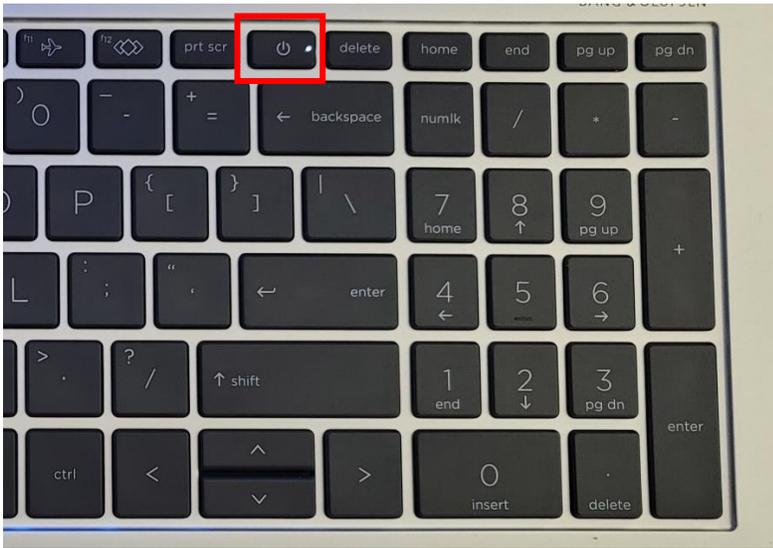


## Contents

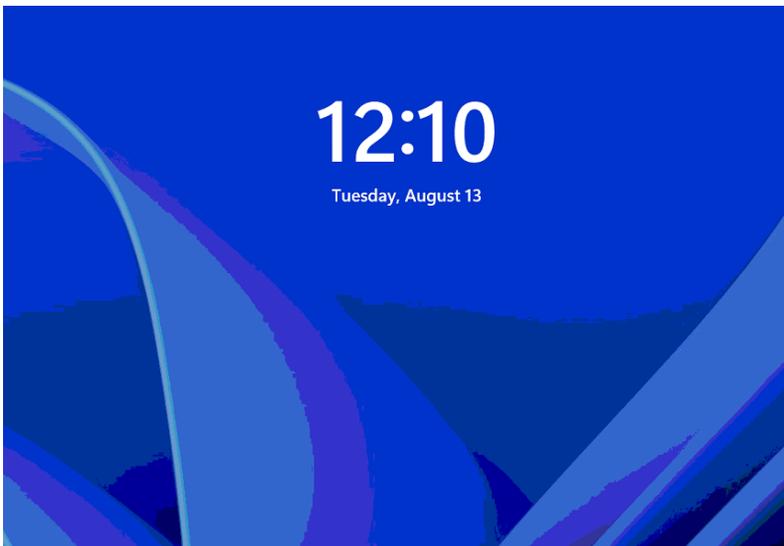
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## Powering On the Laptop and Logging In

1. Power on the laptop and wait for it to get to the lock screen. The power button is located on the keyboard, to the left of the Delete button.



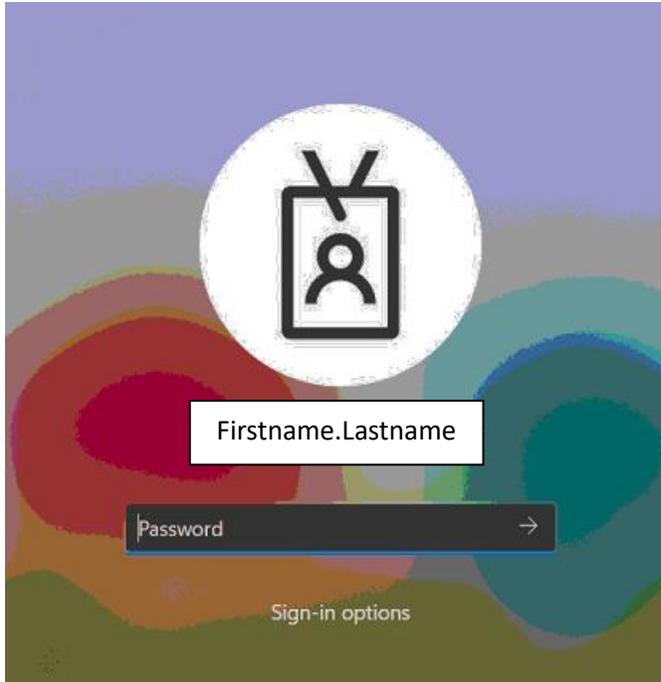
2. At the lock screen, click the mouse, press the trackpad, or hit any key on the keyboard.



3. Click OK or press Enter at the screen below.



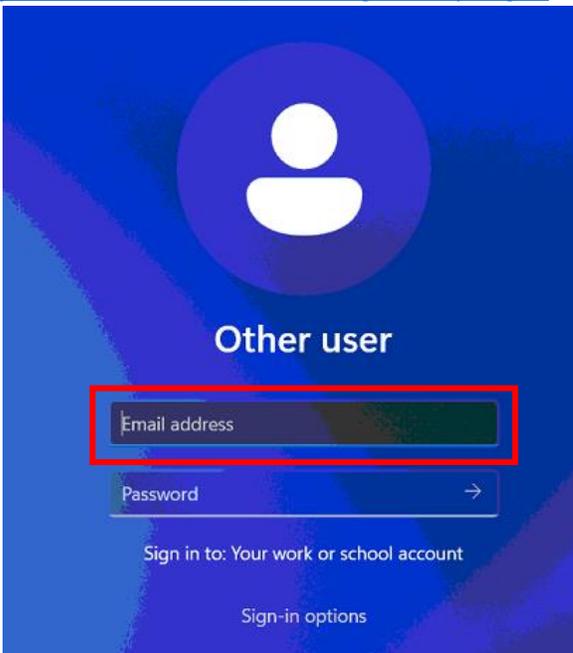
4. Verify it is your name that shows on the log in screen.



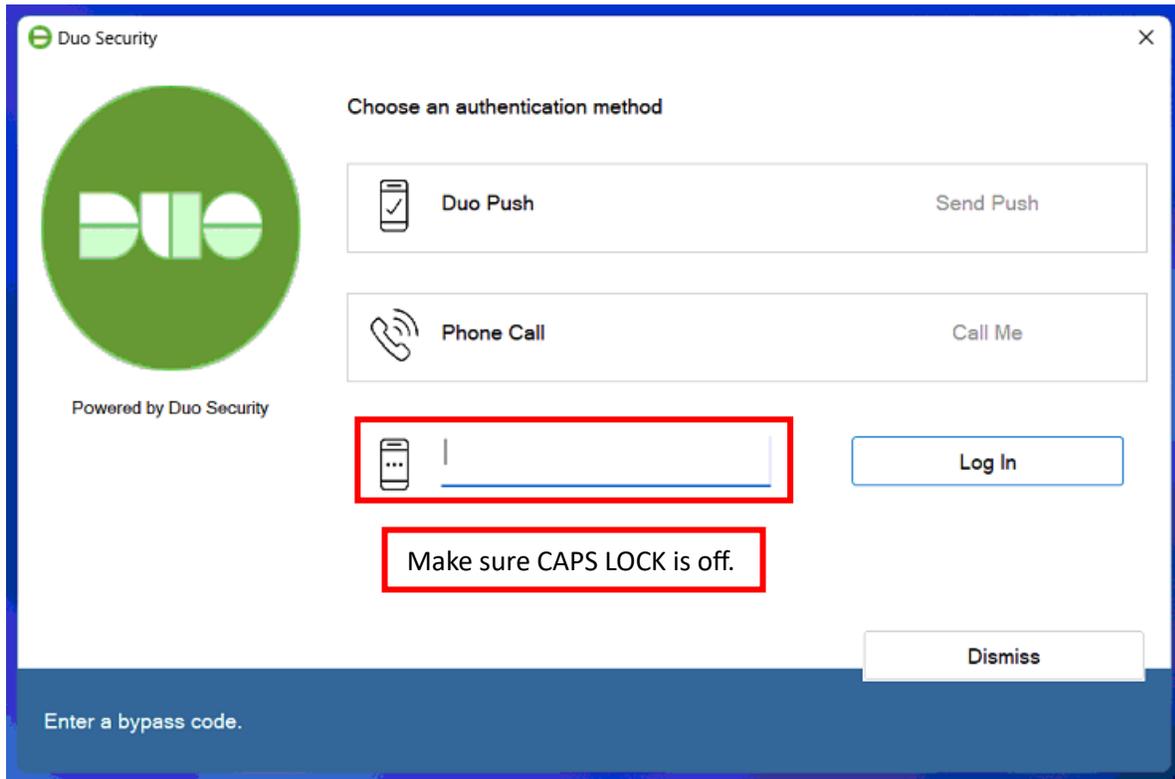
- a. If this is your first time logging into the computer or if you don't see your username on the login screen, you will need to click on Other User in the bottom left hand corner.



