

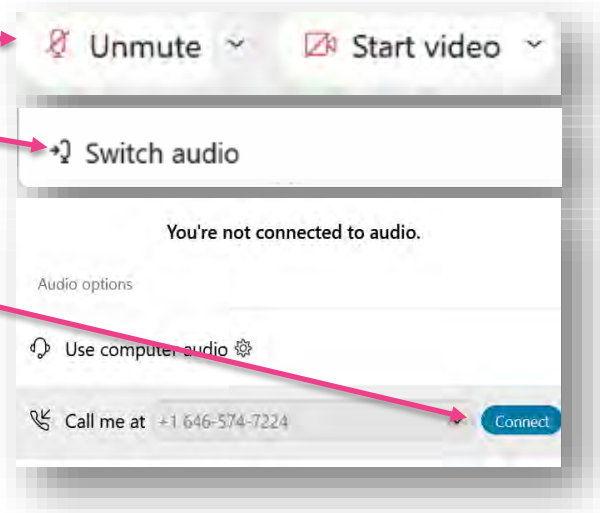
Welcome to Computer Literacy: Basic Computer Skills



- We will be starting soon
- There is no sound until we begin
- Your computer has been muted on entry to support a pleasant listening experience for all
- If your computer doesn't have speakers or you don't have a headset, please dial-in
- Kindly use the *CHAT* feature for questions

For audio connection do the following:

- Click your microphone icon
- Select "Switch Audio"
- Enter your phone number
- Click connect
- Webex will call your phone
- Click #1 to enable audio
- Or call: **1-844-621-3956**
- Passcode: **180 181 0401##**

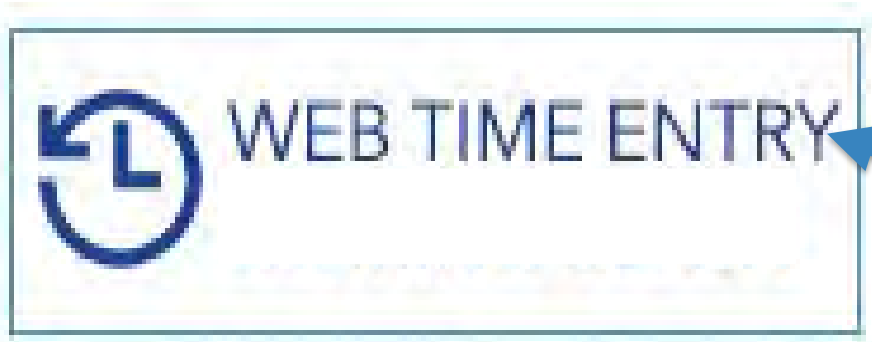




Computer Literacy: Basic Computer Skills

BROUGHT TO YOU BY THE OFFICE OF
HR, WORKFORCE DEVELOPMENT
HOME OF THE LEARNING ACADEMY
MyLearning@nychhc.org

The Learning Academy Your One Stop Shop for Learning

A screenshot of the NYC Health + Hospitals Learning Academy website. The page has a blue header with a navigation menu on the left. The main content area features a large banner with the text 'LEARNING ACADEMY' and a 'TOP 125' award badge. Below the banner, there is a 'Welcome!' message and a grid of service tiles. A blue arrow points from the 'WEB TIME ENTRY' graphic to the 'WEB TIME ENTRY' tile in the grid.

Learning Academy Home

About Us ▶

Diversity and Inclusion

Remote Hospital Chaplaincy Volunteer Program

Nursing Education ▶

Leadership Academy ▶

Financial Wellness

Worker Retraining ▶

General Learning Courses ▶

eLearning Development Request Form

Educational Assistance Programs ▶

Facility Specific Information

Resources ▶

training TOP 125

LEARNING ACADEMY

Brandon Hall Group HCM EXCELLENCE AWARDS GOLD EXCELLENCE IN LEARNING 2019

NYC HEALTH+HOSPITALS Live Your Healthiest Life.

Welcome! The Department of Workforce Development at Central Office is located at 55 Water Street on the 25th floor. We offer a variety of services, online and classroom-based training classes, and workshops for NYC Health + Hospitals employees. Please click through the links below to learn more about the current learning opportunities and take advantage of the services to further your professional development and growth:

TRAINING DASHBOARD REQUIRED TRAINING

EMPLOYEES

CONTINGENCY WORKFORCE

START LEARNING NOW
via NYC Health + Hospitals PeopleSoft

START LEARNING NOW
via OneCity Health

SCHOLARSHIP OPPORTUNITY
JOHNS HOPKINS BLOOMBERG FELLOWS PROGRAM

VIRTUAL EDUCATION FAIR

PROFESSIONAL DEVELOPMENT

WEB TIME ENTRY

ONLINE-LIVE COMPUTER SKILLS TRAINING

To access the Learning Academy, click on the following link
<http://hhcinsider.nychhc.org/corpooffices/WD/Pages/HHC-Learning-Portal.aspx>

Computer Literacy and Web Time Entry



NYC HEALTH+HOSPITALS | **INSIDER**

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS

Workforce Development > Web Time Entry

Learning Academy Home
About Us ▶
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Leadership Academy ▶
Financial Wellness
Worker Retraining ▶
General Learning Courses ▶
Learning Development Request Form
Educational Assistance Programs ▶
Facility Specific Information
Resources ▶

WEB TIME ENTRY

Web Time Entry (WTE), which is accessed through PeopleSoft, will soon be launched as the online timesheet reporting system used by all NYC Health + Hospitals employees. WTE will allow employees to record time worked. Managers and Proxies will be able to monitor the progress of online timesheets as well as review timesheet history.

COMPUTER LITERACY **COURSE OFFERINGS** **UPCOMING TRAINING DATES**

WEB TIME ENTRY MANAGERS **WEB TIME ENTRY EMPLOYEES** **WEB TIME ENTRY DELEGATES**

To learn more about Computer Literacy and Web Time Entry, click on the following link
<http://hhcinsider.nychhc.org/corpoftices/WD/Pages/Web-Time-Entry.aspx>








COMPUTER LITERACY COURSES



Job Aids: PDF



-  [How to Access Employee Self Service_ESS C.pdf](#)
-  [How to Access MS Outlook Handout C.pdf](#)
-  [How to Lock, Switch User and Sign out using CTRL ALT DELETE.pdf](#)
-  [Web Time Entry Information Resources Site Tour.pdf](#)
-  [Remote Access Gateway login using DUO.pdf](#)
-

Job Aids: Video



-  [How to Access Employee Self Service_ESS C.mp4](#)
-  [How to Access MS Outlook C.mp4](#)
-  [How to Lock, Switch User and Sign Out using CTRL ALT DELETE.mp4](#)
-  [Web Time Entry Information Resources Site Tour.mp4](#)

[<-- Back to Web Time Entry Homepage](#)





Part I.
Basic Skills – Introduction to computer literacy



What is computer literacy?

- Computer literacy is the understanding and ability to use computers and technology efficiently
- Computer literacy can also refer to the comfort level someone has with using computer programs and other applications that are associated with computers





Part II.

Basic Skills – How to understand and navigate your computer



In this course, you will learn

- I. Introduction to Computer Literacy
- II. Components of Computers
 - a. Hardware
 - b. Software
- III. Starting your Computer, Login/Sign-in and EITS
 - a. Enterprise Services (EITS)
 - b. Secure Print Services
 - c. Security



In this course, you will learn

- IV. The Components of a Mouse & Keyboard
- V. Using Ctrl + Alt + Delete to
 - a. Lock
 - b. Switch User
 - c. Sign Out
 - d. Shut Down
- VI. Windows Desktop, Folder, File, Shortcuts and Taskbar
 - a. Opening Programs/Applications
 - b. Moving Between Windows



In this course, you will learn

- VII. Cut, Copy and Paste (with mouse)
- VIII. Using Microsoft Outlook Email and Calendar
- IX. How to Access the Internet & Intranet
- X. Employee Self Service (ESS) Desktop Icon
- XI. Duo
- XII. Additional Resources



What is a computer?

A computer is fast processing machine that can store information and can be used for

- Work
- Shopping
- Paying bills
- Attend classes

The possibilities are endless. Computers can save time by performing an assigned task very fast and efficiently



Computer system

A computer system has **two** (2) major components

- Hardware
- Software



Hardware:

Basic hardware components of a computer



Types of computers used in the workplace



Kiosk



Desktop



Laptop



Tablet



Common peripherals

A peripheral device, is a machine that you would often see accompanying a computer to provide it with additional functionality

Printers



Multi-Functional Devices

Scanners



Computer software

- **Software** is a set of instructions, data, programs or application used to operate computers and execute specific tasks
- Opposite of **hardware**, which describes the physical aspects of a computer, software is used to refer to applications, scripts and programs that run on a device



Operating system

- One of the most important software used is called the '**Operating System (OS)**' which is a set of general purpose **software** program that manages the overall operations of the computer
- **Microsoft Windows** is a well-known example of an Operating System which is a widely used throughout the world



Application software

- There are other types of software as well known as the **application software**
- **Application software**, also known as a **program** is specific purpose software which is used by a user for performing specific task



Software examples



Windows



Google Chrome



MacAfee



Electric Medical
Records



MS Explorer



MS Media Player



Cisco WebEx



MS Office Suite



QUIZ TIME!

Quiz 1: Multiple Choice

- A **Desktop Computer** is an example of a _____

While **Internet Explorer** is an example of a

- A. Windows, Microsoft
- B. Software, Hardware
- C. Hardware, Software



QUIZ TIME!

Quiz 1: Multiple Choice

- A **Desktop Computer** is an example of a _____

While **Internet Explorer** is an example of a

- A. Windows, Microsoft
- B. Software, Hardware
- C. Hardware, Software





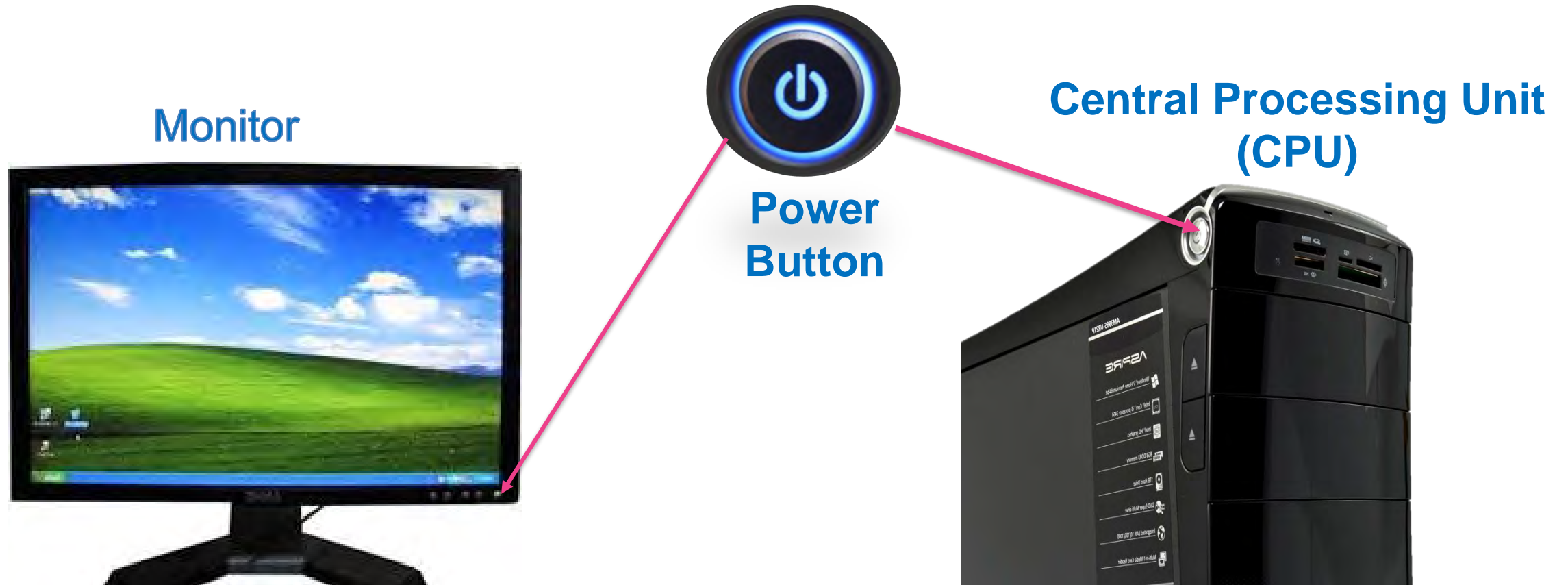
Part III.

Basic Skills – Starting your computer, login/sign-in and EITS



Turning on the computer

- To turn on your CPU and or Monitor, look for the
- Universal “power” symbol and press the button once



Signing into a NYC Health + Hospital computer



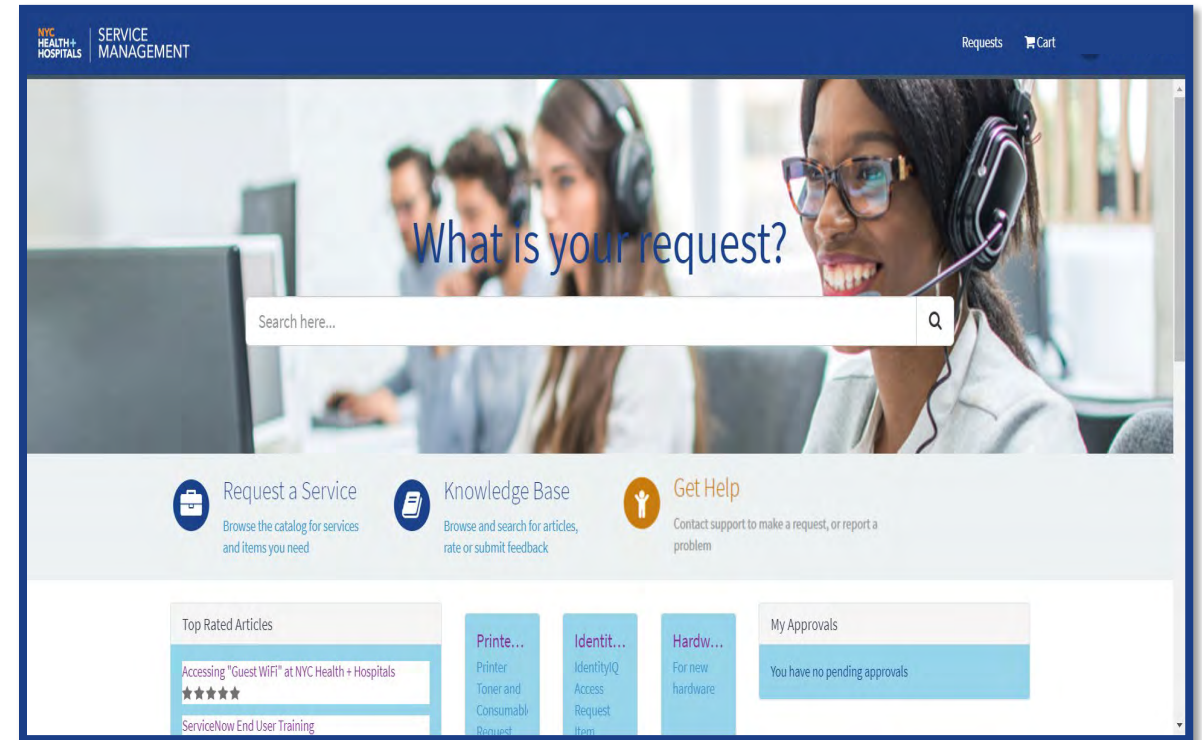
Key Tip

After you're finished entering your User ID and password press arrow or 'enter' button on keyboard to log in.

If you need further assistance contact
EITS @ 877.934.8442
EnterpriSeserviceDesk@nychhc.org

Enterprise Service Desk (EITS)

- **Service Now**
<https://nychh.service-now.com>
is the portal that handles all EITS request through their intranet site.
- You can contact EITS via email
EnterpriseServiceDesk@nychhc.org
- or by phone at **877.934.8442**



Enterprise Service Desk (EITS)

- **Secure Print Services** handles all printer services from registering your ID to repairs and maintenance
<http://hhcinsider.nychhc.org/sites/MPS/Pages/Index.aspx>
- **NOTE: Information Security** tracks the work you do on your computer ensuring that you are in compliance with NYC Health and Hospitals policies and laws

NYC HEALTH+HOSPITALS | MANAGED PRINT SERVICES

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

Managed Print Services > Secure Print

Home
Printer Requests
Repairs
Secure Print
Secure Print Go Live Schedules
Epic pre TDR
Print Policy
Best Practice Printing
Announcements
Training
Discussion Board
FAQ - Frequently Asked Questions
List of Terms
Survey
Your Stats

SECURE PRINT

Look for the marked devices in your area

1 SEND
Send your print job to **CANON-SECURE** on corpypsx Print Queue

2 TAP
Tap your badge at any Secure Print Canon device

3 PRINT
Release your document from any Secure Print Canon device

Benefits of Secure Print

- Secure badge print
- Reduce waste of unwanted prints
- Reduce financial and environmental costs
- Release your documents at any Canon device
- Eliminate copier clutter
- Jobs automatically deleted after 8 hours
- Scan to myself

NYC HEALTH+HOSPITALS | ENTERPRISE IT SERVICES

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES

Enterprise IT Services > Information Security

Information Security

PROTECTION SAFETY PRIVACY
SECURITY
GUARD TECHNOLOGY DIGITAL INFORMATION



QUIZ TIME!

Quiz 2: True or False?

- I can use my NYC H+H computer to go on Facebook and no one will ever know
 - A. True
 - B. False



QUIZ TIME!

Quiz 2: True or False?

- I can use my computer to go on Facebook and no one will ever know
 - A. True
 - B. **False.** EITS Security is tracking all of your actions on any NYC H+H computer and phone





Part IV.

Basic Skills – How to use a mouse and keyboard



Mouse

- The **mouse** is used to move the cursor to select and manipulate objects, choose options from menus and respond to dialog boxes
- It is meant to operate like an extension of your hand



Mouse

- If you are using a laptop, you may choose to use a **touchpad** instead of a mouse
- The **touchpad** on a laptop does the same job as the mouse on a desktop PC
- It is sometimes called a **trackpad**



Mouse

- A mouse usually has **3** sections
- The **primary** button (usually the left button) selects, highlights, and executes
- The **secondary** button (usually the right button) opens menu
- A mouse may also have a **wheel** between the two buttons, which moves cursor up and down the page



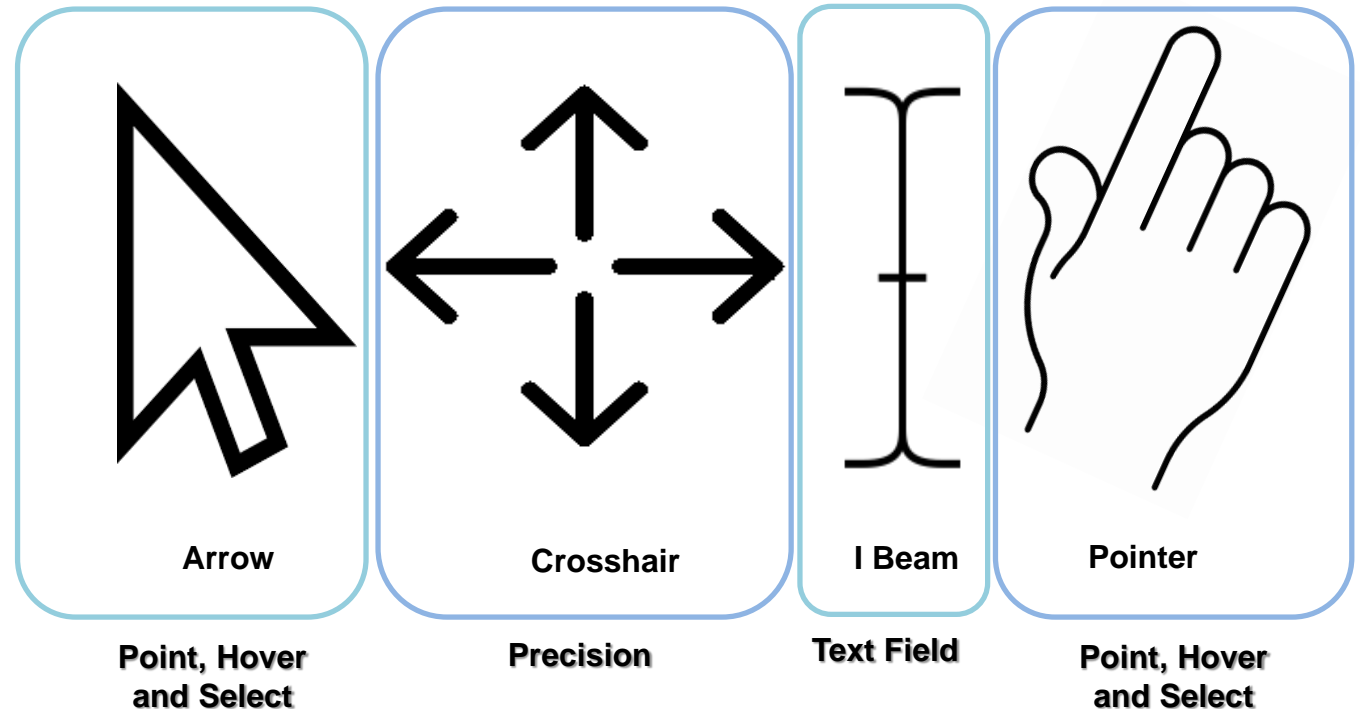
The mouse pad

- The **mouse pad** is a piece of rigid or slightly resilient material on which a computer mouse is moved
- A mousepad is **needed** to provide a surface that the rubber ball of a mouse could grip enough to move



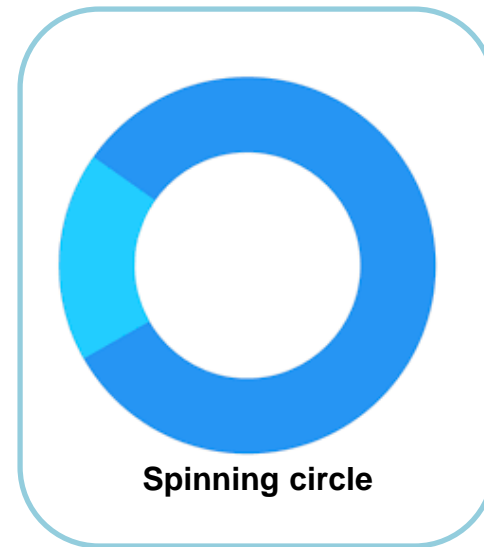
Using the cursor for different mouse operations

- A **cursor** is a shape on a computer screen that shows where actions made with the keyboard or mouse is taking place
- It is the vehicle used to deliver a variety of mouse operations
- The cursor has several different shapes depending on the application you are using. The most commonly used cursor shapes are the **Pointer**, **Arrow** the **I-beam**, and the **Crosshair**



Using the cursor for different mouse operations

- If you see the **Blue circle**, sometime green circle spinning. Windows is asking you to wait why they work something out
- The **Red circle** with a ban that goes diagonally across it indicates that the contend is unavailable



Spinning circle

System is Busy
Wait



Red ban

Content Unavailable



How to use a mouse – Correct mouse hold

To hold the mouse correctly, you should

- Place your palm on the base of the mouse
- Put your thumb on the side of the mouse closest to the computer
- Put your index finger on the left button
- Put your middle finger on the right button
- Put your remaining fingers on the far side of the mouse
- Your wrist should be straight, following the angle of your arm and not twisted to either side or higher or lower



Different mouse operations

- ***Point.*** Move the mouse so that the mouse pointer rests on the required object
- For example, an icon, name of a menu, button in a dialog box, character in a document, shape in a picture



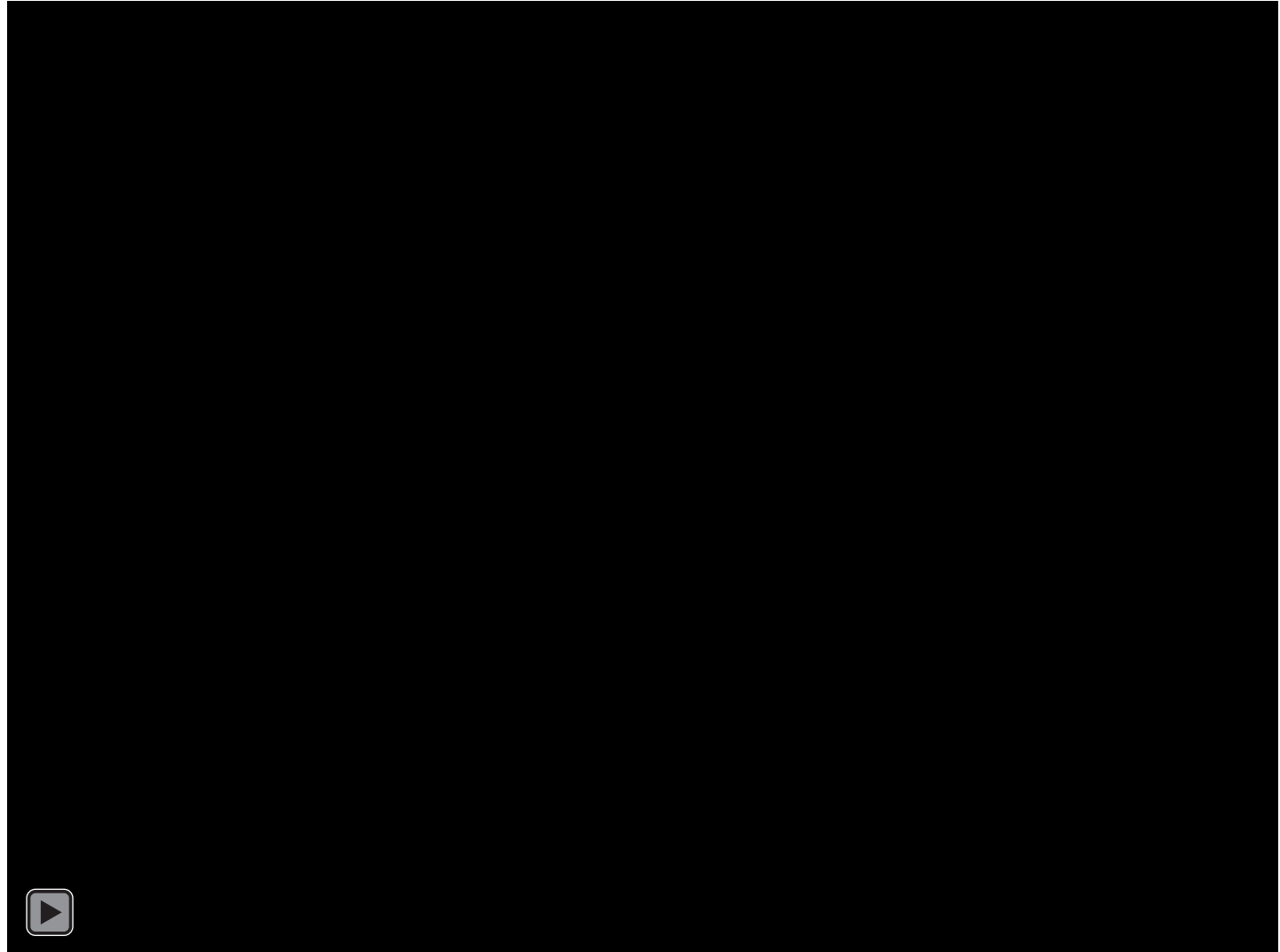
Using the cursor for different mouse operations

- **Click** Tap the left mouse button.
If the button is not specified,
always use the left button
- Clicking **selects** an object or a command



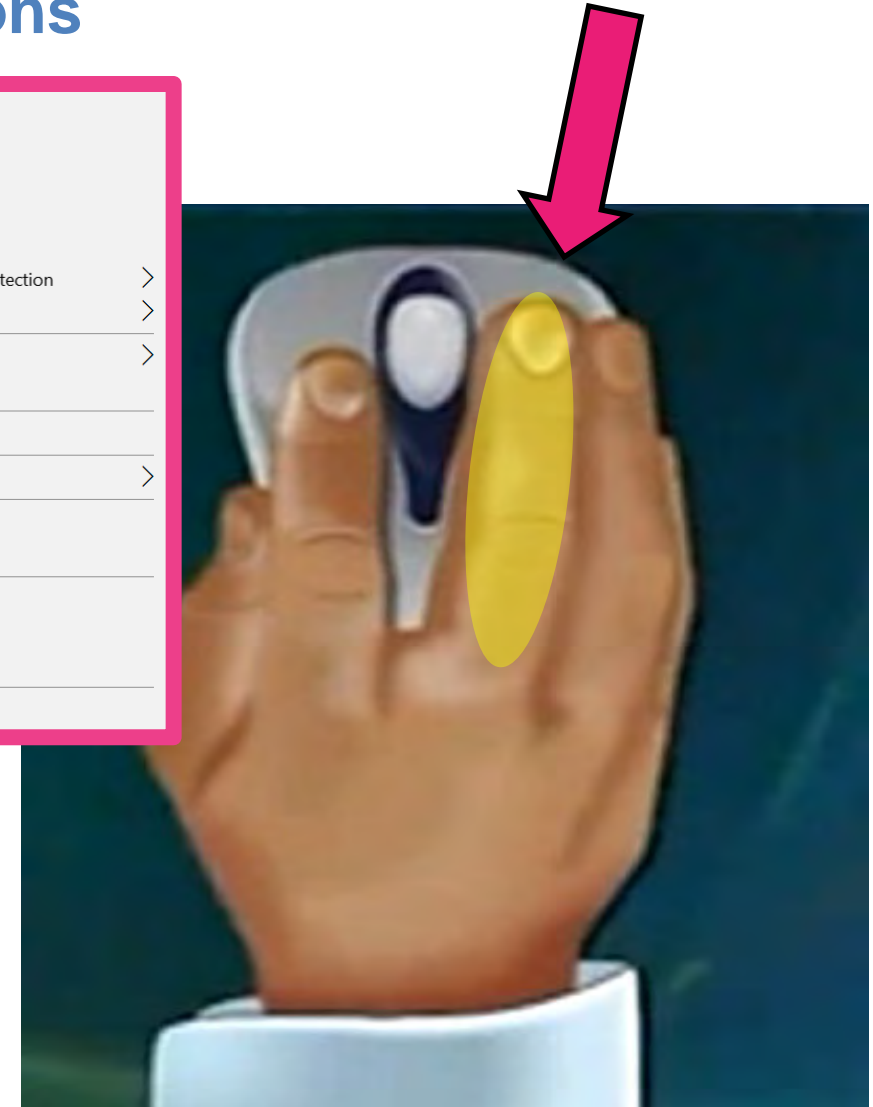
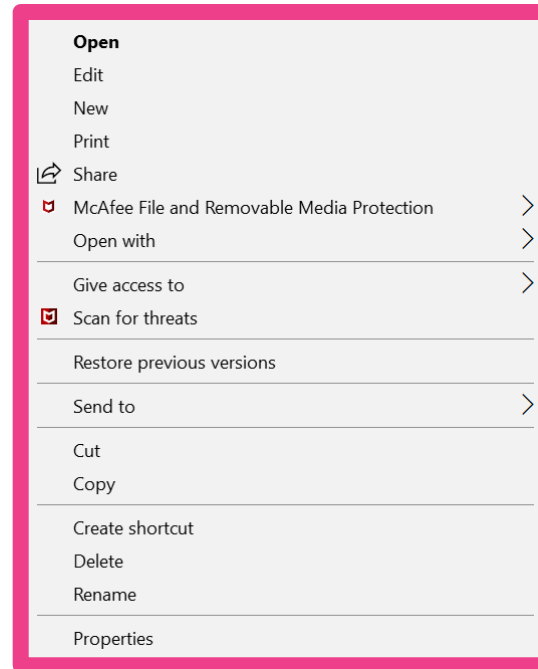
Using the cursor for different mouse operations

- ***Double-click.*** Click a mouse button twice in quick succession
- Do **not** move the mouse between clicks
- Double-clicking usually **selects an object and activates an operation**



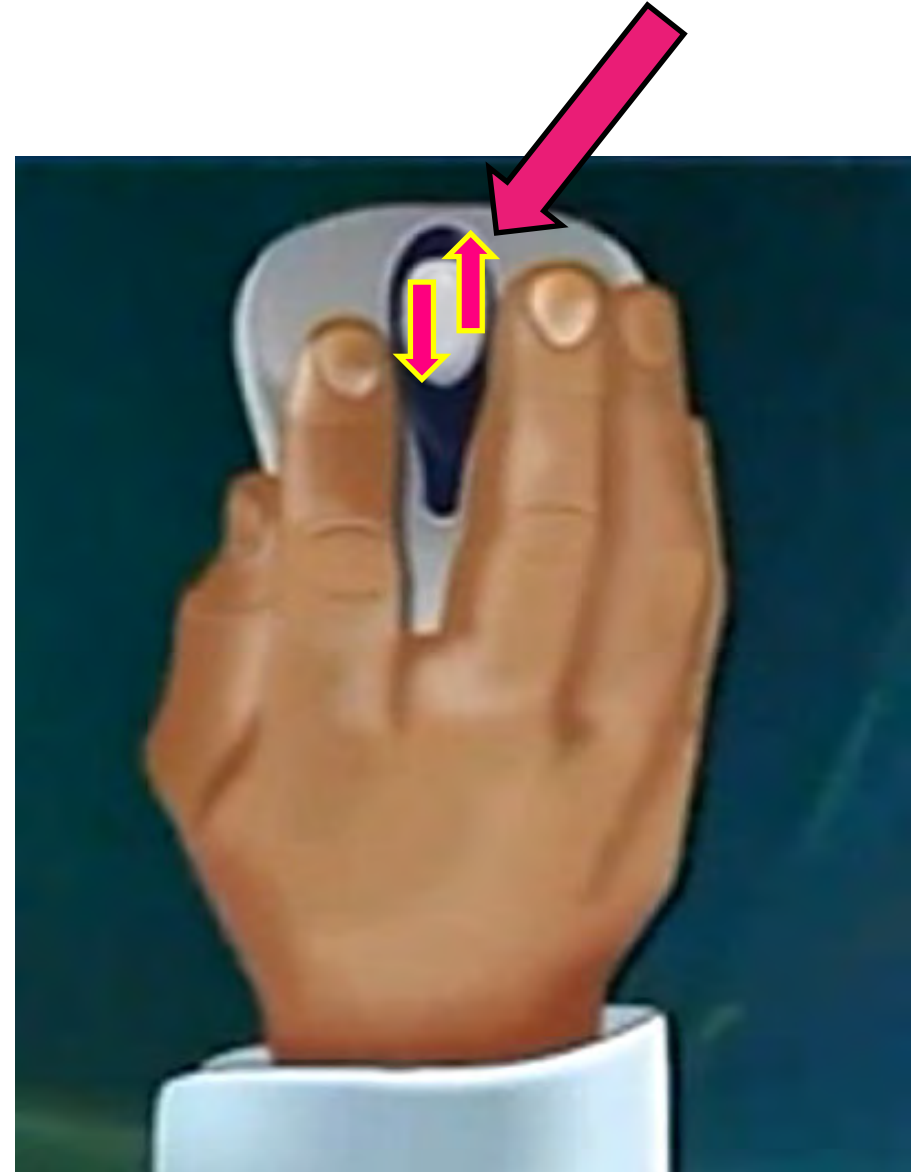
Using the cursor for different mouse operations

- **Right-click.** In Windows, clicking with the right mouse button generally gives a shortcut (context) menu of options relevant to the particular object pointed at when the right button is clicked
- You'll get options to either **copy, move, or create a shortcut**
- This is the **recommended way** to move, copy and paste objects or text



Using the center wheel for different mouse operations

- Use the **center wheel** to scroll through screens of information
- Remember when using the mouse to keep your wrist straight and to move the mouse with your arm not your wrist



QUIZ TIME!

