

### **Saving FYI's (or any document)**

I. The first step is to create a folder to put the FYI's into. This will only have to be done one time. To do this, choose one of the following two options—make sure you write down or remember the location of your new folder:

#### **To Create a New Folder on your Desktop:**

1. Right click on your desktop.
2. Select "New"; then left click on "Folder".
3. Type a name in the box under your new folder and hit your Enter key.

#### **To Create a New File or Folder in an existing Folder:**

1. Right click on your START button on your Task Bar.
2. Left click on "Explore".
3. Look in the left box for the folder in which you want to create a new folder and left click once to select it.
4. In the right box, right click once in a blank space.
5. Select "New"; then left click on "Folder".
6. Type a name in the box under your new folder and hit your Enter key.

II. Now that you have a folder created, you can start putting FYI's in it as you get them. Just right-click the FYI attachment in the email and choose "Detach". In the window that pops up, select the folder/file you want the FYI placed into and click DETACH.

### **Creating a Shortcut on your Desktop:**

1. Right click on your desktop.
2. Select "New" and click on "Shortcut".
3. Click on BROWSE and find the file/program you want to create a shortcut for.  
(OR, if you want your shortcut to go to a website, type the web address in the box--ex: <http://www.ewtechteam.com>; and skip step 4 below.)
4. When you find the file, click once to select it, then click OPEN.
5. Click NEXT.
6. Type a name for your shortcut in the box and click FINISH.

### **Add a Website to Favorites Folder**

1. Go to the web site on the internet.
2. On your menu bar, click on the word "Favorites".
3. Click on "Add to Favorites".
4. Check the name listed in the white name box—you can change it if you want.
5. When the name is OK, click OK.

The site should now appear in your list of Favorites.

### **Searching FYI's (or any document)**

Once you have your FYI's filed and saved, you can search through them by keyword or title word to find FYI's relevant to the topic at hand.

1. RIGHT click on your START button and click 'Explore'.
2. Find the folder you have been saving your FYI's into using the left side box. Slide the bar up or down to view more available folders.
3. When you find your FYI folder, click it once to highlight it.
4. Now go up to the tool bar and click the SEARCH button.
5. Type in your file/folder title words or file keywords that you want to search for using the boxes on the left side. (Hint: using file keywords will lengthen your search time.)
6. Click the SEARCH NOW button at the bottom of the left side box. Your results should show up in the right side box. You can open one of them by double-clicking it.

After you have created a search, you can also 'save' each search if you wish and create a shortcut to it. This would enable you to double-click an icon on your desktop to search automatically, removing the need for steps 1-4 above. Here's how:

1. After you have created and executed your search, click 'File', then 'Save Search'.
2. In the 'Save Search' window that appears, select the location you would like to save your search to, enter a search name (such as FYI search) and click the SAVE button, remembering where you save this file.
3. Now, use the Explore option in step 1 to find your saved search file—it should end with ".fnd".
4. When you find the file ending with ".fnd", RIGHT click on it and choose "Send To", then "Desktop (Create Shortcut)". This creates a shortcut to your search file on your desktop. You should now have a shortcut on your desktop.
5. To rename your shortcut, simply RIGHT click the shortcut icon, choose 'Rename', and follow those instructions.

**For work-related links, training calendar,  
and additional information, visit:**

<http://www.ewtechteam.com>

### **Finding A File**

1. Right click on the START button on your task bar.
2. Click "Find".
3. You can search for files by Name, Date Modified or Advanced.
4. To search by name, select the Name & Location tab (if it isn't already showing).
5. Type the file's name into the "Name" box.  
  
(\*Hint: if you aren't sure what the exact file name is, but know it includes some words, such as "finding", you can search for all file names that include that word by typing an "\*" in front and behind the word.  
Ex: "\*"finding\*" would find all file names with the word finding somewhere in them.)
6. Select the correct location to search in by clicking on the down arrow beside the "look in" box. If you don't know where on your computer you saved the file, select "My Computer".
7. Click FIND NOW.

### **To cut/copy and paste:**

1. "Highlight" the information you would like to cut/copy by clicking once at the beginning of the information, holding down the mouse button, and dragging the mouse pointer across the information to the end, then release the mouse button. Your information should be in a "black box".
2. If you would like to "cut" this information (removes the information from it's place), click on Edit, then click Cut. If you would like to "copy" this information (copies the information to a hidden "clipboard", but doesn't remove it from it's current place), click on Edit, then click Copy.
3. Go to the place where you want to "paste" this information. Place your cursor in the "insert" spot by clicking with your mouse (if it isn't already in place). Click on Edit, then click Paste.

You should now have the information in the new location.

**See back of this page to see  
Who To Contact  
for various problems.**

**Contact the System Support and Development (SSD) Help Desk\*:**

- CICS (Supersession) is unavailable, locked up or goes down.
- TECS is unavailable, locked up or goes down
- VISION is unavailable, locked up or goes down
- Any problems when processing cases in TECS for Economic Assistance Programs
- Any problems when processing cases in VISION for Economic Assistance Programs
- Errors when trying to Click OK on Client Manager
- Errors in VISION which lose connection to Client Manager
- Hung up on a window in VISION (It is very important to contact the Help Desk-even though worker selects End Task, it does not always really disconnect & counties are being charged CPU time)
- "Dr Watson" error in VISION application
- Problems with VISION Lotus Notes Notices, Documents, or Databases not being created
- Problems with VISION Batch or On-line Notices not being printed
- Entire county is down (Network problem)
- A portion of the state is down (Network problem)
- Statewide Problems (Network)
- Blackbox password locks up/doesn't display (VISION)
- Problems with the following software: Click Net, Client Manager, VISION Lotus Notes databases and Innoculan (Anti-virus software)
- E-mail Groups (adding, changing & deleting)

**If you are working on the weekend when computer systems are scheduled to be up and running and they are not, contact ITD Operations at 701 328 4327. If no answer, contact the ITD Help Desk at 701 328 4470. You will receive a voice message when contacting the ITD Help Desk. Leave a message, telephone number and they normally return calls within one hour. They can give you a status of computer systems. If the mainframe is down, you cannot work in TECS or Vision.**

**Contacts for Passwords/Security Access**

**Passwords for TECS or CICS**

**\*\*The Mainframe password has to be at least 6 characters long, at least 1 of those characters has to be numeric and it has to be a password you haven't used in the last 6 times.\*\***

Karen Cossette/Kevin Janes/SSD Help Desk\*

**Passwords for VISION**

Karen Cossette/Kevin Janes/SSD Help Desk\*

**Security access to TECS VISION or CICS**

Karen Cossette/Kevin Janes/SSD Help Desk\*

**Contact NDACo OR Local Vendor OR County Staff**

- E-mail other than Lotus Notes
- Problems with Lotus Notes (other than listed above)
- Local computer Password (first sign-on)
- Problems with Software such as: Word, Word Perfect, Excel, Access or other applications on the Desktop that are **not** TECS, VISION, VISION Lotus Notes Databases, Click Net, or Client Manager
- Counties where there are multiple work stations but only one, or some, lock up or cannot sign on
- Any application, other than VISION, where you receive a "Dr Watson" error
- Blue screen of Death (a blank screen with numbers and characters at top)
- Problems with Hardware: personal computers, keyboards, mouse, all printers, etc

**\*Economic Assistance Policy System Support and Development (701-328-6061); Karen Cossette 701-328-1625; Kevin Janes 701-328-1837.**