Welcome to your new Windows 7 workstation! This guide is here to help answer the most frequently asked questions. Let's get started!

Logging On
At the logon screen, press **CTRL-ALT-DEL** and enter your **Norse Key**. If another name appears instead of yours, simply click **Switch User** and enter your Norse Key. Note - You do not need the @luther.edu part of your username.

**IMPORTANT**: If you are using a laptop, your first logon must be done while connected to the Luther College network, i.e. on campus.

The Start Menu and Taskbar
The **Start Menu** is located in the lower left hand corner. Click on the Start Button to bring it up. It is how you access the most frequently used applications, documents, and locations. Applications that are currently running will show up on the **Taskbar** across the bottom of the screen.

How Do I Access My Network Shares?
1. Click on the **Start Menu** and select **Computer**.
2. Double-click on the Network Share to access it.

If you do not have a Network Share already mapped, click in the **Address Bar** and type `\academic.luther.edu\sharename` (Faculty) or `\admin1.luther.edu\sharename` (Staff) and press Enter. You can then click and drag the Address Bar link to your Favorites sidebar for easy access.

How Do I Connect to a Wireless Network?
Click on the Wireless icon located on the far right of the Taskbar and select the wireless network you wish to connect to.

What is VNC?
VNC is a tool that allows a technician to see and work on your computer from a remote location, such as the Technology Help Desk. VNC only works while on-campus.

To use VNC, hover your mouse over the green eyeball icon located on the far right of your Taskbar. Read off the numbers (i.e. ‘10.27.10.175’) to the LIS Technician and accept the incoming connection when prompted.

What is BitLocker?

BitLocker is a hard drive encryption system that has been enabled on your Windows 7 workstation. In case of theft, encryption makes it much more difficult for files to be accessed or read. BitLocker has little to no impact on performance. For more information, contact the Technology Help Desk.

How Do I Shut Down or Restart My Windows computer?
Click on the **Start Button** and select **Shut down**. You can also click the small arrow to the right to select **Restart, Log Off** or **Sleep**.

How Do I Get Specialized Software?
If you need an application that is not installed on your workstation, fill out a work order at [http://help.luther.edu](http://help.luther.edu). The Technology Help Desk will contact you to arrange a time for installation.

How Do I Get Additional Training for Windows 7?
Materials are available online at [www.luther.edu/helpdesk/windows7/](http://www.luther.edu/helpdesk/windows7/). For Office 2011 for Mac, see [www.luther.edu/helpdesk/office/](http://www.luther.edu/helpdesk/office/). If you’d like one-on-one training, contact the Technology Help Desk at x1000 or helpdesk@luther.edu.