Quiz 3: True or False?

- A **cursor** is a shape on a computer screen that allows you to see where your mouse is located
 - A. True
 - B. False



QUIZ TIME!

Quiz 3: True or False?

- A **cursor** is a shape on a computer screen that allows you to see where your mouse is located
 - A. **True.** The mouse is like an extension of your hand
 - B. False



The keyboard

- The keyboard is used mainly for typing text into your computer
- Like the keyboard on a typewriter, it has keys for letters and numbers
- It also has keys to deliver specialize functions



Elements of the keyboard

- Typing **alphanumeric keys**. These keys include the same letter, number, punctuation, and symbol keys found on a traditional typewriter
- The **function keys** are found on the top row and are labeled as **F1** to **F12**. They are reserved for specialty, advance task, such as rebooting your computer, raise the volume, adjust the contrast on your screen and more



Elements of the keyboard

- The **numeric keypad**, located on the right side of most keyboards, allows you to enter numbers quickly
- Check your keyboard light to see if NUM LOCK is on. If it isn't, **press NUM LOCK**

This allows you to use the **Numeric Keypad** in keyboard as a calculator



Elements of the keyboard

- The **navigation keys**, such as the arrow keys, allow you to move your position within a document or webpage without a mouse. They also include the, **HOME, END, PAGE UP, PAGE DOWN, DELETE,** and **INSERT** keys.
- Sometimes you will have to couple the key with the control key. For example, **Ctrl + Home** will take you to the **top** of your document. **Ctrl + End** will take you to the **end** of your document



Elements of the keyboard

Control keys. These keys are used alone or in combination with other keys to perform certain actions. The most frequently used control keys are

- **Ctrl:** Enables other keys on the **keyboard** to perform secondary functions.
- **Alt:** on a computer keyboard is used to change (alternate) the function of other pressed **keys**
- **Windows Logo:** generally known for brings up the start menu
- **Escape:** interrupt or cancel the current process or running program, or to close a pop-up window



QUIZ TIME!

Quiz 4: Multiple Choice

- The **alphanumeric keys** include the same letter, number, punctuation, and symbol keys found on a traditional
 - A. Mouse
 - B. Typewriter
 - C. Tower



QUIZ TIME!

Quiz 4: Multiple Choice

- The **alphanumeric keys** include the same letter, number, punctuation, and symbol keys found on a traditional
 - A. Mouse
 - B. Typewriter**
 - C. Tower





Part V.

**Basic Skills – Using Ctrl + Alt + Delete to lock, switch user, sign out
& shut down**



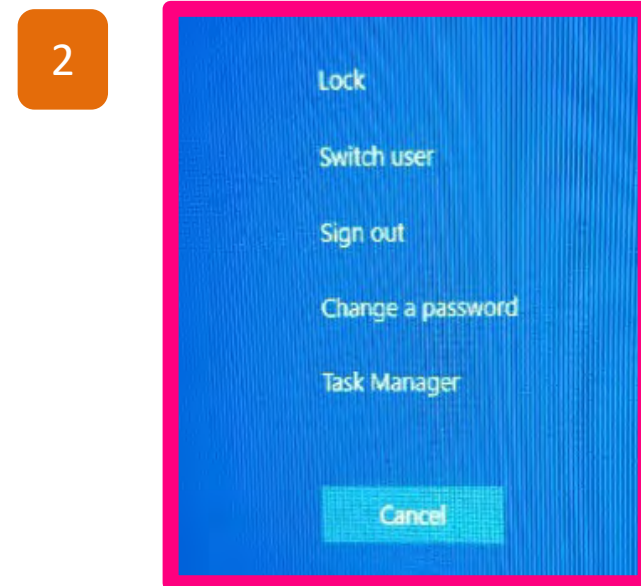
Multi-user Machines

- There are times when you may have to walk away from your computer or you are in a departments may not have enough computers for everyone and thereby designate one machine for multiple users. If you are sharing your computer, You will need to become acquainted with **CTRL +ALT+ DELETE** Keyboard function



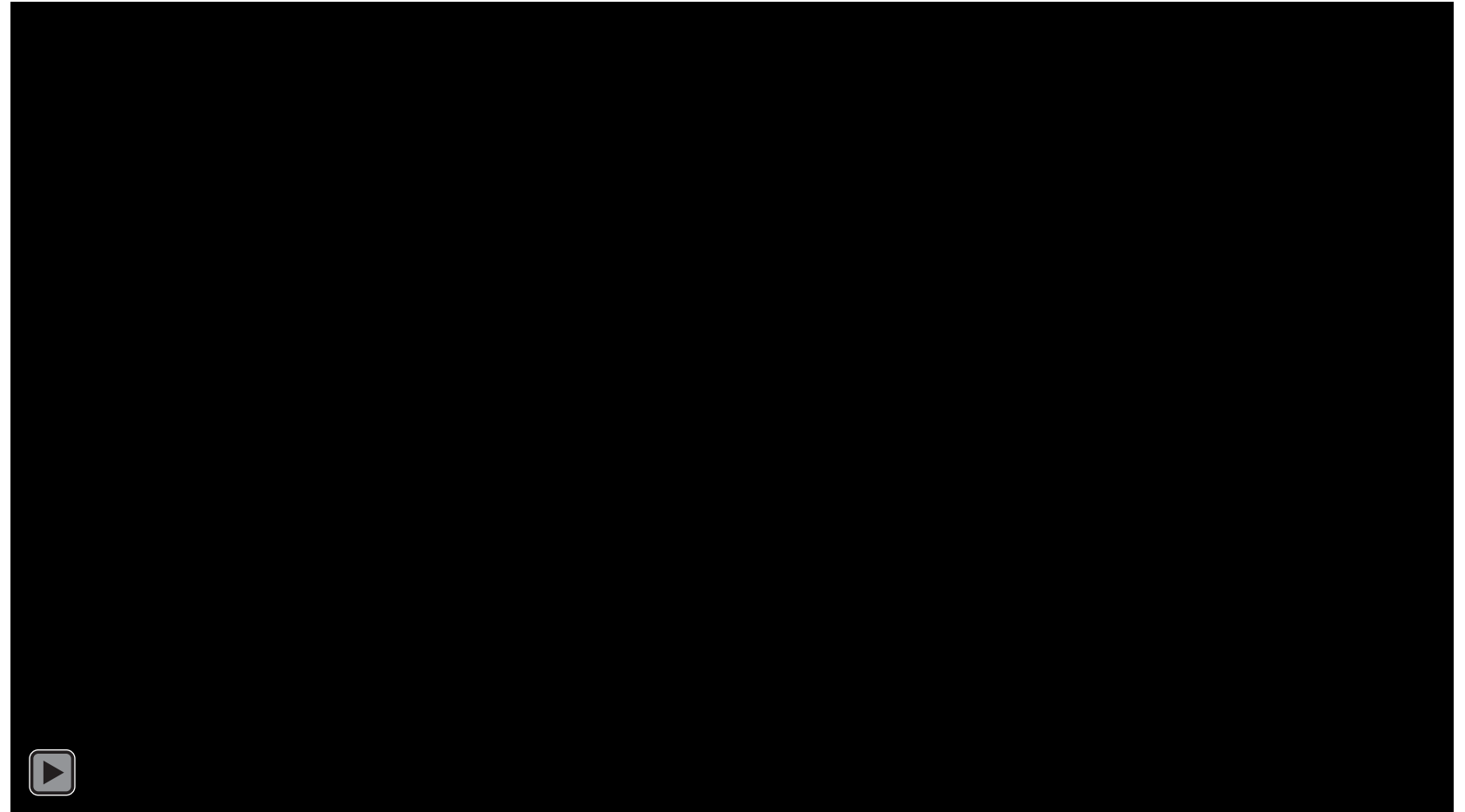
CTRL, ALT & DELETE options

1. Press **CTRL+ALT+DELETE**
2. A blue screen will open with the following options
 - **Lock**
 - **Switch User**
 - **Sign Out**
 - **Change Password**
 - **Task Manager**



How to activate CTRL, ALT & DELETE

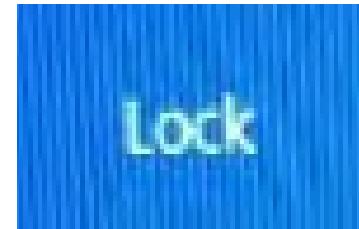
1. Watch this video to see how it's done



Lock function

To keep your information private and protected click the **Lock button**

- You can use the **Lock** function if you need to step away from your computer for a few minutes
- The **Lock** function will **protect** your work
- It will keep your information **private**
- Your information will remain **undisturbed**, enabling you to continue your work upon your return



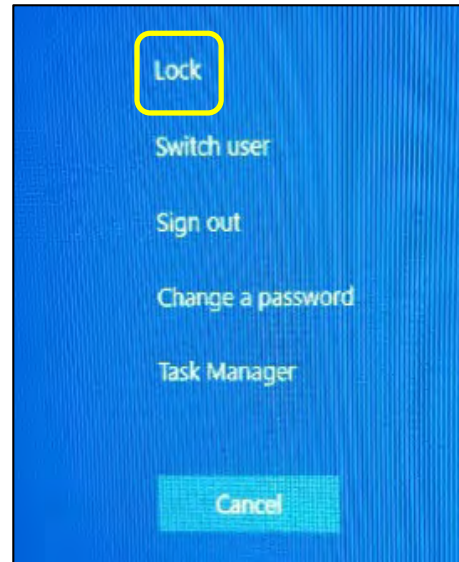
How to Lock your computer

1. First, press **CTRL+ALT+DELETE** simultaneously to open the options window
2. Select **Lock**
3. A new screen will open with your **User ID** and a **blank space** to type in your password upon your return

1



2



3

A Windows login screen titled 'Login to Windows' is shown. It features the 'NYC HEALTH+ HOSPITALS' logo at the top. Below the logo are input fields for 'User Name:' (containing 'Your User ID'), 'Password:', and a 'Log on to:' dropdown menu (set to 'CORP'). There are 'OK' and 'Cancel' buttons. At the bottom, there are options to 'Choose how to authenticate with OneSign' with radio buttons for 'Password' (selected), 'Fingerprint', 'ID Token', and 'Proximity Card'. Links for 'Forgot password?', 'Shut down', and 'Restart' are at the very bottom.

How to Unlock your computer

- Your User ID is already in place
therefore enter your **Password**
- Click **OK**, giving you access to your
original screen

Login to Windows

**NYC
HEALTH+
HOSPITALS**

imprivata
powered

User Name:

Password:

Log on to:

Choose how to authenticate with OneSign

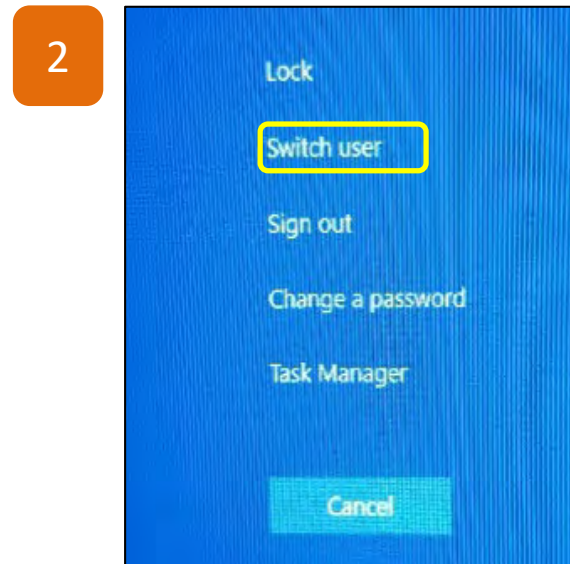
☒ Password ☐ Fingerprint ☐ ID Token ☐ Proximity Card

[Forgot password?](#) [Shut down](#) | [Restart](#)

How to use the Switch User function

- If you are using a computer shared by **multiple users**, you will need to use the **Switch User** function. Here's how it works

1. Press **CTRL+ALT+DELETE**
2. Select **Switch User**
3. Enter **User ID**, **Password** and click **OK**



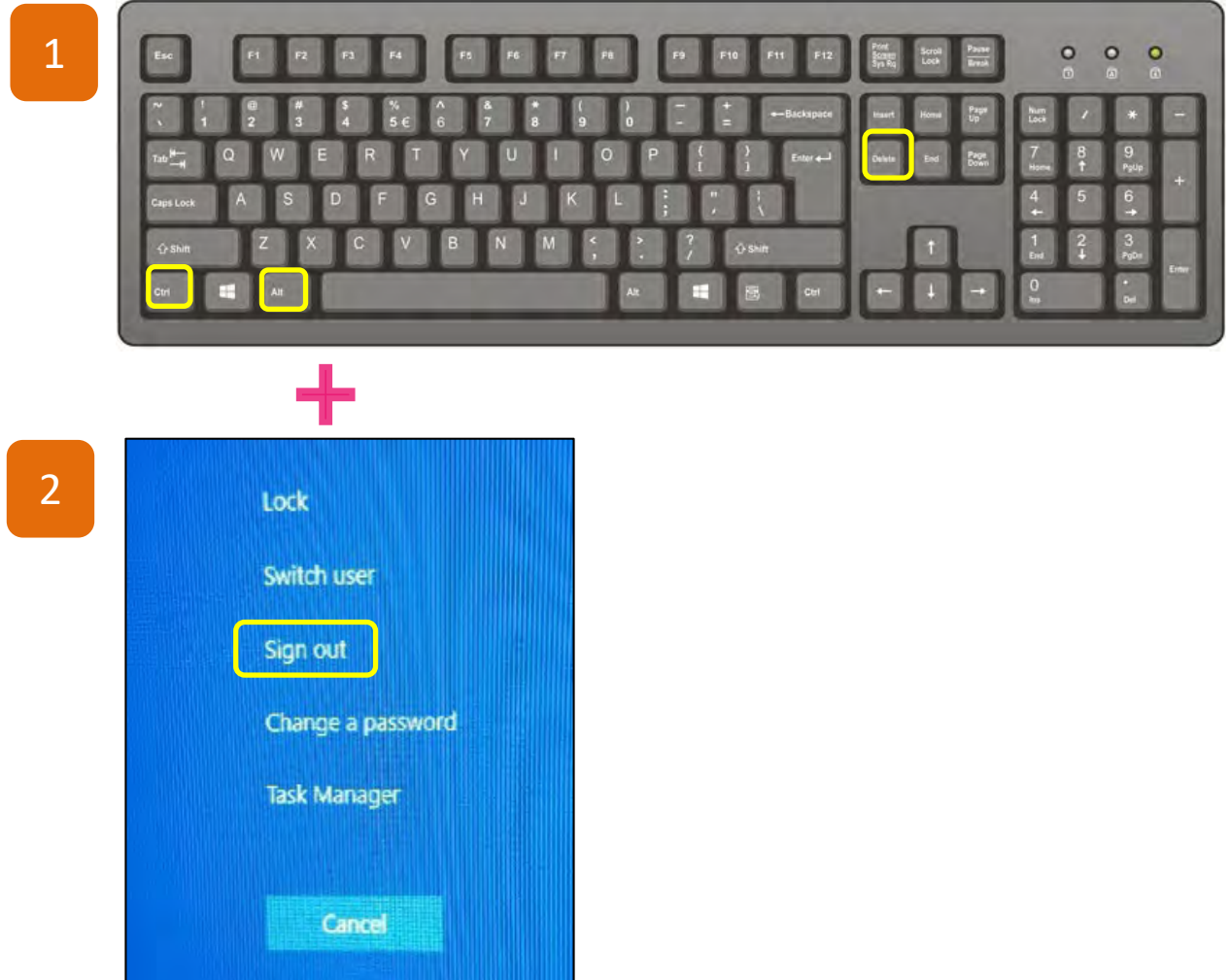
How to Sign Out

- Once you have completed your work, and are done using the computer, you will need to **Sign Out**
- Not to be confused with Shut Down which turns off the power of the machine, **Sign Out** will log you out of the computer, while allowing others to log in

1. Press **CTRL+ALT+DELETE**

2. Click **Sign Out**

You will be logged off of that computer



Screen time out

PLEASE NOTE

- **Screensaver:** Your screen will time out after **15 minutes** of uninterrupted use due to NYC Health + Hospitals **security policy**
- Troubleshooting or EITS **emergency updates** can cause your computer to **restart**

REMINDER: Don't forget to protect your information. Keep your User ID and Password in a **private** location.



QUIZ TIME!

Quiz 5: Multiple Choice

1. To access the Lock, Switch User, Sign Out etc... menu, you need to press _____, _____, _____ on your keyboard
 - A. Press Control + Alt + Delete
 - B. Press Windows + Alt + L
 - C. Press Control + C + Delete



QUIZ TIME!

Quiz 5: Multiple Choice

1. To access the Lock, Switch User, Sign Out etc... menu, you need to press _____, _____, _____ on your keyboard
 - A. Press Control + Alt + Delete
 - B. Press Windows + Alt + L
 - C. Press Control + C + Delete





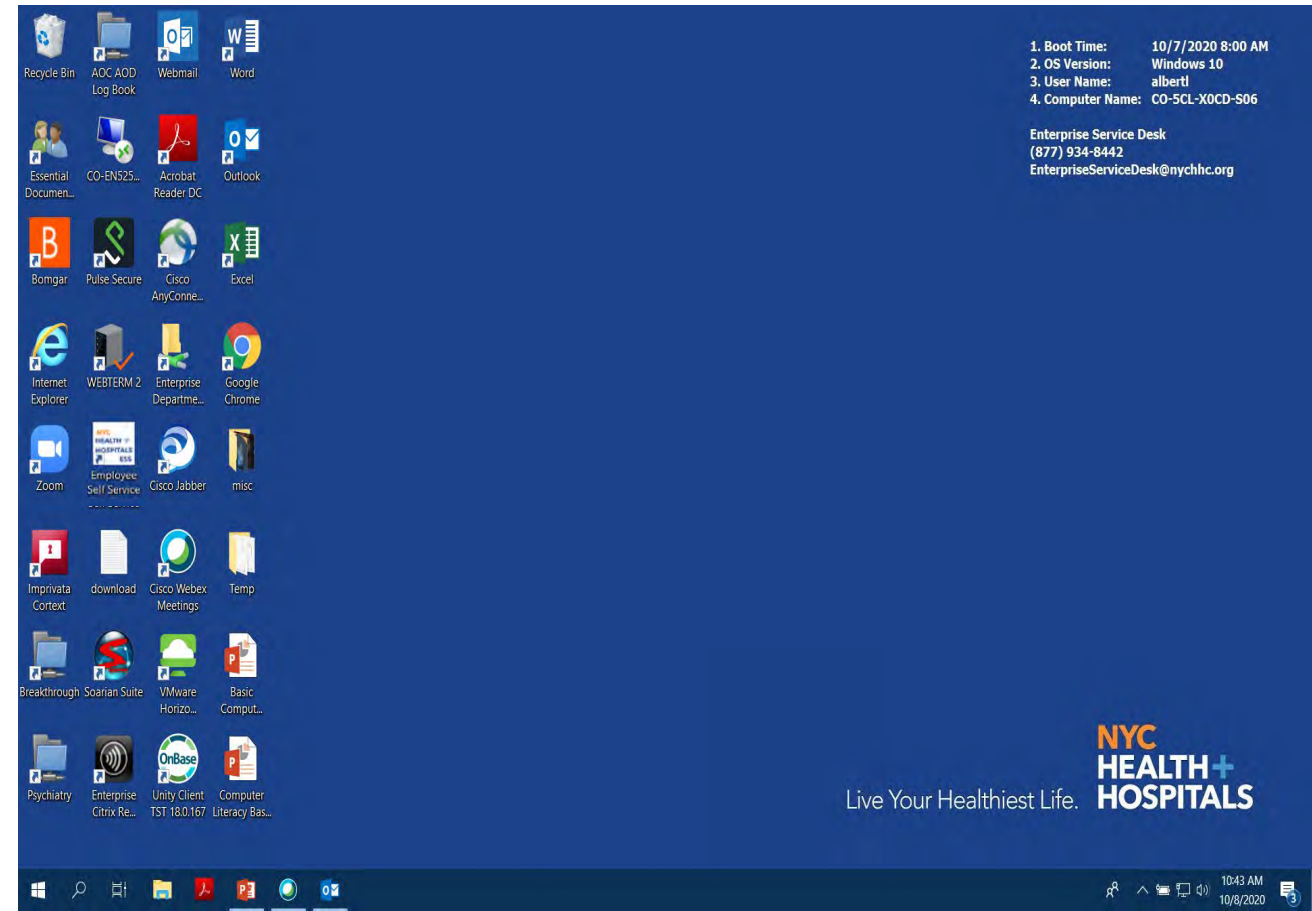
Part VI.

Basic Skills – Windows desktop, folder, file, shortcuts and taskbar



What is a desktop?

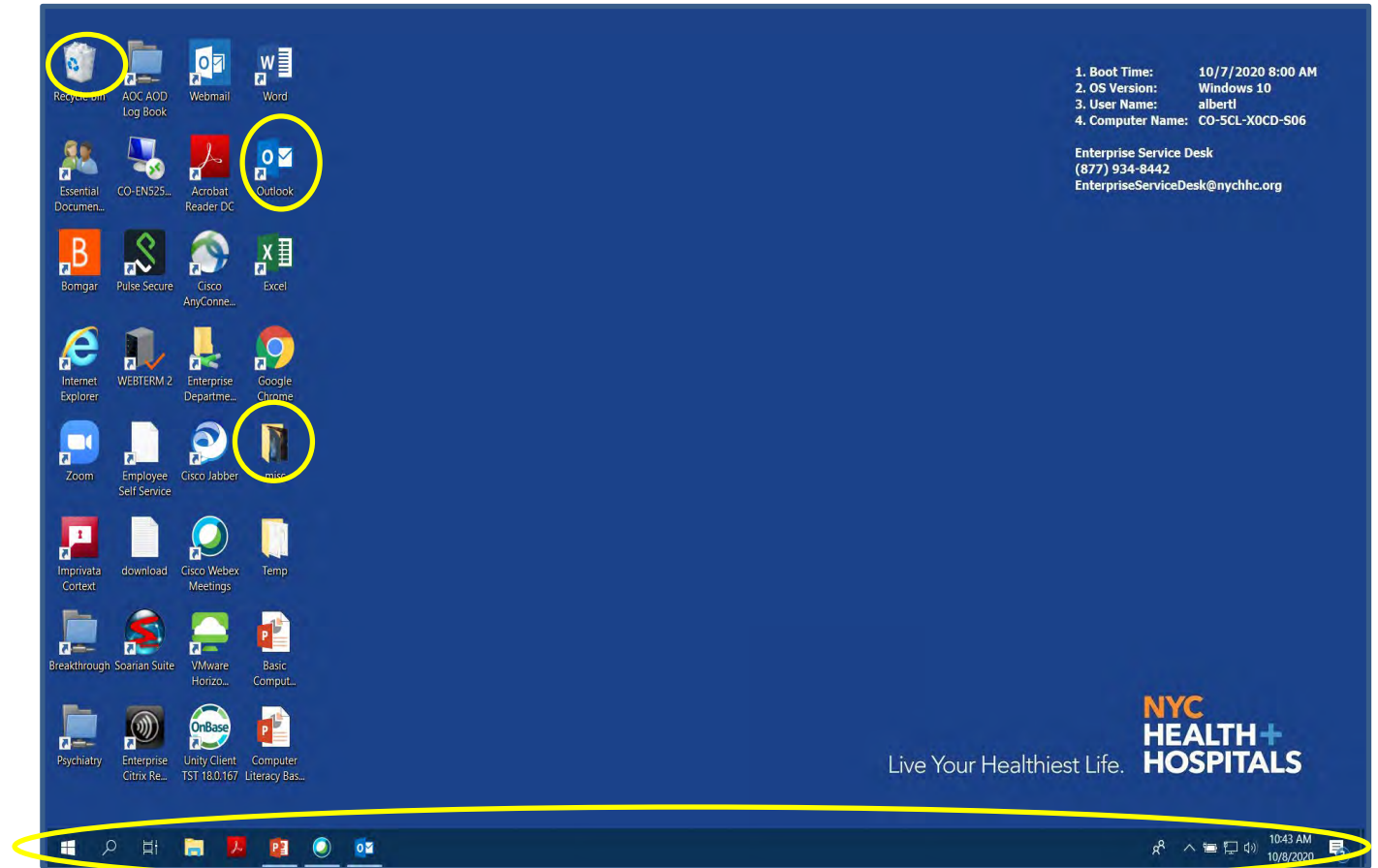
- The **desktop** is another term for the **home screen** on your computer. the first screen you see when your computer is on
- If other windows are open (such as Word documents or an Internet browser), the **desktop** can be found behind them
- It is the place where you can put commonly used **programs, documents, and folders**



What is a desktop?

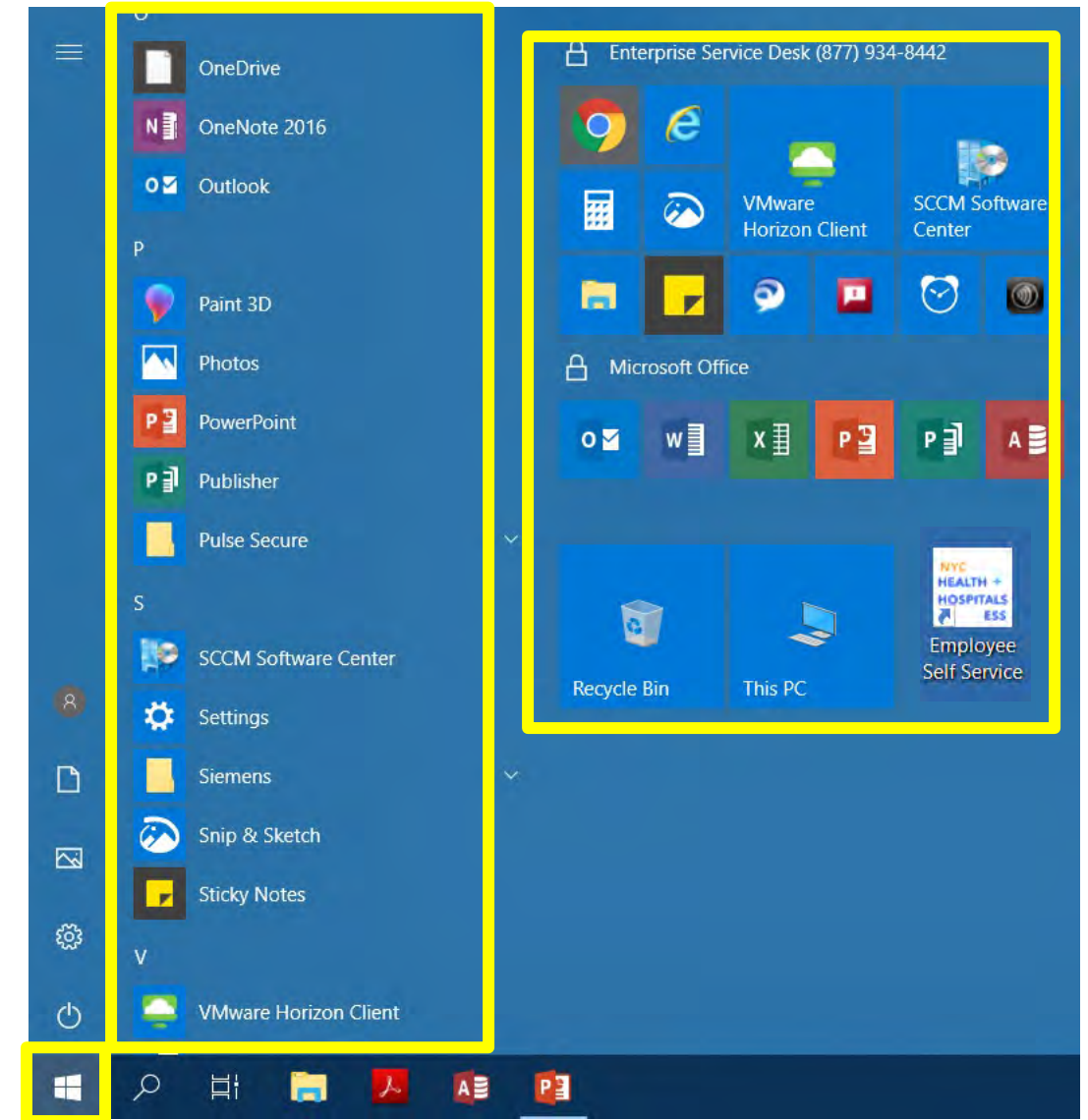
The staples of a desktop are the following

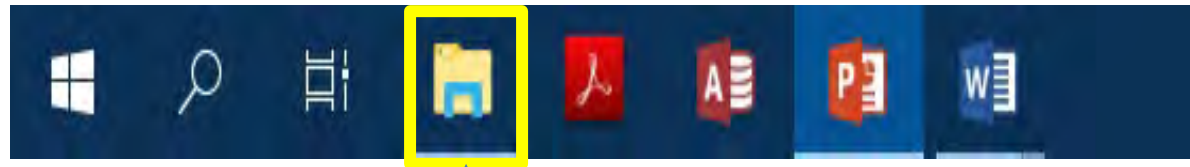
- **Recycle Bin**
- **Shortcuts to commonly used programs**
- **Folders and Files**
- **Taskbar**



How to start a program or application

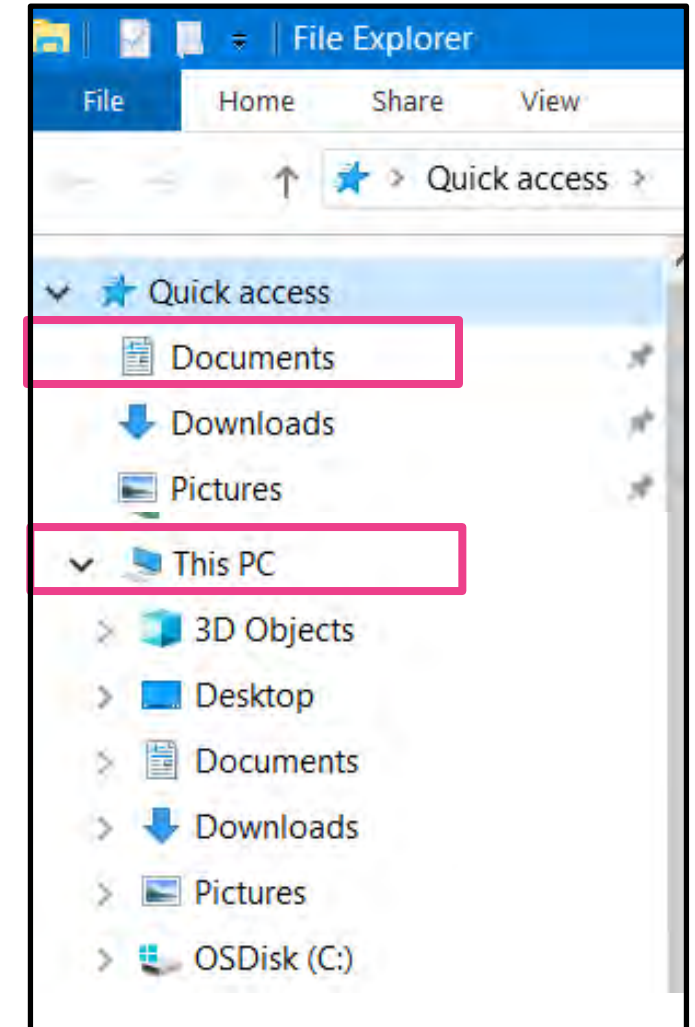
1. Click the **Start button**, located in the **lower-left** corner of your taskbar
2. A **menu** showing the programs you use **most frequently** appears on the **left**, and **commonly performed tasks** appear on the **right**
3. Select the **program** you want to open by double clicking it with your mouse





Navigating the file explorer

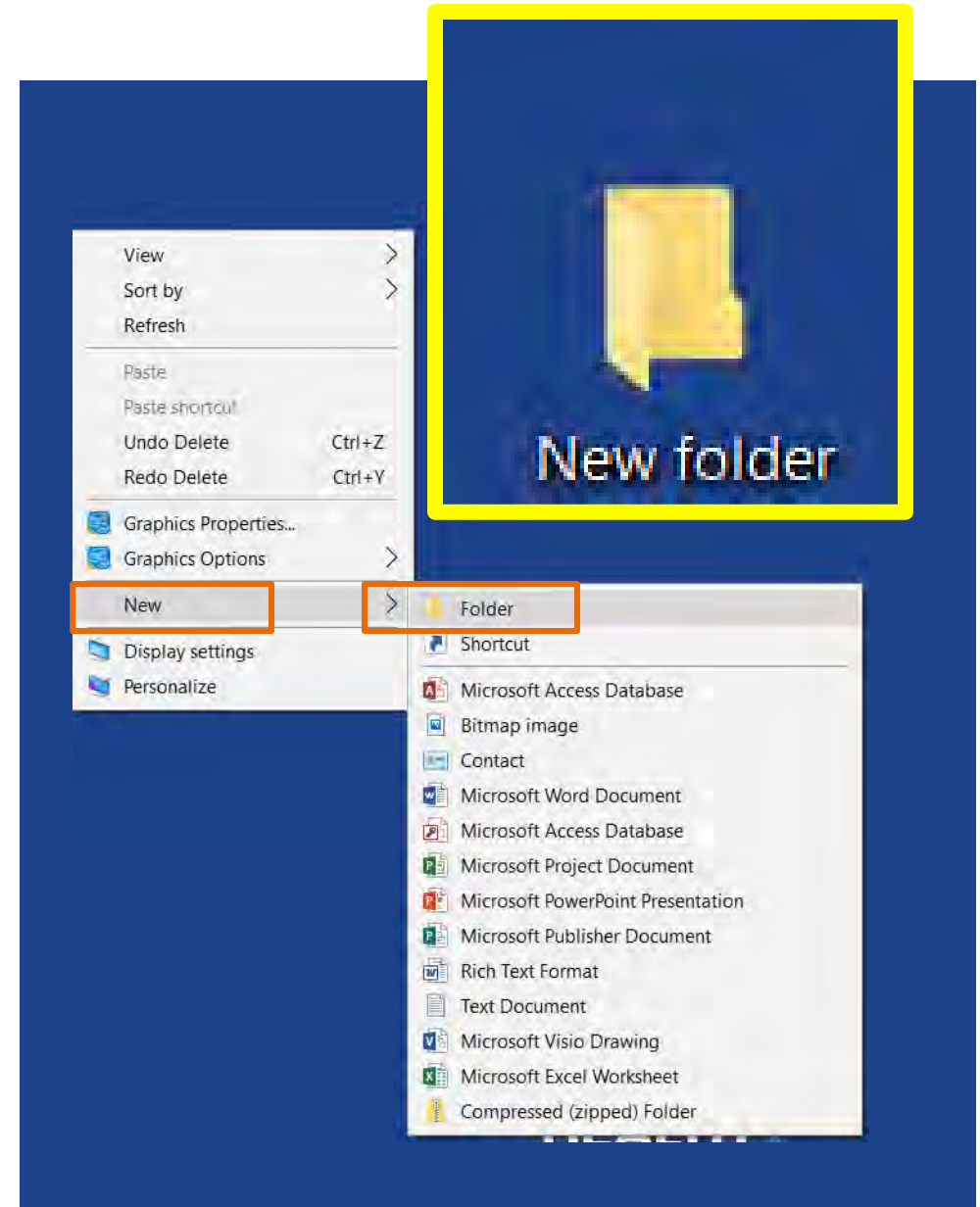
- The you can access the **File Explorer** by selecting and opening the **folder** found in the **Taskbar**
- The **This PC** icon allows you to explore the contents of your computer's drives, files, and removable storage devices. To open, double-click on the icon
- The **Documents** folder will store documents on your personal drive; therefore, it can be restored in the case of accidental deletion or computer malfunction. It can also be accessed from any computer systemwide, once you sign in
- This is where you should **save any files** you work that you may want to keep private



What is a folder?

