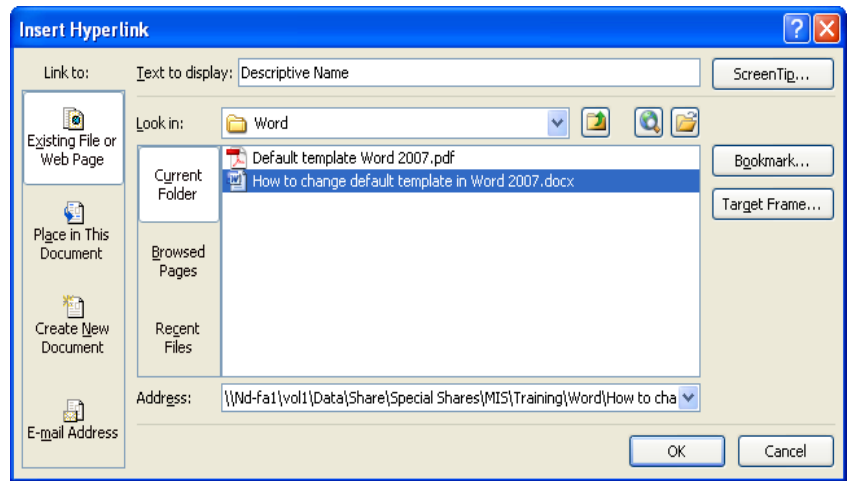


Technology Training Team Open House Questions and Answers

- Why does Java want to install on my computer all the time?
 - Once the Java is installed on a computer it has the ability update itself. Each time there is a new release of Java, you will be prompted to update it.
- What is Java anyway?
 - Java is a programming language that is a standard across the board for graphics, threading and networking. It is mainly used for web development.
- GroupWise - Can it be converted into another email system like Google?
 - Yes it can, but it is against DFM policy to forward DFM email to an outside email system because the nature of emails and the fact that there may be PHI information within the email.
- Can I take all my calendars like GroupWise, WISCmail, and personal email and combine them in one place?
 - Yes, you can combine multiple calendars...but the ITS staff has not completely tested this. We would not suggest combining all your different email accounts into one outside system. It is against DFM policy to forward DFM email to an outside email system.
- GroupWise signature - Why is it not changing in both the Desktop Client and WebAccess?
 - Your signature is located in two different locations - in the Desktop Client and in WebAccess. Both locations are independent of each other, so you have to make sure that you change your signature in both places if you want your signatures to be the same.
- How do I create appointments in GroupWise?
 - Desktop Client: <https://inside.fammed.wisc.edu/documents/8740>
 - Web Access: <https://inside.fammed.wisc.edu/documents/9197>
 - Recurring Appointments (Desktop Client only):
<https://inside.fammed.wisc.edu/documents/8742>
- How can I give a person proxy rights in GroupWise?
 - Desktop Client: <https://inside.fammed.wisc.edu/documents/8621>
 - Web Access: <https://inside.fammed.wisc.edu/documents/9320>
- How do I do a strike through in Word?
 - Word 2007: Highlight the word or words you wish to strike out. Click on the Home tab. In the Font group is a strikethrough button - ~~abc~~

