



Upgrading your Notebook Computer

The lease on your notebook has expired and your notebook will be upgraded in the next few weeks. This Knowledge Base Article is designed to give you assistance as you prepare your notebook prior to its return, and also prepare your new machine for use.

Note: This procedure is the same as if you were to get your notebook reimaged.

Prior to Notebook return

Complete the checklist and hand to a Helpdesk staff member together with your notebook for handover or re-imaging. Please place a tick against each item and sign document.

Timing: The total time to backup your old notebook will vary based on how many files you have on it. Smaller tasks such as favourites and email contacts might only take 10 mins. Larger tasks such as synchronising your documents and copying personally files and folders to an external source (i.e. CD/DVD, USB flash drive, or external hard drive), could take considerably longer based on the size of these files.

It is advised to complete these activities while connected to a cable, rather than through the wireless system

Software: The new notebook will come preloaded with the Staff image, which is a collection of software and applications that the school deems necessary for use within the classroom and for administration purposes. For a list of this software please contact the ICT department. In addition, other specialist software may need to be installed

Programs not supported:

- Third Party mail programs such as Outlook Express
- Internet Service Provider accounts
- Third Party non-school software. Copies and backups for this software is the user's responsibility

Additional Notes:

- Staff **U:** drive has a limit of 7.0GB.
- Personal documents, pictures, music, and other non-school related files are the user's responsibility to backup.
- ICT department takes **no responsibility** for user's personal documents.


Refer to "How To"

- Setting up Offline Files for Staff
- Backing up your Outlook Archive file.
- Outlook Signatures



Checklist prior to return of Notebook

- If your My Documents folder has **not** been setup to redirect and store directly on the server, then you will need to copy files from the local **My Documents** to your external storage (CD, USB or external hard drive) or U drive, subject to space.

- If My Documents **has** been setup to redirect to the server, there is a possibility that some folders are excluded from being synchronised to the server. To check  whether a folder is being synchronised look for this icon of the folder/file. If the folder/file doesn't have this icon, you can either right click the folder and select **Make available offline** or copy the data to your external storage (CD, USB or external hard drive).

- NOTE: DO NOT DRAG AND DROP as this creates shortcuts which are not available after re-imaging. Please use **Copy** and **Paste** from the **Edit** menu.***

- Copy favourites folder from **C:\Users\username\Favorites** to your network home directory of U:\ drive.

- Copy files from other areas on your hard drive including additional folders on your desktop to your external storage (CD, USB or external hard drive).

- Check that files have been successfully copied to your network home directory of **U:\ drive**. And also check that they have been successfully copied to your external storage (CD, USB or external hard drive), by seeing if you can see them on another computer.

- Try opening a couple files to test that the documents can be read. Sometimes the document copies across successfully but is not readable once opened.

- Outlook does not need to be backed up as email is stored on the server.

- Backup up archive folders in outlook. (**Refer to "How to"**)

My computer has been prepared correctly for re-imaging and replacement

Signature: _____

Name: _____

Date: _____

For any further assistance, please contact the Helpdesk.

Knowledge Base Article



Checklist to Complete Post-Imaging

The following should be completed after you have collected your notebook from the Helpdesk.

- Log in to the machine while connected to the network.
- Your **My Documents** folder should be set to redirect to your network **U:\ Drive**. If this isn't the case please contact a Helpdesk staff member.
- Synchronise your **My Documents** folder. Refer to "**Create Offline Files How To**" if required.
- Add your default printer. Refer to "**Installing Network Printers in Windows How To**" if required.
- Import your archive folders in outlook.
- Copy favourite's folder from your network home directory of **U:** drive to **C:\users\username\avourites**.
- Recreate Outlook signature. Refer to "**Outlook signature how to**" if required.

For any further assistance, please contact the Helpdesk.