- b. Click where it says Email address and type in your email address. Your email address is [firstname.lastname@winnebagocountywi.gov](mailto:firstname.lastname@winnebagocountywi.gov), then press the Enter key.

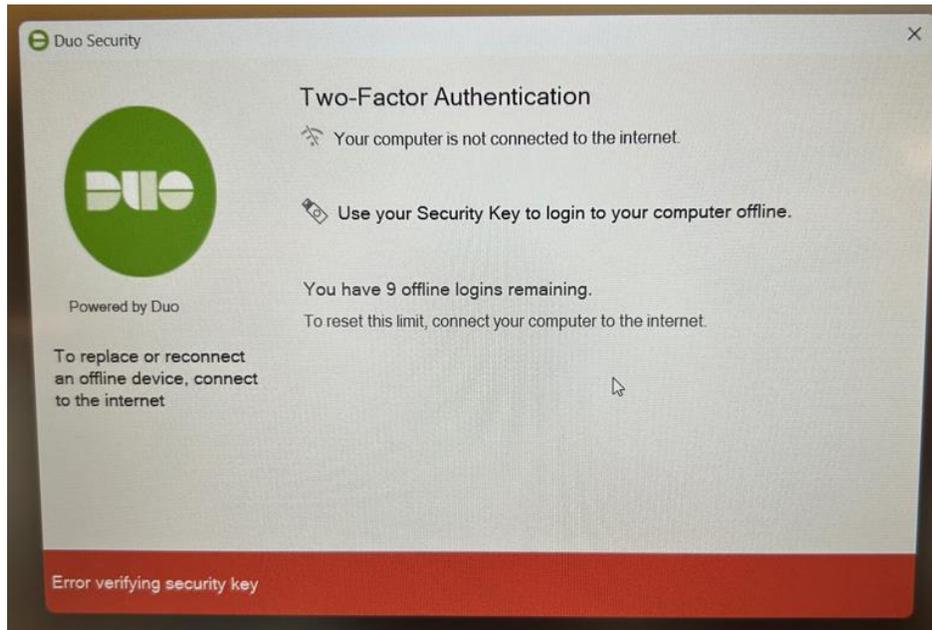


5. Type your password, then hit Enter.
6. A Duo Security window will pop up on the screen. Plug the YubiKey into the laptop, make sure the cursor is in the last box and that CAPS LOCK is off, then touch the gold circle on the YubiKey.

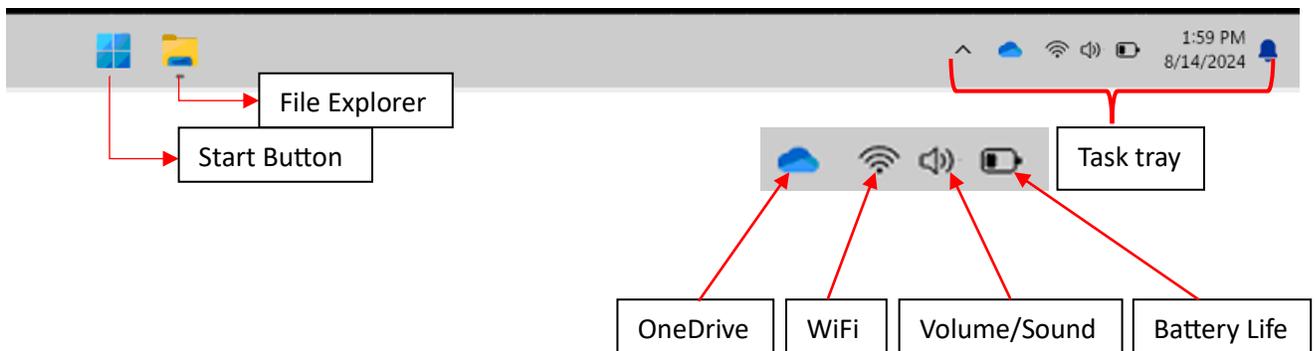


A string of characters will show up in the box before disappearing and taking you to the desktop. Please note that if the laptop goes back to the lockscreen, you will be prompted for Duo authentication.

- a. If you login offline you will get this message. You can insert you Yubikey and touch the gold circle to login. You have 10 offline logins that you can use before you need to reconnect to the internet.

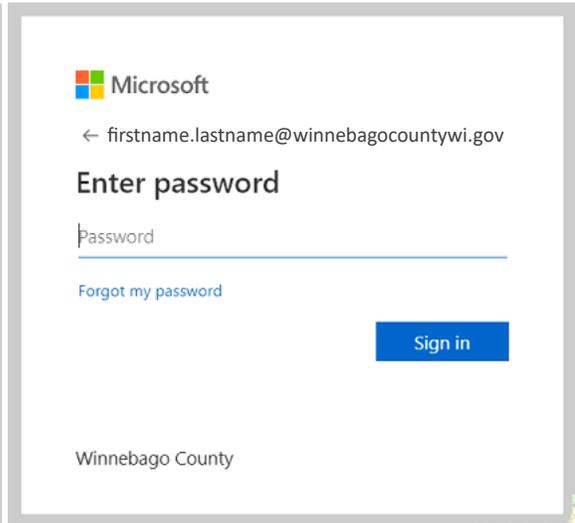
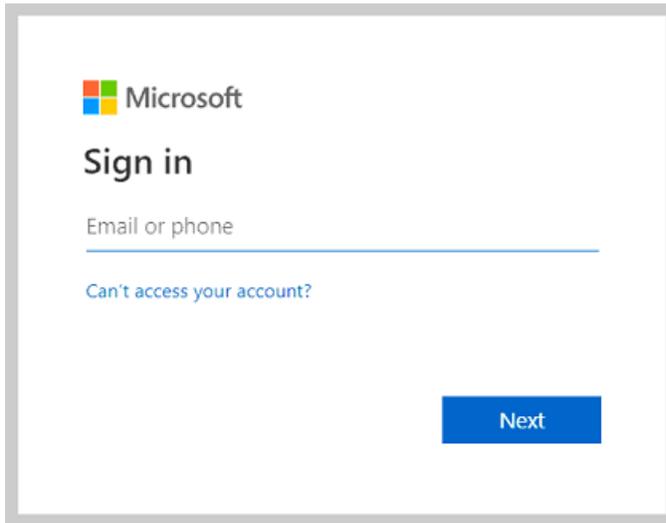


7. On the bottom of the desktop screen is the Windows task bar and task tray. Here is where you'll find the Start button. You'll also see icons for Edge and CivicPlus on the desktop.