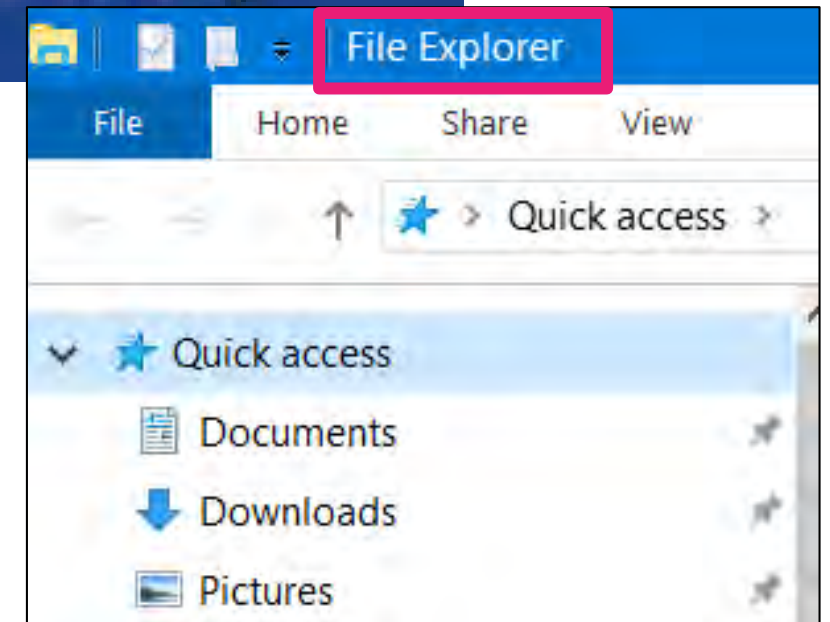
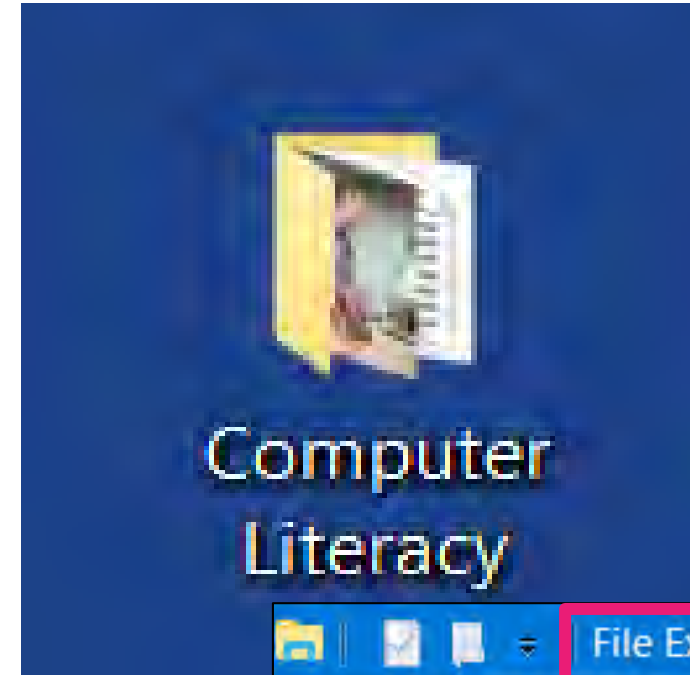
Folder much like a real folder, is a place where you can save files and documents

1. To create a **new folder** for particular documents, find a blank space on the desktop or inside a folder and **right-click** using your mouse
2. Scroll down to **New** and follow the arrow to select **Folder**
3. **Left-click** to create a new folder
4. A folder icon will appear called **New folder**
5. **Rename** the folder by typing **inside** the text box underneath



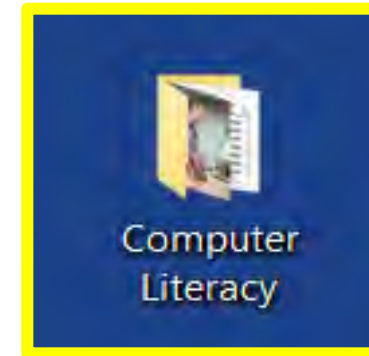
What is a file?

- A **file** is a collection of related information or a computerized document. The files that make up a program are stored together in their own set of folders
- When you create files, a good idea is to **organize them in folders** and to store files of a like kind in a single folder
- Microsoft recommends that you store your documents under the **Documents folder**, your pictures under the **Pictures folder**, and your Music under the **Music folder**



How to open a folder and a file

1. Go to **Documents** to locate your folder (or whichever location it is stored). Once located, **double click** to open
2. When you open a **folder**, the folders and files contained in the folder appear in the **File List**
3. To open a file, **double click** the **filename**

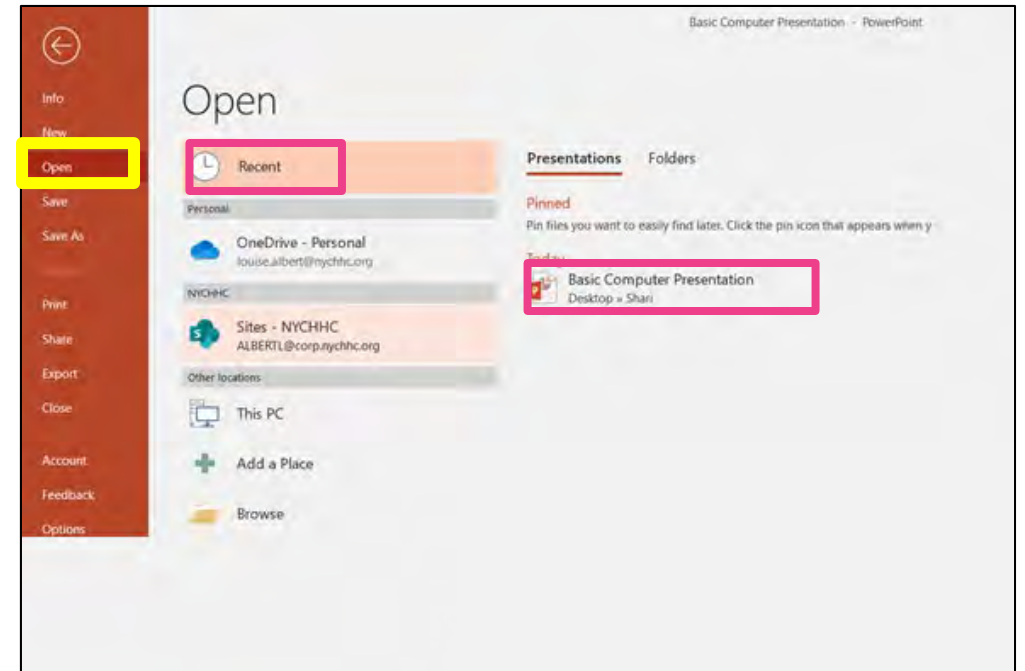


Name	Date modified	Type ^	Size
pics	8/3/2020 1:19 AM	File folder	
How_to_Navigate_the_New_ELM_Home_...	7/26/2020 10:33 A...	Adobe Acrobat D...	644 KB
Intro-Students	7/26/2020 10:32 A...	Adobe Acrobat D...	1,732 KB
outlook-2016-basic-quick-reference	7/26/2020 10:33 A...	Adobe Acrobat D...	395 KB
Basic Computer Presentation	8/3/2020 5:19 AM	Microsoft PowerPo...	21,992 KB
Groomed Training Slides	7/23/2020 12:38 PM	Microsoft PowerPo...	97 KB
windows-quick-reference-7	7/23/2020 12:44 PM	Microsoft Word 97...	336 KB
Intro-Students - CO	7/27/2020 11:46 A...	Microsoft Word D...	600 KB
Intro-Students	7/23/2020 12:39 PM	Microsoft Word D...	591 KB
links	7/26/2020 10:35 A...	Microsoft Word D...	13 KB
Talking Points	7/26/2020 10:33 A...	Microsoft Word D...	153 KB
windows-10-quick-reference - guide	7/23/2020 12:39 PM	Microsoft Word D...	1,048 KB



Using Window file tracker

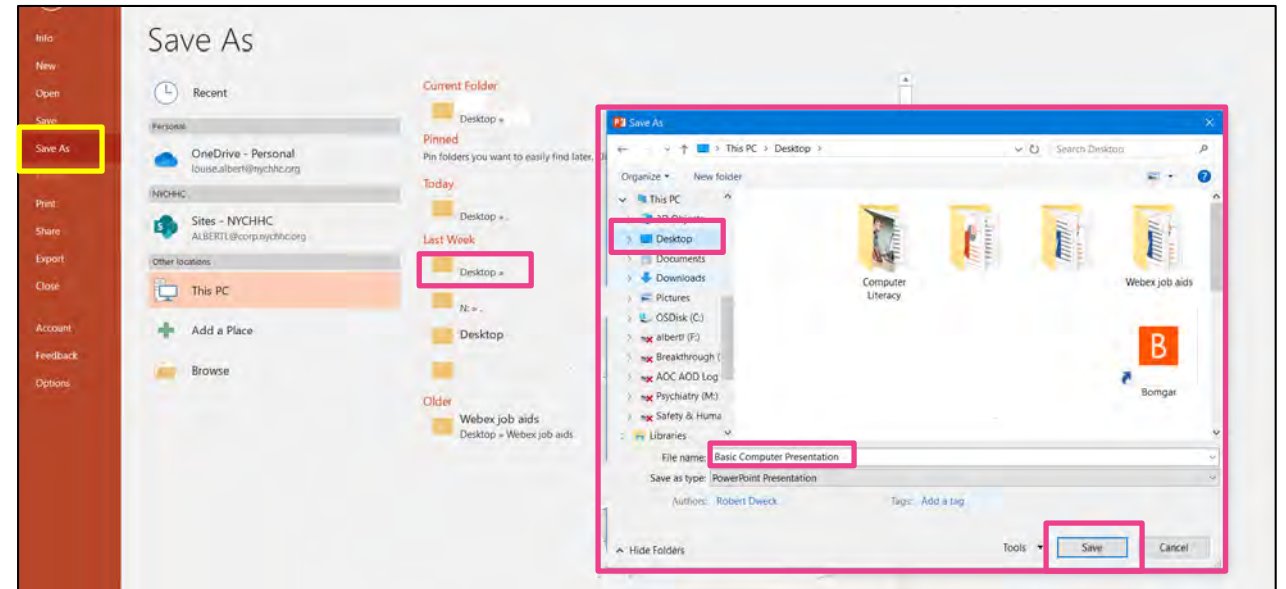
1. As you work, **Windows tracks** the files and programs you have used. In each of your office programs (Word, Excel, PowerPoint and Access) there is a lists these files and programs on the **most Recently used document** list. To view the list
2. Open **Application** (Word, Excel, etc...), click **File** in the top ribbon menu bar then click **Open**
3. Click **Recent** Items on the right side of the menu. A list of recent files and programs appears
4. To open a file listed on the **Recent** list, **double click** the filename





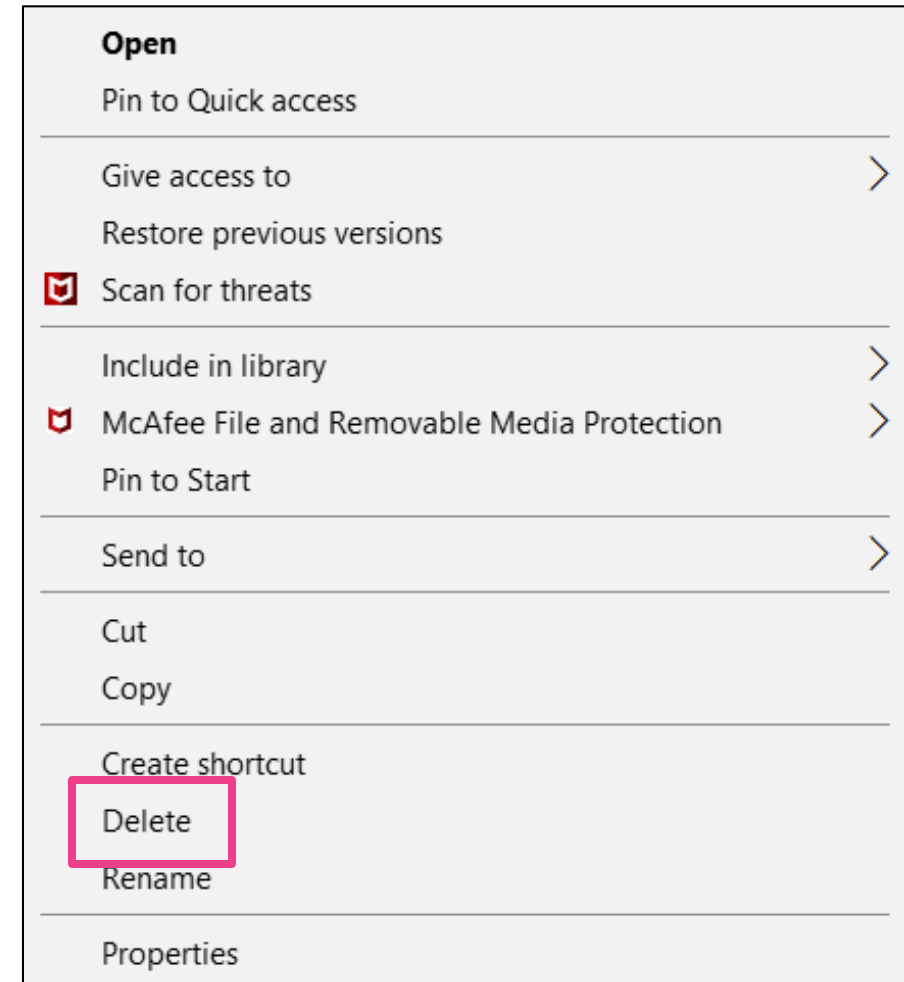
How to save a file

1. Click **File**, which is located on the top ribbon menu bar. A drop-down menu appears
2. Click **Save**. If you have never saved the file before, the **Save As** dialog box appears
3. Click the **down-arrow** in the **Save As Type** field and then select the file type you want your file to have
4. Type the name you want to give your file in the **File Name** field
5. Click the **Browse** button and then use the Explorer window to change folders if needed
6. Click the **Save** button



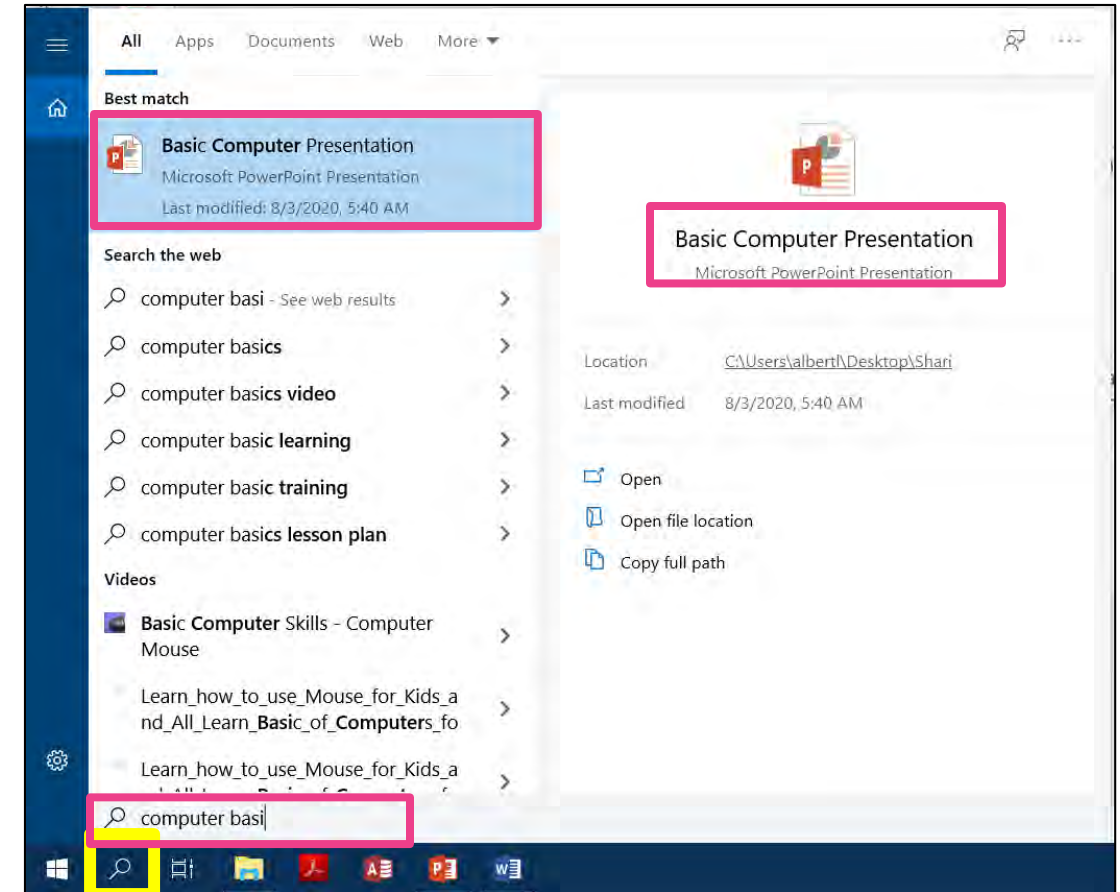
How to delete a file or folder

1. To begin, **right-click** the file or folder you want to delete. A context menu appears
2. Click **Delete** and the file will be **deleted immediately**
3. For older **Window OS**, Windows will ask, "**Are sure you want to move this file to the Recycle Bin?**"
4. Click **Yes**. Windows places the file or folder in the Recycle Bin



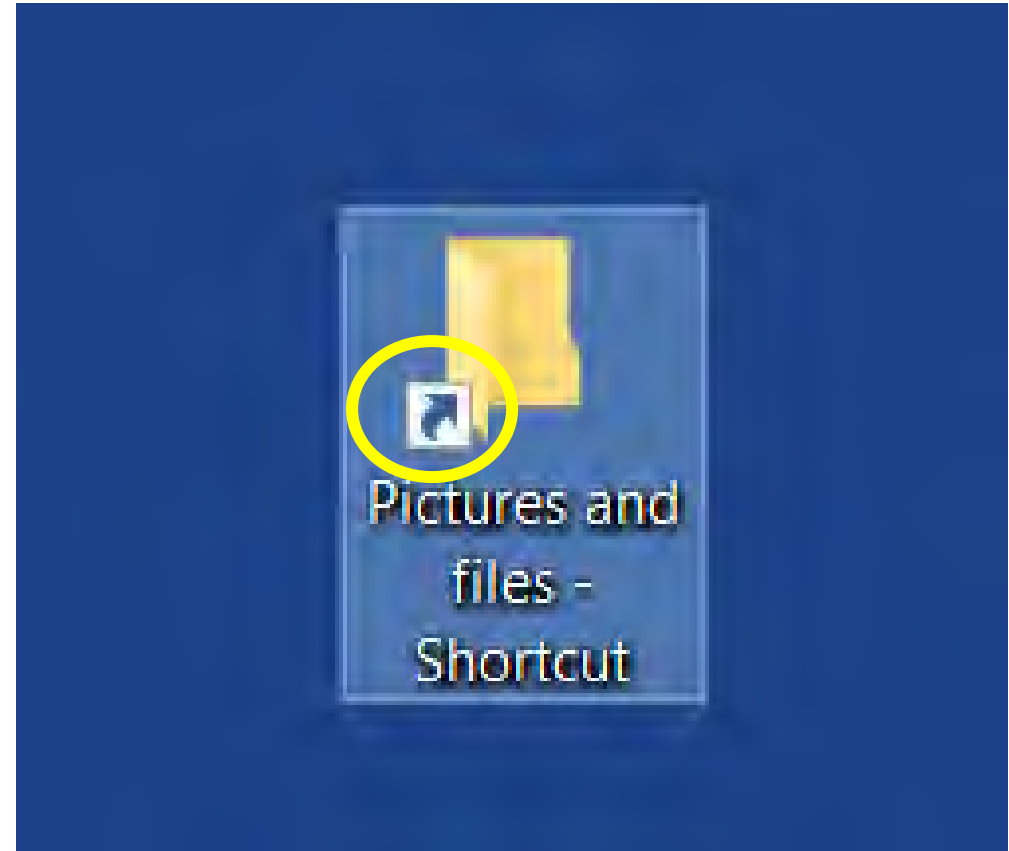
How to do a windows search

1. Click the **Search** button next to the window/start button. The Search dialog box appears
2. Type the **filename**, the **folder** name, the **date** the file was last modified, or the author of the file in the **Search** field. As you type, Windows attempts to locate the file
3. The results of the search appear in the window above and to the right. You can click the **filename** to open the file



What is a desktop shortcut?

- A **desktop shortcut**, usually represented by an icon, is a small file that points to a program, folder, document, or Internet location
- Clicking on a **shortcut icon** takes you directly to the object to which the shortcut points
- Shortcut icons contain a **small arrow** in their lower-left corner
- Shortcuts are merely pointers; deleting a shortcut **does not delete** the item to which the shortcut points

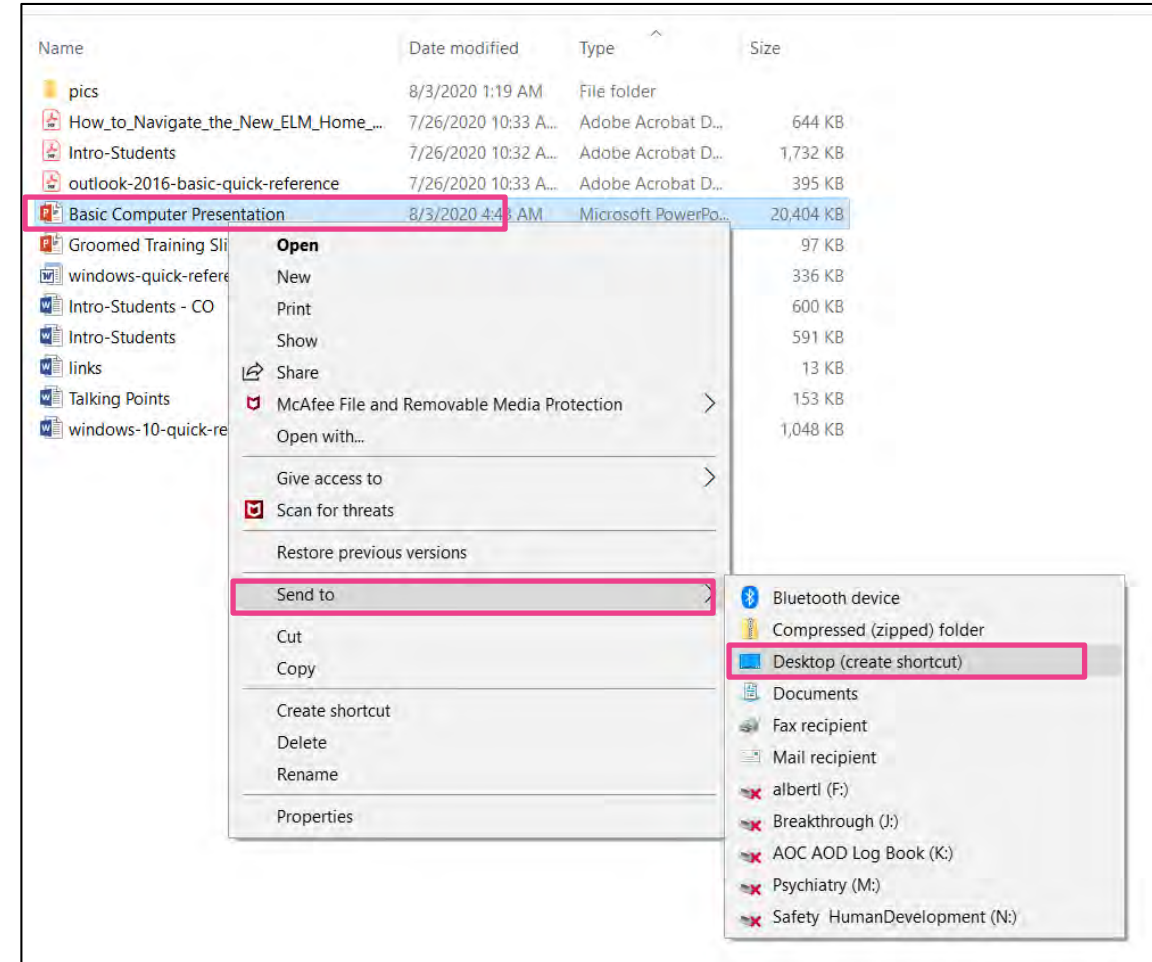




How to create a desktop shortcut

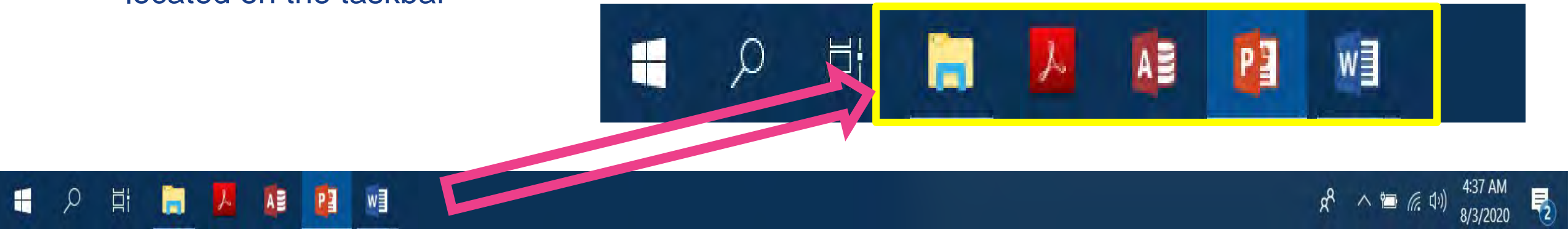
If the item is located on the Start menu

1. Locate the **program, folder or file** to which you want to create a shortcut through the **file explorer**
2. Next **right-click** the item. A context menu appears
3. Right-click **send to**. A sub-menu appears
4. Click **desktop (create shortcut)** and a shortcut will be created on your desktop



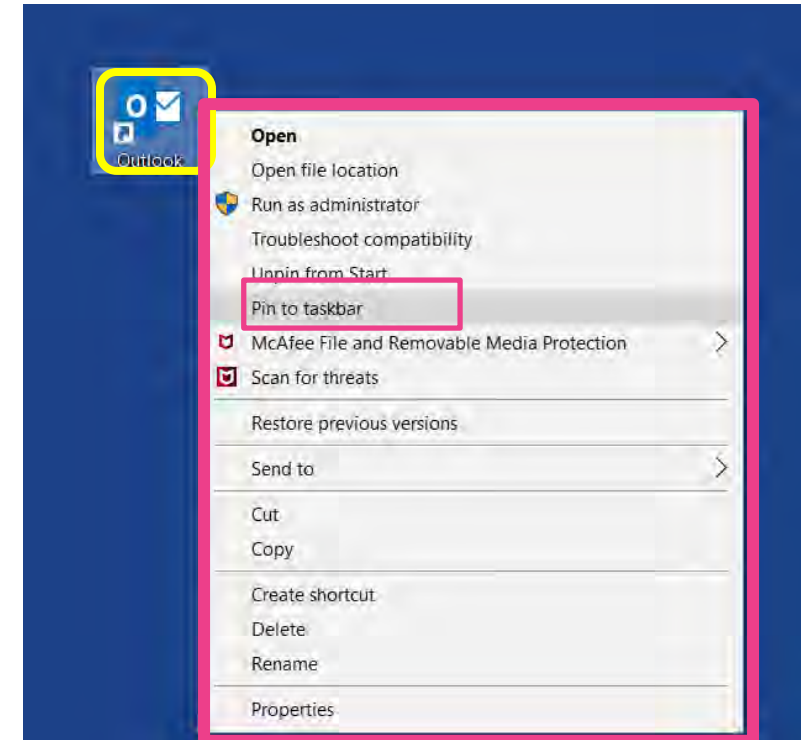
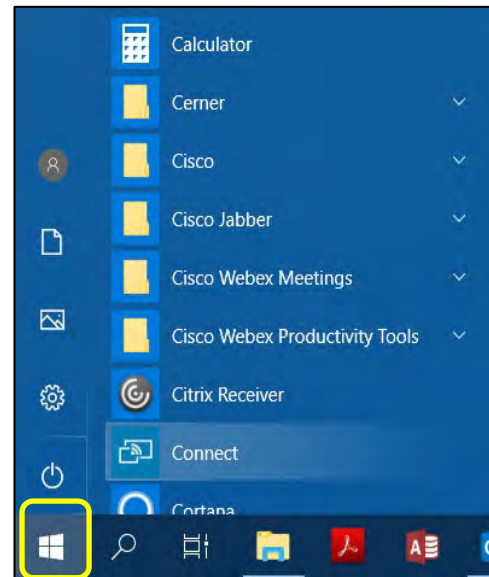
What is the taskbar?

- The **taskbar** is a long bar that by default runs along the bottom of your desktop
- The **Start** button, **Quick Launch** toolbar, **Active Program** buttons, and the **Notification** area are located on the taskbar



How to pin application in taskbar

1. Click the **start/window logo** or go to your **home screen**
2. Select the program you would like to pin, **right-click** the icon and a menu will appear
3. Select **Pin to taskbar**



QUIZ TIME!

Quiz 6: True or False?

- A **desktop** is the place where you can put commonly used programs, documents, and folders

A. True

B. False



QUIZ TIME!

Quiz 6: True or False?

- A **desktop** is the place where you can put commonly used programs, documents, and folders
 - A. **True.** A desktop can allow for faster access to popular applications
 - B. **False**





Part VII.

Basic Skills – Cut, copy and paste and other common task



Cut, copy and paste

- There may be times when you want to copy an item from one place to place it in another area
- To accomplish this task you can utilize the **Cut** and **Paste** or **Copy** and **Paste** functions



Cut, copy and paste

Any piece of information can be cut or copied.

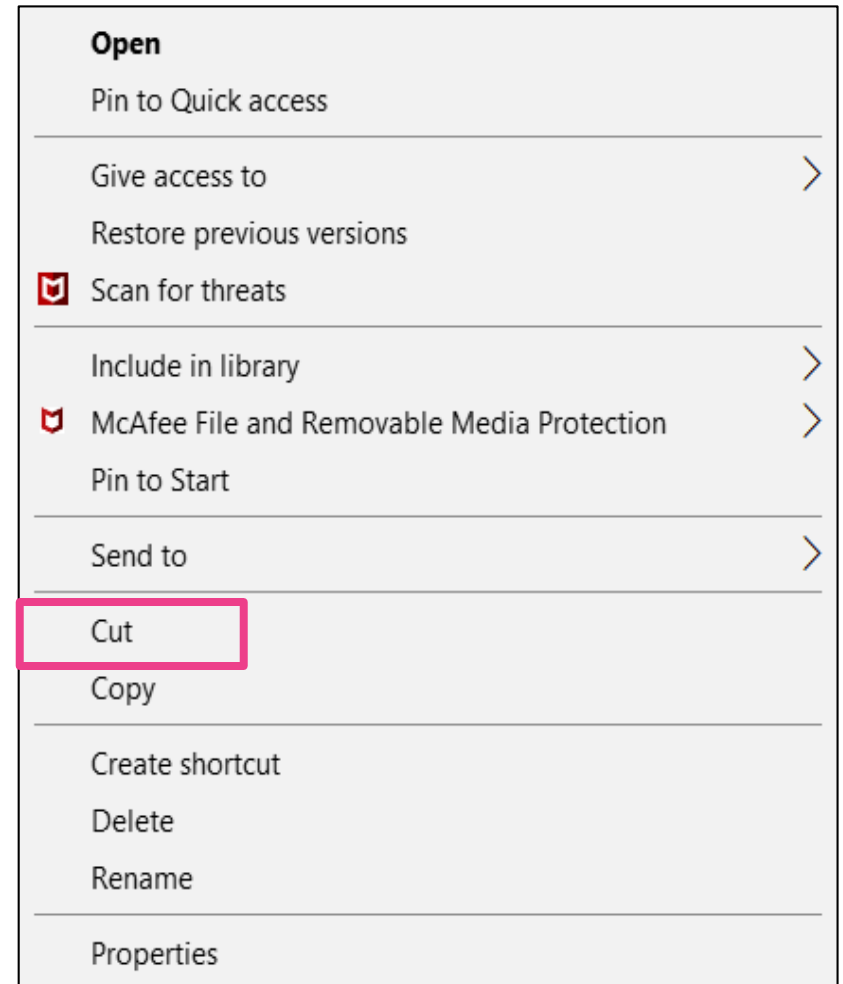
- When you **CUT** information, you remove it from it's current location and pasted (placed) it elsewhere
- When you **COPY** information, it remains at the original location and additional copies are made and pasted where ever you desire
- When you **Paste** information that is the act of placing it in your desired location



How to cut, copy and paste using the mouse

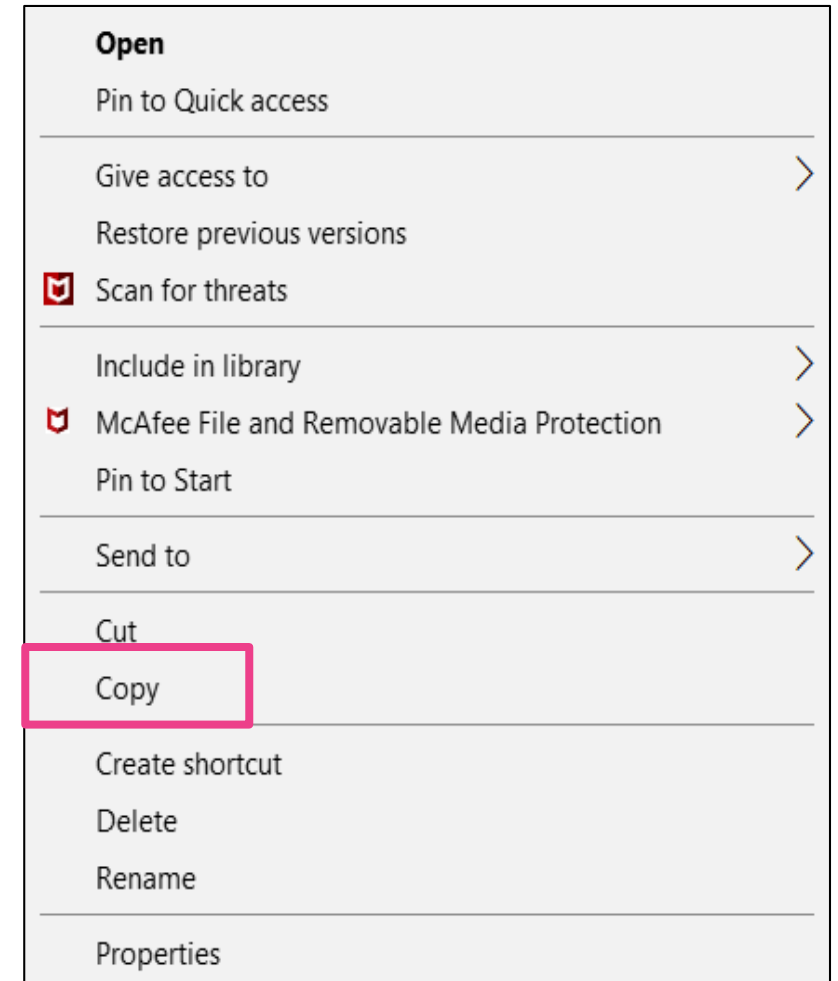
Before you cut or copy, you must first select the item by highlighting the word, folder, sentence, picture etc... that is of interest. Then you can do the following

1. To **Cut**, **Right Click** using your mouse and a menu will appear. Hover your mouse over the word **Cut** and **Left Click** your mouse to complete the action
2. Once you are done, choose the location where you want your information to appear



How to cut, copy and paste using the mouse

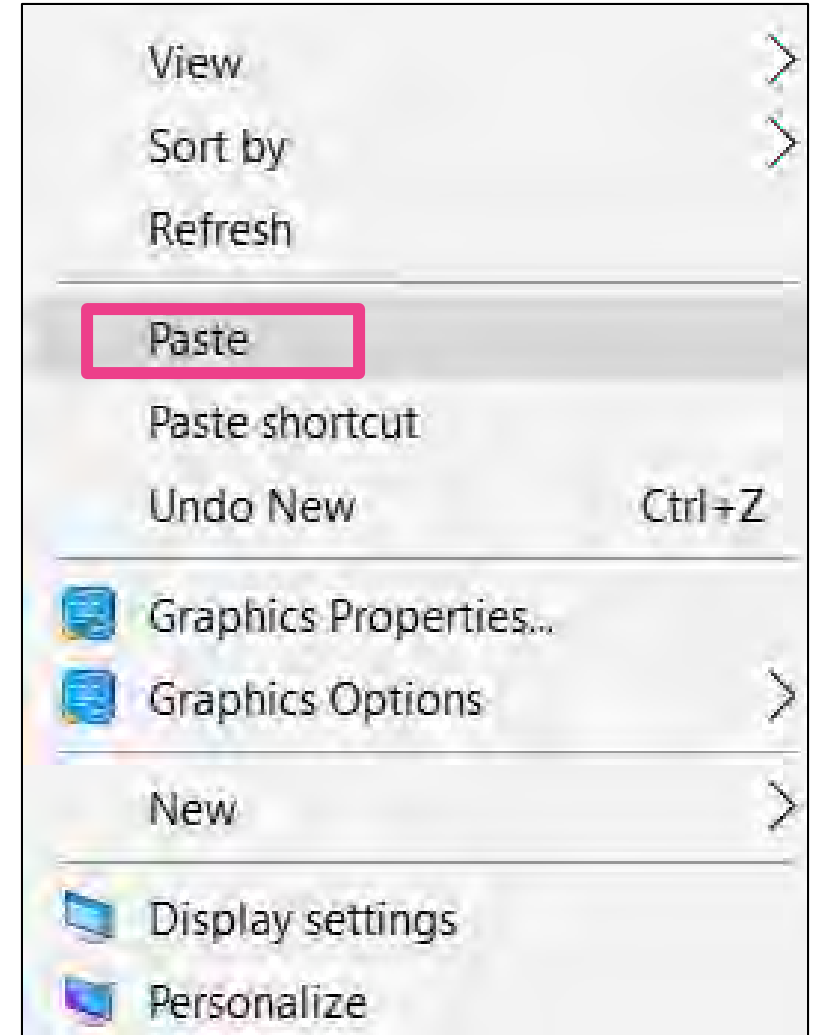
1. To **Copy**, **Right Click** your mouse and a menu will appear. Hover your mouse over the word **Copy** and **Left Click** your mouse to complete the action
2. Once you are done, choose the location where you want your information to appear



How to cut, copy and paste using the mouse

Whether you **Cut** or **Copy**, the steps to **Paste** remains the same

1. To **Paste**, **Right Click** with your mouse over the location where you want your information to appear
2. This will open your menu of options
3. Select the **Paste** and **Left Click** to complete the action



How to cut, copy and paste using keyboard functions (shortcuts)

- These functions can easily be accomplished using your **mouse**
- However, there are times when you may want to paste an item into an area where you don't have access to the Menu bar
- If you find yourself in this situation, you accomplish these tasks using the keyboard equivalent otherwise known as **shortcut keys**



How to cut, copy and paste using keyboard functions (shortcuts)

Keyboard functions are known as **shortcuts**.

