



SOP – User introduction to new computer

1 First time login

- 1.1 Your new computer is connected to USER AD. To login the first time you need to connect the computer by using a network (Ethernet) cable. After the cable is connected, turn on the computer and wait for the login screen. Press **CTRL+ALT+DEL** and login using your **AKKA-id** and **password A**. First you might have to switch the user to be able to enter your AKKA-id.

2 Software

- 2.1 If you need additional software on your computer, run "**ZENworks Application Window**" and see if the software is available there. To install a software double click on the icon. Wait for the installation to finish, it might take up to an hour. Some software requires a separate license. BMC-IT can help you with this.
- 2.2 Avoid downloading software from internet, it often contains malware, backdoors and other unwanted code. If you're missing a software in "ZENworks Application Window", mail to helpdesk@bmc.uu.se and ask for the software. Maybe we can create the missing package.

3 Mail

- 3.1 Use Outlook to read your mail. You can also access your mail using Outlook Web Access browsing to <https://mail.uu.se> and login using your **AKKA-id** and **password A**. If you have locally stored mail on your old computer you need to transfer it to the Exchange server to be able to access it on the new computer.

4 Printers

- 4.1 First check if the printer you want is already installed by opening "**Devices and Printers**". If the printer is installed you can right-click on it to select it as "default".
- 4.2 You can install "**Install Korint Print Queue**" and "**PDFCreator**" using "**ZENworks Application Window**". With Korint you can get printouts and scan documents up to A3-size using your BMC pass card at Korint printers (available at multiple campus). With "PDF-XChange Printer 2012" and "PDFCreator" you can create PDF-document from all Windows software supporting printers.
- 4.3 Install "**PDF-XChange PRO**" if you need to edit or merge PDF-files.
- 4.4 If you need to add an additional printer, check <http://it.bmc.uu.se/sop/> for instructions how to set this up. Read "[SOP - Install local printer in Win7 using PrintGUI \(v1.0\).pdf](#)" (also applies to Win10).
- 4.5 Some institutions have extra settings for "User Code" before you can print. Check <http://it.bmc.uu.se/sop/> for instructions how to set this up. Read "[SOP - Configure Ricoh printer in Win7 for FBV \(v1.3\).pdf](#)" (also applies to Win10).



5 Files and backup

- 5.1 If you store your data in "My Documents" and/or "Desktop" you will get a backup on a central file server (HNAS) with the Windows function "Sync Center". Beware that MDB and PST-files can't be used in those locations.
- 5.2 A mapping to **X:** will be made to your network home folder. You can access this folder using VPN if using the computer at home. The home folder contains a replica of your documents, desktop files and your Internet Explorer favourites.
- 5.3 A mapping to **P:** will be made to your public folders used for collaboration.
- 5.4 Files on the computer desktop and in your home folder (**X:**) are automatically synchronized to the network. This function sometime fails to synchronize if for example a file has been modified on the computer and at the same time the file has been modified on the network. Therefore it's a good practice to regularly check the sync for conflicts and/or errors.
- 5.5 To run a sync, right-click on the "**Sync Center**"-icon in the Task Bar and select "**Sync All**". The icon will begin to rotate, and if everything is ok a turquoise cross will appear on the icon like this:  or . You can right-click the "Sync Center"-icon and select "**View Sync Results**" to examine eventual errors.

6 Remote control

- 6.1 If you need help with your computer BMC-IT can remote control it. To use this tool, first contact BMC-IT and make sure a technician is ready to remote control you. You need to approve the access by clicking on a message at your computer.

7 Wireless network

- 7.1 To connect your computer to Eduroam, unplug the network cable. The first time you'll have to enter your **AKKA-id@user.uu.se** as username and **password B**. Turn off Wi-Fi on the computer if you're using a network cable.
- 7.2 Instructions how to connect to eduroam using Win10 is at [http://it.bmc.uu.se/sop/SOP - Configure eduroam in Win10 \(v1.0\).pdf](http://it.bmc.uu.se/sop/SOP - Configure eduroam in Win10 (v1.0).pdf).

8 Contact BMC-IT

- 8.1 If you need help, want to order a software or have other questions you can contact BMC-IT by sending an e-mail to helpdesk@bmc.uu.se . First you can check common questions here: <http://it.bmc.uu.se/faq/> .