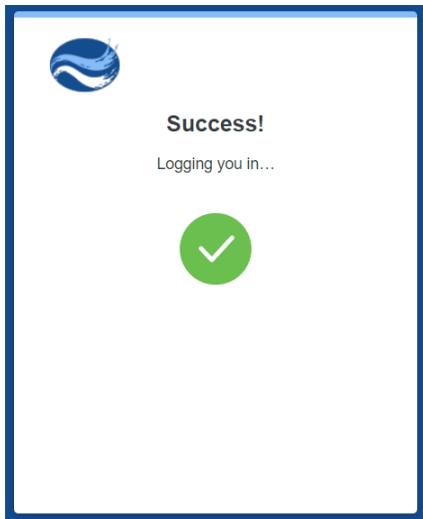
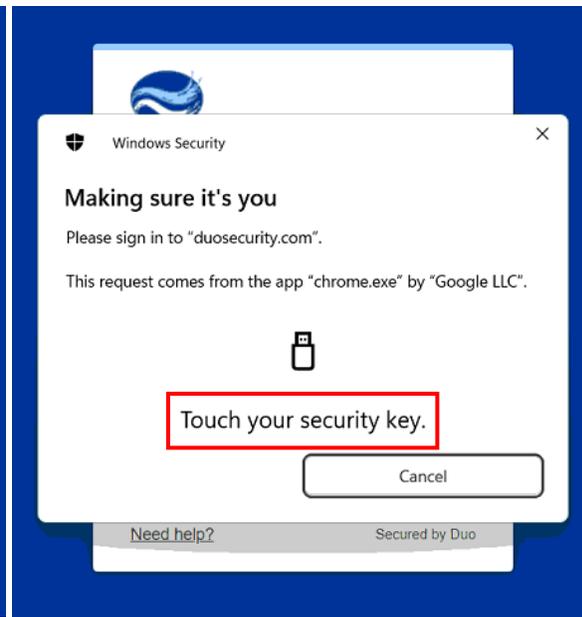
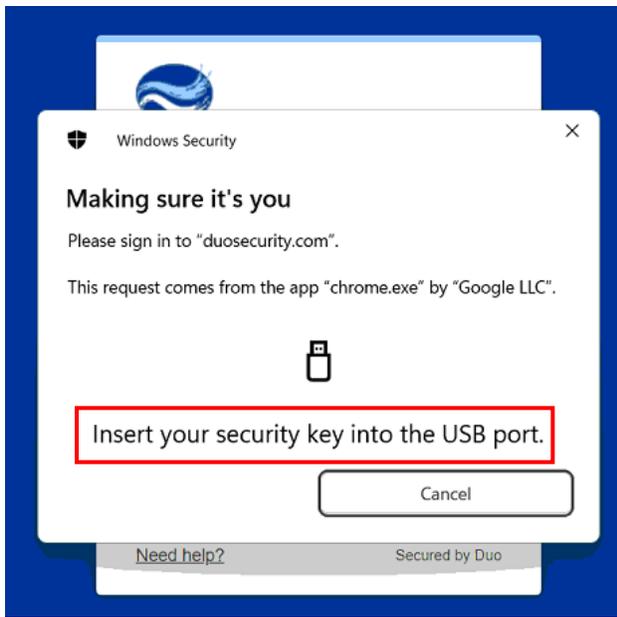


### Logging into Office.com

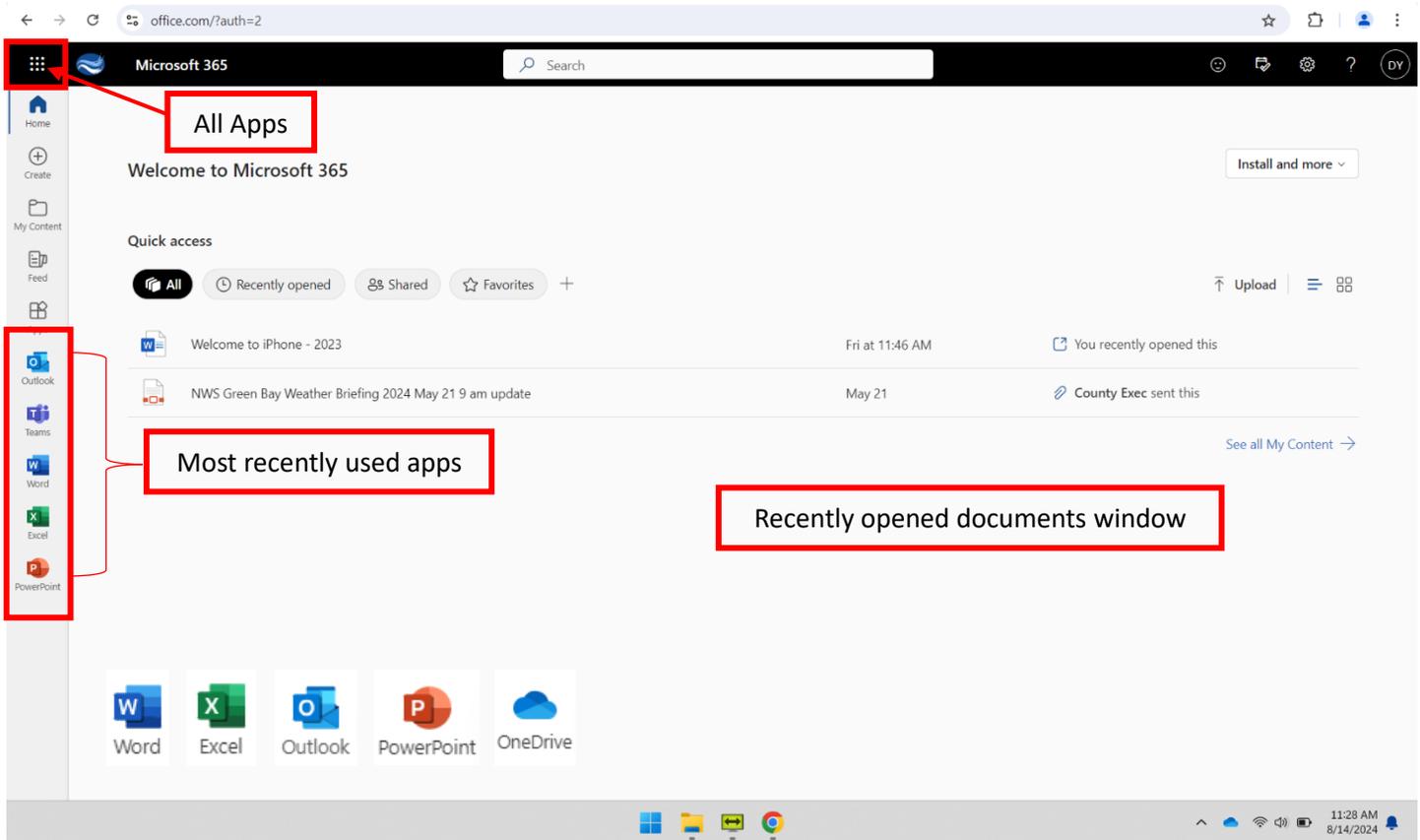
1. Open a web browser (Google Chrome or Microsoft Edge) and type <https://www.office.com/> in the address bar.
2. If prompted, enter your email address and password (same password you use to log into the laptop).