- Other versions of Word: Highlight the word or words you wish to strike out. Go to the Format pull-down menu and Select Font. Click in the box next to strikethrough.
- How do I save a file from GroupWise to my H drive?
 - With the GroupWise message open, right-click on the attachment and select Save As. Navigate to the desired location on your H: Drive and click Save.
- Where do file attachments go in GroupWise?
 - All GroupWise attachments go into a temporary holding place: c:\Documents and Settings\username\Local Settings\Temp\XPgrpwise. Local Settings may be a hidden folder, so change your Folder Options under the Tool pulldown menu to show Hidden Folders.
 - Suggestion: Right-click on file attachment and select Save As. Navigate to your desired location - click Save.
- How do I create a folder on one of the network drives?
 - Go to the folder where you want the new folder. Right-click in a blank area of the folder and select New and then Folder. Name your new folder.
 - Or.....Go to the folder where you want the new folder. Click on the File pulldown menu. Select New and then Folder. Name your new folder.
- How do I sort cabinet folders in GroupWise?
 - You can sort all folders alphabetically by right-clicking on Cabinet and choosing Sort Subfolders
 - You can move folders around by clicking on the desired folder and dropping it into the cabinet. This will move the selected folder to the top of the folder list
- How do I remove folder sharing in GroupWise?
 - To remove a user from a shared folder, right-click on the folder and select Sharing. Click on the user and then click Remove User.
 - To stop sharing a folder, right-click on the folder and select Sharing. Click next to Not share.
- File Maintenance - Is there a way to easily print file structure?
 - An easy way to print what you see on the screen is to do a screen capture. Two different ways: To capture your entire screen, click Ctrl+PrintScreen. To capture just the active window, click Alt+PrintScreen. Once you have captured the information, open Word or PowerPoint and paste.

- How do I open Whisper and Wisdom file attachments?
 - As these applications are not supported by DFM, our recommendation is to contact the DoIT HelpDesk at 264-HELP.
- How do I set up a conference call? A WisLine conference call?
 - <https://inside.fammed.wisc.edu/documents/9287>
- How do I add hyperlinks in Word to other Word documents?
 - All versions of Word: Right-click in a blank space in your document. Select Hyperlink.
 - In the Insert Hyperlink dialog box, fill in a descriptive name for your hyperlink (using the filename is fine). Navigate to the folder where the file is. Click on the filename -- click OK.
 - A hyperlink is added to your document. Click on the hyperlink and you will be taken to the other Word document.

