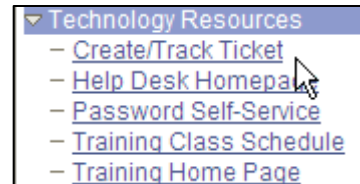


Windows 7 Guide for New Users

How to Get Help

Self-Service – Create A Help Desk Request Ticket

1. Log onto my.tcu.edu
2. Choose **Technology Resources** on the left menu
3. Click on **Create/Track Ticket**
4. Select **New Issue** from the left menu
5. Describe your problem and include contact information
6. Click the **Submit** button
7. You will receive a ticket confirmation via email with the ticket Call ID number



Contact by Phone

Call 817-257-6855 during business hours: Monday through Friday 7:30 am to 5:00 pm

Password Self Service

Go to <http://password.tcu.edu> to change, unlock, or reset your password.

Help Desk Web Page

Go to <http://help.tcu.edu> to find documentation and fixes for common problems.

Windows 7 Training

Training Classes

Register for Windows 7 Training classes at http://www.tr.tcu.edu/training_schedule.htm

Request a demo for your group or department. Send request to training@tcu.edu

Online Self Training

Online training from Microsoft IT Academy is available at http://www.tr.tcu.edu/self_training.htm

Other Training Links and Information

Other training opportunities at <http://www.tr.tcu.edu/Windows7.htm>

How to install software

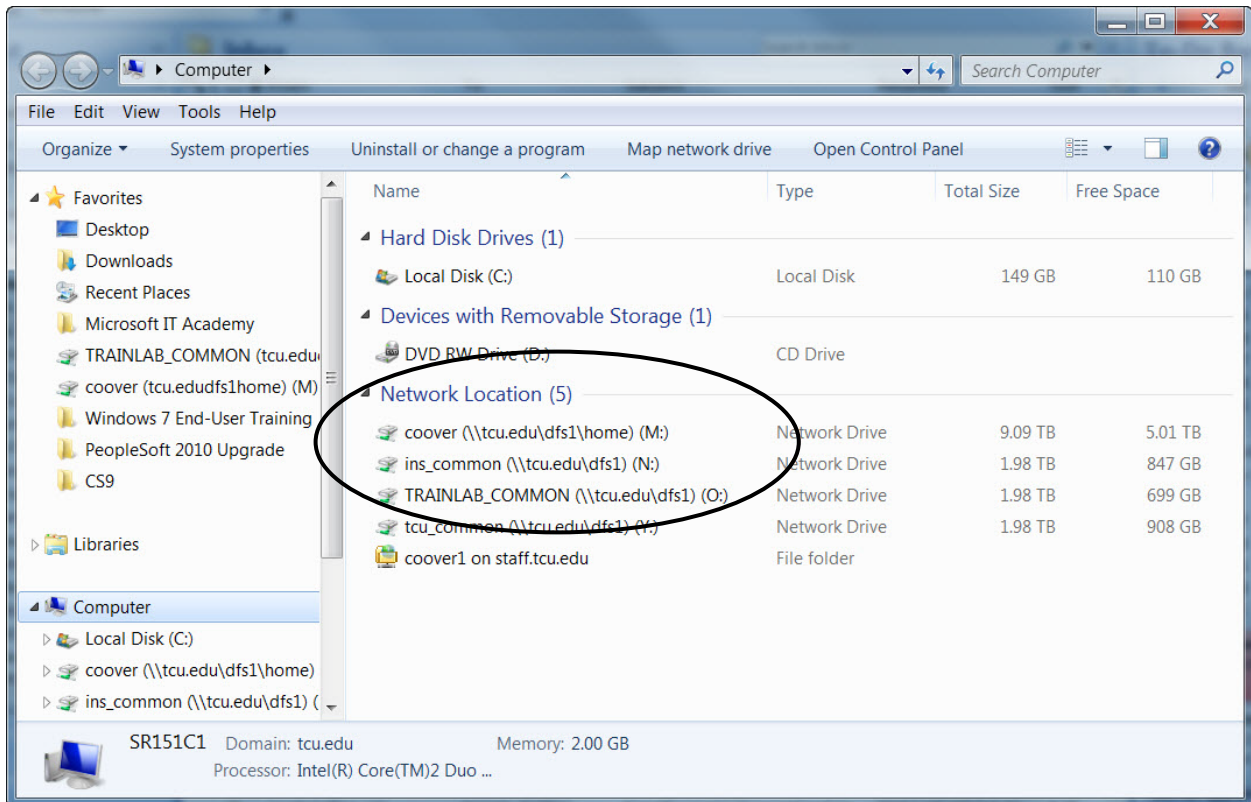
When installing software or hardware on your Windows 7 machine, you will be prompted for permission to allow changes. You also may be prompted for credentials (username and password).



Protecting Your Documents

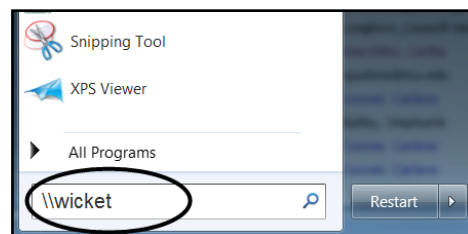
It is important to **save your documents to a network drive** instead of your PC's hard drive. Network drives are backed up regularly on a nightly basis and are easy to access even from off campus.

1. When saving documents, choose your personal network space mapped to the M drive (or another common drive, for example, your department common drive is mapped to the N drive).
2. Identify the types of files you work with and the content of the files. Create a folder organization hierarchy in your network drive that fits your work style.



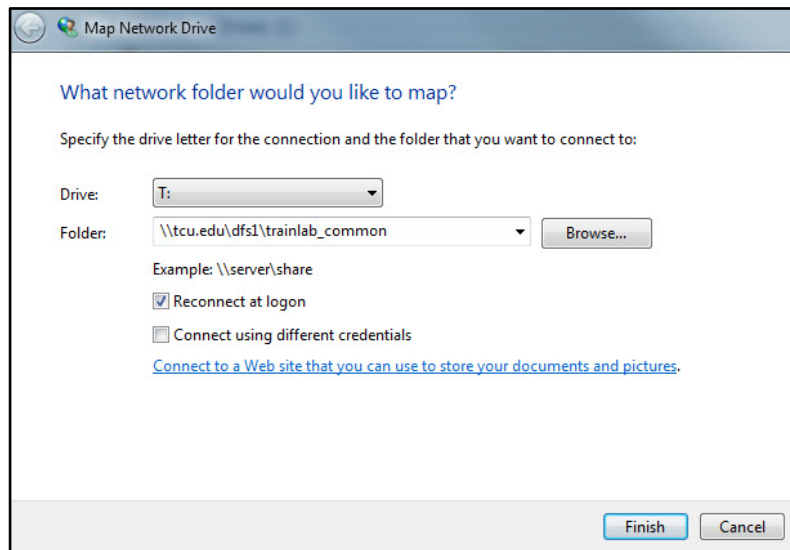
How to Install Network Printers

- Click the **Start** button
- Type [\\wicket](#) in the search box
- Click the **Enter** key
- Find the name of your printer from the list and **double-click** to add the printer



How to Map a Network Drive

- Open **Windows Explorer** or click the **Computer** button
- Click the **Map network drive** command on the navigation bar located under the menu at the top of the window
- Select a **drive** letter
- Enter the name of the **network drive**



How to Lock Your Computer

- Press **Control** and **Alt** and **Delete** keys
- Choose **Lock this computer** from the menu
- To unlock, press **Control** and **Alt** and **Delete** keys again and enter your **TCU username and password**