They are fast and easy to learn. You should always know multiple ways for completing a task when using your computer. The more you know, the further you will go. Here is how you can use **Shortcuts to Cut, Copy and Paste**

1. To **Cut**, select by highlighting what you want to cut then press **CTRL+X** to complete the action
2. Your item will disappear or lighten in color indicating that it has been cut



How to cut, copy and paste using keyboard functions (shortcuts)

1. To **Copy**, select by highlighting what you want to copy then press **CTRL+C** to complete the action
2. Your item will remain but a copy has been made and is being held in the clipboard as it awaits the paste function



How to Cut, Copy and Paste using keyboard functions (Shortcuts)

Similar to using the mouse, whether you **Cut** or **Copy**, the steps to **Paste** remains the same

1. Using your keyboard, arrow and or tab to the location where you want your information to appear
2. To **Paste**, press **CTRL+V** (yes, that's "V" as in Victor) to complete the task



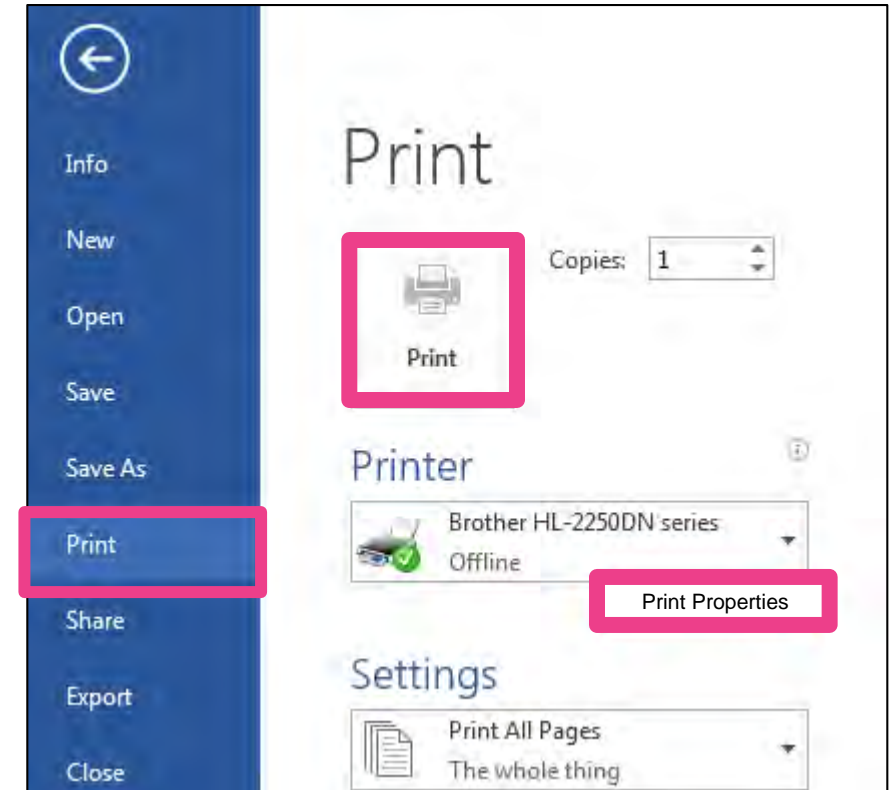
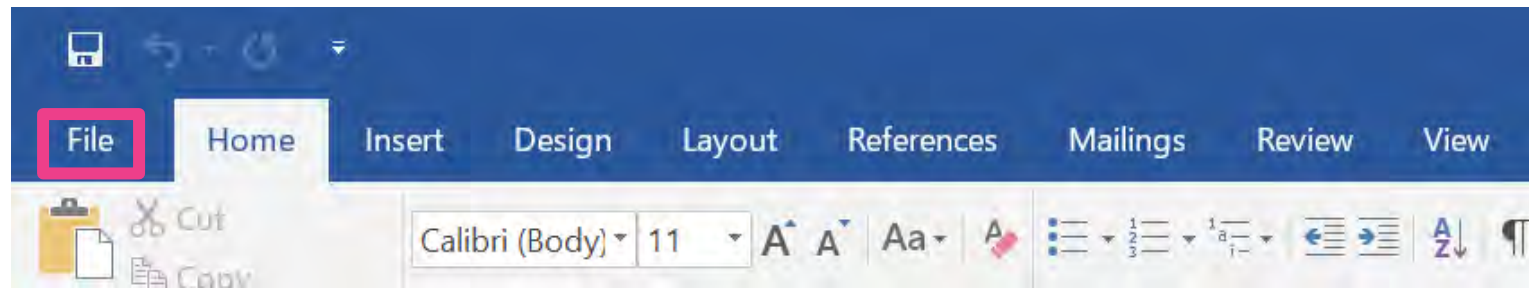
Print screen or (PRT SCN)

- Pressing Print Screen **PRT SCN** captures (copy) your entire screen as an image (a "screen shot") and copies it to the **Clipboard** in your computer's memory
 - From there you can paste it (**CTRL+V**) into Microsoft Paint, Word or another program/application and, if you want, print it from that program
1. Instructions: Press **PRT SCN** button



How to print using a mouse

1. Click **File**
2. Select **Print**
3. On the **Print** page, choose a printer, choose the settings you desire using **printer properties**
4. Once done, Left-click **Print**



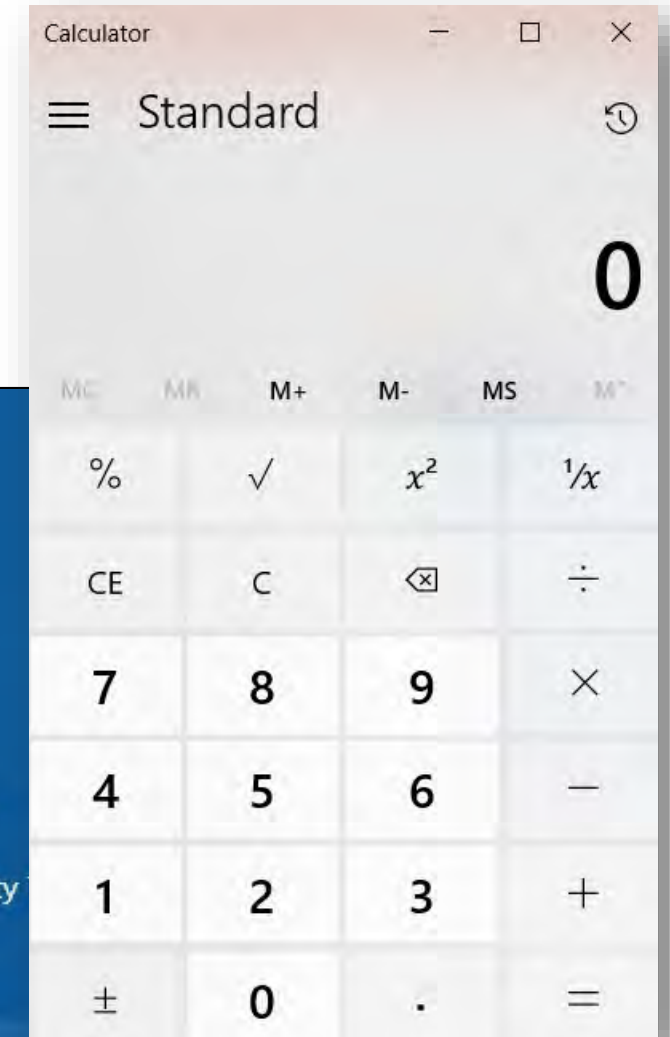
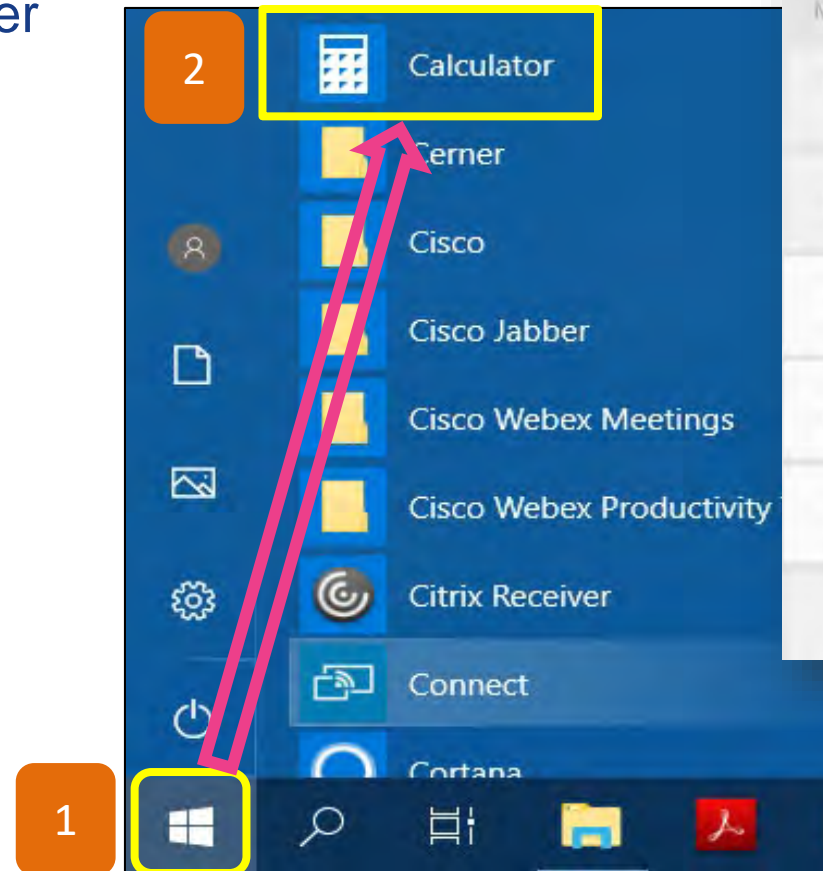
How to print using the keyboard shortcut

1. To **Print**, press **CTRL+P** on your keyboard and the **Print** window will open, allowing you to complete the action



How to open the calculator using the mouse

1. Open Calculator by clicking the **Start** button, **scroll up** in alphabetical order
2. then click the word **Calculator**



QUIZ TIME!

Quiz 7: Multiple Choice

- When you _____ information, you remove it from it's current location and paste (place) it elsewhere. Whereas when you _____ information, it remains at the original location and additional copies are made and pasted where ever you desire
 - A. Copy, Cut
 - B. Copy, Paste
 - C. Cut, Copy



QUIZ TIME!

Quiz 7: Multiple Choice

- When you _____ information, you remove it from it's current location and paste (place) it elsewhere. Whereas when you _____ information, it remains at the original location and additional copies are made and pasted where ever you desire
 - A. Copy, Cut
 - B. Copy, Paste
 - C. Cut, Copy



QUIZ TIME!

Quiz 8: True or False?

- Keyboard functions are also known as **Shortcuts**
 - A. True
 - B. False



QUIZ TIME!

Quiz 8: True or False?

- Keyboard functions are also known as **Shortcuts**

A. True

B. False





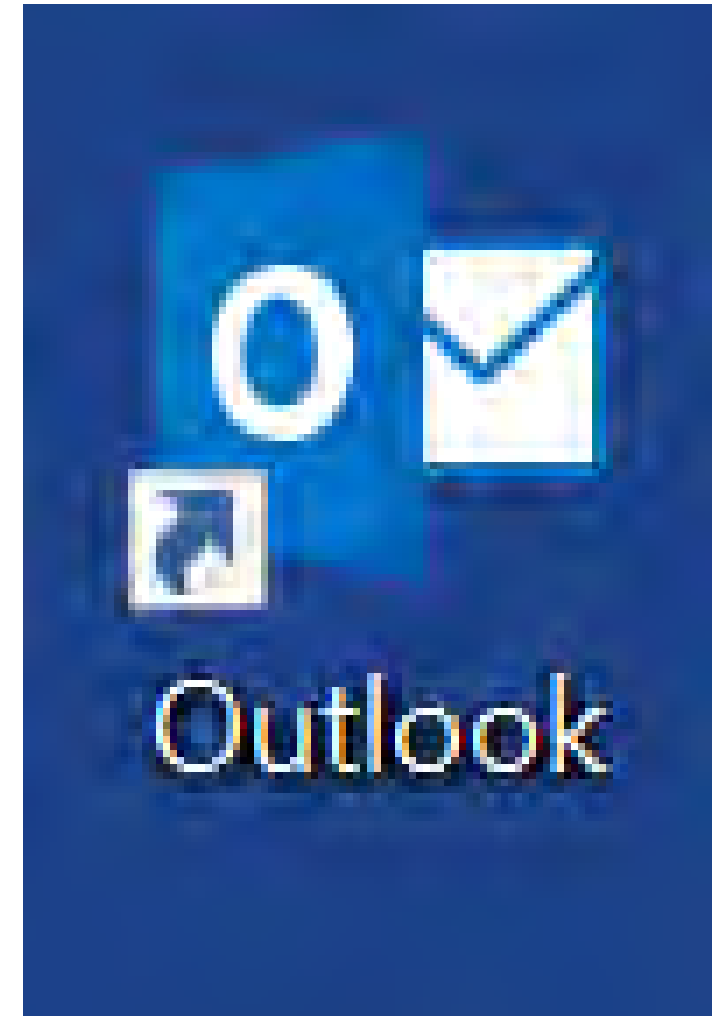
Part VIII.

Basic Skills – Using Microsoft outlook email and calendar



What is Microsoft Outlook?

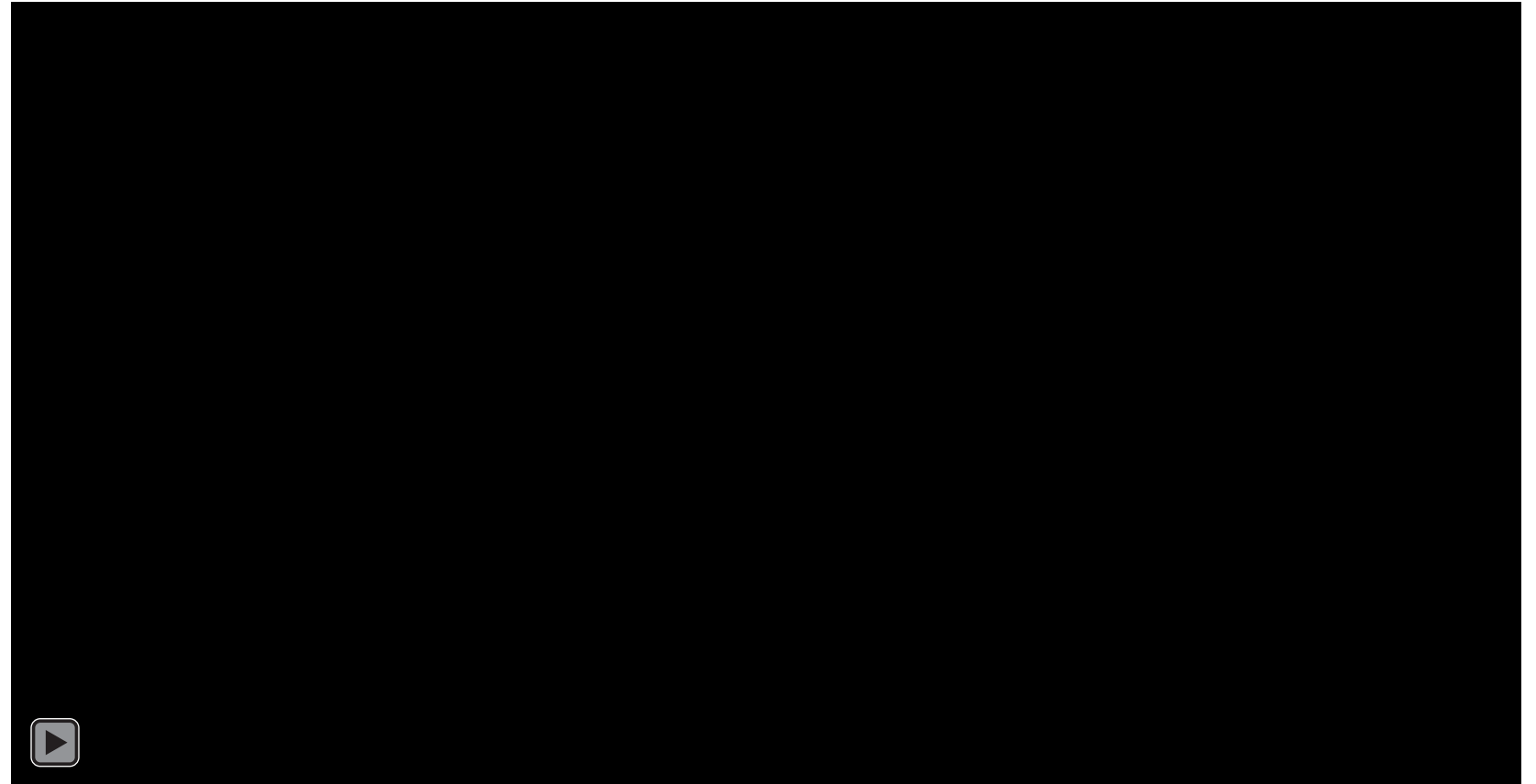
- Microsoft (MS) **Outlook** is a work related information manager of choice for **NYC Health + Hospitals**
- Though primarily used for **emails**, MS Outlook also includes the following functions
 - **Calendaring**
 - **Task managing**
 - **Contact managing**
 - **Note-taking**
 - **Journal logging**



How to access MS Outlook for the first time


There is an MS Outlook icon on **every** NYC Health + Hospitals computer **systemwide**

1. To open, locate the icon on your **desktop**
2. Hover your cursor over it then **double click** with your mouse



How to access Microsoft Outlook online using your smartphone

You can access **Outlook**, on your phone via the internet by using Webmail

1. Locate the **internet browser** on your phone
ex: Google Chrome  or Safari 
2. Type in the following search address
Webmail.nychhc.org
3. Enter your **User ID** and **Password**
4. Click **Sign In**

Please Note: If asked, select **Save or Update Password**

Webmail.nychhc.org

Outlook Webmail
App

User ID

Password

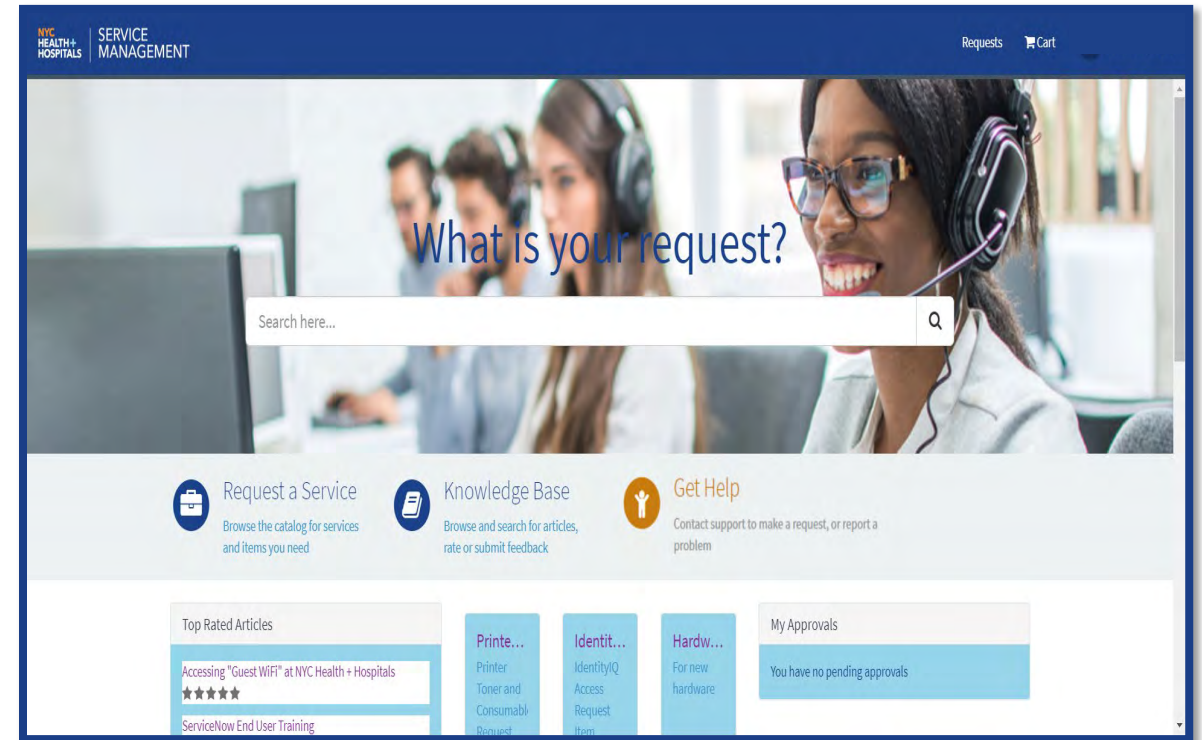
Sign in



Enterprise Service Desk (EITS)

If you need further assistance
contact EITS

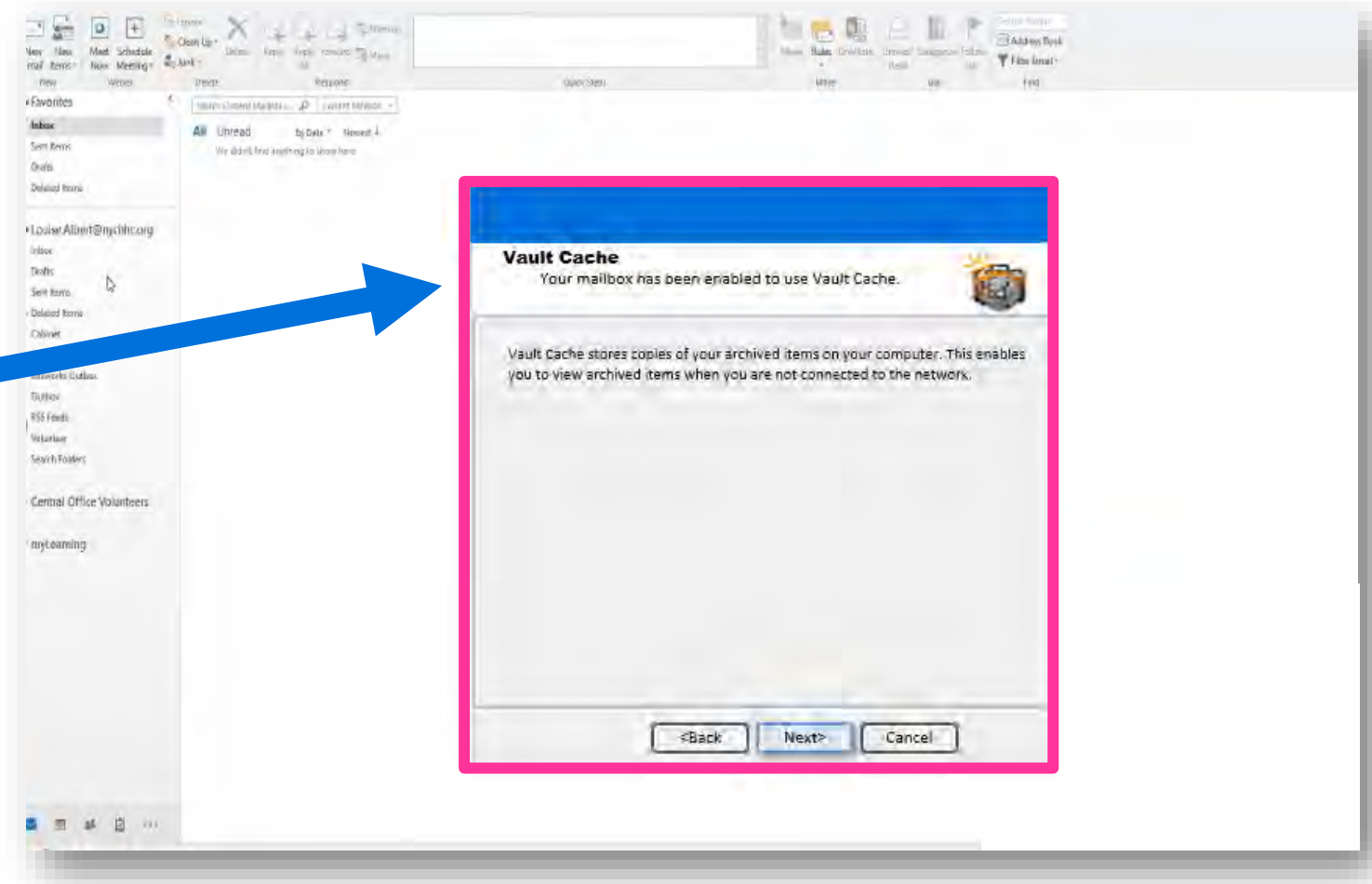
- **Service Now**
<https://nychh.service-now.com>
is the portal that handles all EITS
request through their intranet site
- **Email**
EnterpriseServiceDesk@nychhc.org
- **Phone**
877.934.8442



Opening MS Outlook for the first time

Enterprise Vault Cache allows you to decide how you will **store** your old emails

- When opening **MS Outlook** for the **first** time, the **Vault Cache** window will **appear**
- **Please note:** This will have to be addressed **first** before you can access your emails
- If you need additional assistance contact **EITS** at **877.934.8442**

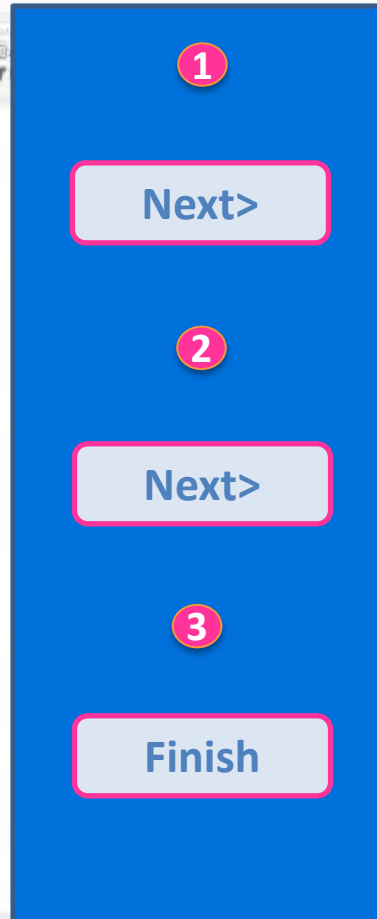
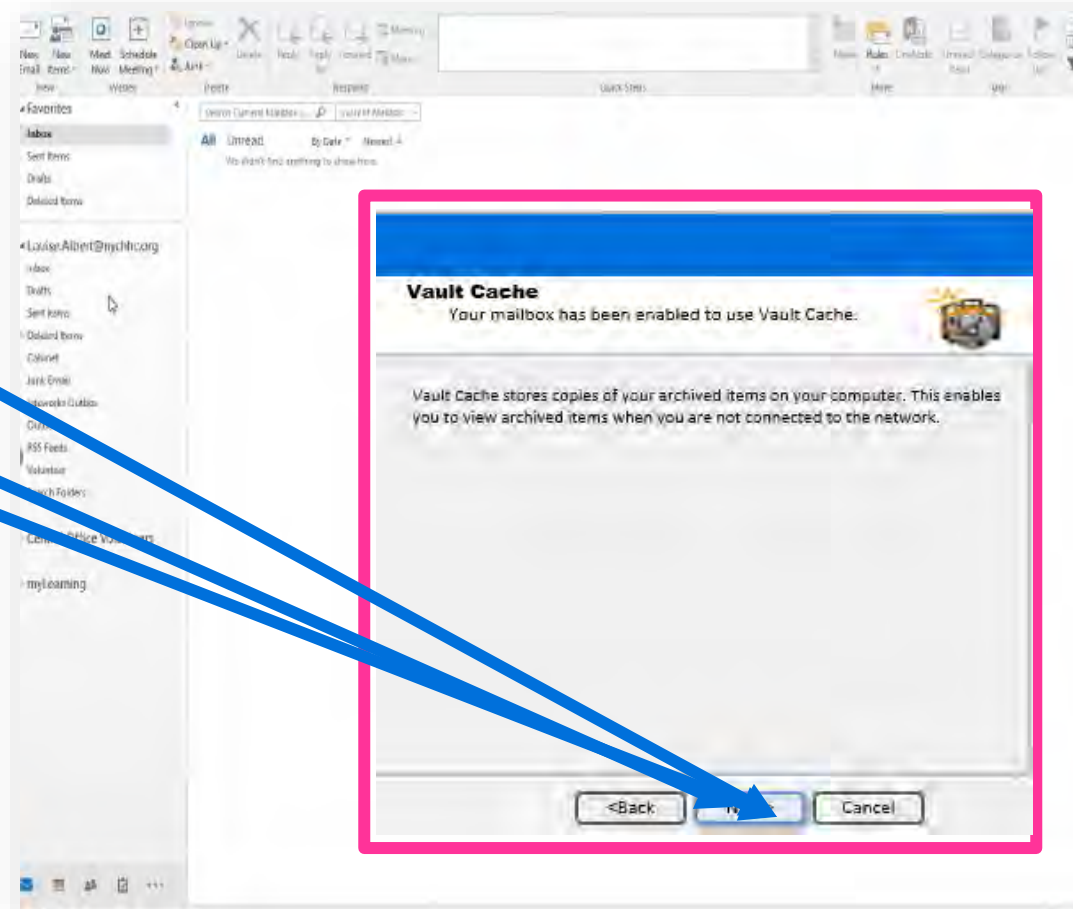


Configuring Enterprise Vault

1. Click **Next**
2. Then click **Next** again
3. Finally, click **Finish**

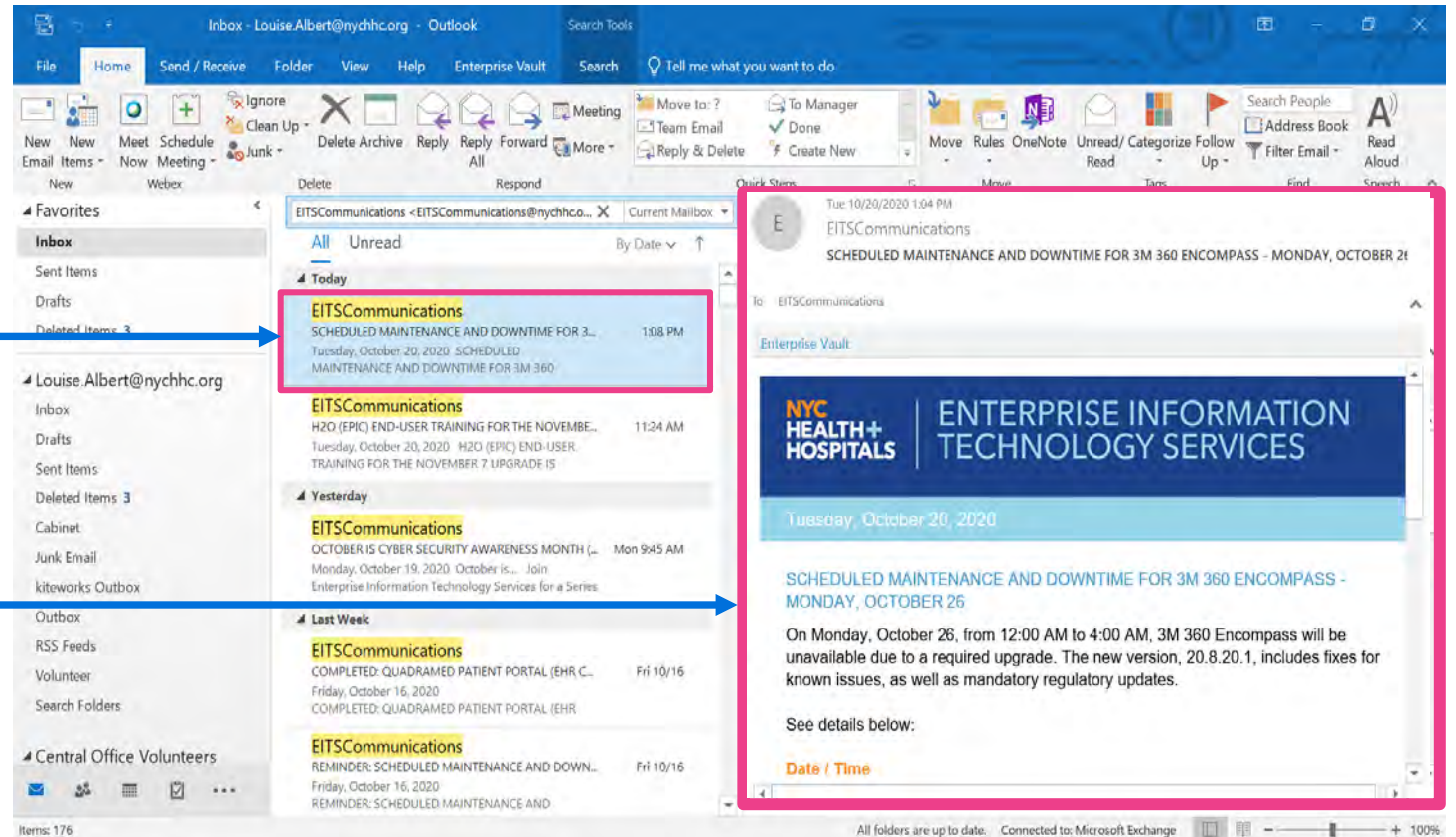
Your emails will load upon completion

Please note: This tutorial is only displaying **one** option. You can **customize** these settings in a variety of ways to suit your needs



