



Computer Installation Instruction

Desktop & Laptop Computers

Disclaimer

Periodically changes to business processes or updates to systems or applications result in the updating of training guides and support materials. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front which details when the document was last updated. To check you have the current version please email it.training@sthk.nhs.uk

Change Control

| Document Type | | | Document Title | |
|-------------------|--------------------|--------------|-----------------------------------|------------|
| User Guide Manual | | | Computer Installation Instruction | |
| Version | Date | Owner | Change | Purpose |
| V0.1 | 18 March 2020 | Rob Tinkler | Creation | User Guide |
| V0.2 | 18 March 2020 | Rob Tinkler | Updated - Laptop | User Guide |
| V0.3 | 17th December 2021 | Nigel Cotton | Several Amendments & Additions | User Guide |
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Document Approval

| Version | Date | Approver Name | Approver Job Title |
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Overview




This document provides instruction for staff to identify, dismantle and install their desktop or laptop computer should the staff member need to relocate their equipment in order to work at home. The document outlines for various different devices including;

- Laptop Computers
- Desktop Computers

Desktop Computers

Desktop computers are computers that comprise of multiple parts including;

| Part | Image |
|-------------------------|--|
| Monitor |  A photograph of a silver computer monitor with a black screen, sitting on a light-colored wooden desk. The monitor is viewed from a slightly elevated angle. |
| Base Unit or Hard Drive |  A photograph of a black, rectangular desktop computer base unit (likely a mini PC) resting on a wooden surface. A white label is attached to the top of the unit. |
| Keyboard |  A photograph of a black computer keyboard with a numeric keypad, lying on a wooden surface. A black cable is visible extending from the top of the keyboard. |

| | |
|---------------|--|
| Mouse |  |
| Power Cables |  |
| Network Cable |  |

The steps below should be followed prior to any desktop computer relocation.

| # | Step | Description |
|---|--------------------------|---|
| 1 | Contact the Service Desk | Contact the service desk in order for the desktop computer to be configured with software that is needed in order to securely connect to the Trust network from home. This software is called Cisco AnyConnect VPN software. The service desk will also configure the device so that it is ready and secure before removing. |

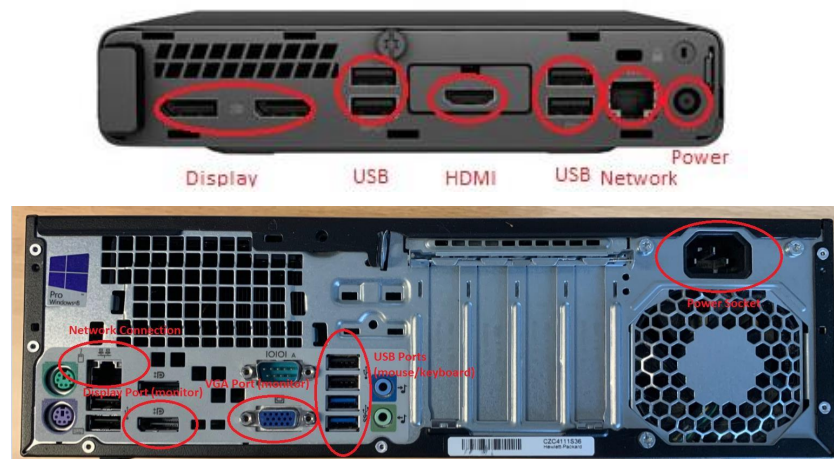
| | | |
|---|--------------------------------------|--|
| 2 | Dismantle the desktop computer | Dismantle the computer and ensure all required cables and parts are identified. |
| 3 | Transport Equipment | Relocate the dismantled computer and transport home. |
| 4 | Install the desktop computer at home | Installation of the computer at home, connection to your home internet connection and testing. |

1. Contact the Service Desk

- Contact the service desk through the IT support portal (<https://hishdweb.shk.nhs.uk/Sostenuto/SContacts/>).
- Advise the service desk that you will be using your desktop computer to work at home and that you require the Cisco AnyConnect VPN software installing on your computer. The service desk will be able to complete this remotely.
- Provide details of the computer SHK number, staff name etc.
- The computer will need to connect to your home router. You must consider before speaking to the service desk as you could need a longer network cable depending on where you are going to install your computer.
- If your home router will be more than 3 metres from where you will be installing your desktop computer you will need to request a 10 metre cable while in contact with the service desk.
- Once this step is complete move onto step 2.