3. If your security key is not plugged in, it will prompt you to plug it in, then follow the instructions on the screen.

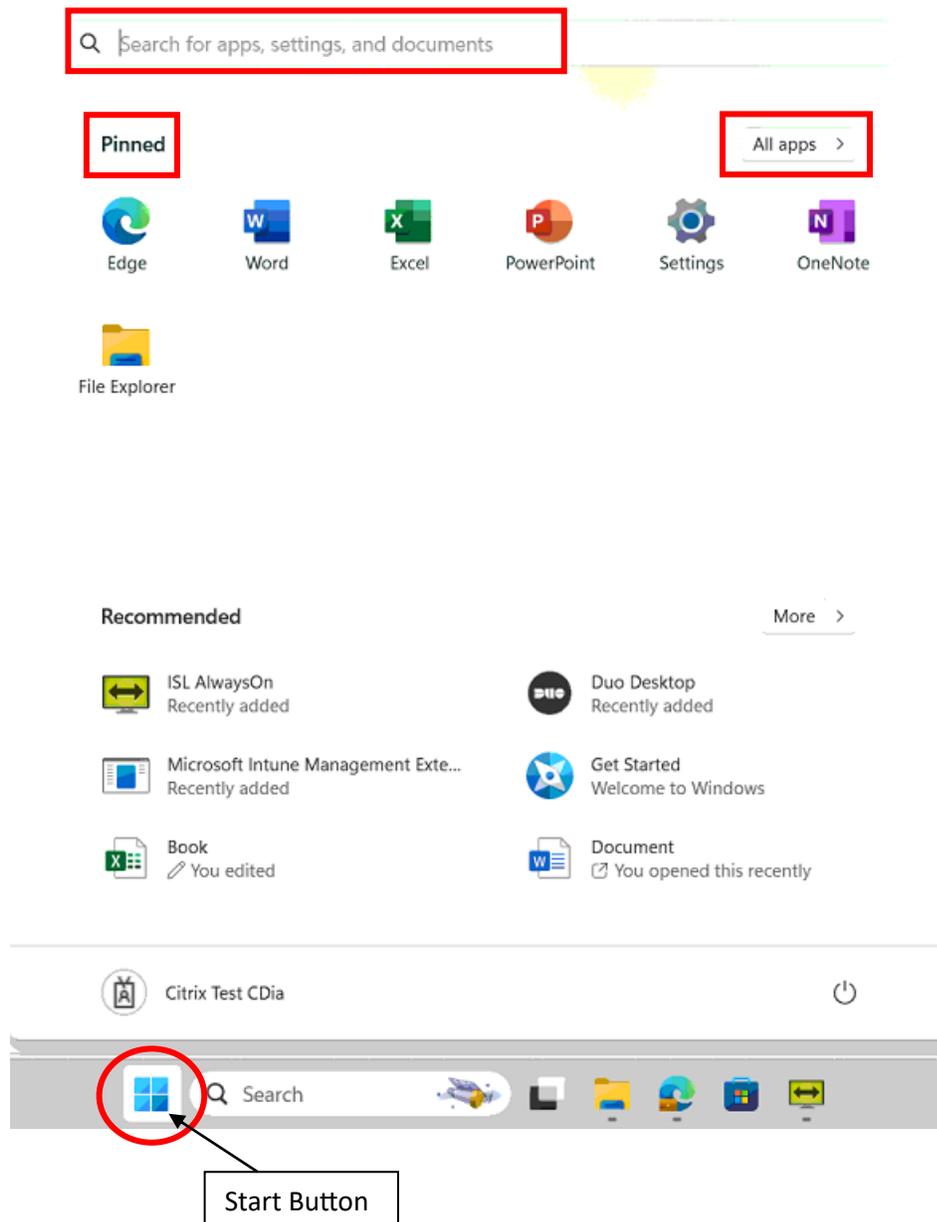


Below is a screenshot of what will show up on your screen after successfully logging in. You can access Office apps and your files from this screen. Please keep in mind that these are the web versions of the Office apps which means advanced features and functionality may not be available. If you need advanced features and functionality, please use the locally installed apps found through the Start menu.



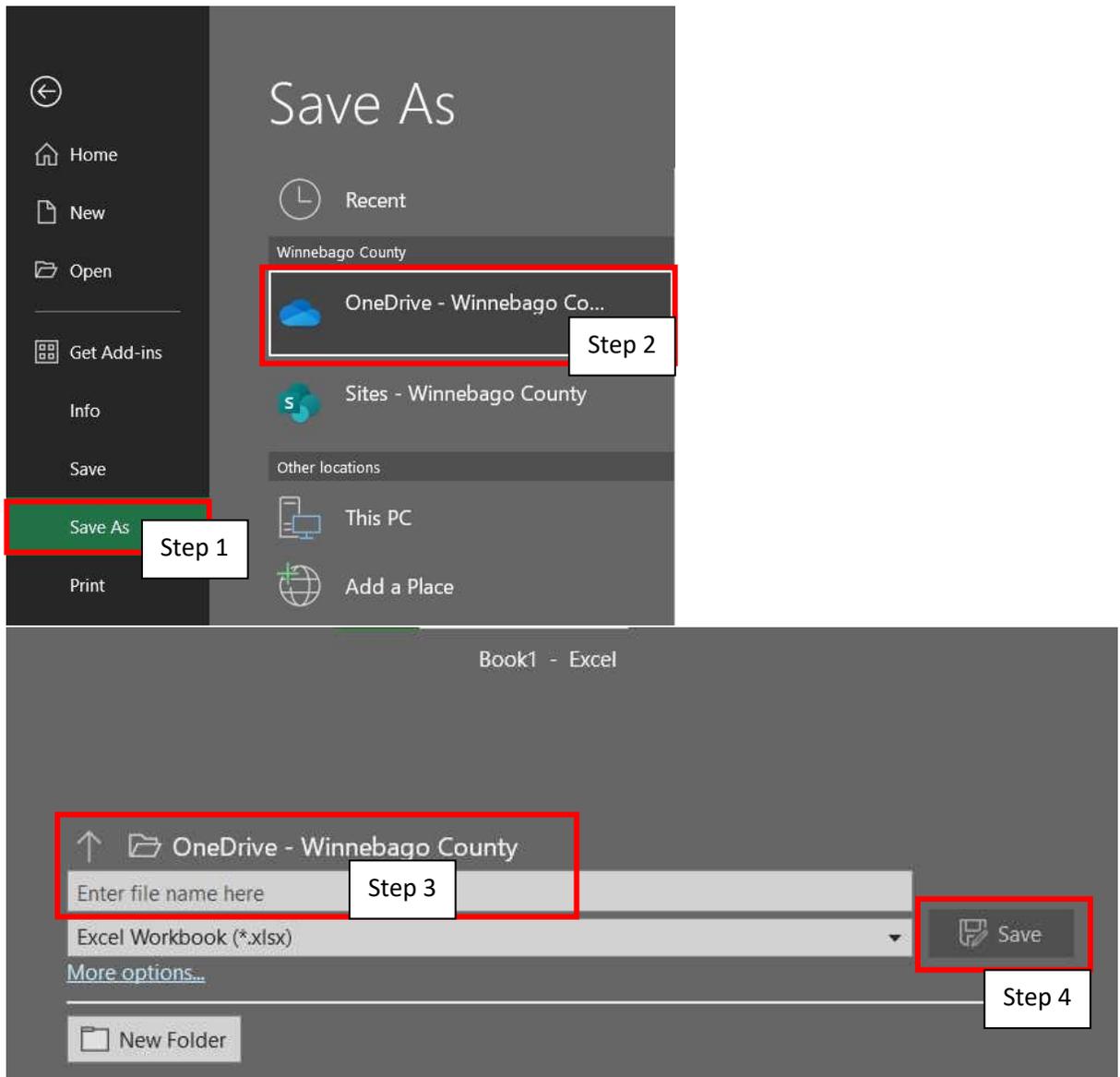
### Accessing Locally Installed Office Apps

Click on the Start menu. Office apps may be "pinned" in the Pinned section. If they are not there, click on All Apps and scroll through the list until you find the app you're looking for. You can also search by clicking on the Start button then typing the first few letters of the app you're looking for.

