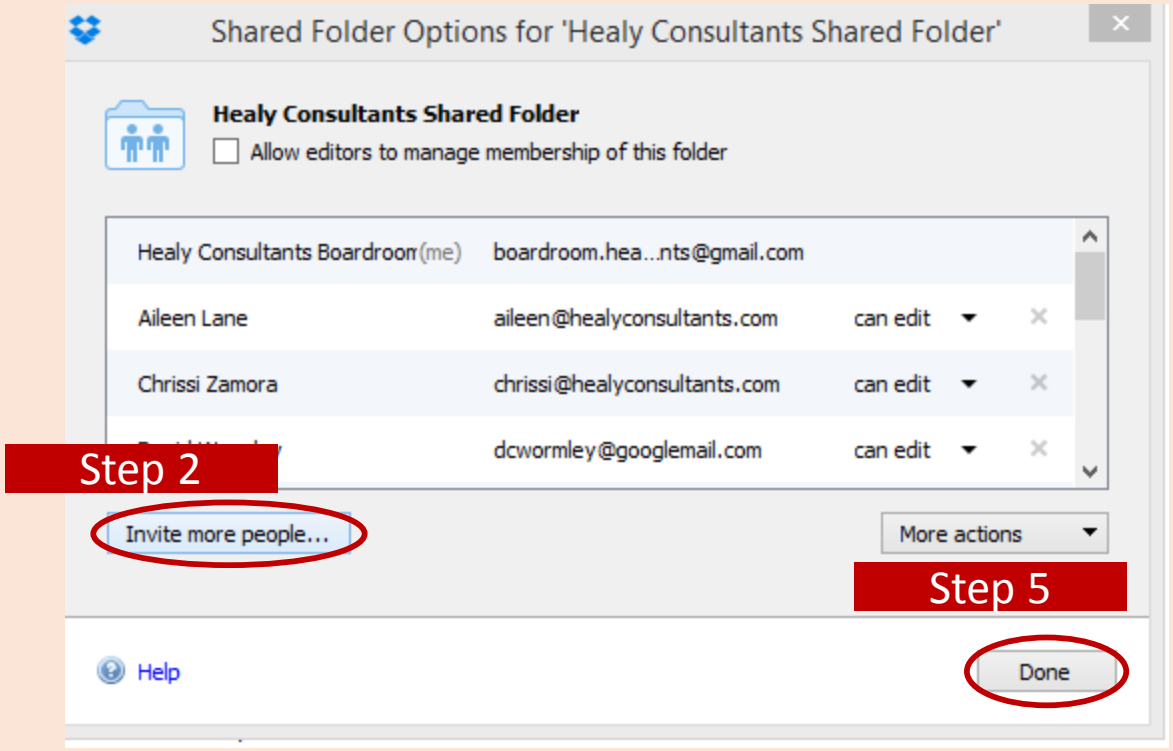
    Press the power button one more time