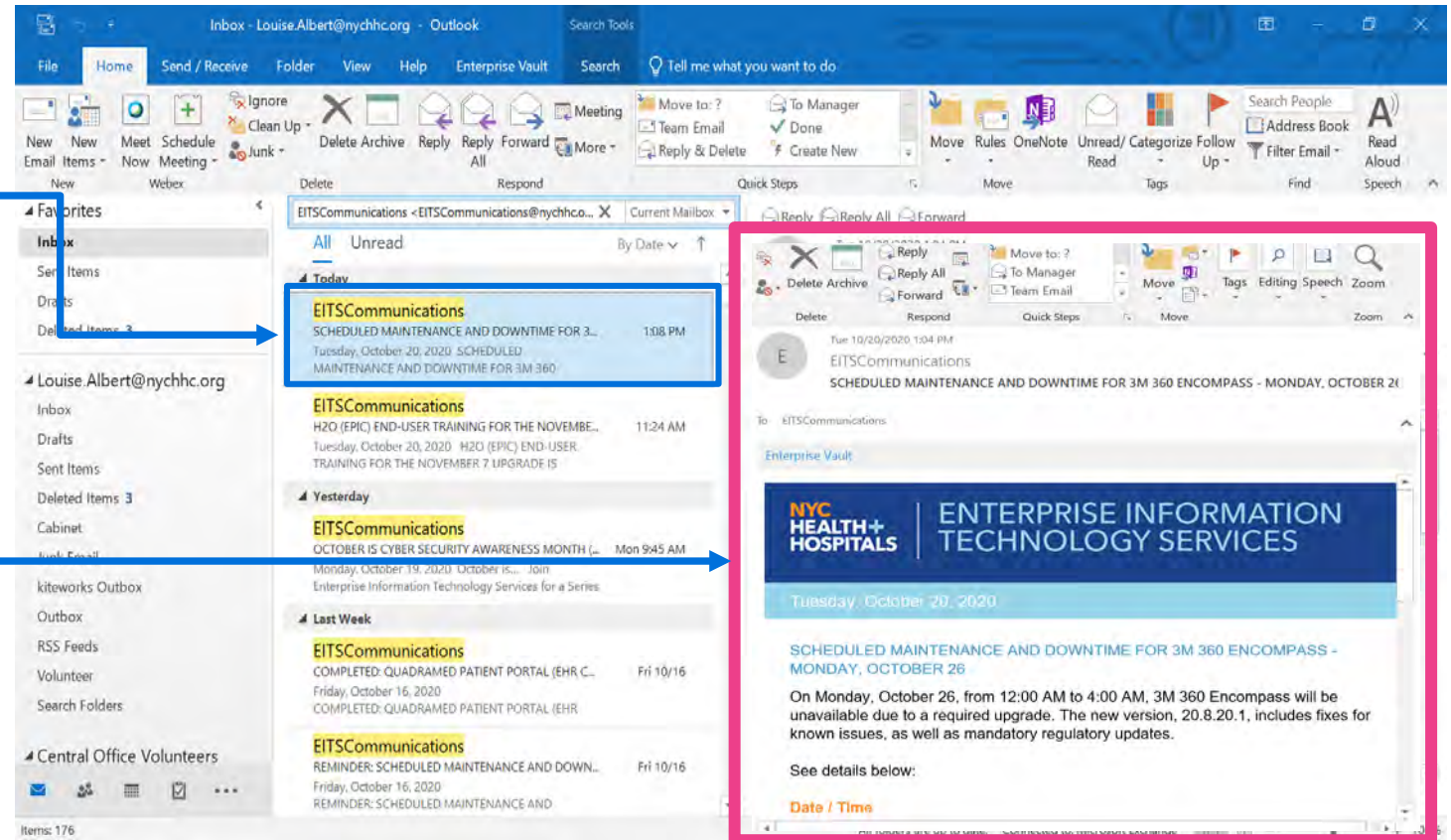
Review emails

1. To preview an email, select email from the inbox by clicking the **title** found on the **left side** once
2. This will enable you to **preview** the email on the **right side** of the screen



Review emails

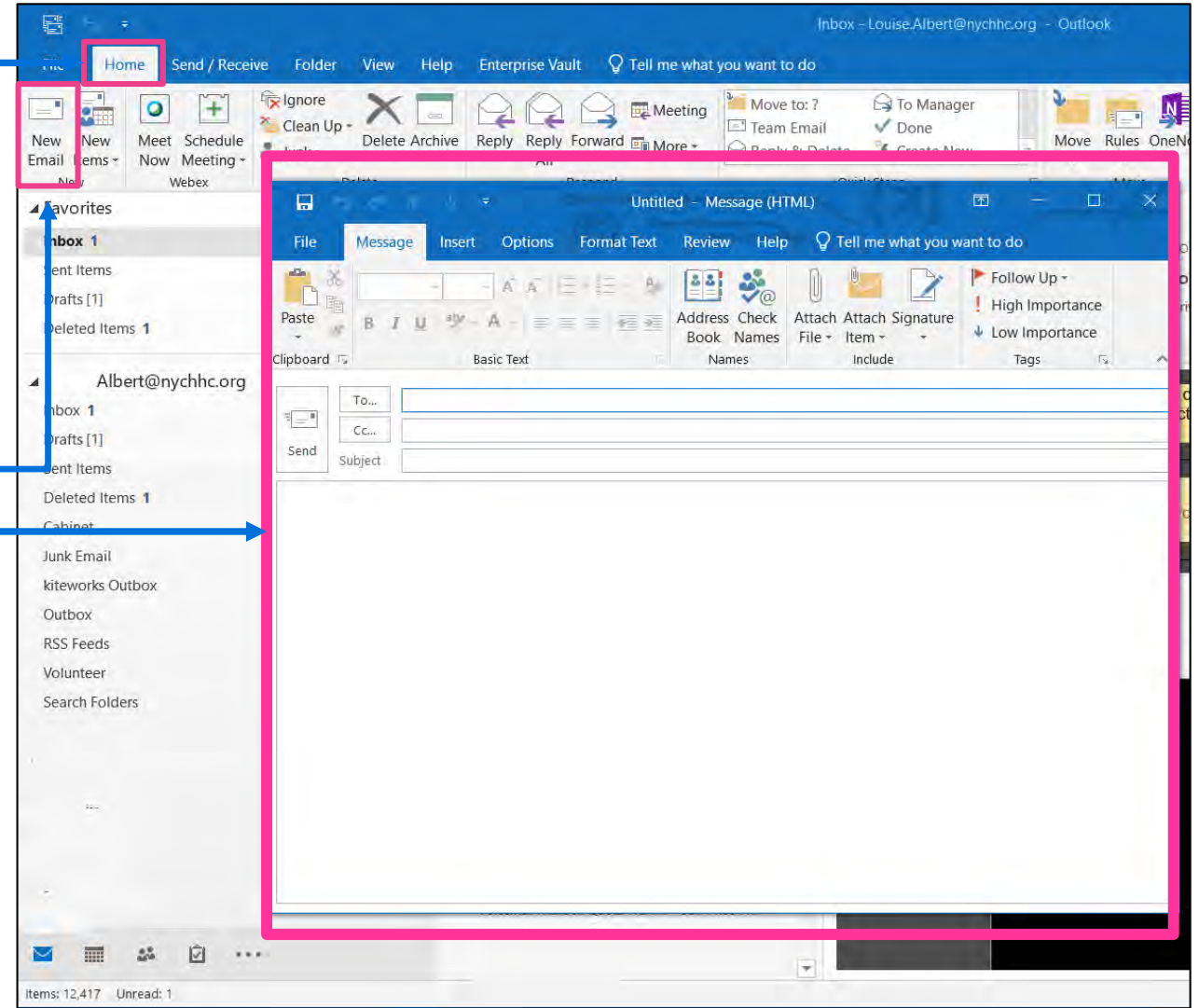
3. To **view** the email in a **separate** window **double click** the **title** of the email found to the left side of the preview



Compose an email

To compose an rudimentary email

1. Ensure that you are in the **Home** tab. If not, click **Home**
2. Then, click the **New Email** button and a new window will open

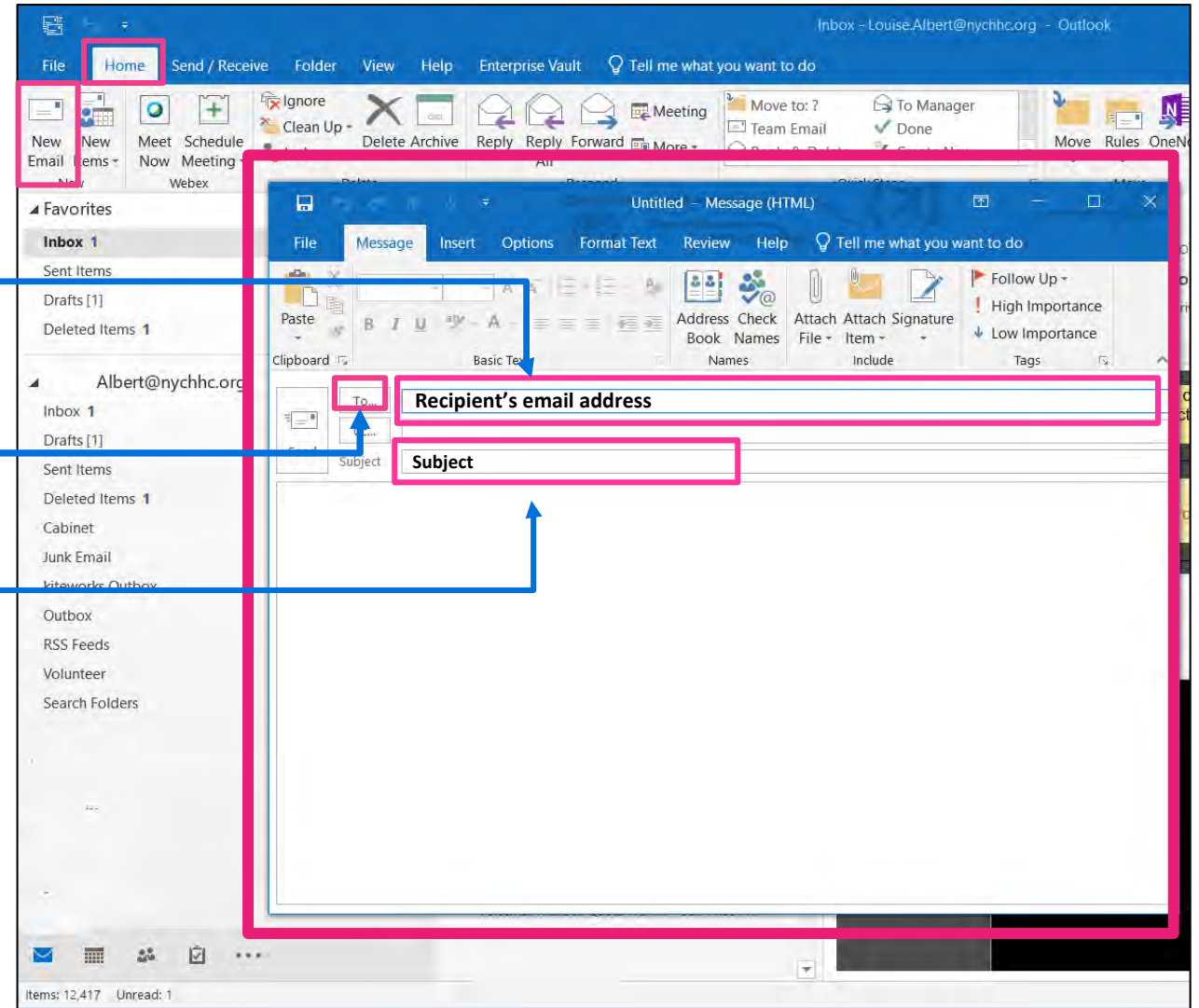


Compose an email

To compose an rudimentary email

3. Next, enter **recipient's email address** in the “**To**” section

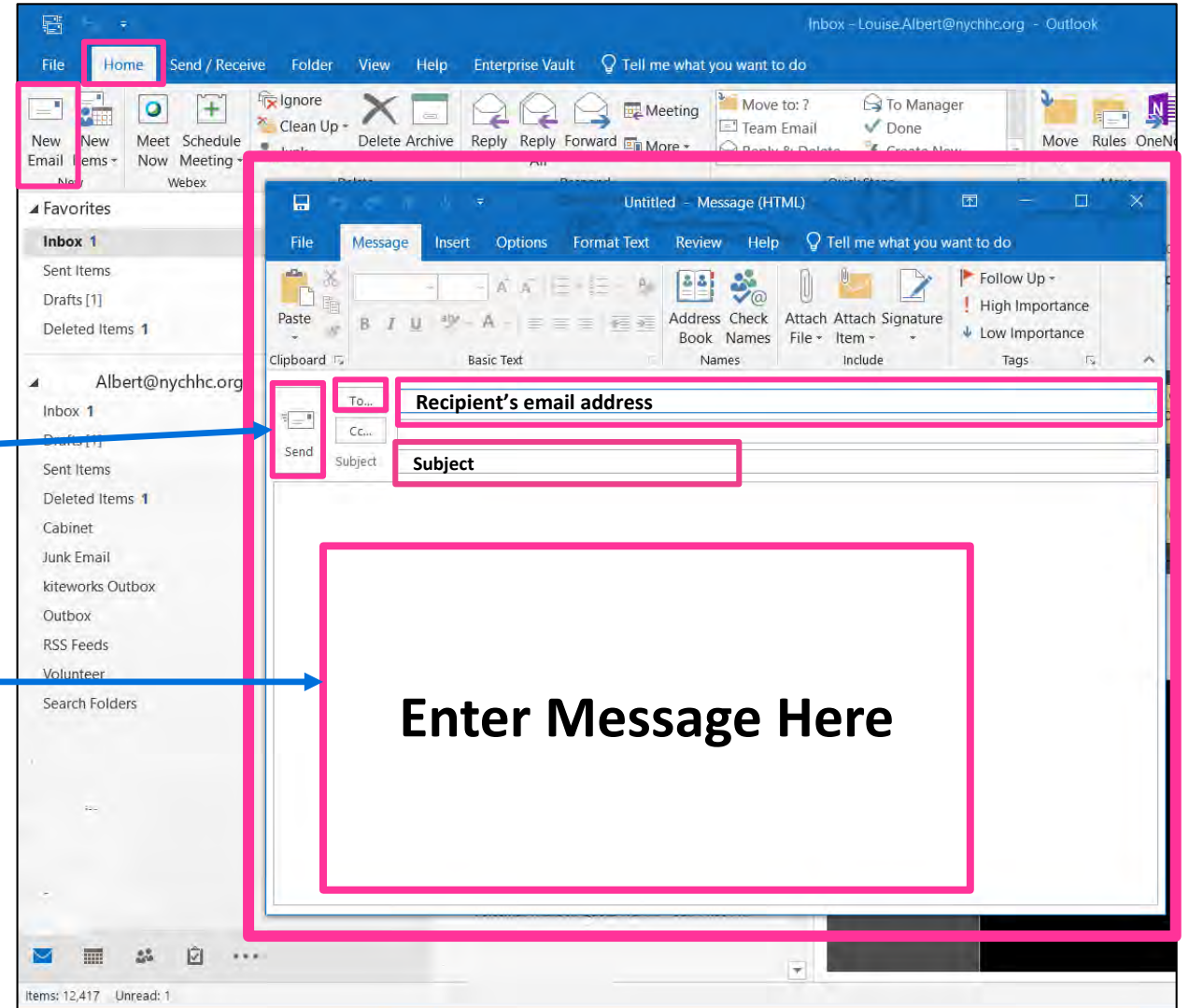
4. Next, enter **subject title** in the “**Subject**” section



Compose an email

To compose an rudimentary email

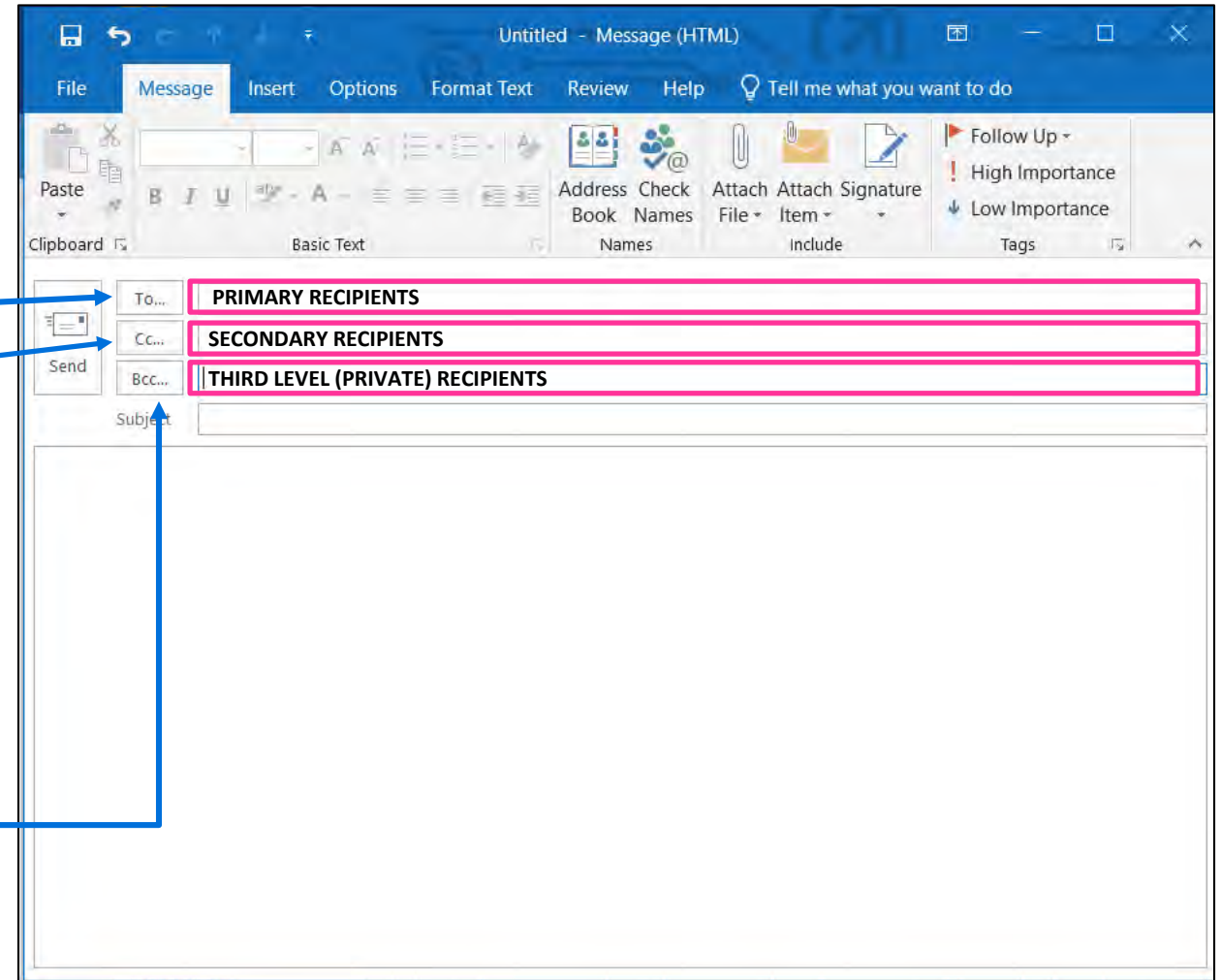
5. Add your **message** in the body of the email
6. Click **Send**



Types of email recipients

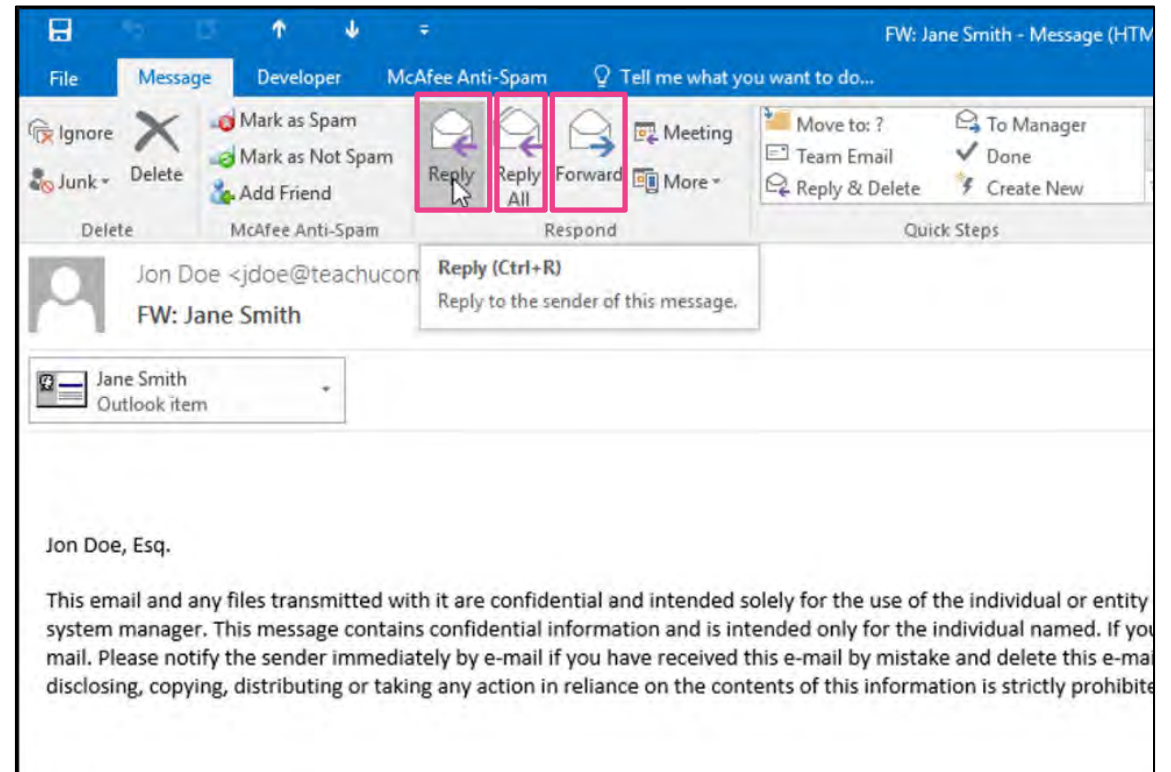
There are 3 types of Recipients:

1. **To** contains the primary recipients, whom the message is directed to
2. **Cc (Carbon Copy)** sends a copy of the message. While not the primary audience, these recipients may want to see the information presented. The Cc field is visible to all recipients
3. **Bcc (Blind Carbon Copy)** sends a copy of the message, while keeping the Bcc field secret to all other recipients



Reply, reply all or forward an email

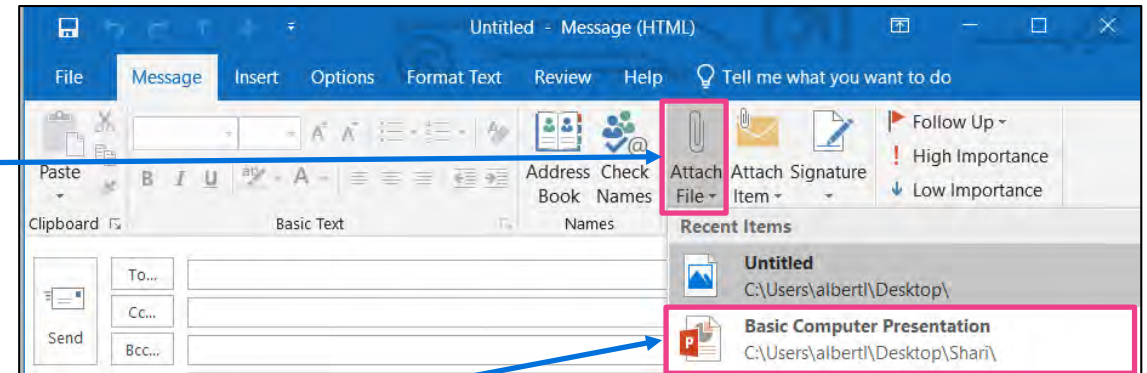
1. How to **Reply** to an email: Select an email in the inbox (or open an email in its own window) and click the **Reply** button on the ribbon
2. If you wish to reply to **All Recipients** of an email: Select an email in the inbox (or open an email in its own window) and click the **Reply All** button on the ribbon
3. How to **Forward** an email: Select an email in the inbox (or open an email in its own window) and click the **Forward** button on the ribbon. Add appropriate email addresses



Attach a file

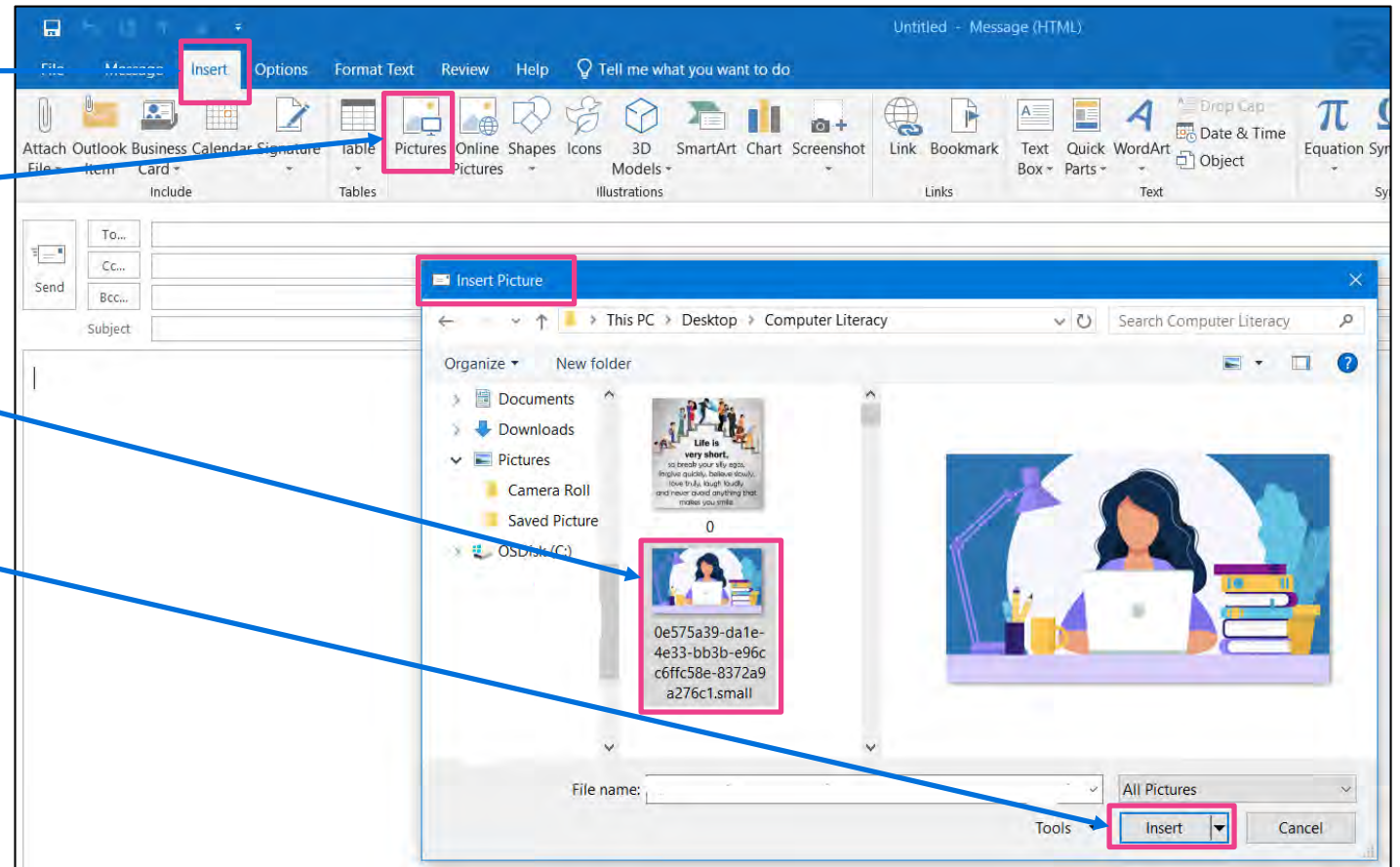
To attach a file: While composing an email

1. Click the **Attach File** button on the Message tab
1. Next, locate and select your file
2. Then, **double click** the file to complete the process



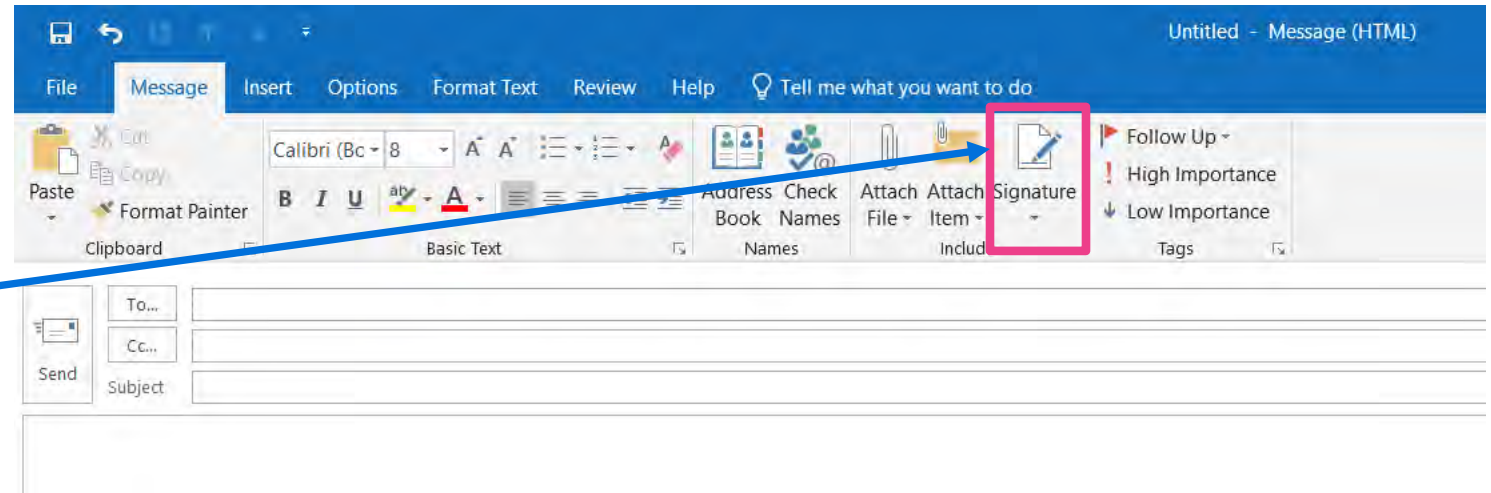
How to insert a picture

1. Click the **Insert** tab
2. Click the **Pictures** button
3. Make your selection
4. Click **Insert**



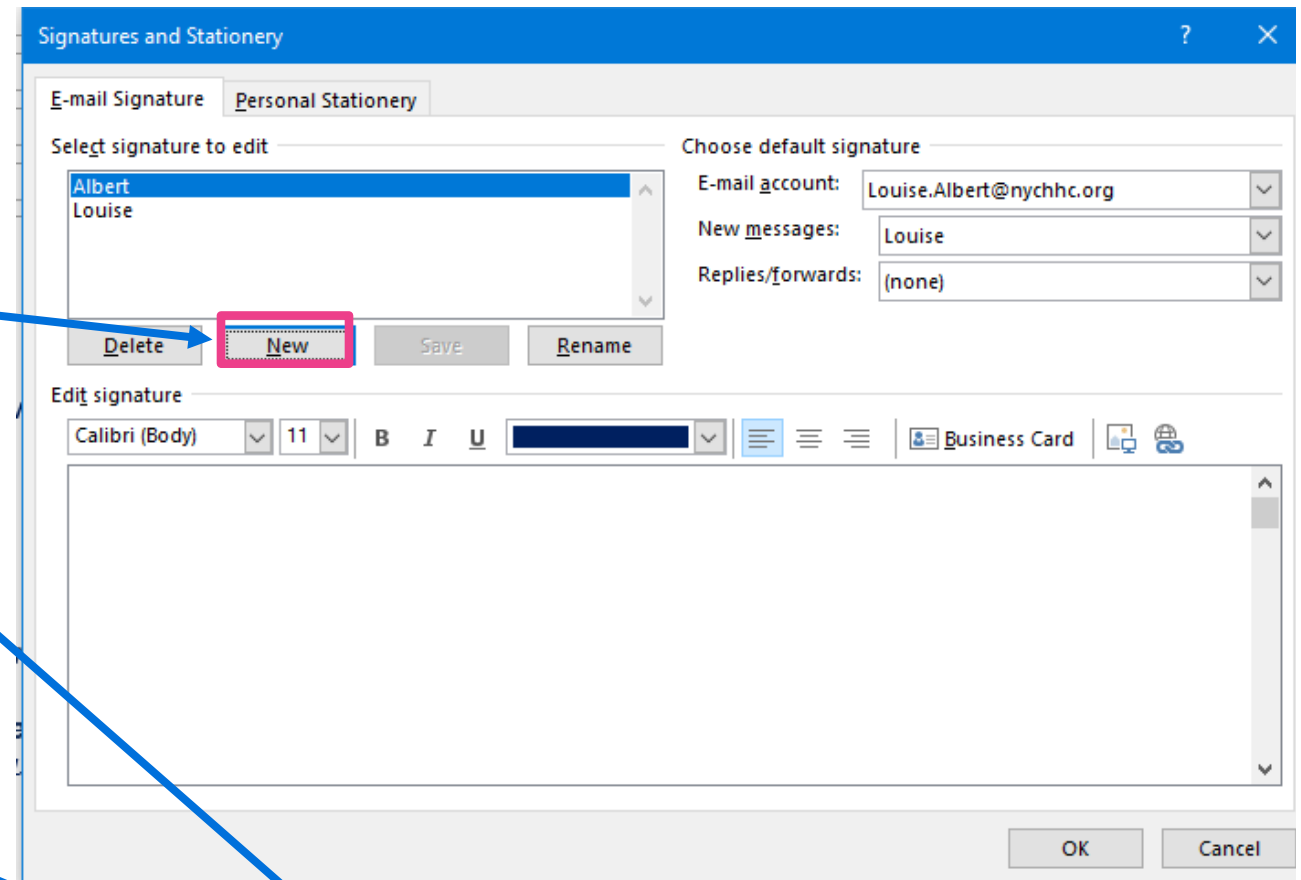
How to create a signature

1. Click **New Email**. A new window will pop up
2. Click the **Signature** button on the Message tab



Create a signature

1. Click the **New** button
2. A new window will open. Type a name for this signature
3. Click **OK**



Create a signature

4. Select your signature name
5. Enter your official email signature
6. Click **save**
7. Click **OK**

Signatures and Stationery

E-mail Signature Personal Stationery

Select signature to edit

Albert
Louise

Delete New Save Rename

Choose default signature

E-mail account: Louise.Albert@nychhc.org

New messages: Louise

Replies/forwards: (none)

Edit signature

Calibri (Body) 11 B I U

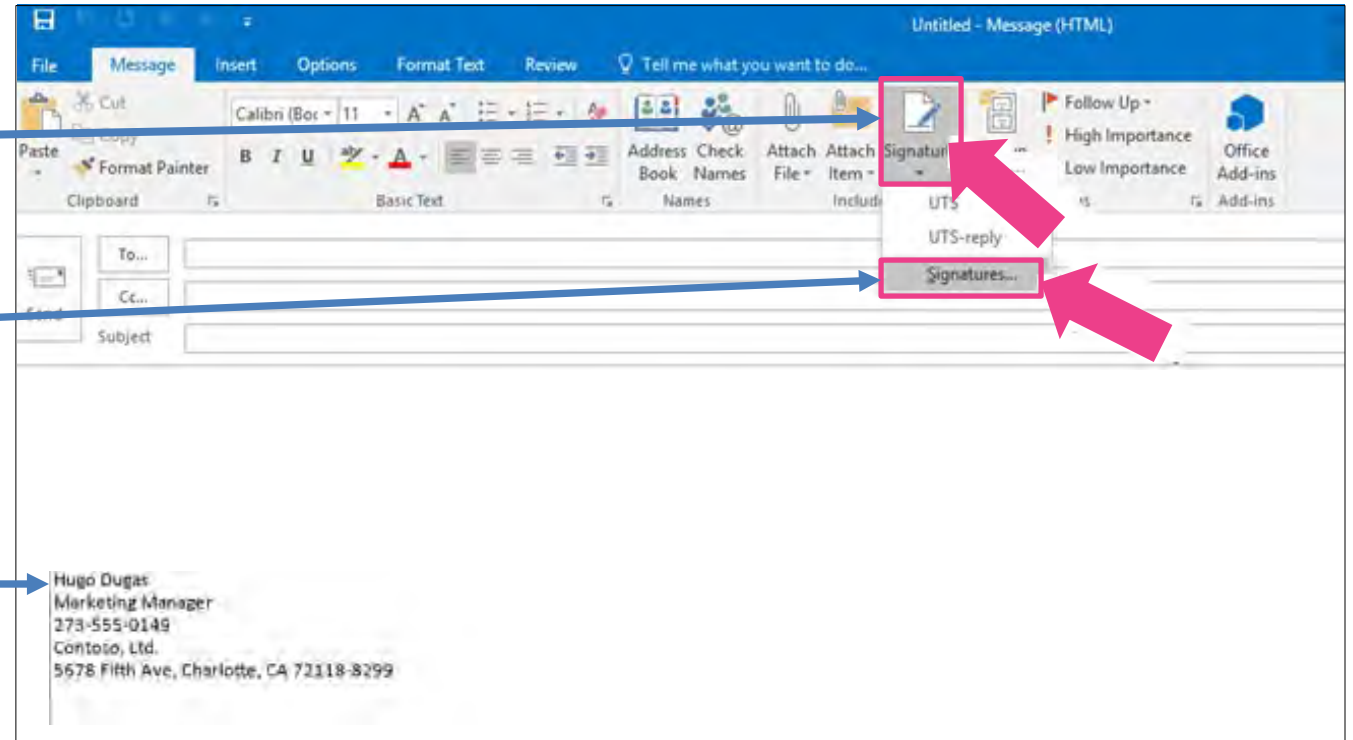
Louise Albert, MA
Gender Pronouns: she, her
Assistant Director of Training and Development, Lvl. B
HR Workforce Development
NYC Health + Hospitals | Central Office
55 Water Street, 25th Floor | New York, NY 10041
Phone: 646.694.6614
Louise.Albert@nychhc.org

NYC HEALTH+ HOSPITALS
Live Your Healthiest Life.