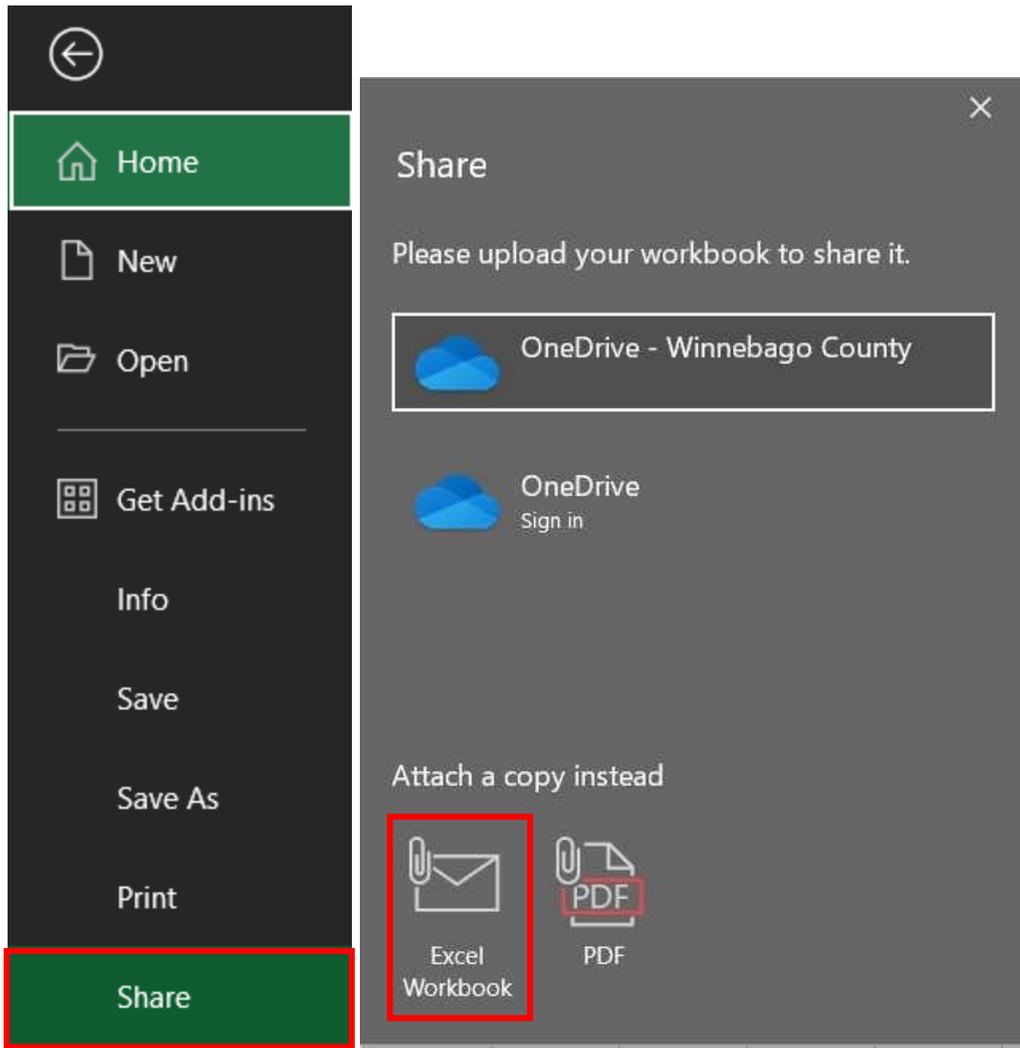


## Per Diem Process

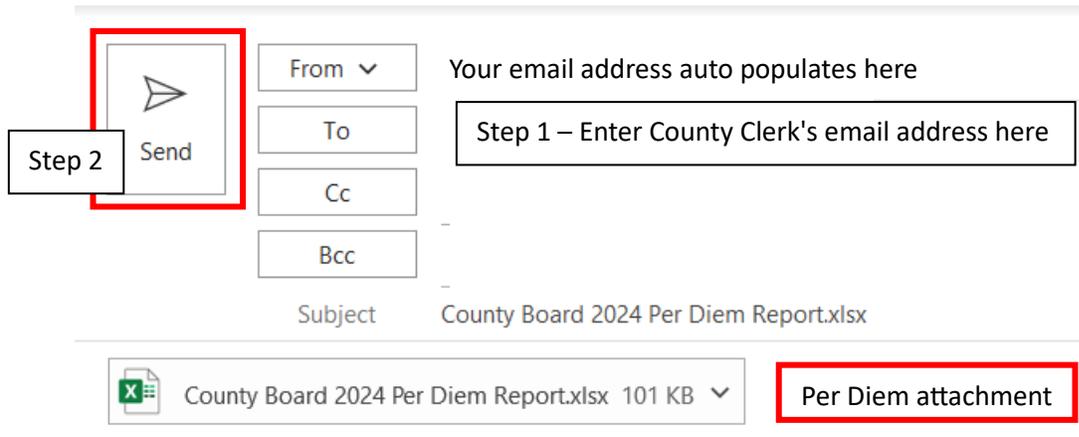
1. Locate the Per Diem file. If needed, request a new copy from County Clerk.
2. Double click to open the file.
3. Make your changes and then save the file to your One Drive. This will turn on AutoSave and automatically save any changes you make to the file.
  - a. To save click on File, Save As, One Drive – Winnebago County. Give the file a name, then click the Save button.



4. To send the Per Diem to County Clerk
  - a. Click on File, Share. Under Attach a copy instead, select Excel Workbook.

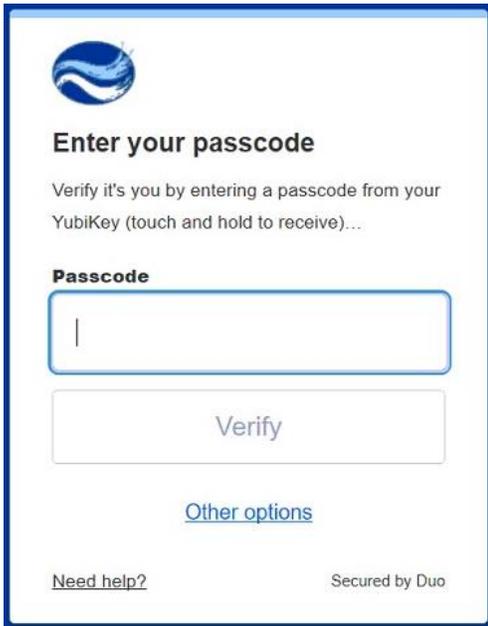


- b. A new Outlook message will pop up on the screen. Your Per Diem will be attached to this new message. In the To field, type in the email address for County Clerk.
- c. Enter a message into the body of the email if needed, then click the Send button.



- d. Close out of Excel when you are done.