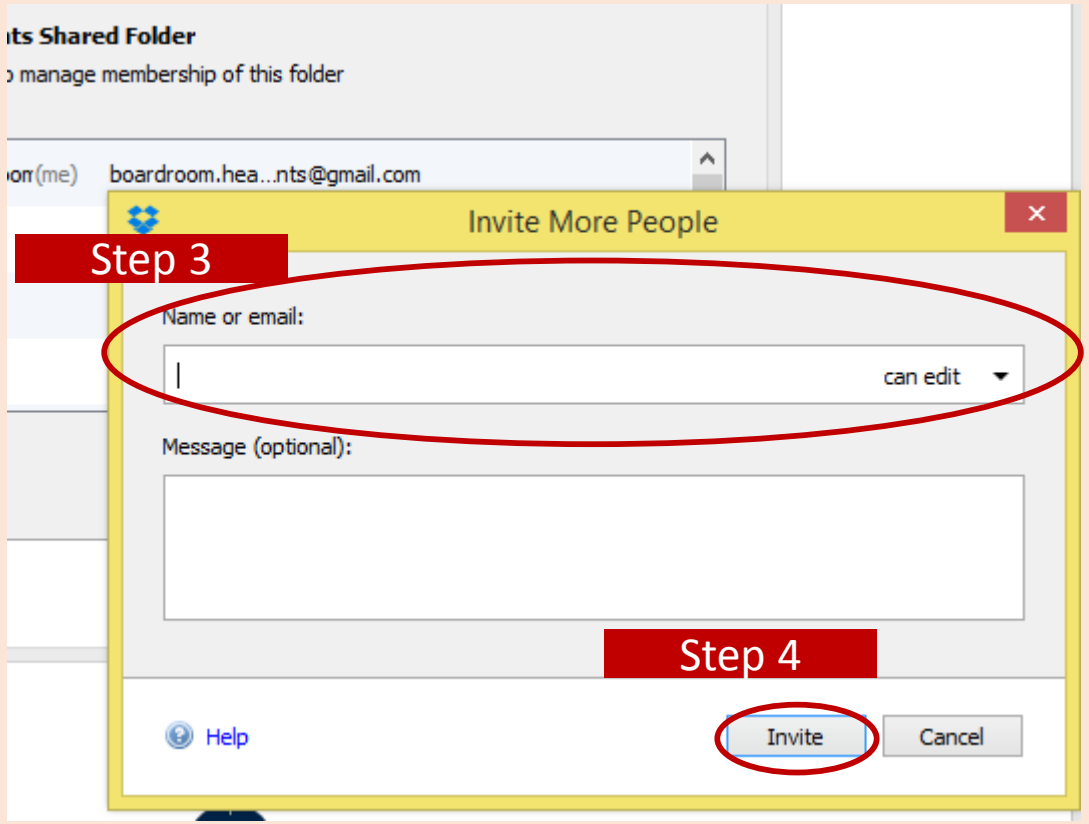
Dropbox

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



Dropbox - sharing folders



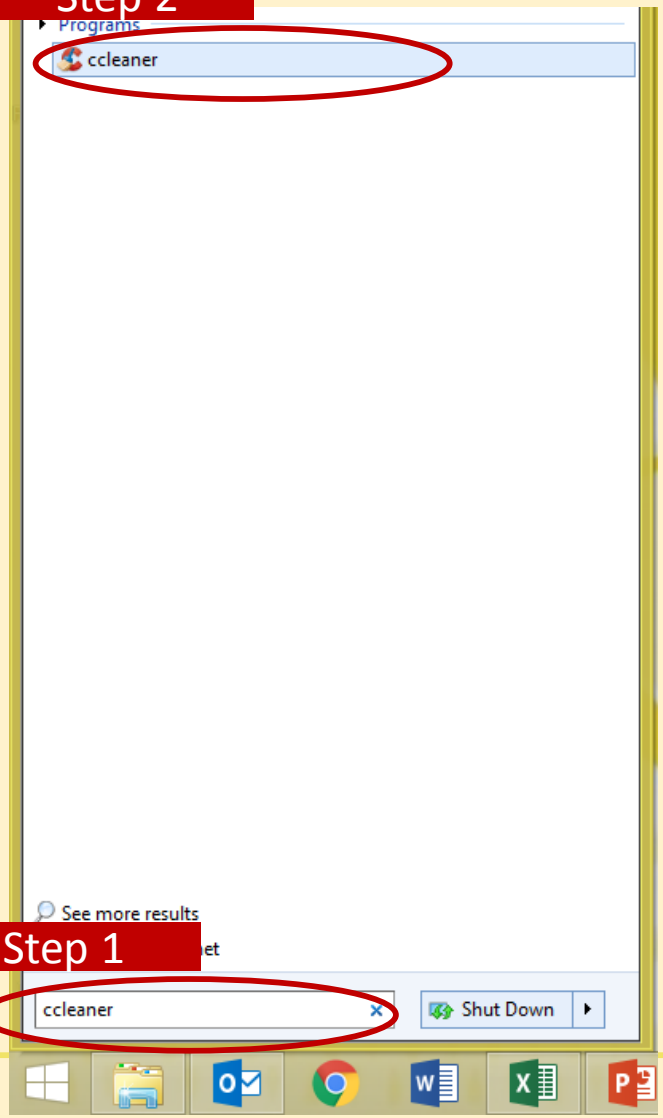


Computer speed/optimisation