OK Cancel

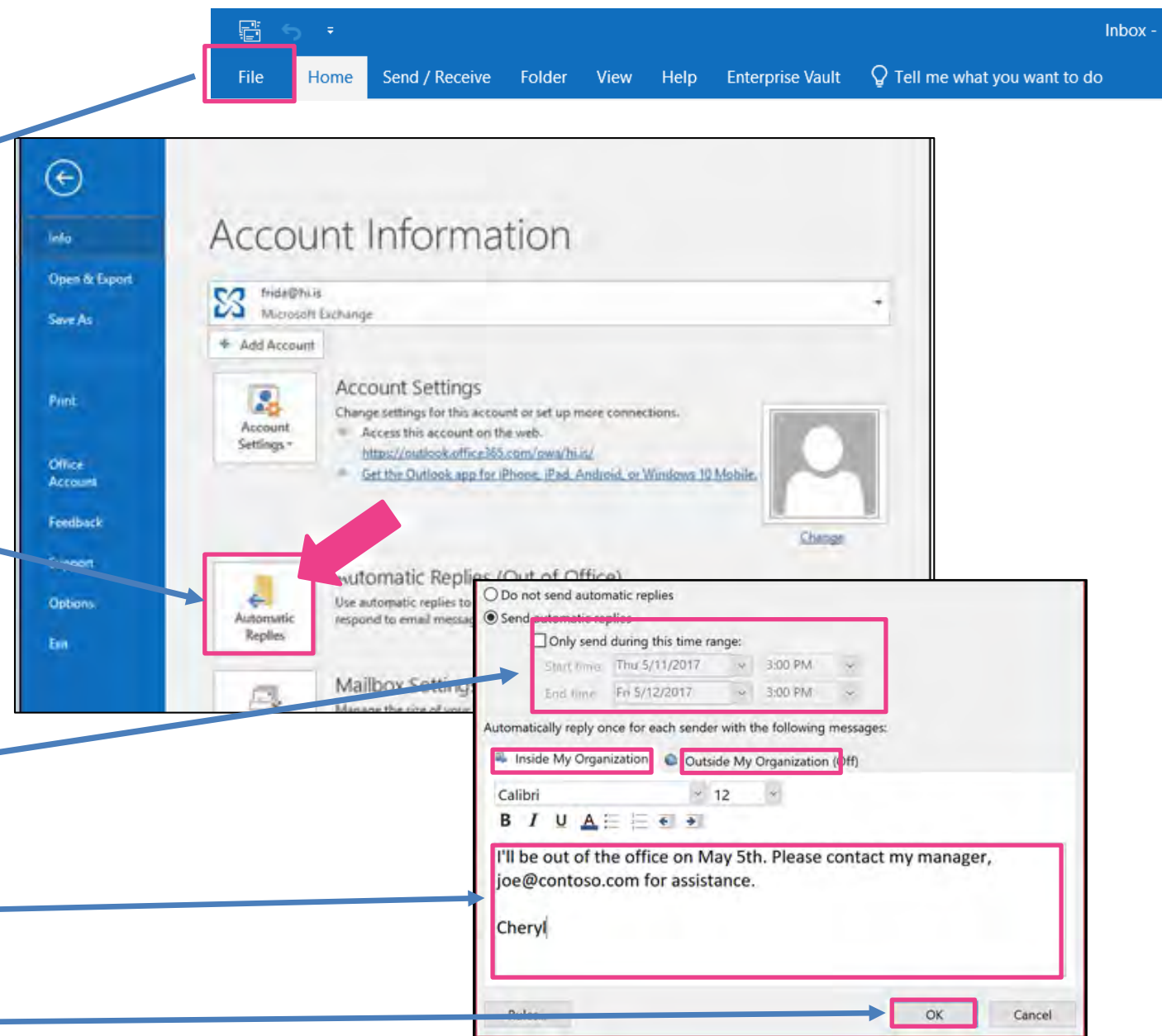
Insert signature into email

1. To insert a signature in the body of an email click the **Signature** button on the Message tab
2. Then **select** a signature
3. The selected signature will appear at the bottom of the email message



Out of office replies

1. To send Out-of-Office Replies click the **File** tab
2. Click the **Automatic Replies** button on the Info tab
3. Then click the **Send Automatic Replies** button
4. Set the **start** and **end** dates for the auto reply
5. Enter a **message**
6. Then click **OK**



QUIZ TIME!

Quiz 9: True or False?

- You can access your Outlook email online by using Webmail at **Webmail.nychhc.org**
 - A. True
 - B. False



QUIZ TIME!

Quiz 9: True or False?

- You can access your Outlook email online by using Webmail at **Webmail.nychhc.org**
 - A. **True.** Webmail will allow you access to Outlook from your personal phone or computer
 - B. **False**





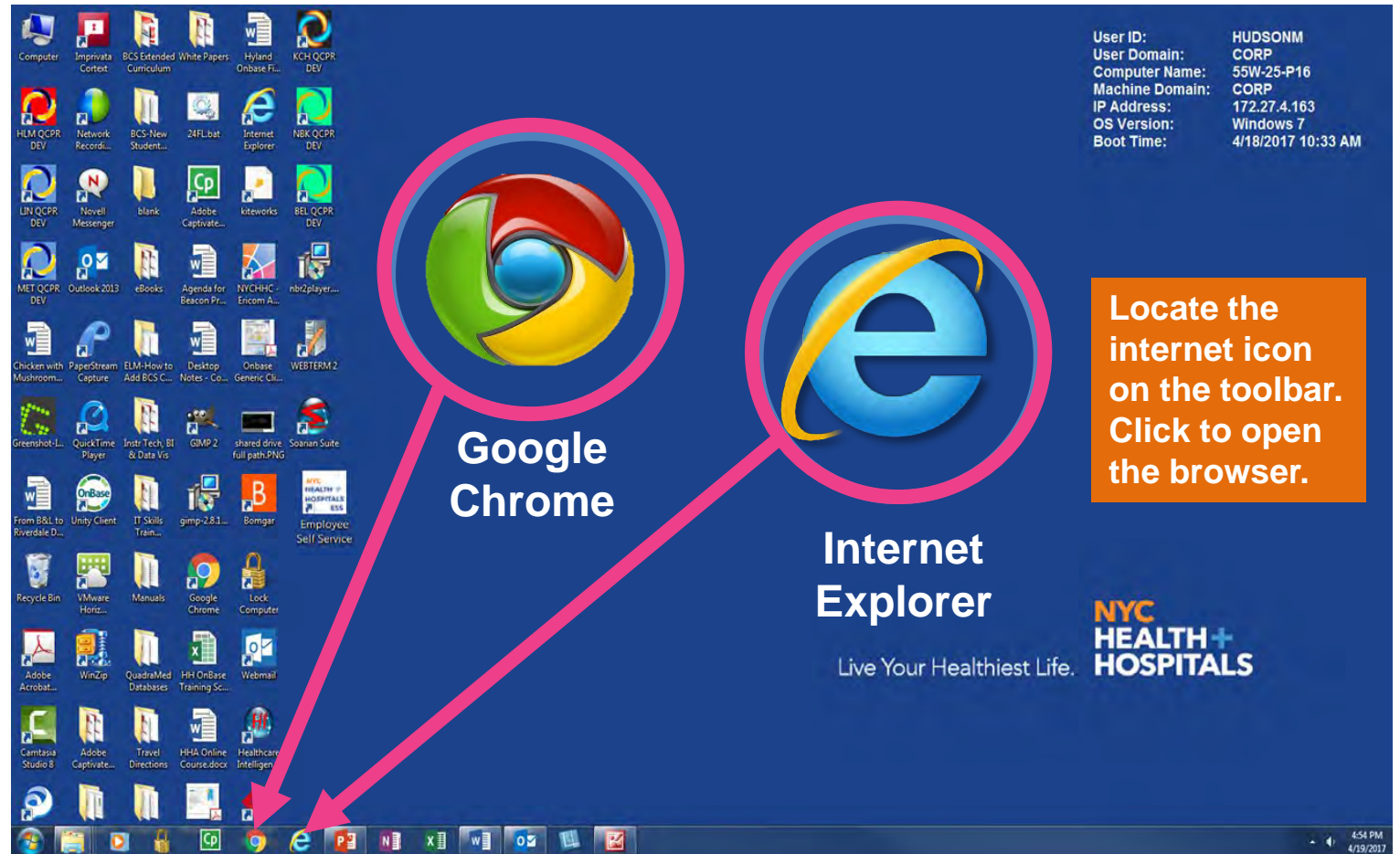
Part IX.

Basic Skills – Access the internet and intranet



Accessing the internet

- You can access the internet by using MS internet explorer or Google Chrome
- To locate the internet icon, look for the shortcut on your desktop or go to the toolbar
- Left click once to open the browser



Window controls to open, hide and close windows

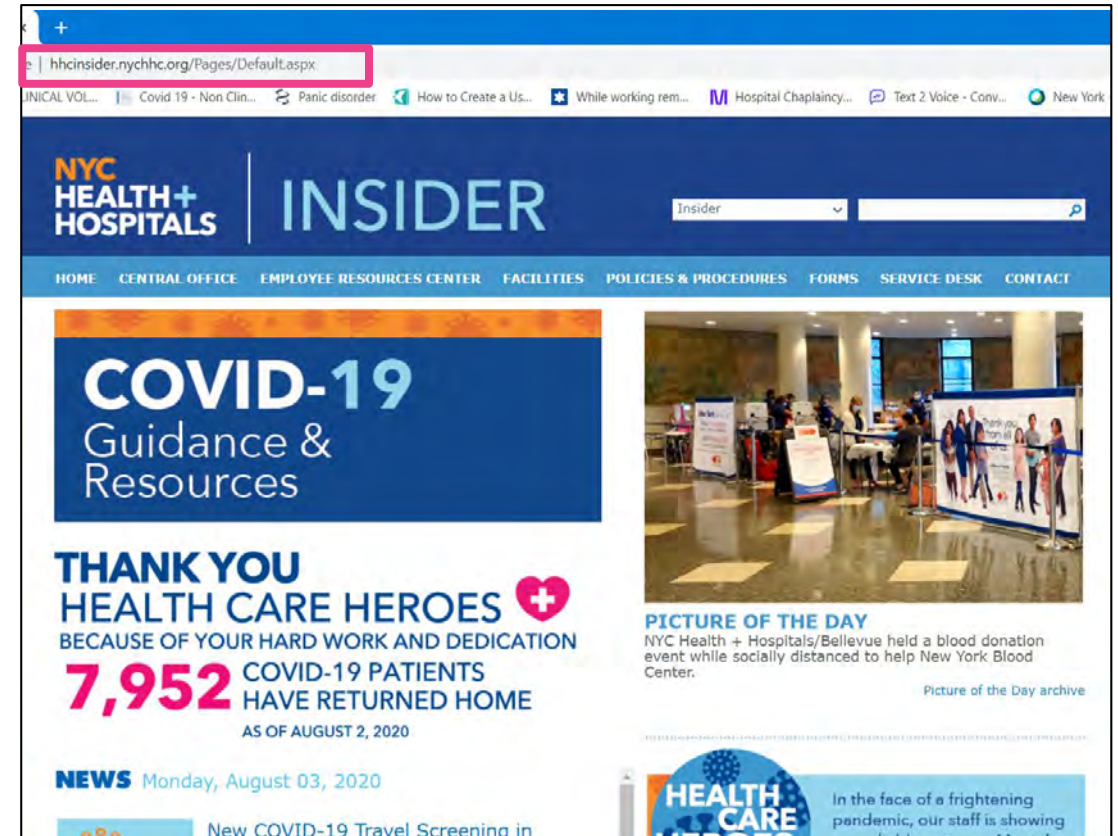
- Every screen that pops up is called a **Window**
- You can use the **Window Controls** buttons, which is found in the **upper right hand side** of your screen to



- **Minimize** - hides the window on the Taskbar
- **Maximize/Restore** – expands the window to full screen or returns it to original size
- **Close/End** - closes the window and exits the application

Accessing the intranet (Insider)

- Click on the following link:
<http://hhcinsider.nychhc.org>
- The Insider **homepage** is where you will access the **PeopleSoft Employee Self Service, ELM, News** about the system, the **Learning Academy** and more



QUIZ TIME!

Quiz 10: True or False?

- You cannot use **Google Chrome** to access the internet

A. True

B. False



QUIZ TIME!

Quiz 10: True or False?

- You cannot use **Google Chrome** to access the internet
 - A. True
 - B. **False.** Google Chrome is an acceptable application that can be used for accessing the internet



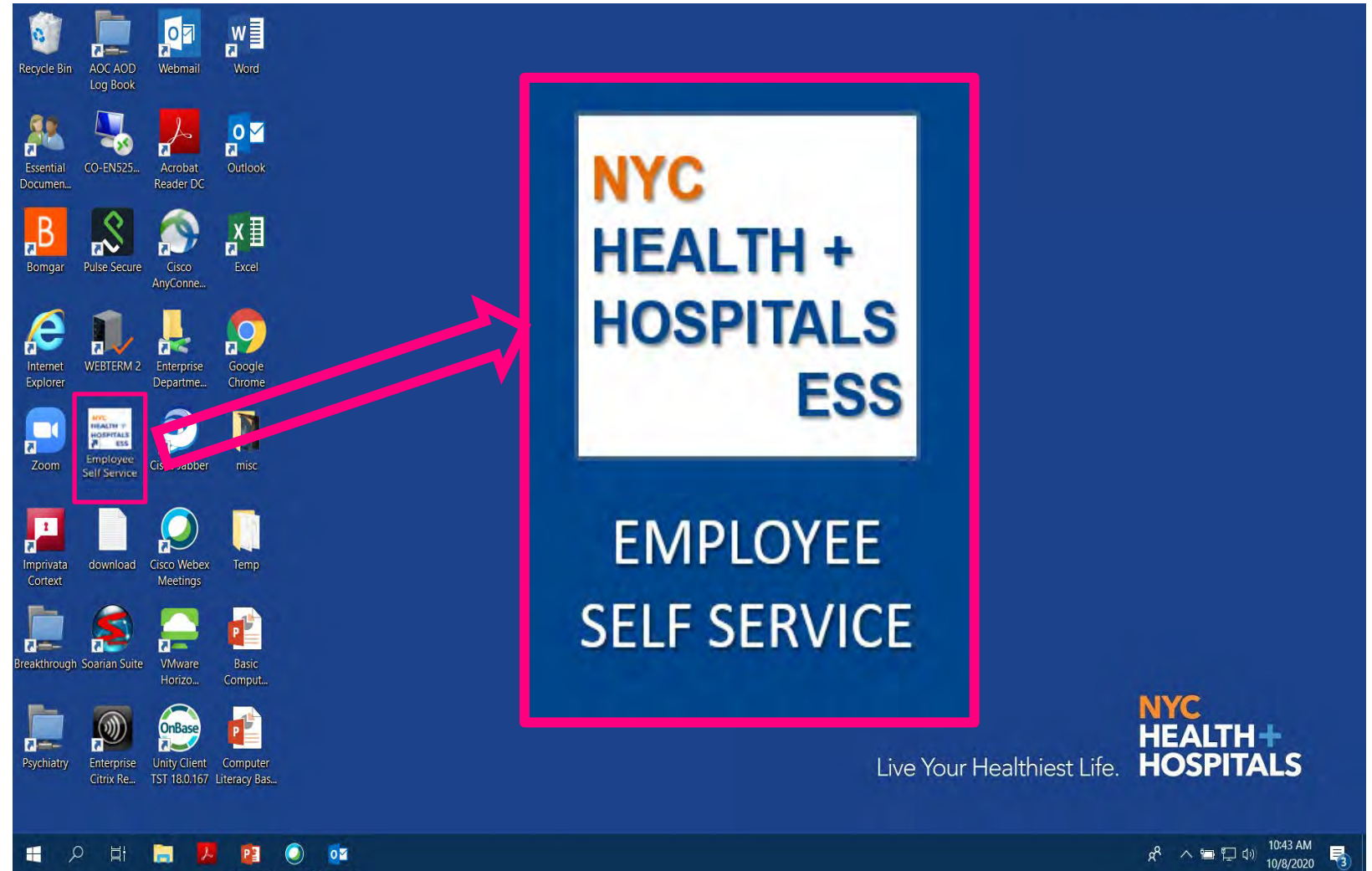


Part X.
Basic Skills – Employee Self Service (ESS)



Access Employee Self Service (ESS)

- There is an Employee Self Service (ESS) icon on **every** NYC Health and Hospitals **computer systemwide**



Access Employee Self Service (ESS)

- You can enter Employee Self Service (**ESS**) by double clicking the following desktop icon



Access the PeopleSoft Employee Self Service

- Once inside, select **PeopleSoft HR**

NYC HEALTH+ HOSPITALS | **EMPLOYEE SELF SERVICE**

CLICK HERE FOR IMPORTANT COVID-19 GUIDANCE AND RESOURCES

Email Us

HRSS: 646.458.5634
ESD: 877.934.8442
For login issues and password resets

PRSS Email: click here
PRSS Call: 646.694.7777

NYC HEALTH+ HOSPITALS | **PEOPLESOFT HR**
CLICK HERE TO ACCESS PEOPLESOFT HR

Workplace Inclusion Workshops

Child Care Services

Employee Self Service / Manager Self Service

Forms / Links

Labor & Employee Relations

Leaves of Absence

Performance Management

Resident Resources

Access the PeopleSoft Employee Self Service

- Then **login** to **PeopleSoft HR** using your **User ID**, **Password** then click **Sign In**



NYC
HEALTH+
HOSPITALS | PEOPLESOFT HR

User ID

Password

Sign In



If you are having difficulties logging in to PeopleSoft please contact the
Enterprise Service Desk at 877-934-8442 or email
EnterpriseServiceDesk@nychhc.org

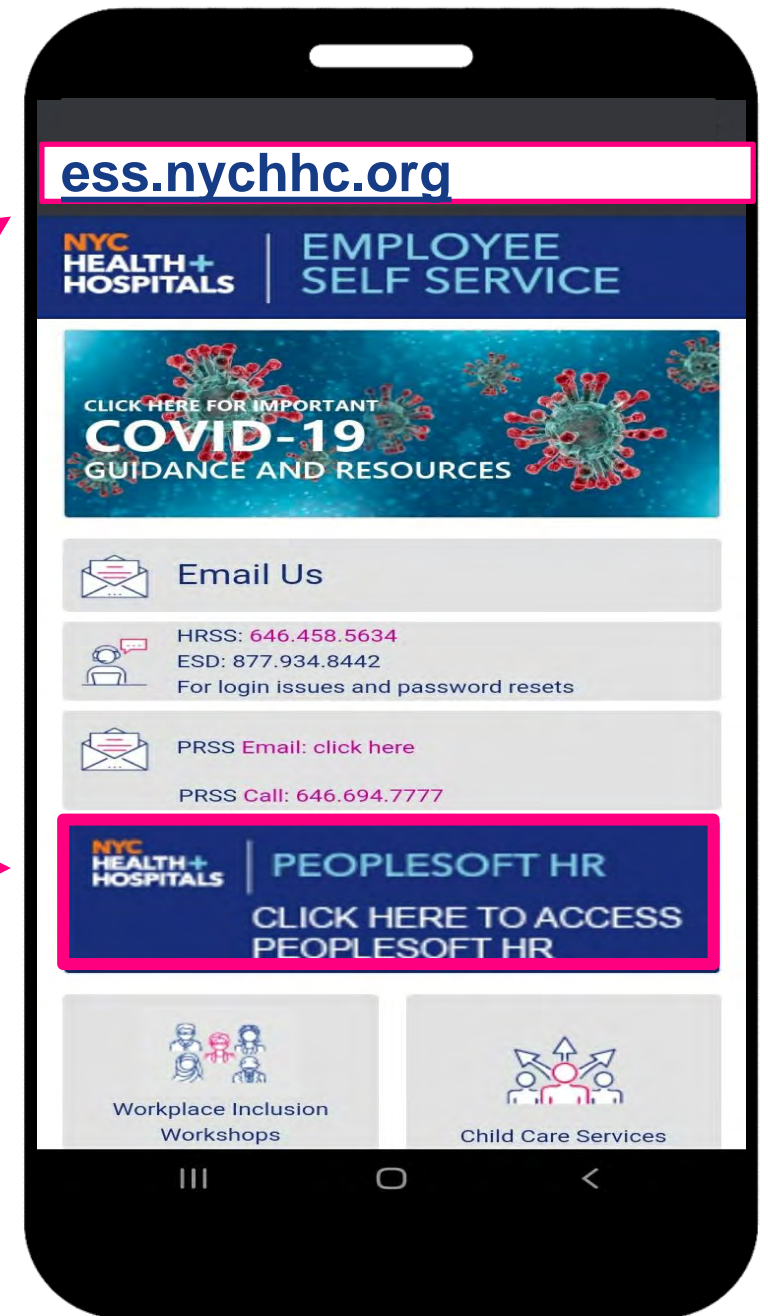
PeopleSoft Employee Self Service (ESS)

- Your **homepage** will appear giving you **access** to all of your employee information



Access Employee Self Service (ESS) using your smartphone

1. Locate the **internet browser** on your phone **ex:** Google Chrome  or Safari 
2. Next, type in the following search address ess.nychhc.org
3. Once inside, click the **PeopleSoft HR** icon



Access PeopleSoft Employee Self Services using your phone

1. Next, sign in to **PeopleSoft HR** (**hrms.nychhc.org**) by entering your **User ID** and **Password**
2. Then click **Sign In**

Please Note: If asked, select **Save or Update Password**

A smartphone screen displaying the login page for the PeopleSoft HR system. At the top, the URL 'hrms.nychhc.org' is shown in a white box. Below this is a blue header with the 'NYC HEALTH+HOSPITALS' logo and the text 'PEOPLESOFT HR'. The main area has a dark blue background with white text. It includes a 'User ID' label above a white input field, and a 'Password' label above another white input field. Below the password field is a green 'Sign In' button. Underneath the button is a checkbox labeled 'Enable Screen Reader Mode'. At the bottom, there is a white text block providing contact information for the Enterprise Service Desk. The phone's home indicator bar is visible at the very bottom.

Access PeopleSoft Employee Self Services using your phone

- Once inside, navigate to the section of your choice



QUIZ TIME!

Quiz 11: True or False?

- You can access your Employee Self Service using your phone
 - A. True
 - B. False



QUIZ TIME!

Quiz 11: True or False?

- You can access your Employee Self Service using your phone
 - A. **True.** Open your internet browser and type in the following link
ess.nychhc.org
 - B. False







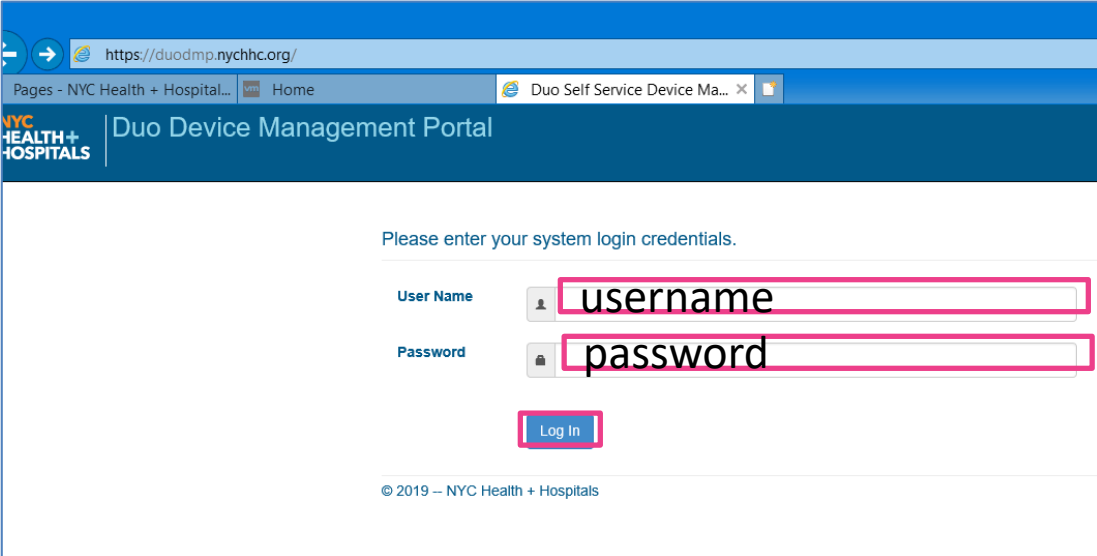
Basic Skills – Duo



How to enroll the Duo mobile application

Please Note: To complete this process, you will need to have your phone and computer with you at the same time.

- Launch a web browser like Google Chrome  or Safari  and navigate to <https://duodmp.nychhc.org>
- Enter your **NYC H+H username and password** in the labeled fields and click **Log In**
- Go to your cell phone and download **DUO Mobile App** via  Google Play if you are using a Droid or App Store  if you are using an iPhone



The screenshot shows a web browser window with the address bar displaying <https://duodmp.nychhc.org/>. The page title is "Duo Device Management Portal". Below the header, there is a login form with the text "Please enter your system login credentials." The form has two input fields: "User Name" and "Password". The "User Name" field contains the text "username" and the "Password" field contains the text "password". Both fields are highlighted with a pink border. Below the fields is a "Log In" button, also highlighted with a pink border. At the bottom of the page, there is a copyright notice: "© 2019 -- NYC Health + Hospitals".



ATTENTION: DUO will only work if your cell phone uses a **6 digit security code**. It will **not** work with a phone using facial recognition or swiping security protocol. Please update your phone to accommodate.

How to enroll the Duo mobile application

This tutorial has been created to assist you in using DUO to access NYC Health + Hospitals web resources, such as ESS, PeopleSoft HR, ELM or Webmail using a smartphone

Click to **Start Set up**

NYC HEALTH+HOSPITALS

Protect Your NYC HHC Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[What is this? Cf](#)
[Need help?](#)

Powered by Duo Security

Start setup

Select **Mobile phone** as the type of device to add and **Click Continue**.

NYC HEALTH+HOSPITALS

What type of device are you adding?

☒ Mobile phone (iPhone, Android, etc.)
☐ Tablet (iPad, Nexus 7, etc.)

Continue

[What is this? Cf](#)
[Need help?](#)

Powered by Duo Security

Select your **device type**.

NYC HEALTH+HOSPITALS

What type of phone is 917-854-1296?

☐ iPhone
☒ Android
☐ Windows Phone
☐ Other (and cell phones)

Back **Continue**

[What is this?](#)
[Need help?](#)

Powered by Duo Security

Enter your mobile device **phone number** in the empty field and check the **checkbox** below.

NYC HEALTH+HOSPITALS

Enter your phone number

United States

+1 9178541296 ✓

Example: (201) 234-5678

☒ You entered (917) 854-1296. Is this the correct number?

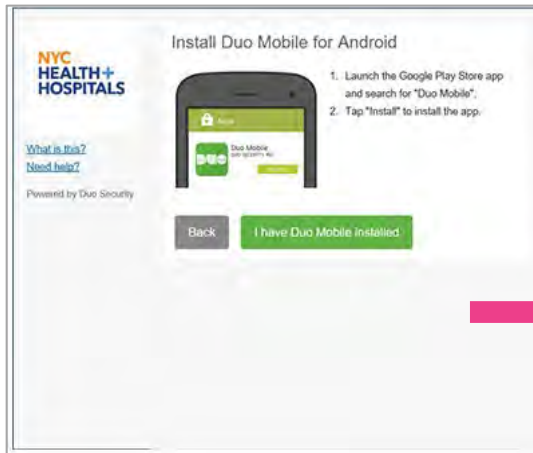
Back **Continue**

[What is this?](#)
[Need help?](#)

Powered by Duo Security

How to enroll the Duo mobile application

Read and follow the instructions on the screen to install the **Duo Mobile for Android**



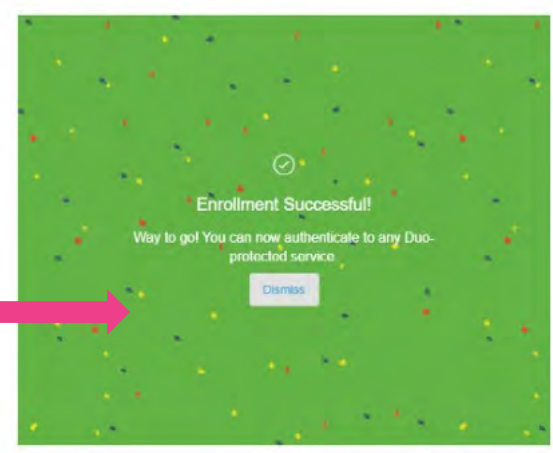
Open the **Duo Mobile** application to **scan** the on-screen QR code (Read the instructions on the left of the QR code for more details.) or click ***"email me an activation link instead"*** if the QR code is faulty



Click **Continue** to complete the setup.



Enrollment is now **complete**. Click **Dismiss** to go to next section.



How to enroll the Duo mobile application

1. A new screen called **My Setting & Devices**
2. Click the arrow for the **drop down** menu
3. Select “**Automatically send this device to Duo Push**”. This will send a notification to your phone every time you log into any NYC H+H platform like Webmail or PeopleSoft HR

Duo Self Service

You are currently logged-in as: albertl

My Settings & Devices

NYC HEALTH+ HOSPITALS

Android 646-574-7224 [Device Options](#)

[+ Add another device](#)

Default Device: Android 646-574-7224

When I log in: [Ask me to choose an authentication method](#) [Automatically send this device a Duo Push](#) [Automatically call this device](#)

[What is this?](#) [Need help?](#)

Powered by Duo Security

[Saved](#)

How to access applications online

- Go to **Connect.nychhc.org**
- Enter your **username** and **password** and click **sign in**
- It will take you to the **Duo page**

The screenshot shows a web browser window with the address bar displaying `connect-idp.nychhc.org`. The browser's address bar and search bar are visible at the top. The page header features the NYC Health + Hospitals logo on the left and the word "CONNECT" in large, light blue letters on the right. The main content area has a dark blue background with a faint image of a person's face. On the left, it says "Welcome to NYC Health + Hospitals Connect". On the right, there is a section titled "Your portal to accessing workforce member services remotely". Below this title, it states "By logging into this portal, you acknowledge:" followed by a bulleted list of terms and conditions. At the bottom right, there are input fields for "Corp User ID" and "Password", and a blue "Sign In" button. A link to "FAQs" is also present.

connect-idp.nychhc.org

Bing Google Wikipedia Facebook Twitter LinkedIn The Weather Channel Free Online A...re - Calendly Yelp TripAdvisor Talk *to me*

NYC HEALTH+ HOSPITALS | **CONNECT**

Welcome to
NYC Health + Hospitals
Connect

**Your portal to accessing
workforce member
services remotely**

By logging into this portal, you acknowledge:

- IT resources may only be used as authorized.
- Unauthorized use of NYC Health + Hospitals (the System) IT resources may result in termination of access privileges, disciplinary action, or in the application of criminal or civil penalties.
- Privacy rights do not apply to Workforce Members' use of the System's IT resources.
- Access to and use of the System's IT resources may be recorded and reviewed as needed without notice to and without Workforce Member consent.

*The System's IT Resources Acceptable Use Policy may be viewed in full by going to the NYC Health + Hospitals Insider: Policies & Procedures > Enterprise Information Technology page.

For help setting up or installing Duo on your phone see our [FAQs](#) page.