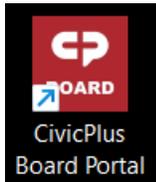
- e. Occasionally, you will be prompted to authenticate with Microsoft before you can use their apps. The prompt looks like the screenshot below. Plug in the YubiKey and then touch the gold circle on the YubiKey to enter a passcode. It will put in a string of characters for verification and then disappear.



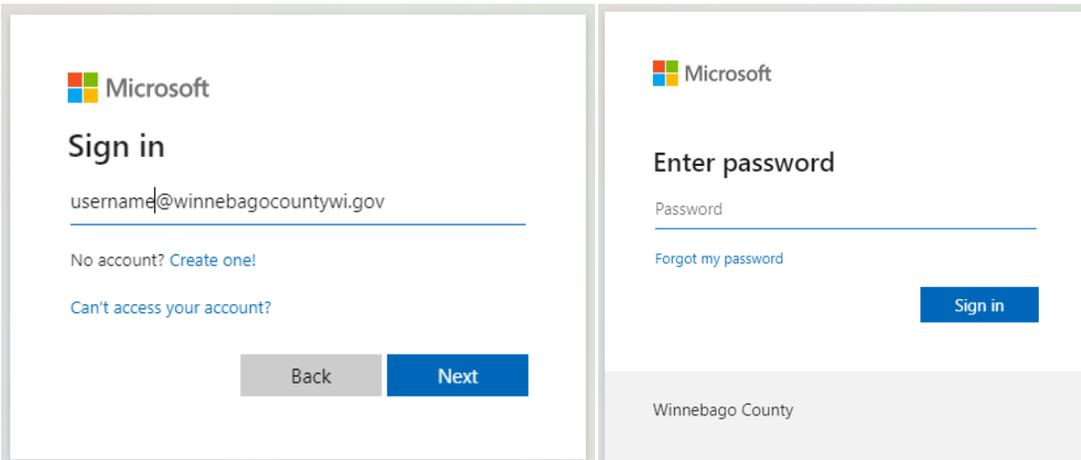
### CivicPlus Login Process

On the desktop, there are two icons for Civic Plus. One is to access the Public Portal and the other is to access the Board Portal. Both icons look the same except for the text underneath the icon. Please make sure you open the right icon. For voting purposes, you'll want to log into the Board Portal.

1. On the desktop, locate the Board Portal icon on your desktop and double click to open.



2. Log in with your email address (firstname.lastname@winnebagocountywi.gov) and click Continue.
3. You will be redirected to a Microsoft login page to enter your County credentials.



4. Enter your County email address then click Next.
5. Enter the password you use to log into your computer and/or email and click Sign in. You will then be prompted for multi-factor authentication.
6. Either touch the gold circle on the YubiKey or open the Duo app and enter the 3-digit code. If completed successfully, it will take you to the CivicPlus landing page.

## Laptop Basics

Disclaimer **\*\*Important Please Read\*\***

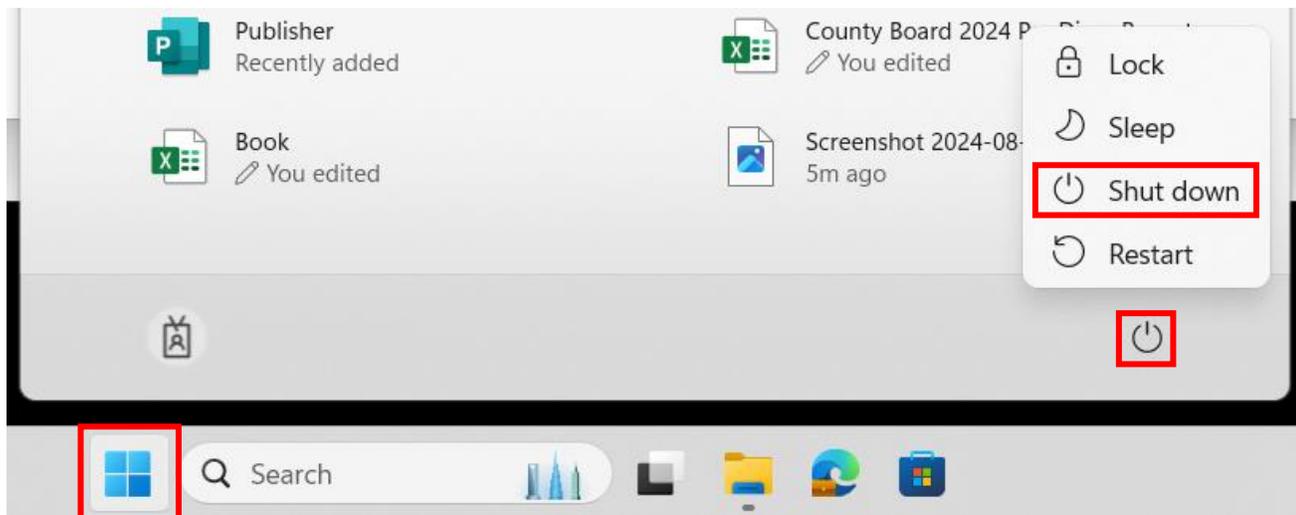
Winnebago County IT will not be supporting or troubleshooting your home network or personal devices. General instructions are provided below as basic guidelines. Please refer to the devices' instruction manuals for more details.

## Windows Updates **\*\*Important Please Read\*\***

On the 3<sup>rd</sup> Tuesday of each month, Windows Updates are pushed out to all County devices. Windows Updates provides security definitions, application updates, firmware, and driver updates to keep the device secure, up to date, and functioning. It is of the utmost importance that you run these updates on a monthly basis before the regular board meetings. Occasionally, Microsoft will push out updates that do not fall on the 3<sup>rd</sup> Tuesday. Please install those updates as well as they mostly pertain to security and functionality. These updates almost always require a reboot and can take time to install. It is best that you run these updates before a meeting, so you're not required to restart the device in the middle of a meeting.

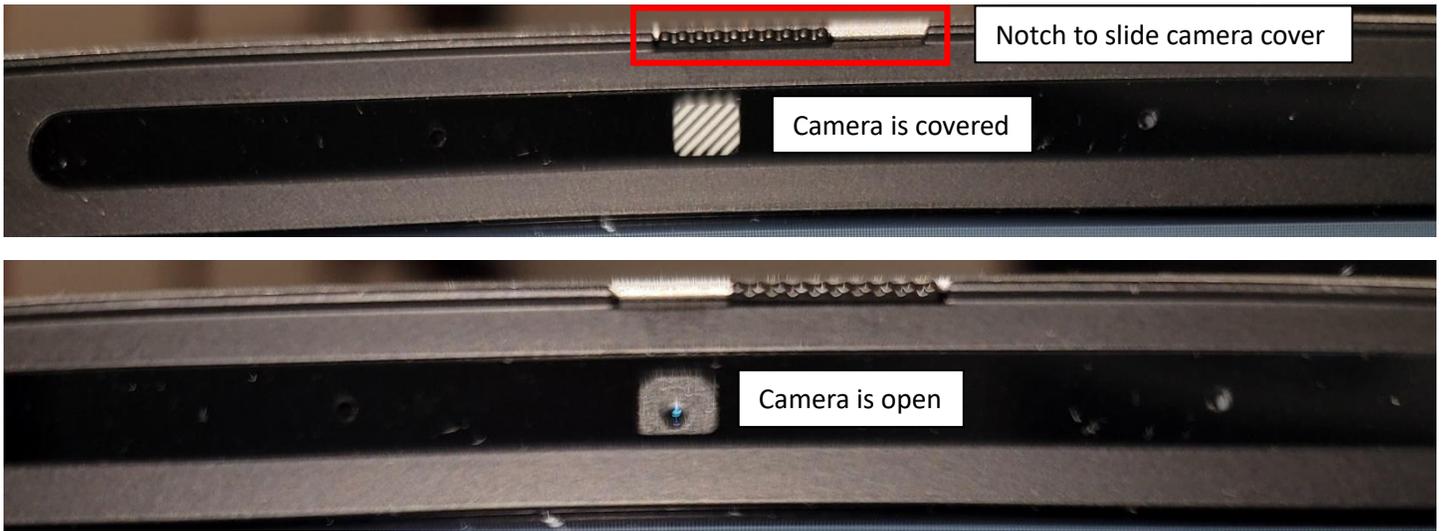
## Shutting down the laptop

Click on the Start menu, power button and chose shutdown. You can also Restart the laptop from this menu.