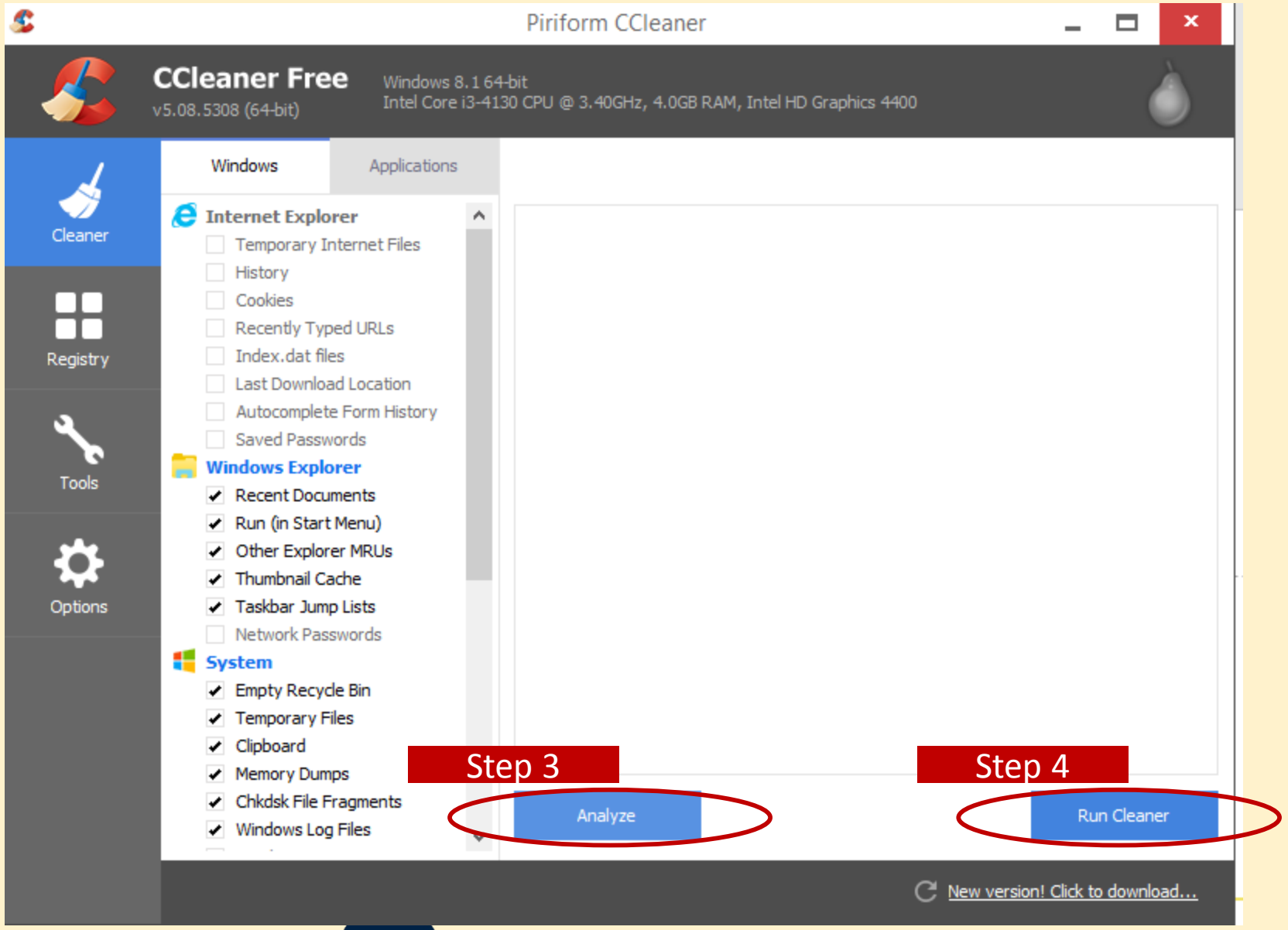
- Clearing out the desktop
- Double clicking
- Accessing large files from the SharedFolder
- CCleaner
- Auto completion
- How to add programs to the taskbar
- How to end programs using Task Manager