2. Dismantle the desktop computer

- Your keyboard, mouse, monitor, network cable are all connected to your hard drive/base unit. All cables should be unplugged from the back of the hard drive/base unit. Your computer may look different than below but the ports will be the same.



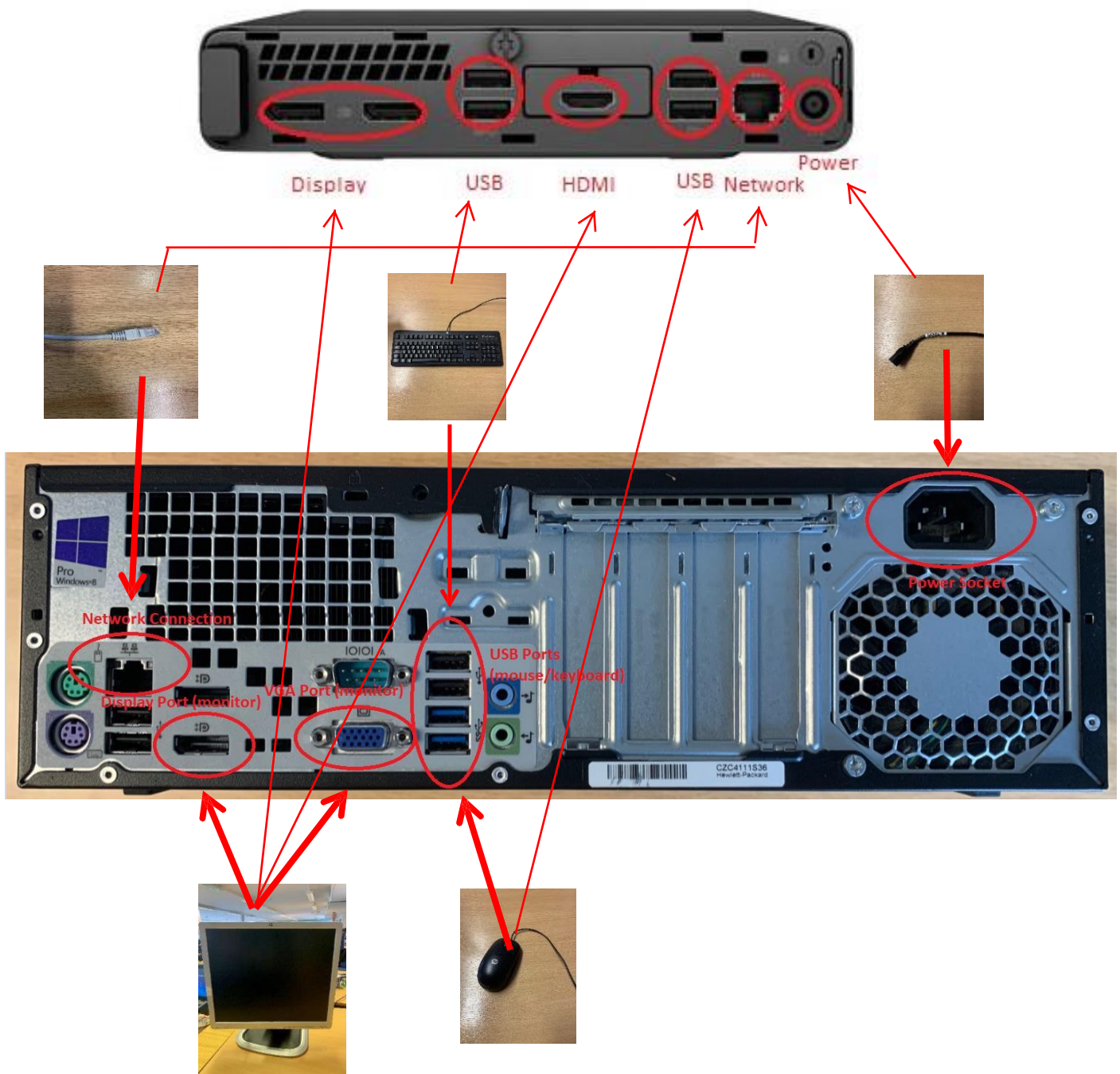
- Once all cables are unplugged from the hard drive/base unit you will need to check that you have the following;
 - 1 x Monitor (with connected cable. This will be a VGA cable, HDMI or a Display Port Cable).
 - 1 x USB Keyboard.
 - 1 x USB Mouse.
 - 1 x Hard Drive/Base Unit.
 - 2 x Power Cable (these will need unplugging from the wall too).
 - 1 x Network cable (this will need disconnecting from the wall too).