## Camera Basics

The Camera is located at the top of the screen. There is a notch to open and close the camera cover.

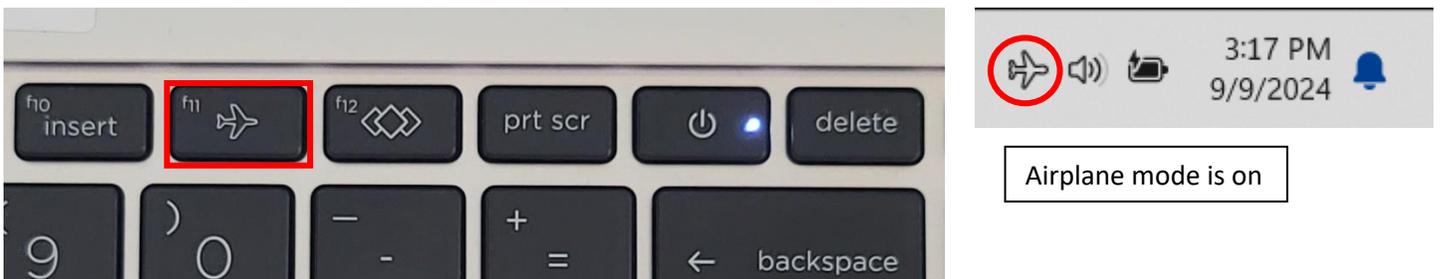


### Touchscreen

The laptop you were given is a touch screen laptop. Like the iPads, touching anywhere on the screen will activate or click that part of the screen. However, it is still a laptop so the screen cannot be folded all the way back like a tablet can.

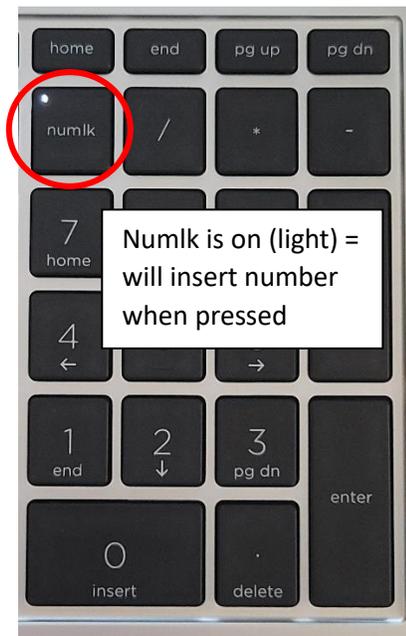
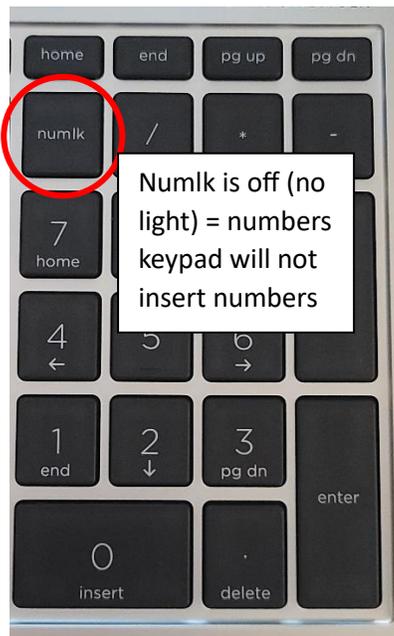
### Airplane Mode

Similar to other mobile devices, laptops can be put on Airplane mode. When laptops are on Airplane mode, they lose all network connectivity. If you see an airplane icon in the task tray, your laptop is in Airplane mode. To get out of Airplane mode, press the F11 key or whichever key has the airplane on it. If pressing the F11 key does not turn off/on Airplane mode, you may need to press the FN key along with the F11 key.



### Numbers Keypad

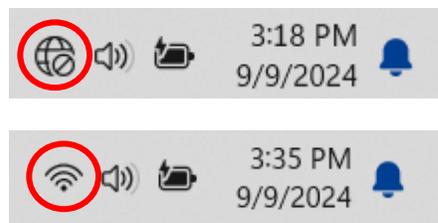
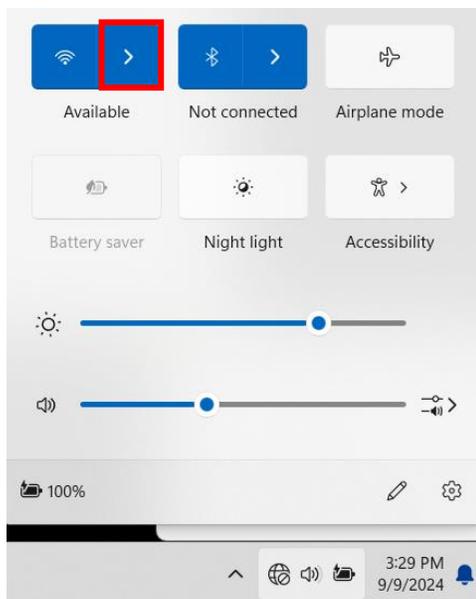
If you notice the numbers on the numbers keypad are not entering numbers when pressed, check to make sure the numlk key is turned on.



### Wi-Fi Connection

To connect the laptop to Wi-Fi, click on the Wi-Fi icon in the task tray then click on the arrow next to the Wi-Fi symbol. If you click on the Wi-Fi icon, you will turn off Wi-Fi. To turn Wi-Fi back on, click the Wi-Fi icon again.

Find the SSID/network you want to connect to and click on it. Enter the password to connect if prompted, then click the Connect button.



Note that you can also connect to Wi-Fi **before** logging in. Just look for the same globe symbol in the above screenshot and click on it.

## Printing

There are two ways to print from the laptop. You can connect the laptop to the printer with a USB cable or print through a Wi-Fi connection. Most printers are plug and play but some printers may require additional steps. The following is a very generic description of the printer set up process. Please refer to your printer manual for a more detailed explanation/instructions.

### *USB Connection*

Power on both devices and log into the laptop. Plug one end of the USB cable into the laptop and the other end into the printer. Wait for the laptop to discover the printer and install the printer drivers. Once done, the printer will show up as an option to print to.

### *Wi-Fi Connection*

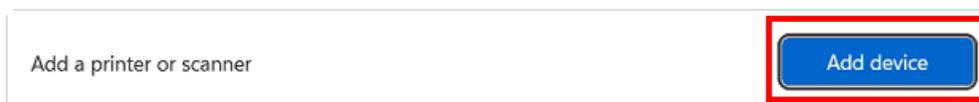
Some printers may not have this capability. Please refer to your printer manual to see if this option is available. Make sure Wi-Fi printing is enabled on your printer and that it is connected to Wi-Fi. Ensure the laptop is also connected to that same Wi-Fi.