CCleaner

Step 2



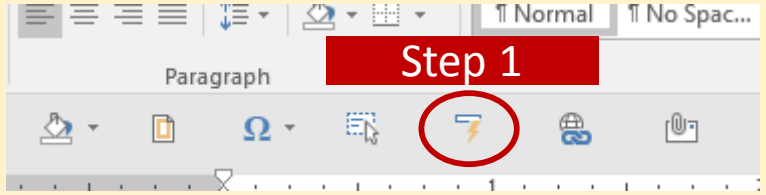
Step 1



Step 3

Step 4

Auto text completion



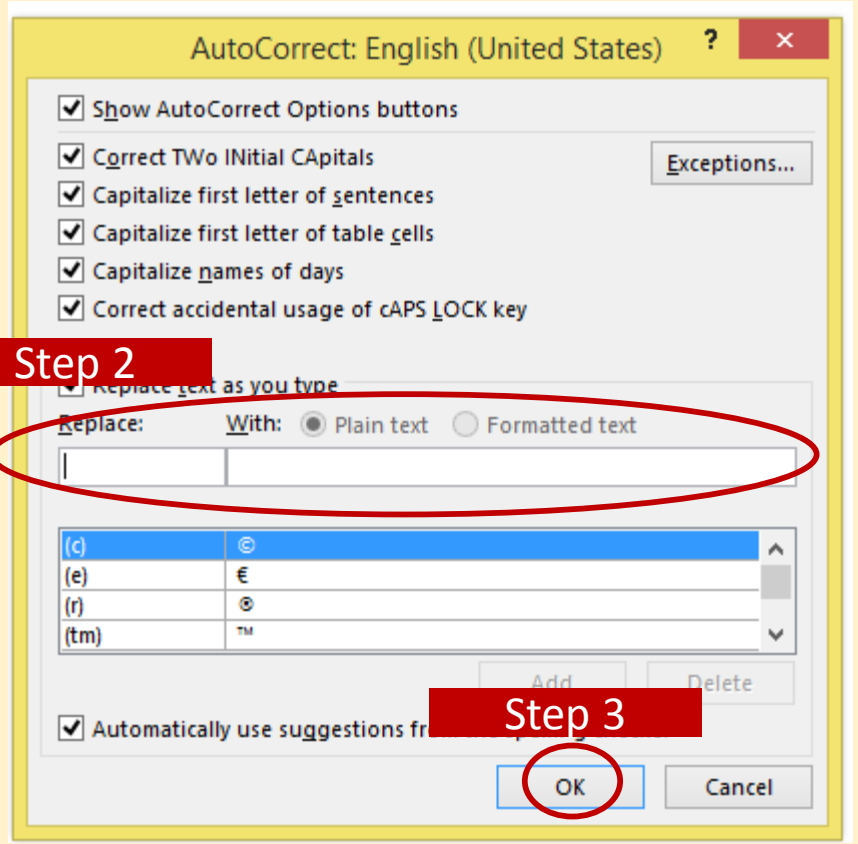
Examples

acct → Accounting and Tax

hc → Healy Consultants

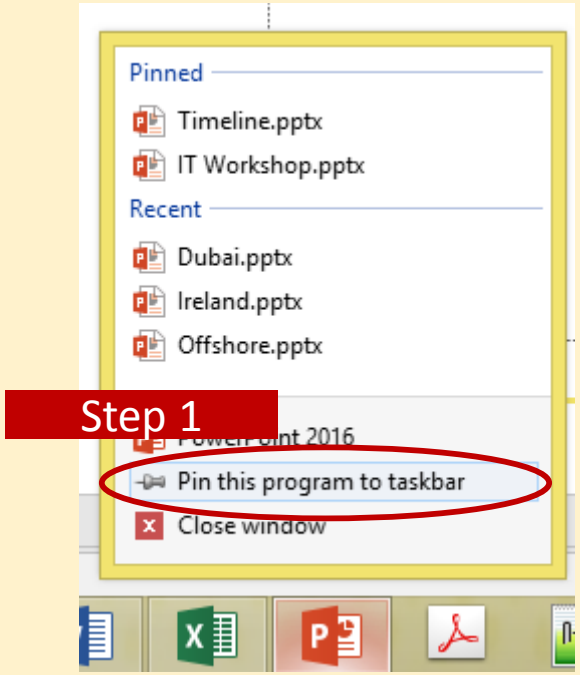
hcg → Healy Consultants Group

br → Best regards,

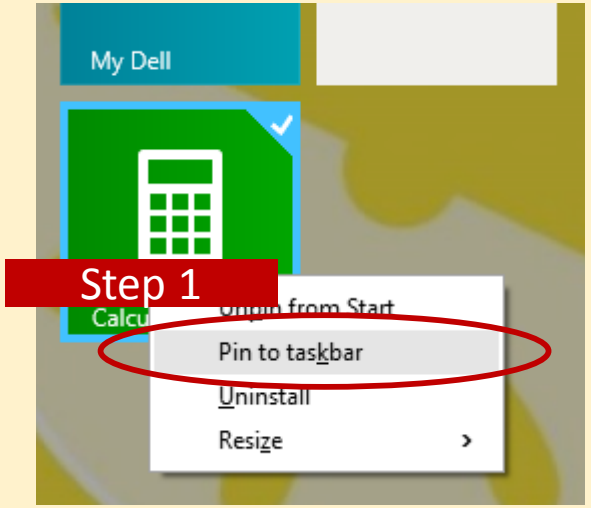