Corp User ID

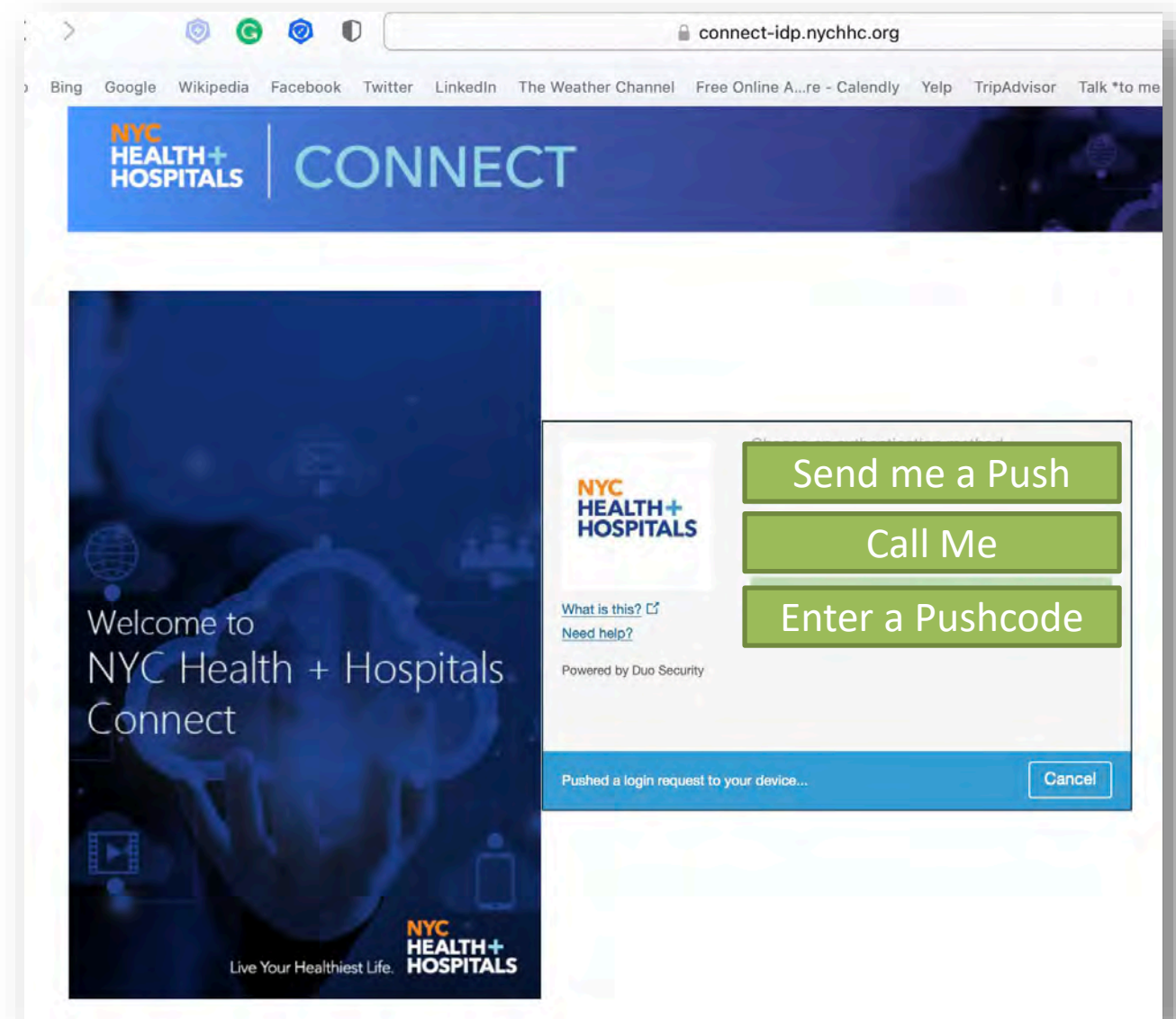
Password

Sign In

How to use Duo mobile application

Choose and Authentication Method

- Send me a Push
- Call me
- Enter a Passcode

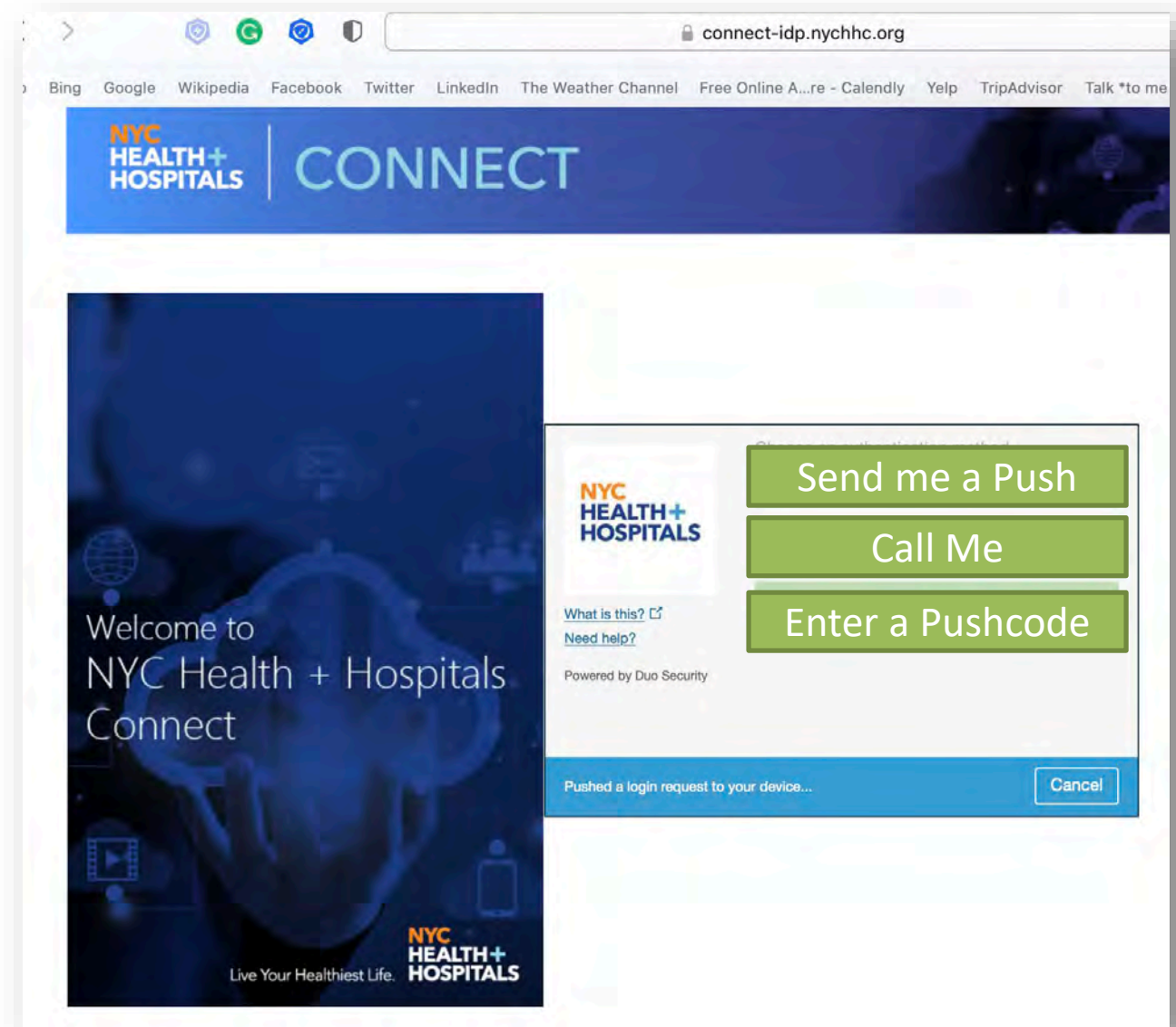


How to use Duo mobile application

Please Note:

If you have already pre-selected an authentication mode then it will done automatically. If you need to change if for any reason then do the following:

- Locate the “**cancel**” button found in the blue bar at the underneath the authentication options
- Select which method you would like to use
- You will see a **confirmation message** in the blue bar indicating that this method is being applied

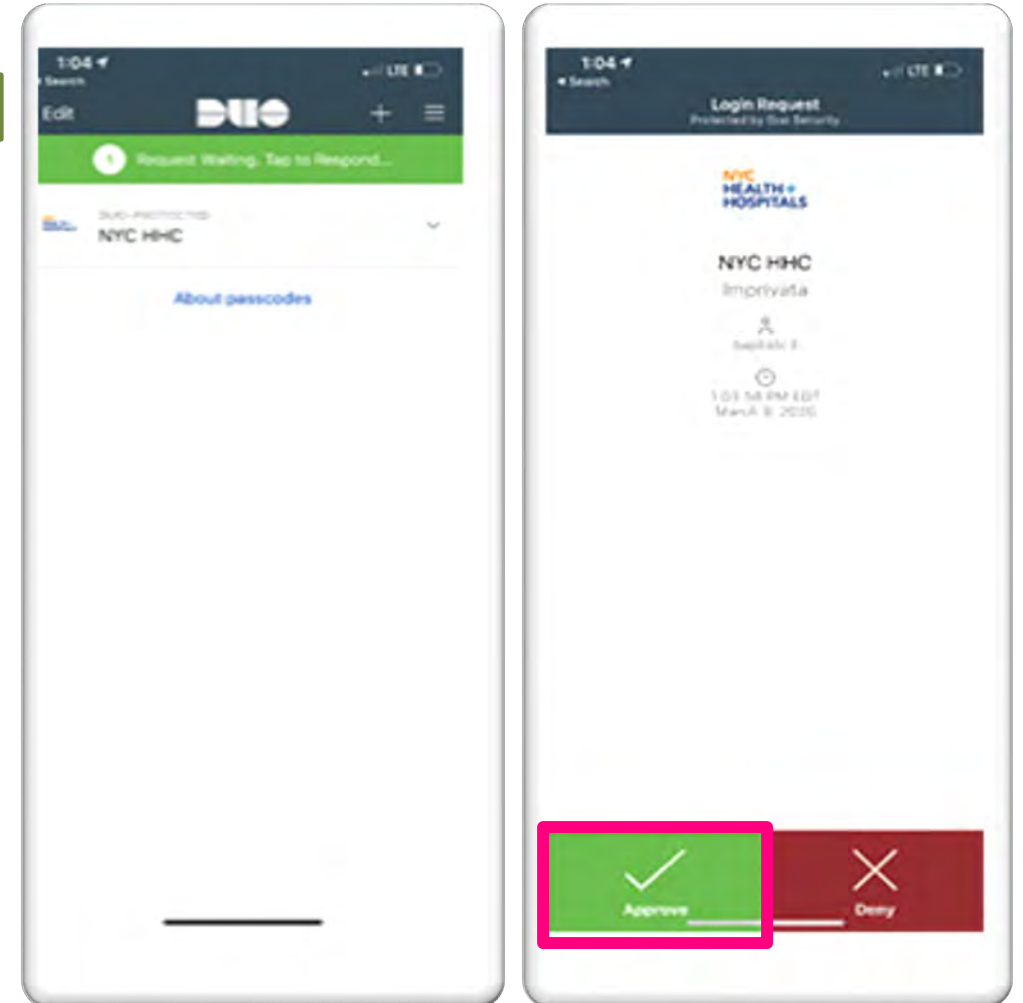


How to use Duo mobile application

If you selected “Send me a Push”

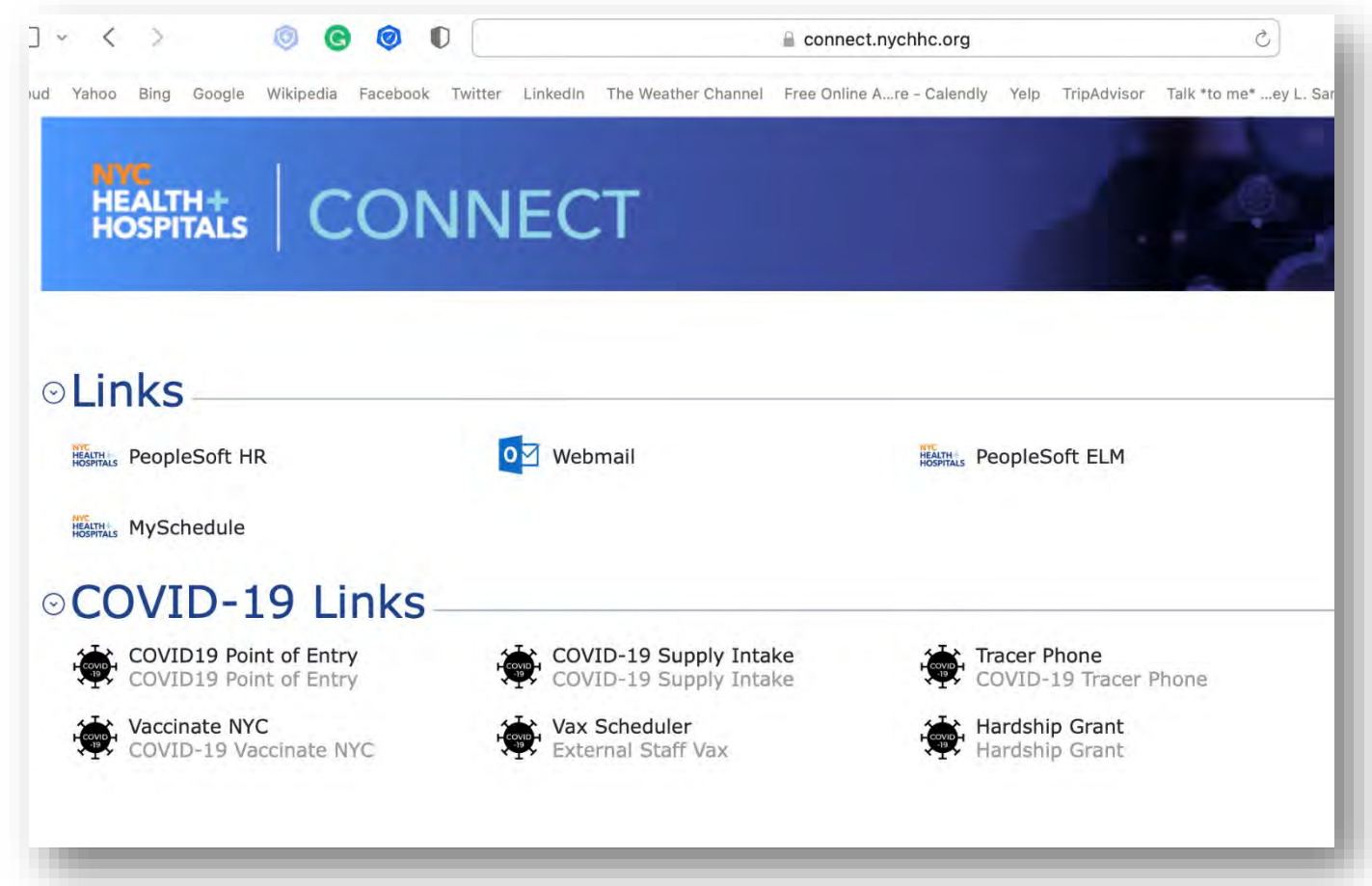
Send me a Push

- **Duo Mobile** application will send a pop up message to your mobile phone to confirm your identity.
- Click “**Approve**” to complete process



How to use Duo mobile application

- Once approved you will have access
- To select, **double click** the application of choice (For ex: PeopleSoft HR)
- Continue your work as usual



How to use Duo mobile application

If you selected “Call me”

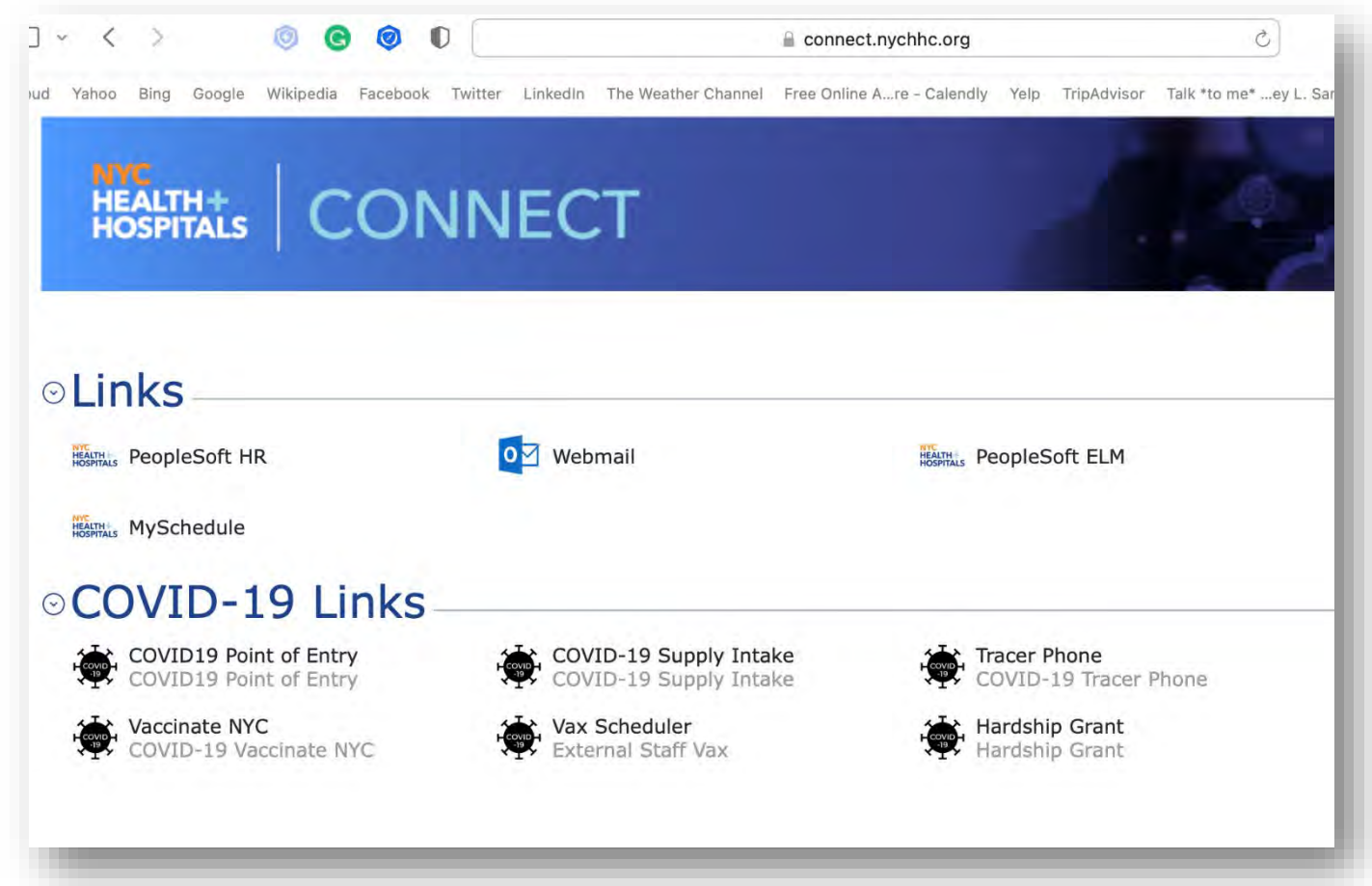
Call Me

- **Duo Mobile** application will call the mobile number in **your** account
- You will be asked to **press any number** to login
- Once you have pressed the number, **you can access** to your connect.nychh.org account



How to use Duo mobile application

- Once approved you will have access
- To select, **double click** the application of choice (For ex: PeopleSoft HR)
- Continue your work as usual

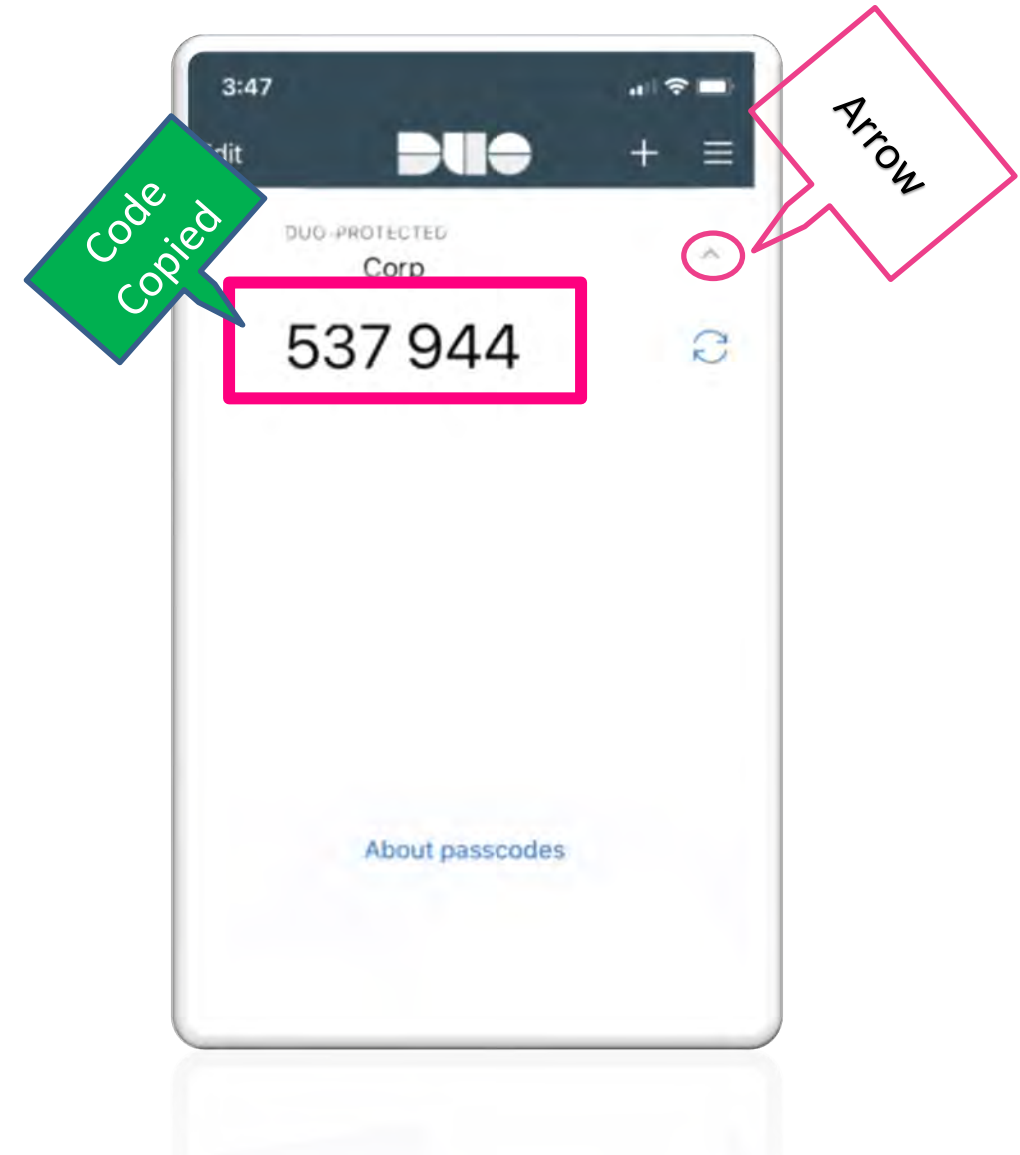


How to use Duo mobile application

If you selected “Enter a Pushcode”

Enter a Pushcode

- Go to your mobile device and **turn on Duo app**
- Click the **arrow to view the code**. When you **press (touch) the numbers** it automatically will copy the code in order to paste in another location
- A **pop up** message will confirm that the code has been copied. This will allow you to paste code in another location



How to use Duo mobile application

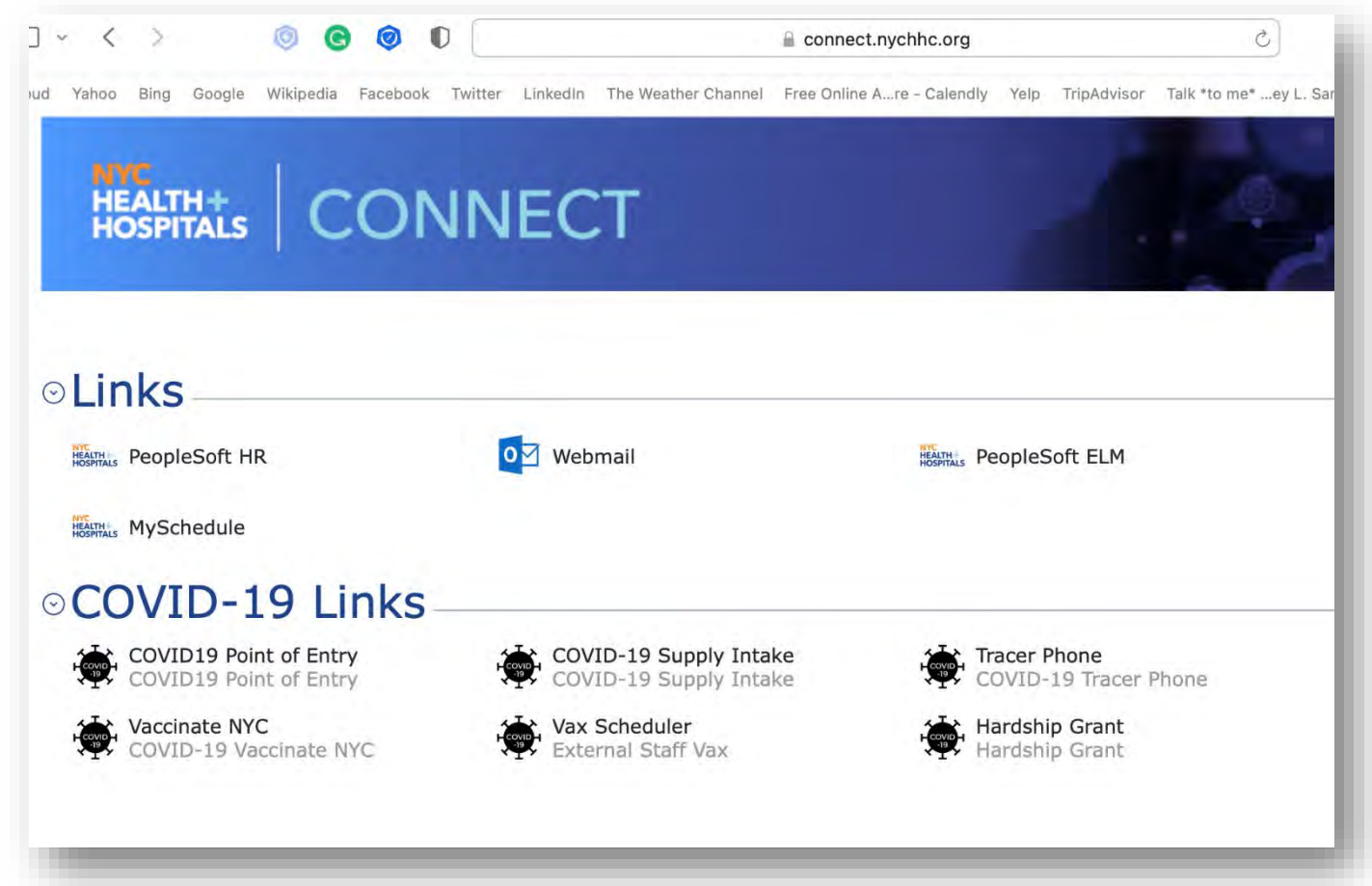
If you selected “Enter a Pushcode”

- Go to **connect.nychhc.org**
- Enter or Paste **DUO** code
- Click **Log In** button and you will have access

The screenshot shows a web browser at the URL `connect-idp.nychhc.org`. The page header features the NYC Health + Hospitals logo and the word "CONNECT". The main content area has a dark blue background with a hand icon and the text "Welcome to NYC Health + Hospitals Connect" and "Live Your Healthiest Life." On the right, there is a white box titled "Choose an authentication method" with three green buttons: "Send Me a Push", "Call Me", and "Log In". A pink rectangular box highlights the "Enter Duo code here" text input field. Below the buttons, there is a blue bar with the text "Enter a passcode from Duo Mobile or a text." and a "Text me new codes" button with a close icon.

How to use Duo mobile application

- Once approved you will have access
- To select, **double click** the application of choice (For ex: PeopleSoft HR)
- Continue your work as usual



How to use Duo mobile application

REMINDER: If you do not remember your current password or have any issues, then call **EITS** at **877.934.8442** and they will assist you.





Congratulations!
You Have Completed
This Training

*For more information, visit
NYC Health and Hospitals*

LEARNING ACADEMY
Your One Stop Shop for Learning!

*Or email us at
MyLearning@nychhc.org*

Learning Academy

- Home
- About Us
- Diversity and Inclusion
- Remote Hospital Chaplaincy Volunteer Program
- Nursing Education
- Leadership Academy
- Financial Wellness
- Worker Retraining
- General Learning Courses
- eLearning Development Request Form
- Educational Assistance Programs
- Facility Specific Information
- Resources

training TOP 125

LEARNING ACADEMY

Brandon Hall Group
HCH EXCELLENCE AWARDS
GOLD EXCELLENCE IN LEARNING 2019

NYC HEALTH+HOSPITALS
Live Your Healthiest Life.

Welcome! The Department of Workforce Development at Central Office is located at 55 Water Street on the 25th floor. We offer a variety of services, online and classroom-based training classes, and workshops for NYC Health + Hospitals employees. Please click through the links below to learn more about the current learning opportunities and take advantage of the services to further your professional development and growth:

- TRAINING DASHBOARD
REQUIRED TRAINING
- EMPLOYEES
- CONTINGENCY WORKFORCE
- START LEARNING NOW
via NYC Health + Hospitals PeopleSoft
- START LEARNING NOW
via OneCity Health
- SCHOLARSHIP OPPORTUNITY
JOHNS HOPKINS BLOOMBERG
FELLOWS PROGRAM
- VIRTUAL EDUCATION FAIR
- PROFESSIONAL DEVELOPMENT
- WEB TIME ENTRY
- ONLINE-LIVE COMPUTER SKILLS TRAINING

To access the Learning Academy, use the following link
<http://hhcinsider.nychhc.org/corpoftices/WD/Pages/HHC-Learning-Portal.aspx>

Thank You!

Visit The
LEARNING ACADEMY

If you have any questions or comments

Email: *MyLearning@nychhc.org*

*Special Thanks to EITS for sharing their innovative work
and resources, for this training*





Part XI.

Basic Skills – Additional Resources



Additional Resources

**The following are additional resources
you can use at your convenience
to enhance your learning experience**

Practice what you have learned

Practice using your mouse and computer for free using the links below

- <http://www.pbclibrary.org/mousing/mousercise.htm>
- <https://www.digitalliteracyassessment.org/>
- <https://www.typingtest.com/>










Description of the basic hardware components of a computer

No.	Component	Description
1.	Central Processing Unit (CPU)/Tower	The main computer box, technically known as the system unit, is the most important part of the computer. It contains the guts and brains of the computer. The system unit contains a lot of holes or ports where you plug in the rest of the computer system.
2.	Monitor	The monitor resembles a television set, and is where the computer displays information
3.	Mouse	The mouse is a hand-operated input device used to manipulate objects on a computer screen.
4.	Keyboard	The keyboard is a typewriter-style device which used to tell your computer what to do.
5.	Speakers	An output hardware device that connects to a computer to generate sound just like a stereo system
6.	Printer	A printer is where a computer writes down the information or output, onto paper or a hardcopy

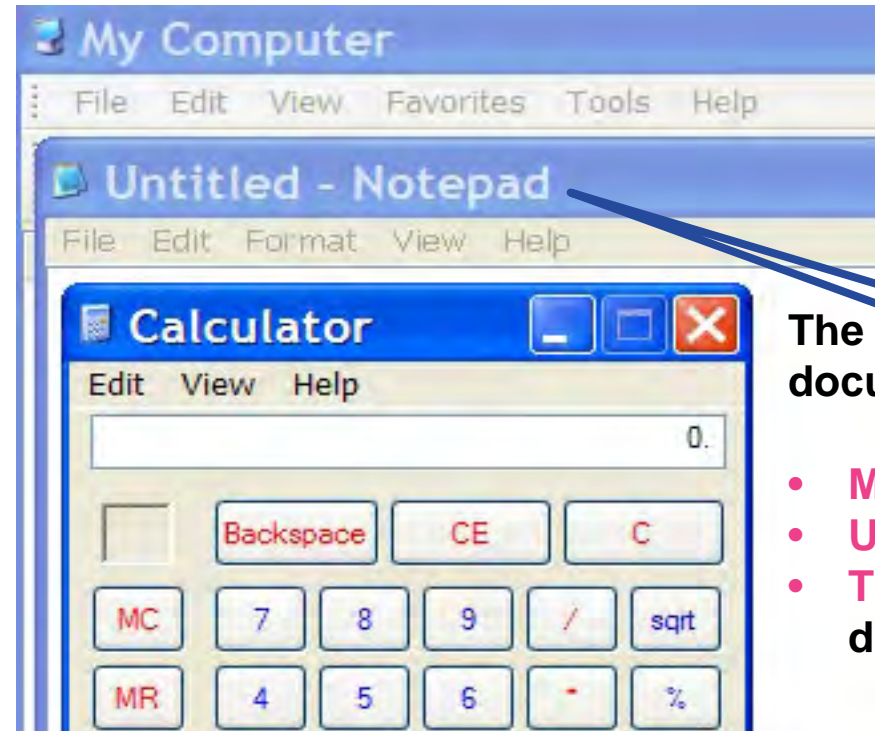


Microsoft office applications

No.	Program		Description
1.	Word		Microsoft Word is a full-featured word processing program
2.	Excel		Microsoft Excel is a spreadsheet program that features calculation, graphic tools, pivot tables, and macro
3.	PowerPoint		Microsoft PowerPoint is a presentation program
4.	Access		Microsoft Access is a database management solution for Windows operating systems
5.	Outlook		Microsoft Outlook is a personal information manager. Though primarily an email client, Outlook also includes such functions as calendaring, task managing, contact managing, note-taking, journal logging, and web browsing

The title bar

- The **Title Bar** is at the very top of screen - contains program ICON, Quick Access Toolbar and Document Title.
- In other words, it lets you know which file you are looking at

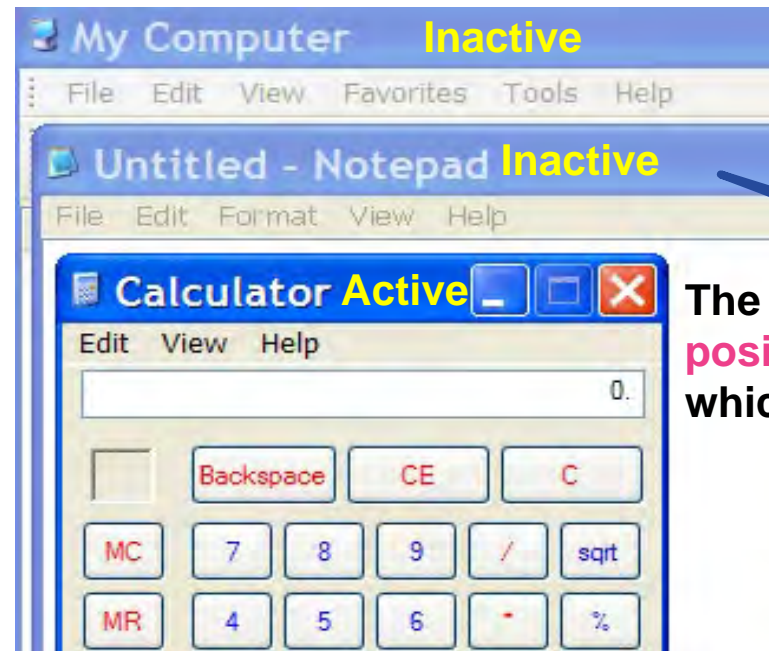


The **title bar** identifies which documents are open.