3. Transport the equipment

- It is recommended that you find a suitable box to carry loose parts of the computer, the keyboard, mouse and cables.
- Move the equipment following the Moving and Handling policy and procedures (<http://nww.sthk.nhs.uk/PoliciesGuidelinesDocuments/Moving%20and%20Handling%20Policy.pdf>).
- The desktop computer must be transported by car, not by public transport.
- Once home, the desktop computer should be moved using the same Moving and Handling procedures as outlined in the earlier step.

4. Install the desktop computer at home

- All cables should be plugged back into the following ports
- Please note that the monitor could plug into the Display Port, HDMI or VGA port



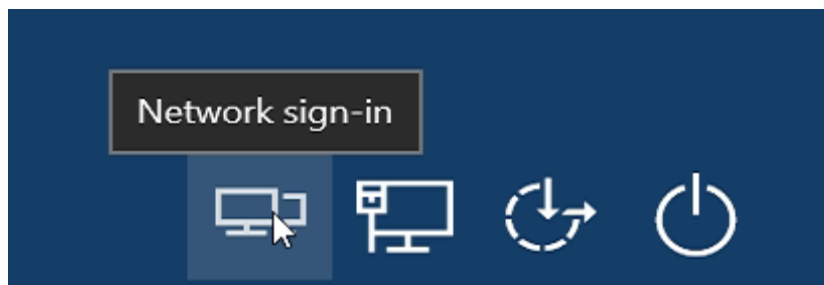
- Plug the other end of the network cable into your home router



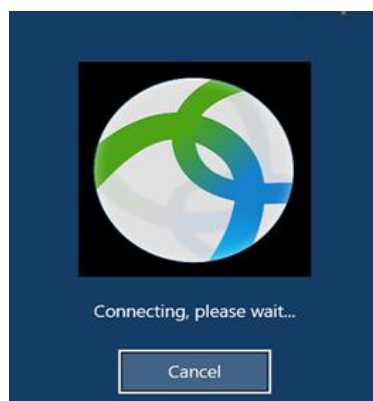
- Plug both the monitor and hard drive/base unit power cables into plug sockets
- Your computer is now installed

5. Turning on and checking connectivity

- Turn on your computer and monitor as normal
- At the login screen, **click Cancel**
- At the bottom right-hand side of the screen you will see four icons:



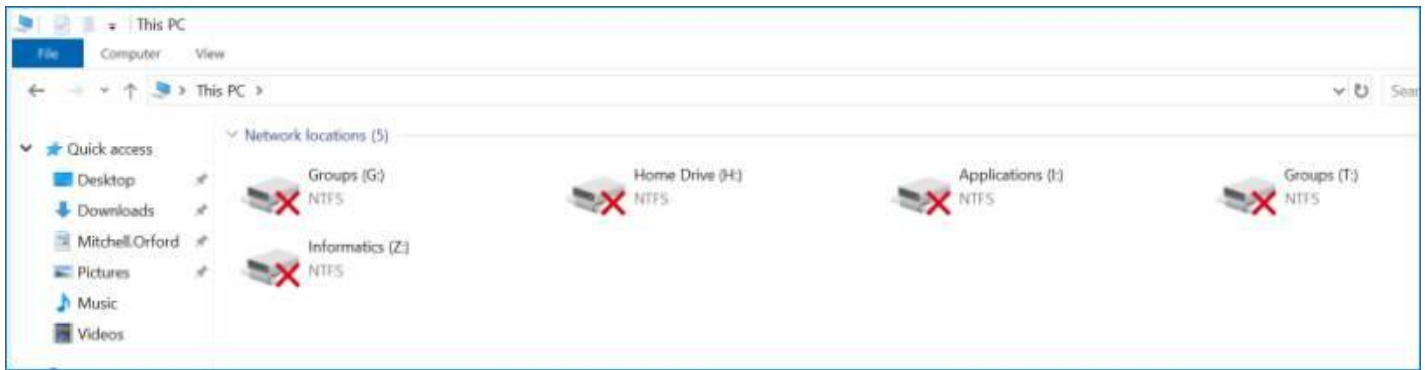
- Select the icon on the left labelled “Network Sign-In”
- The Cisco AnyConnect VPN client will then establish a connection



Once connected, the usual Windows logon prompt will be displayed – simply log on as usual.

If you forget to connect the VPN prior to logging onto the computer:

- Initially your desktop will be empty and your mapped drives will show as disconnected as shown below:



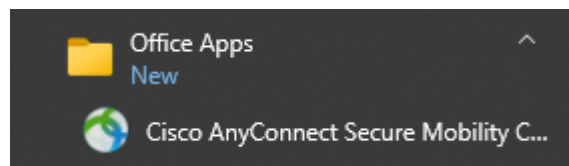
- To resolve this and bring back your desktop and connect the drives:
 - Double-click on your drives to access them – the red X will then disappear indicating they are connected.
 - Right-click on your desktop away from a shortcut and select “refresh” - your desktop items will then appear.

If you are unsure if the VPN is connected:

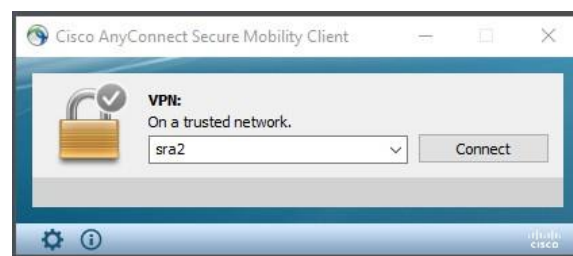
- Look in your taskbar on the bottom-right of your screen:



- The round Any Connect icon should have a gold, locked padlock displayed
- If not, press the start button and navigate to the Cisco AnyConnect Application via the Office Apps folder:



- If the software looks as below (“Connect” is available to click on), click on Connect;




- If the button says “Disconnect” then you are already connected to the VPN

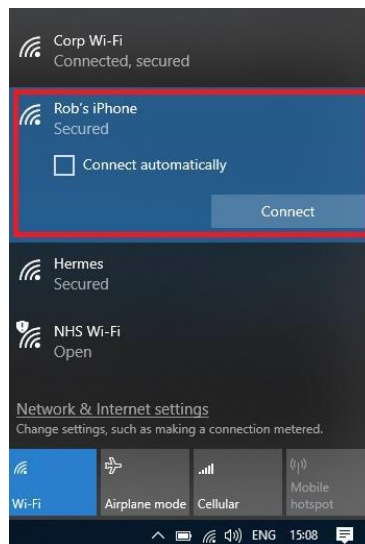
6. Laptop Computers

Laptop computers are mobile devices that can connect wirelessly to networks.



1. Connect to your home network

- Logon to your laptop as normal
- Click on the  icon at the bottom right of the task bar next to the clock
- Select your home wireless network & click connect



- Key in your home wireless network password



- You are now connected to your home wireless network
- **Follow Step 5 Above “Turning on and checking connectivity”**