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HOSPITALS

Computer Literacy:
Basic Computer Skills
HOW TO USE CTRL+ALT+DELETE TO LOCK, SWITCH USER & SIGN OUT

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Multi-user Machines

- As an employee, there are times when you are working on a project and may have to walk away from your computer

- You might work in a department that may not have enough computers for everyone and thereby designate one machine for multiple users

- If you fall under either of these categories, you should learn how to use the **CTRL +ALT+ DELETE** keyboard shortcut function
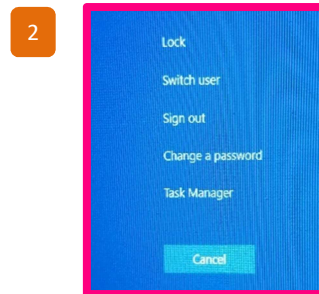
Kiosk

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CTRL, ALT & DELETE options

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

2. A blue screen will open with the following options

   - **Lock**
   - **Switch User**
   - **Sign Out**
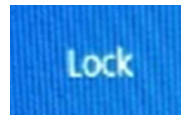   - **Change Password**
   - **Task Manager**

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Lock function

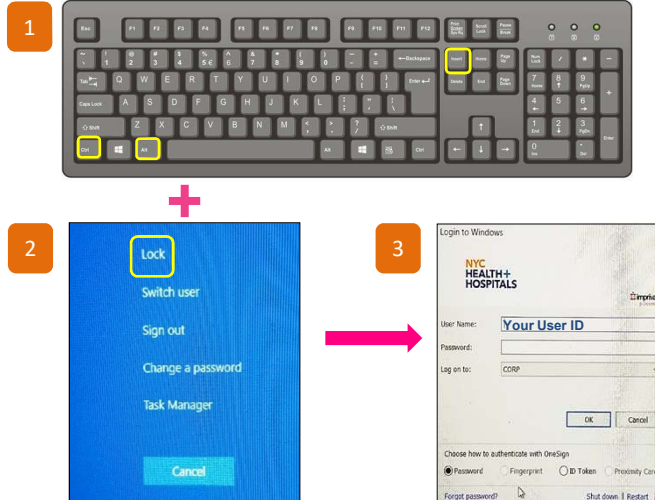To keep your information private and protected click the **Lock button**

- 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

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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

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How to Unlock your computer

- Your User ID is already in place therefore enter your **Password**

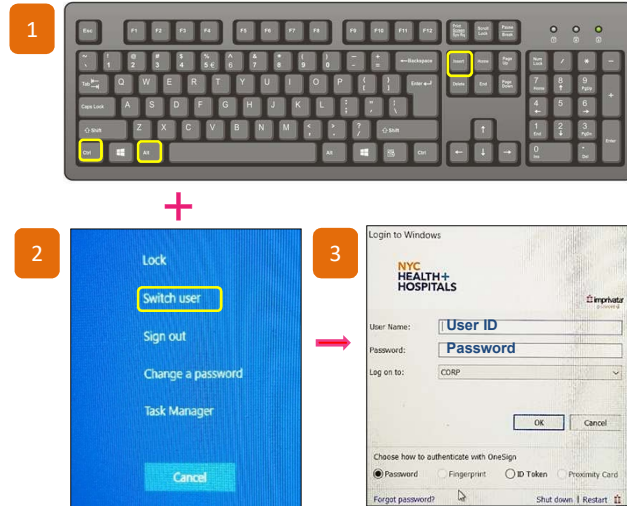- Click **OK**, giving you access to your original screen

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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**

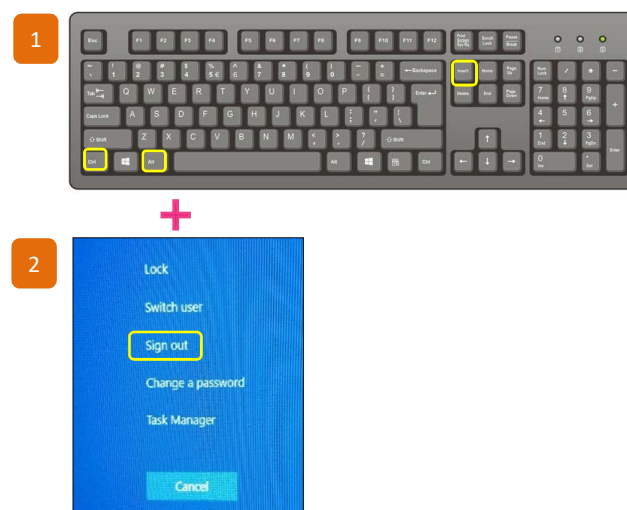 3. Enter **User ID**, **Password** and click **OK**

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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

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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.
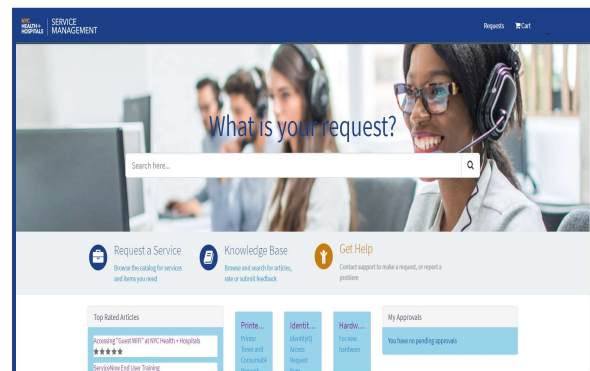

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Enterprise Service Desk (EITS)

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**

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