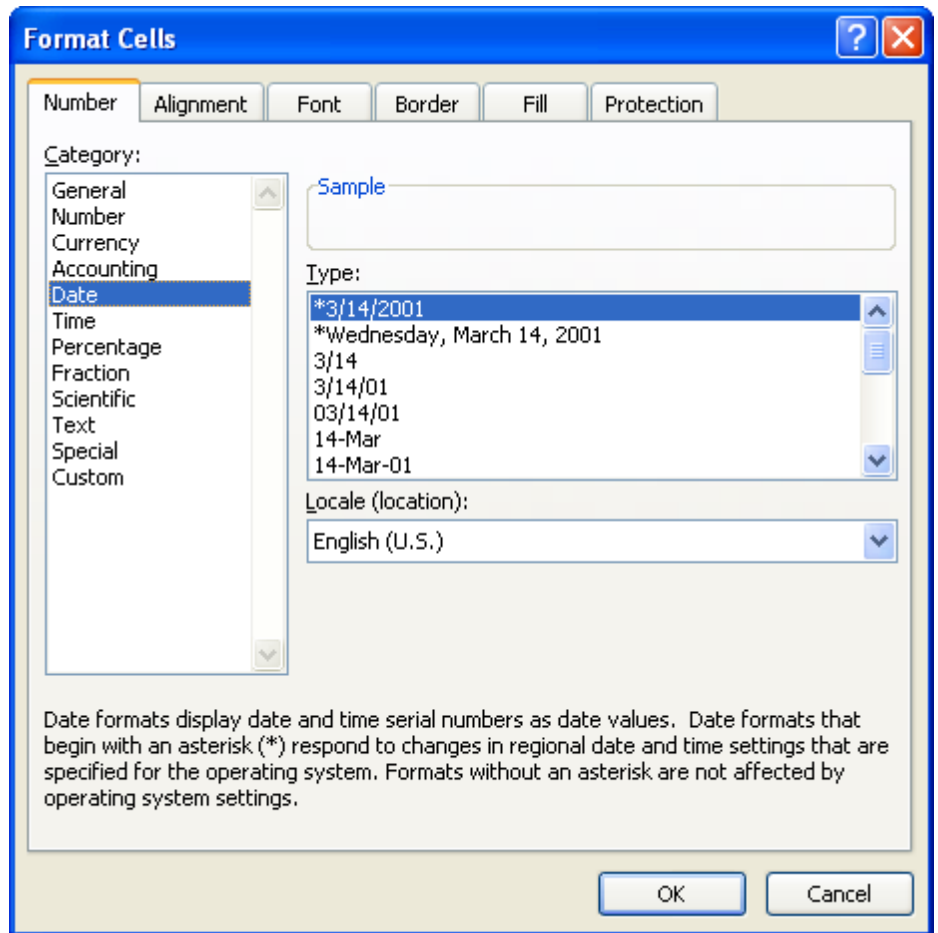


- I accidentally moved a folder - how do I move it back?
 - This happens all the time. If you know which folder you moved the other folder into, just click on the folder and drag it back to its original location. If you can't see the folder, try doing a search for the folder name. Once you find it, you can easily move it back to its original location by clicking and dragging.
- Does the HelpDesk give out flash drives?
 - No - Flash drives are not provided by the helpdesk. However, you purchase flash drives to give yourself file mobility. Please make sure that you don't have any PHI information on the flash just in case you lose it.
- Where can I see all of the DFM Mailing lists?
 - The mailing list or find here <https://lists.fammed.wisc.edu/> Keep in mind that you need to be on the DFM network to see this page and that you need to be a member of a mailing list in order to send an email to the list.

- GroupWise - How do I set an Out of Office Rule?
 - Desktop Client: <https://inside.fammed.wisc.edu/documents/8474>
 - Web Access: <https://inside.fammed.wisc.edu/documents/9253>
- How do total a column quickly in Excel?
 - Use the AutoSum feature. Highlight the column with the data in and click on the this



- How do I change how the date is display in a cell in Excel 2007?
 - Right click in the cell, select Format Cells. This will open the Format Cells window.
 - Under category click on Date - choose your option for formatting dates



- How do I change the default Template in Word 2007?
 - <https://inside.fammed.wisc.edu/documents/9528>

- How do I add or remove printers?
 - Adding a printer
 - Double-click the printer icon on your desktop.
 - On the right hand side of the window click on Add Printer
 - Next
 - Choose “local printer attached on this computer” (I know this may not sound logical but please trust us - we’re professionals)
 - Next
 - Click on Create a new port
 - In the Type of port click on the drop button on the far right
 - Chose Standard TCP/IP Port
 - Next
 - Next
 - At this point you will need to go to the printer and look for two pieces of information: IP address (located on the front of the printer - it will look something like this 10.140.XXX.XX) and the printer type (HP 4050 or similar) - this will also be on the front of the printer
 - Next you will need to install the driver - Click on Have Disk
 - Click on Browse
 - Navigate to this location J:\Statewide\Zen\Printer Drivers
 - Find the type of printer (HP 4050 or similar)
 - You can now rename this printer to something descriptive - like the floor, room number, and/or office location.
 - Next
 - Make sure Do not share this printer is checked
 - You can run a test page to make sure you have the right printer
 - Next
 - Give it a few minutes and should get either a finish or the printer will just be added to your printer list
 - Deleting a printer
 - Double-click the printer icon on your desktop.
 - This will open a window with all you printers.
 - Highlight the printer by clicking once.
 - Once the printer is highlighted, right-click and select delete.
 - ITS SUGGESTION: Contact the DFM HelpDesk if you wish to add another printer
-
- How do I keep column headings showing while I scroll through a large spreadsheet in Excel 2007?
 - <https://inside.fammed.wisc.edu/documents/10980>

- How do I move all my folders and email from my GroupWise mailbox to the new person who is taking my place?
 - Share each folder, give the person read, edit, and delete access
 - New person accepts shared folders - then creates new folders in their own cabinet - finally copy and/or move all email into their newly created folders.

- How do you add watermarks in Microsoft Word?
 - To add a background or a watermark to your entire Word document, on the Format menu click Background and then select one of the options for watermarks.

- How do I show markups in Microsoft Word?
 - Tools > Track Changes