How to pin programs to taskbar

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

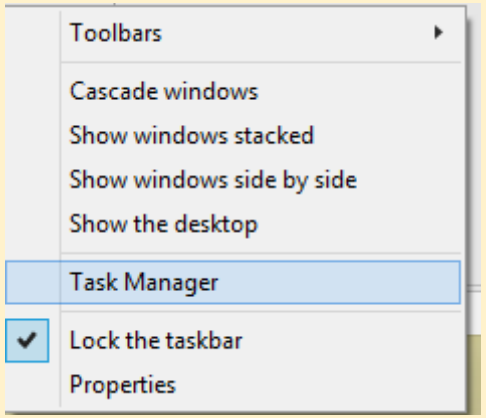


If the program is not open → Right click on the program in the start screen

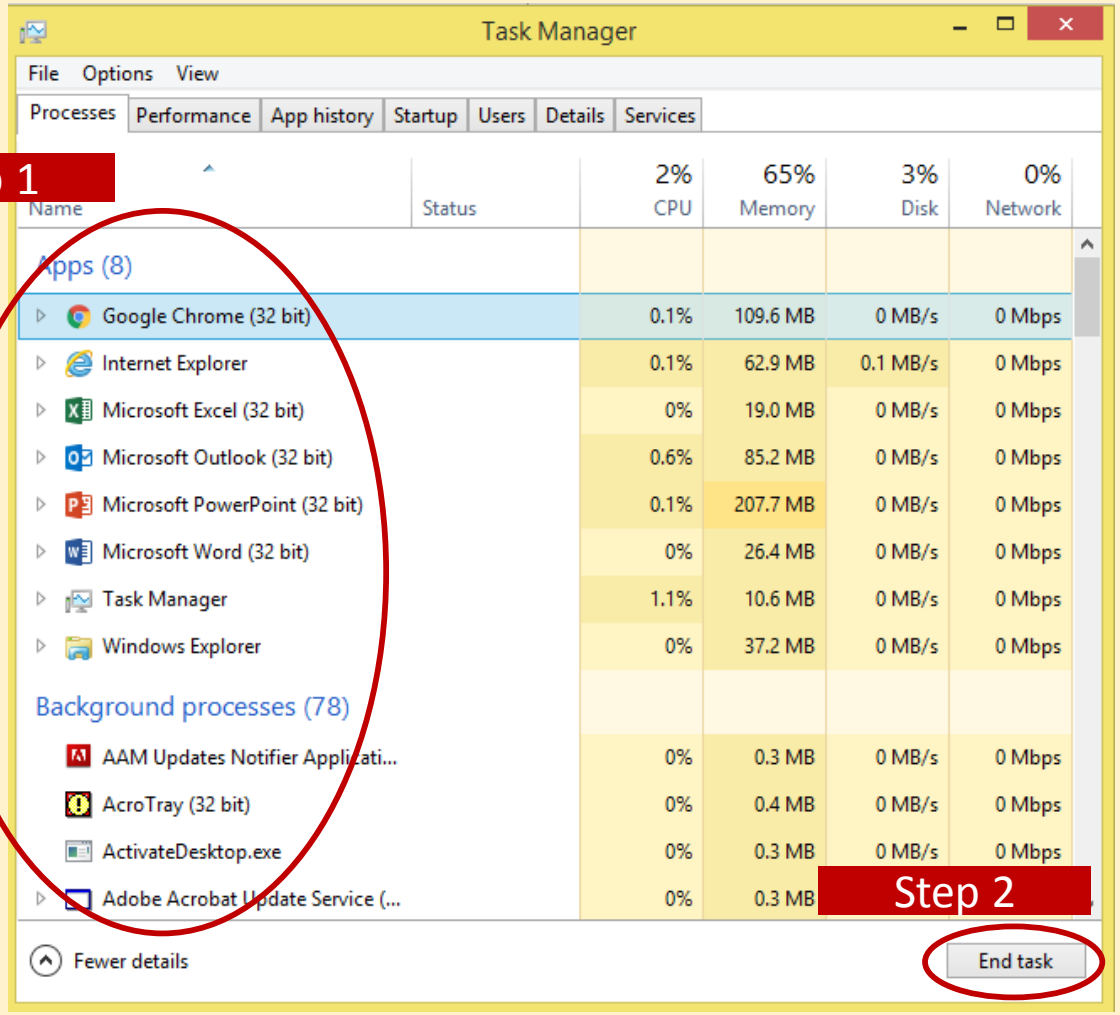


How to end programs using task manager

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



Step 1