- **My Computer** (folder),
- **Untitled - Notepad**,
- **The Calculator** are all open documents / windows.

Moving between windows - active/inactive windows

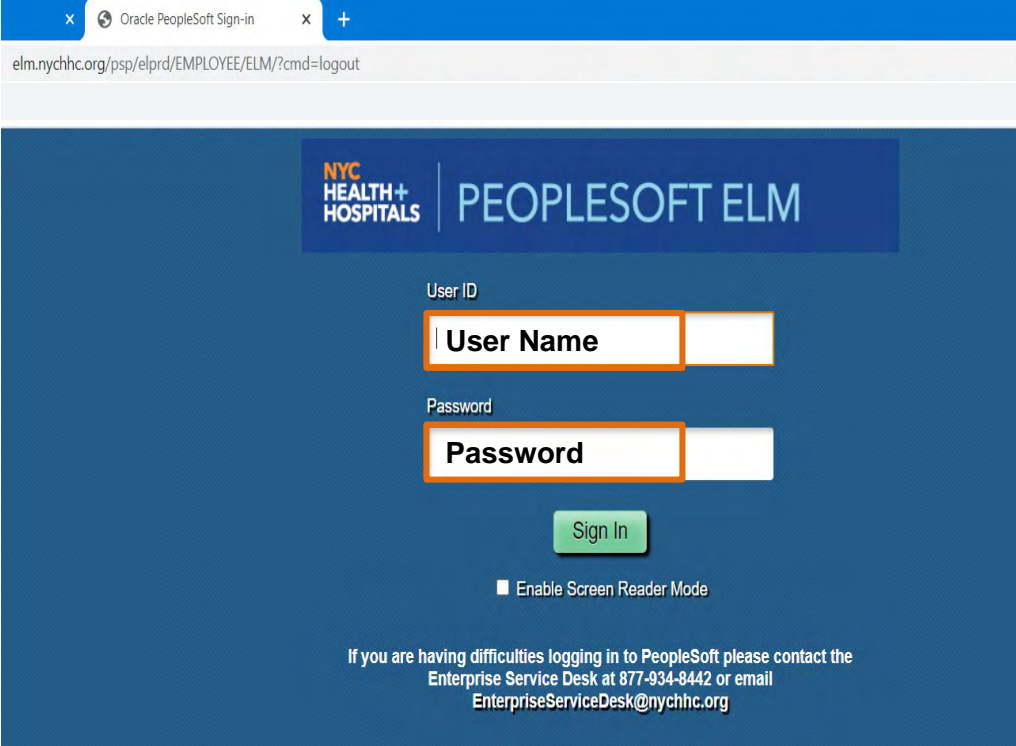
- To move from one window to the other, simply use your mouse to click on the window you wish to use
- Your window is inactive if it is paler than the other windows
- The active window 's color is rich and undisturbed



The **color** of the **title bar** and the **position** of the window will tell you which window is **Active / Inactive**.

Access PeopleSoft ELM using a link

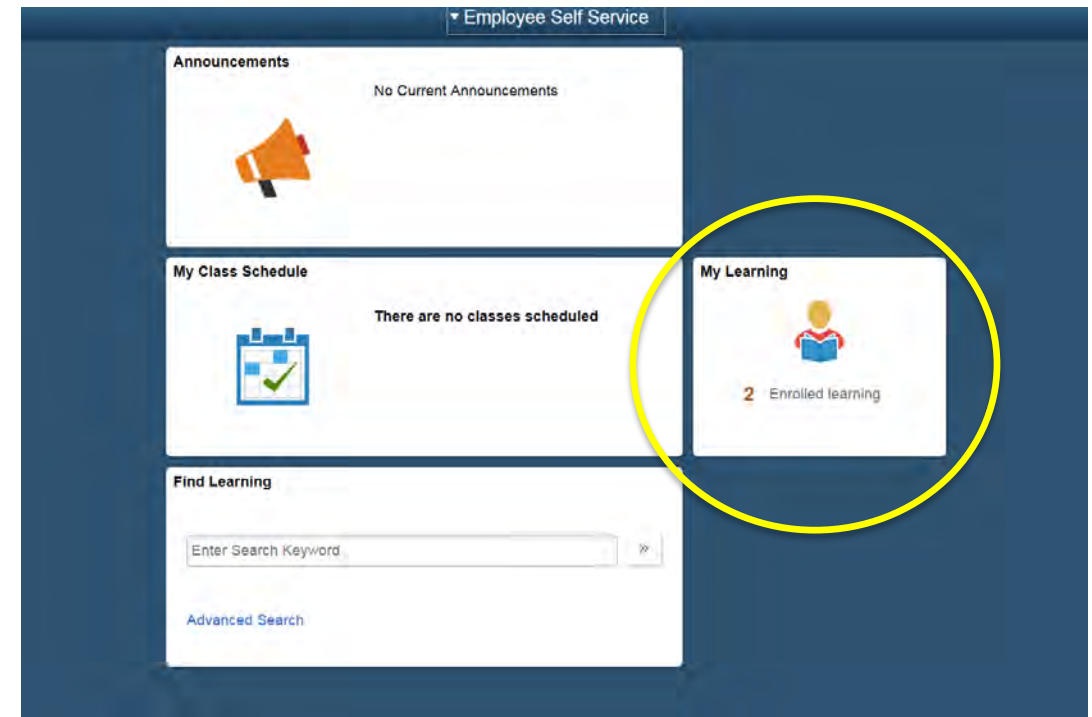
- As employees we are required to complete annual in-service and mandated training
- To access these trainings, we need to go to **PeopleSoft ELM** page
- You can enter PeopleSoft ELM by clicking the following link on your internet browser (**via computer or phone**) and signing in using your **NYC H+H User ID** and **password**
<https://elm.nychhc.org>



The screenshot shows a web browser window with the address bar displaying "elm.nychhc.org/psp/elprd/EMPLOYEE/ELM/?cmd=logout". The page has a dark blue header with the "NYC HEALTH+ HOSPITALS" logo and the text "PEOPLESOFT ELM". Below the header, there are two input fields: "User ID" with a placeholder "User Name" and "Password" with a placeholder "Password". Both fields are outlined in orange. Below the password field is a green "Sign In" button. Underneath the button is a checkbox labeled "Enable Screen Reader Mode". At the bottom of the page, there is a line of text: "If you are having difficulties logging in to PeopleSoft please contact the Enterprise Service Desk at 877-934-8442 or email EnterpriseServiceDesk@nychhc.org".









PeopleSoft ELM Regulatory E-Learning Modules

- The link will take you to your **Employee Self Service** page elm.nychhc.org
- This is where you go to complete your trainings using your internet browser (**via computer or phone**)
- Click on the **My Learning** icon to view your training completion page. This will let you know if you have any trainings that are pending



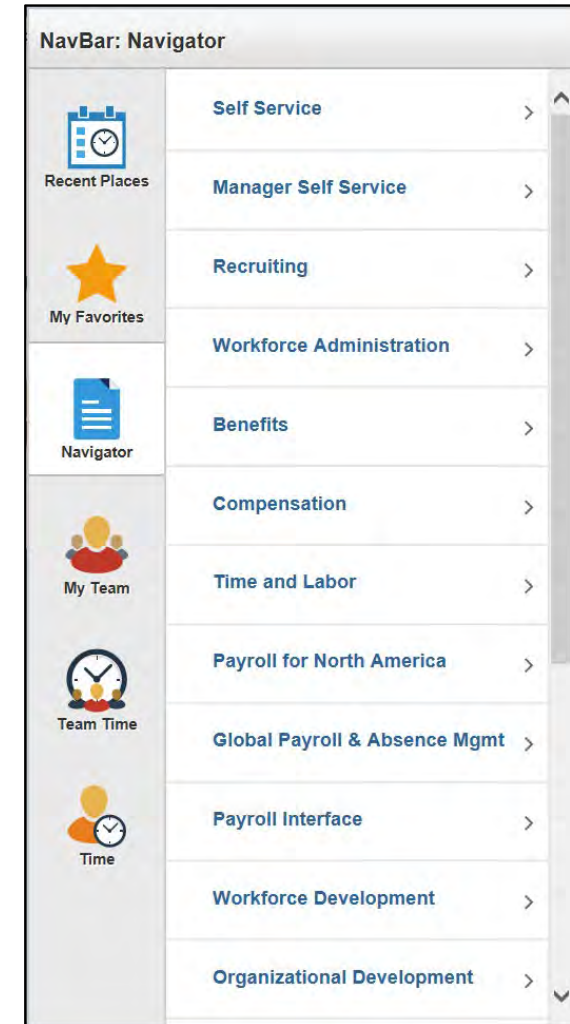
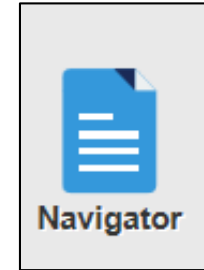
PeopleSoft banner and navigator icons

- A standard banner appears at the top of every fluid page.















	Fluid Home: Homepages are the starting point for navigation in Fluid
	Push Notifications: When you login to the portal, you can see the number of new events or messages using the Notifications icon.
	Action List: Tap to see a list of available actions for the current window.
	Navigation Bar: The Navigation Bar provides options i.e., Favorites, Navigator
	Recent Places: The Recent Places tile in the <u>NavBar</u> stores a list of recently visited components
	My Favorites: This tile enables the user to choose frequently visited components and add them to a list for easy access.
	PeopleSoft Navigator:
	PeopleSoft Fluid Tiles: Tiles allow users a quick way to perform routine tasks, such as decision making or monitoring. End-users may personalize tiles, such as modifying which tiles they want to display and their position and sequence on a homepage.



















PeopleSoft navigator











- The Navigator will allow Payroll Users to access various modules within PeopleSoft.
- Currently, NYC Health & Hospitals utilizes various modules across the health system, however, your access is based upon your work function and/or Role within the organization.
- This provides seamless access to data required to perform at the highest level while executing your day to day duties.



PeopleSoft commands

Add 	Add a new Value
Add a new row 	Add a new row
Add to favorites 	Add page link for current page to PeopleSoft My Favorites
Back 	
Cancel 	Return to previous page without saving changes
Choose a date 	Open a calendar and select a date
Clear 	Clears entries from data fields
Close 	Closes the window or menu
Collapse section 	Hide contents of selected section(for menu items and for grid areas)
Customize 	Customize column order and sort order for selected section
Customize Page 	Customize tab order for selected page
Delete row 	Delete the selected row
Download 	Download data into Excel
Escape	Return to previous page without saving changes
Expand 	Expand display
Expand section	Show contents of selected section (for menu items and for grid areas)

	
Find an Existing Value	Search page for finding a record that is already in the database
Find an Existing Value 	
First 	Display first record
Help 	Link to PeopleBooks
Home 	Navigates to home page
Last 	Display last record
Look up 	Look up value
Minimize 	Minimize display
New Window 	Opens a new browser window
Next in List 	View the next record
Notify 	Opens a window for sending an email notification
OK 	Save changes and return to previous page
Preview 	Preview changes before saving
Previous in List 	View the previous record
Refresh 	Refresh or reload the page
Return to Search 	Return to search page
Save 	Save changes
Search 	Processes the search once you have entered search criteria in the key fields above the search button.

Show all columns 	Display data across page instead of using tabs
Show previous 	Show previous row
Show next 	Show next row
Show tabs 	Show tabs instead of displaying data across page and using scroll bar
Sign out 	Sign out of application
Transfer to 	Transfer to selected page for entering details
Update/Display 	Update mode -- Go to find an existing value
View All 	Display all records
View Related Links 	List related page links
Worklist 	Navigates to worklist



Microsoft®

Windows 10

Quick Reference Guide

Windows Desktop and Start Menu



Start Menu

Open the Start Menu: Click the **Start** button on the taskbar, or, press the **Windows** key.

Resize an App Tile in the Start Menu: Right-click a tile, select **Resize**, and select a size.

Rearrange Tiles: Click and drag a tile to a new location in a group. Or, drag a tile between groups to start a new group.

Remove a Tile from the Start Menu: Right-click a tile and select **Unpin from Start**.

Add a Tile to the Start Menu: Right-click an app and select **Pin to Start**.

Turn off an App's Live Tile: Right-click a tile, select **More**, and select **Turn Live Tile off**.

Rename Tile Groups: Click a tile group's name, type a new name, and click outside the name field to save the changes.

Lock Your Computer: Click the **Account** button and select **Lock**.

Sign Out of Windows: Click the **Account** button and select **Sign Out**.

Shut Down or Restart Your PC: Click the **Power** button and select either **Shut down** or **Restart**.

Apps & Taskbar

Launch an App: Click the app's tile in the Start menu. Or, scroll through the list of apps at the left of the Start menu and select the app you want to open.

Install an App: Click the **Microsoft Store** icon on the taskbar. Browse or search for the app you want and click it. Click **Get** to install a free app or **Buy** to install a paid app.

Update an App: Click the **Microsoft Store** icon on the taskbar and click the **See more ...** button at the top-right of the window. Select **Downloads and updates** and click the **Get updates** button at the top of the window.

Uninstall an App: Click the **Start** button and click the **Settings** button at the left of the Start menu. Click the **Apps** category and select **Apps & features** at the left. Select the app you want to remove and click the **Uninstall** button.

Hide the Taskbar: Right-click an empty space on the taskbar, choose **Taskbar settings**, then toggle **Automatically hide the taskbar in desktop mode**.

Windows 10 Tablet Mode: Swipe in from the right side of the screen and click the **Tablet Mode** button.



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Windows 10

Quick Reference Guide

Keyboard Shortcuts

General

Start menu	Windows
Copy a file or folder	Ctrl + C
Cut a file or folder	Ctrl + X
Paste a file or folder	Ctrl + V
Action Center	Windows + A
Task view	Windows + Tab
Close an app	Alt + F4
Lock computer	Windows + L
Print	Ctrl + P
File Explorer	Windows + E
Run dialog box	Windows + R
Ease of Access Center	Windows + U
Task Manager	Ctrl + Shift + Esc
Capture screenshot	Windows + PrtScn
Open Search	Windows + S
Open Narrator	Windows + Enter

Settings Shortcuts

Windows settings	Windows + I
Connect pane	Windows + K
Sharing pane	Windows + H
Display options for second screen	Windows + P
Quick Link menu	Windows + X

Desktop Shortcuts

Show/hide desktop	Windows + D
Maximize window	Windows + ↑
Minimize/Restore window	Windows + ↓
Minimize all windows	Windows + M
Snap window to left	Windows + ←
Snap window to right	Windows + →
View open apps	Ctrl + Alt + Tab
Switch between apps	Alt + Tab
New desktop	Windows + Ctrl + D
Switch desktops	Windows + Ctrl + ← / →
Close active desktop	Windows + Ctrl + F4
Peek at desktop	Windows + ,
Minimize all but the active window	Windows + Home
Refresh active window	F5

New Features

The Action Center. Gathers recent notifications. Click the **Action Center** button on the taskbar or slide your finger in from the right side of the screen on a touchscreen device to view it. It also includes some helpful quick commands:



Edge: Microsoft's faster, more secure web browser. While Internet Explorer is still available in Windows 10, Edge is the preferred browser. Click the **Edge** icon on the taskbar to start browsing.

Task View: Allows you to add and switch between multiple desktops. Click the **Task View** button on the taskbar, then click the **New Desktop** button for each additional desktop you'd like to add. Click a desktop's thumbnail in Task view to switch to it.



Tablet Mode: A mode in Windows, optimized for touch, that automatically engages when a touchscreen device or hybrid computer is in use. Manually turn Tablet mode on or off in the Action Center.

The Settings App: An application that includes a number of options to control how your Windows 10 operating system behaves. Click the **Start** button, then click the **Settings** icon to open and modify the system settings.

Quick Access: A customizable view in File Explorer that includes a few pinned folders, as well as some other folders and files that you've used the most. Click the **File Explorer** icon on the taskbar to see the Quick Access screen.

Windows Ink: Used for touch screen devices with a stylus, Windows Ink allows you to write on your screen or create sticky notes and drawings. Click the **Windows Ink Workspace** icon on the taskbar to enable drawing with a stylus.



Windows Hello: A secure sign in feature that allows you to sign into Windows 10 using facial recognition or a fingerprint. Click the **Start** button and click the **Settings** icon. Then click **Accounts** and select **Sign-in options** at the left. Under Windows Hello, select **Set up**. **Note:** Windows Hello is not available for use on every device.



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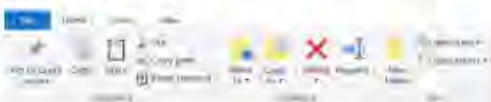
Windows 10

Quick Reference Guide

Folders and Files

Open File Explorer: Click the File Explorer icon on the taskbar. Double-click a file or folder to open it.

The File Explorer Ribbon: Contains options you'll need to work with your files. Click a ribbon tab (i.e. Home, Share, View) to see related commands.



Move or Copy Files and Folders: Select the file or folder you want to move, then click the Home tab on the ribbon. Click the Move To or the Copy To button and select the destination folder.

Rename Files and Folders: Select the file or folder you want to rename in File Explorer and click the Home tab on the ribbon. Click Rename in the Organize group. Type a new name for the file or folder, then press Enter.

Delete Files or Folders: Select a file or folder to delete in File Explorer. Click the Home tab on the ribbon and click the Delete button in the ribbon. Select Recycle to move it to the recycle bin or Permanently Delete to completely remove the file or folder from your computer.

Search File Explorer: Click in the Search field in the upper-right corner of the File Explorer window. Type your search term(s). Use the options in the Location group of the Search tab to change the search location.

File Explorer Views: Click the View tab in the File Explorer window. Use the options here to change how your files are viewed and organized.

Compress Files or Folders: Select the files or folders you want to compress and click the Share tab on the ribbon. Click the Zip button and type a name for the compressed folder, then press Enter.

Create a Desktop Shortcut: Right-click a file, folder, or program, then select Send To. Select Desktop (Create Shortcut) in the menu.

Sort Desktop Icons: Right-click the desktop and select Sort by in the menu. Select a sort option.

Personalize Windows

Change the Desktop Background: Click the Start button and click the Settings icon. Click Personalization and then use the options in the Background category to select a new background color or image.

Pin a Program to the Taskbar: With the program running, right-click its icon on the taskbar and select Pin to taskbar.

Personalize Windows

Customize System Icons: Click the Start button and click the Settings icon. Click Personalization and then click Taskbar at the left. If needed, scroll down and click Turn system icons on or off. Toggle a system icon on or off.

Move the Taskbar: Right-click the taskbar, if Lock the taskbar has a check mark next to it, click it to unlock the taskbar. Click and drag the taskbar to the top, bottom, or side of the screen.

Customize the Lock Screen: Click the Start button and click the Settings icon. Click Personalization and then click Lock screen at the left. Here, select the desired background, app status icons, and settings.

Customize Account Settings: Click the Start button and click the Settings icon. Click Accounts and then click Sign-in options at the left. Modify your account settings here.

Maintain Your Computer

Check for Windows Updates: Click the Start button and click the Settings icon. Click Update & Security and then click the Check for updates button.

Open the Task Manager: Right-click the Start button and select Task Manager. Or, press Ctrl + Shift + Esc. If an open task is no longer responding, select it here and click the End task button.

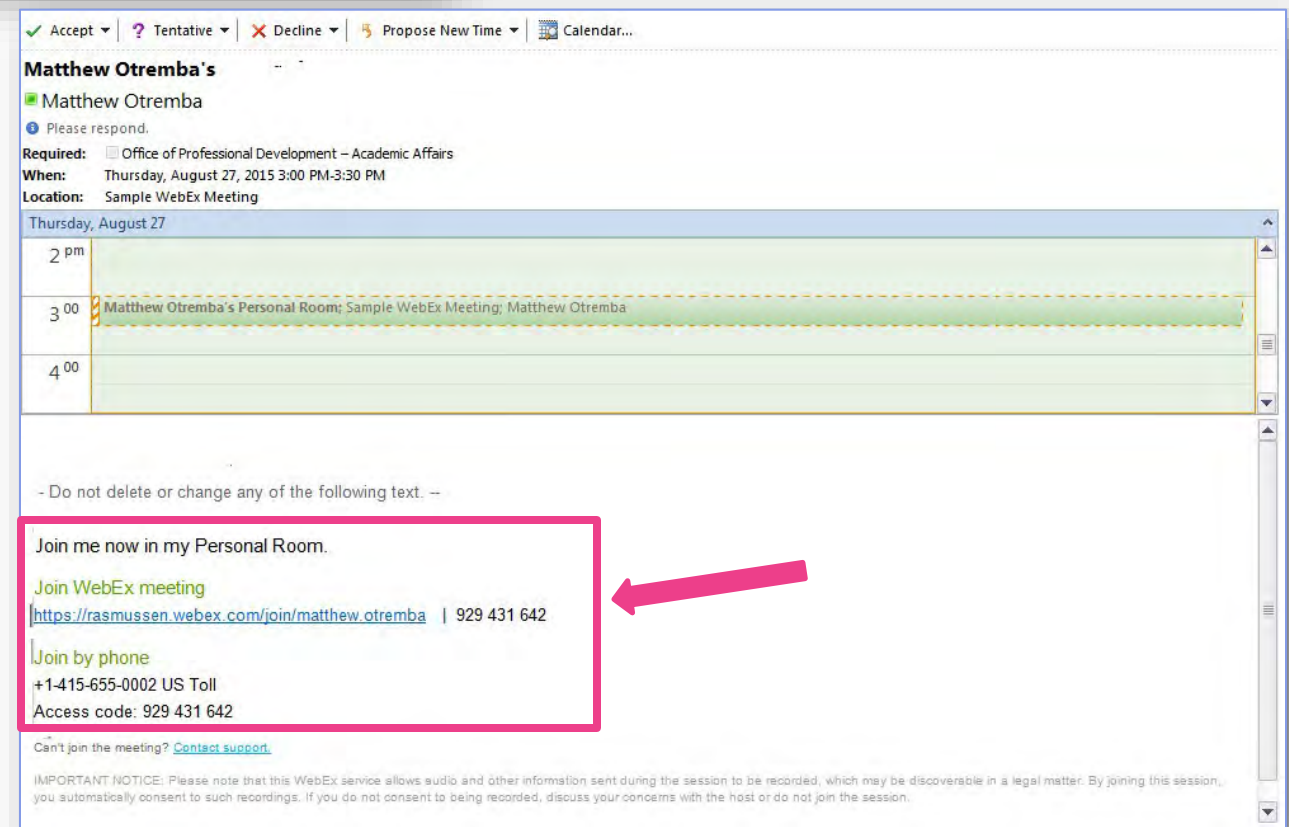
Improve Battery Life: Click the Battery status icon in the system tray and click Battery settings. Adjust the settings here to improve the battery life of your computer.

Secure Windows: Click the Security Center icon in the system tray. A few options for ensuring Windows is secure include:

- **Virus & threat protection** periodically checks your computer for viruses and other malicious files.
- **Account protection** provides security for your account and sign-in.
- **Firewall & network protection** configures network firewalls for private and public networks to keep your computer safe from network attacks.
- **App & browser control** is where you configure warnings for suspicious files, applications, and websites that you download and visit.
- **Device performance & health** keeps track of system, software, and driver updates, while monitoring storage space and battery life.
- **Family options** lets you set up parental controls for this computer, as well as connected devices.

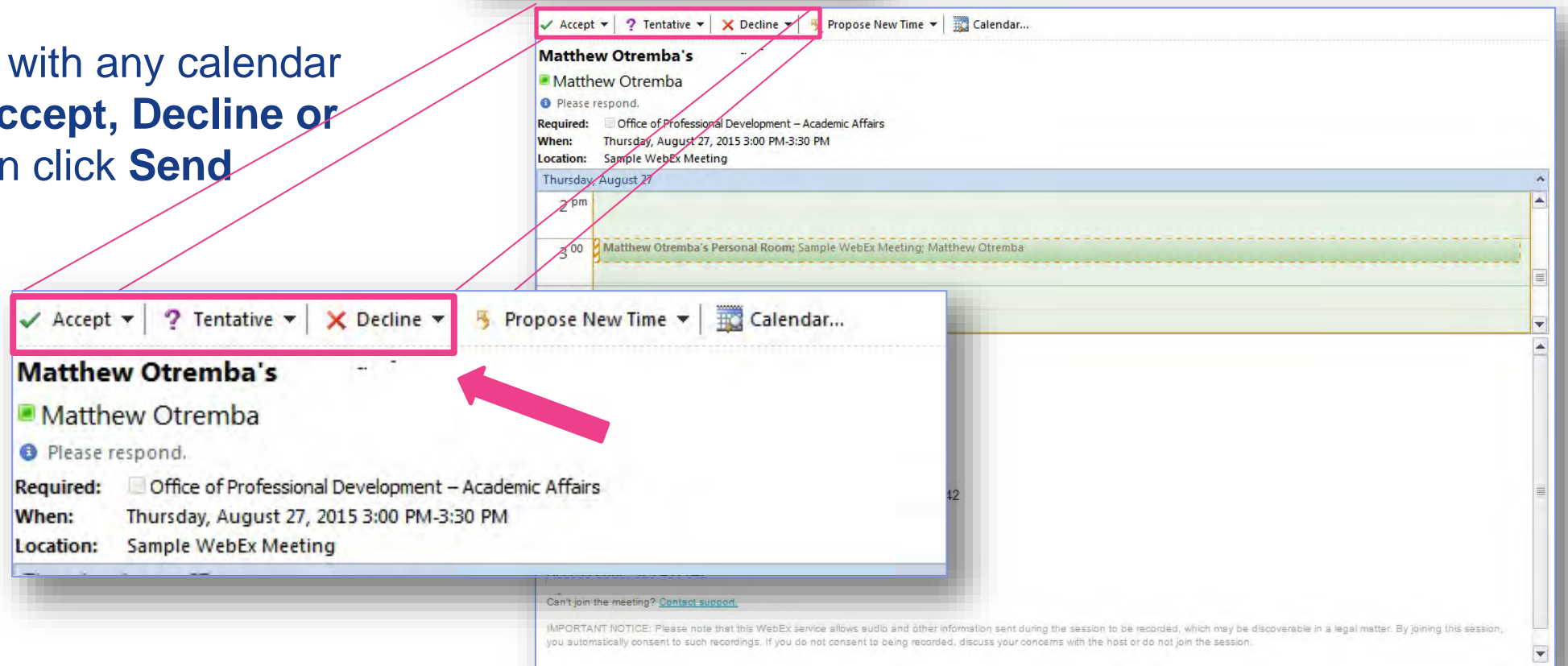
Cisco WebEx

1. Cisco **WebEx** is the NYC Health + Hospitals solution for **video conferencing, online meetings, trainings, events and screen share**
2. You can receive **WebEx calendar invitations** through **Outlook** email



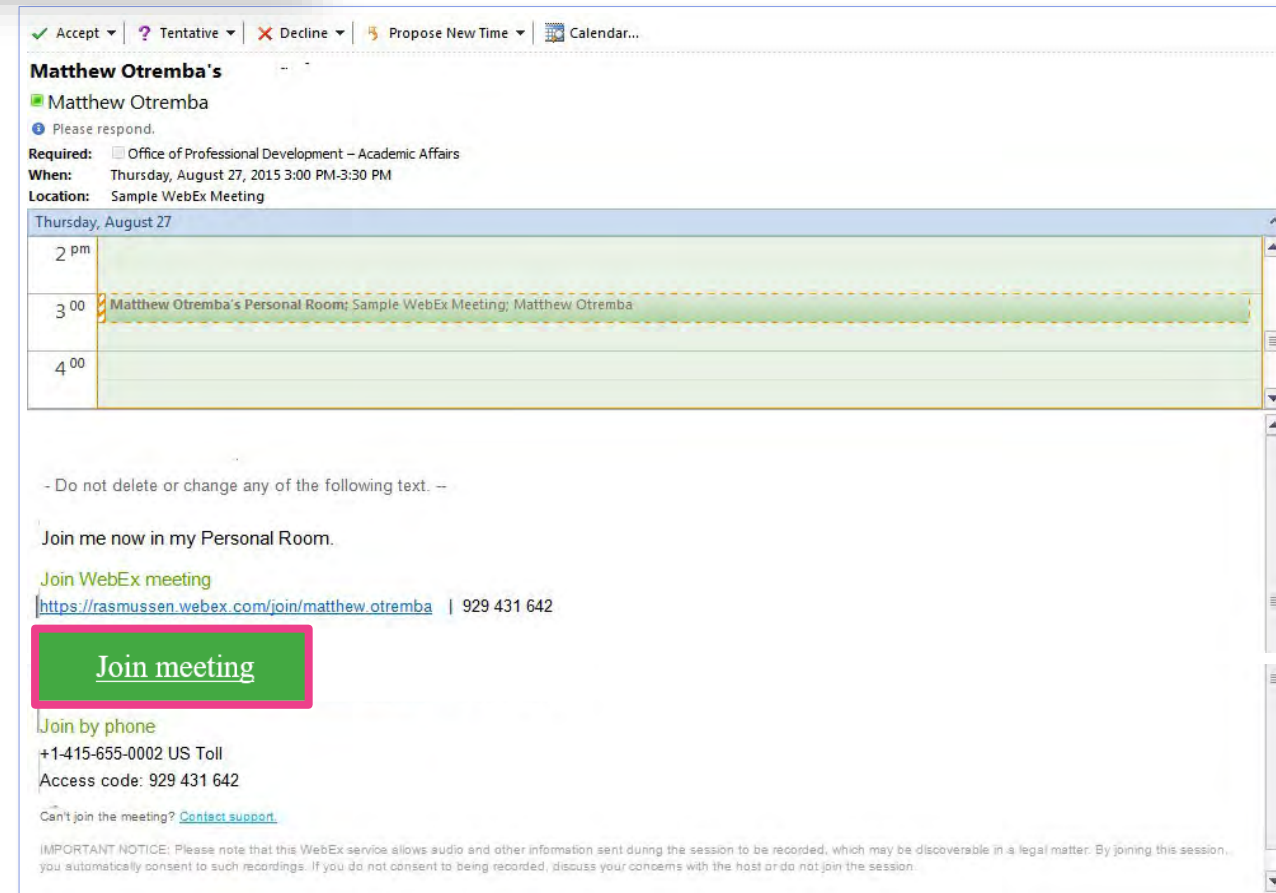
Cisco WebEx

1. You can receive **WebEx calendar invitations** through **Outlook** email
2. As you would with any calendar event, click **Accept**, **Decline** or **Tentative** then click **Send Response**



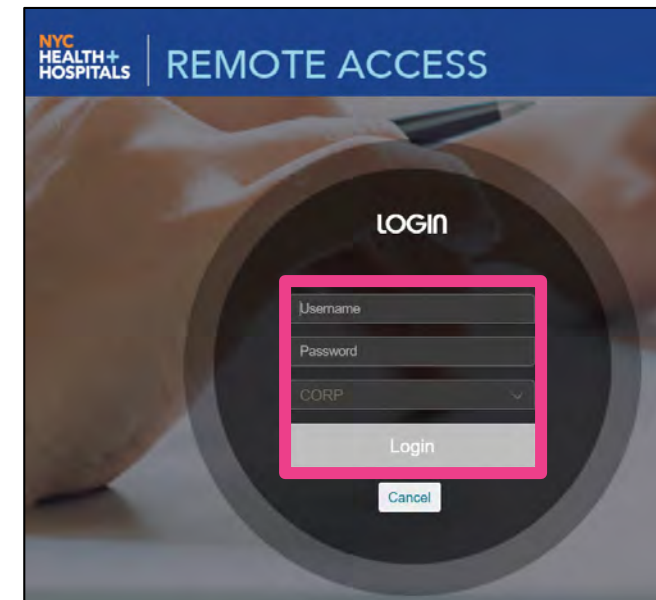
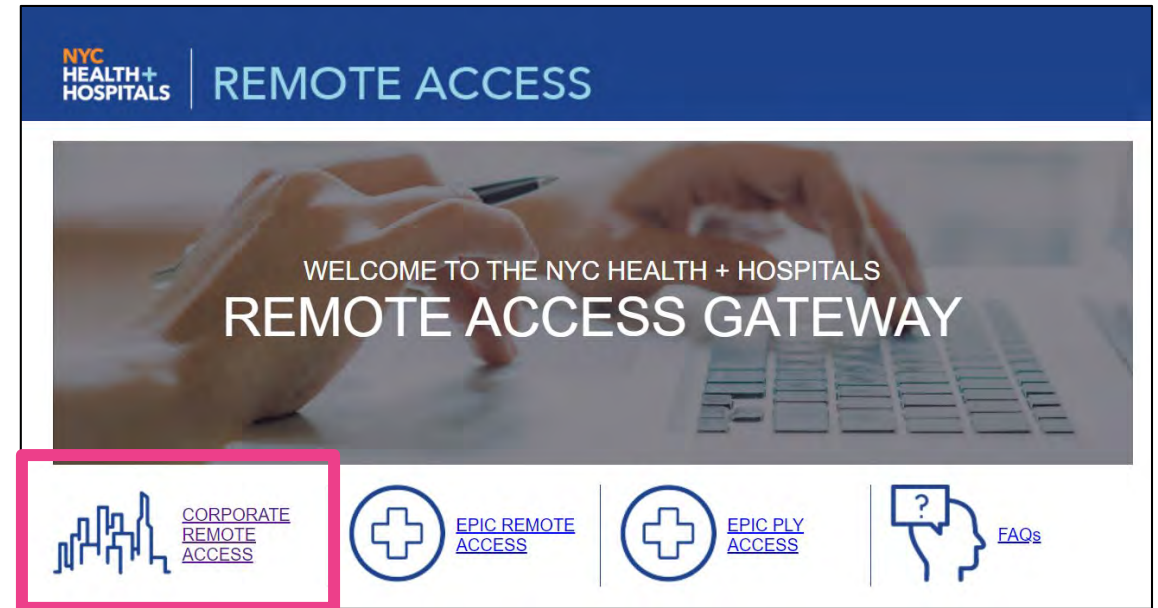
Cisco WebEx

1. If you click **Accept**, the invitation will automatically be added to your **Outlook calendar**
2. Some WebEx invitations require you to **register** before you can join the meeting room online
3. To enter the virtual platform, click the **link** or the icon that say **Join Meeting**



Remote Access Gateway

- If you are working remotely and need access to your office computer or shared drive you will need to use **Remote Access Gateway**
<https://epicremotedesktop.nychhc.org/>
- From here you can click **Corporate Remote Access**
- Then you will **login** in using your work **User ID and password**
- **However**, before you can log in you will need to create a **Duo account** using **your cell phone**



Go back to Remote Access Gateway

1. Now that your DUO is set return to **Remote Access Gateway**
<https://epicremotedesktop.nychhc.org/>
2. From here you can click **Corporate Remote Access**
3. Then you will **login** in using your work **User ID and password**
4. **Duo Mobile** application) will receive a pop up message on your mobile phone to confirm your identity. Click **Approve**
5. Once **confirmed** you can proceed to work as usual

1

NYC HEALTH+ HOSPITALS | REMOTE ACCESS

WELCOME TO THE NYC HEALTH + HOSPITALS
REMOTE ACCESS GATEWAY

2

CORPORATE REMOTE ACCESS

EPIC REMOTE ACCESS

EPIC PLY ACCESS

FAQs

3

NYC HEALTH+ HOSPITALS | REMOTE ACCESS

LOGIN

Username

Password

CORP

Login

Cancel

4

DUO

NYC HHC

About passcodes

5

Is that you?

Approve

Deny

Work remotely using Cisco AnyConnect & Duo (MFA) if using a NYC H+H computer

1. On your computer, Cisco AnyConnect will ask you to click **Connect**
2. Then **Cisco AnyConnect** will ask you to **log in** to their system
3. **Duo Mobile** application) will receive a pop up message on your mobile phone to confirm your identity. Click **Approve**
4. Once **confirmed** you can proceed to work as usual