Click on the Start button and start typing in printers.

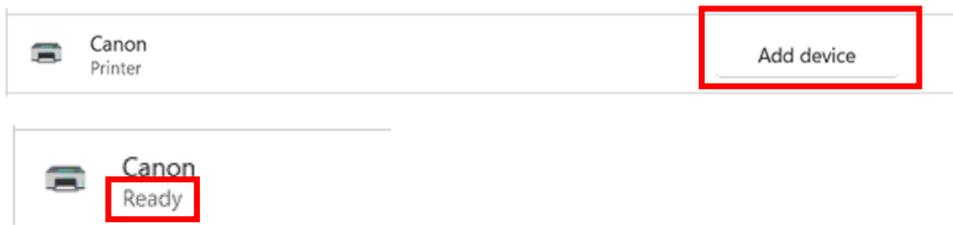
Click Printers & Scanners.

Click the Add device button. The laptop will search for all available printers on the network.

## Bluetooth & devices > Printers & scanners



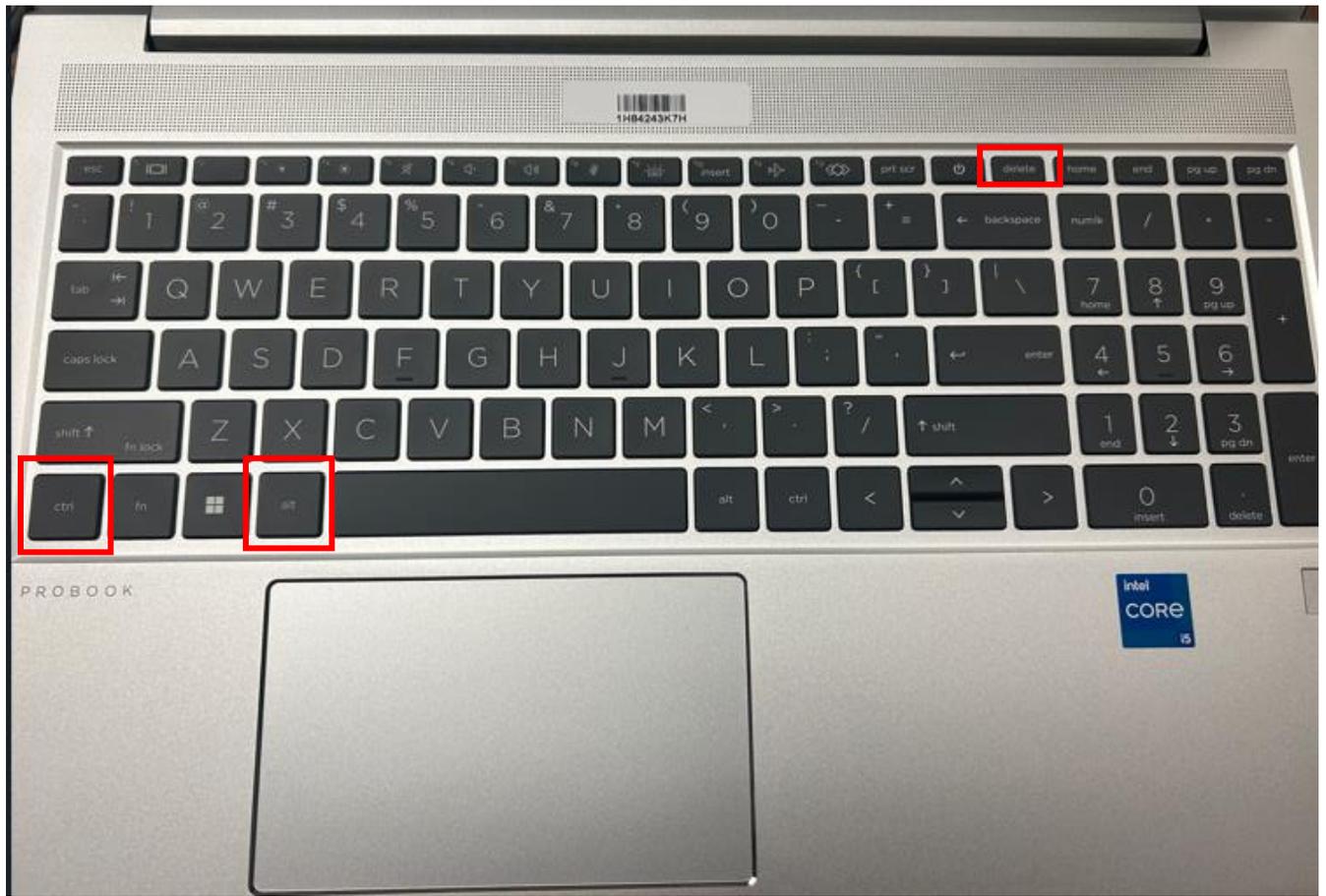
Find your printer and click on the Add device button next to it. The laptop will try and connect to the printer, and if successful, install the printer driver. Once complete it will say Ready under the printer name.



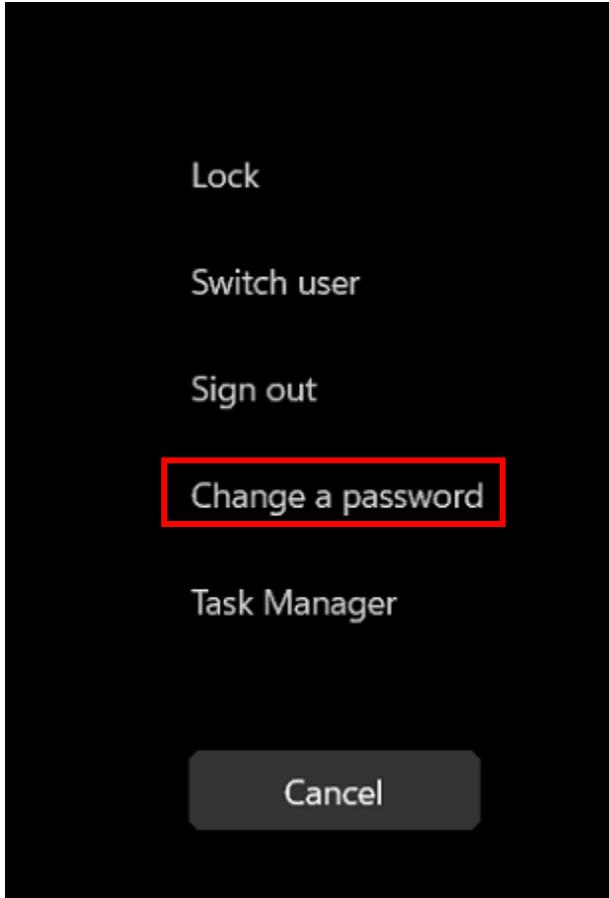
## Changing your Password

Your password will expire. When it does expire, you will have to call the helpdesk to get it reset.

- a. To change your password push Ctrl + Alt + Delete. These are located below.



b. On the next screen select Change a password.



c. You then will be redirected to a web browser to change your password. The new password has to be at least 20 characters long.

New password

Confirm new password

Submit

### Helpdesk Contact Information

If you have any questions regarding the topics discussed in this document or any concerns about your laptop, please contact the Winnebago County Helpdesk at (920) 303-4357 or email [helpdesk@winnebagocountywi.gov](mailto:helpdesk@winnebagocountywi.gov). Helpdesk business hours are Monday – Friday 7:30am – 4:30pm.