Step 2

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

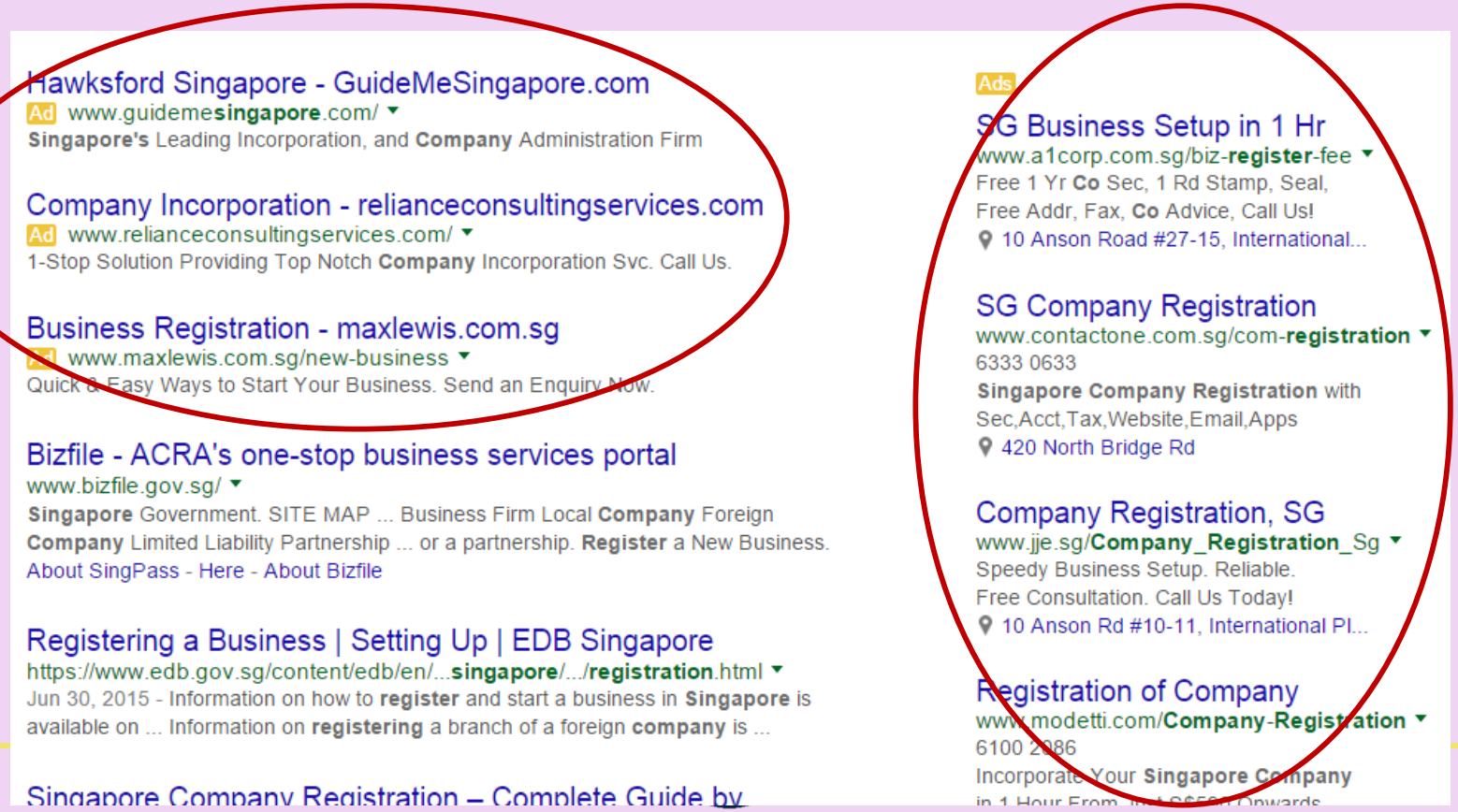
Internal staff pages (#12)

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)



How to do a screenshot

- Option 1 — Press the PrtScn button on your keyboard, paste to email/word document, etc.
- Option 2 — Install Jing http://jing.en.softonic.com/