



Institute for Technology and Management

Information Technology HANDBOOK FOR WINDOWS USERS

Objective:

- To get the optimum performance of the system.
- To boost your technical productivity.
- To act as a smart user and to follow the IT best practices
- To connect to the right team and experts to resolve the issues quickly.
- To save troubleshooting time.
- To get the instant solution of routine system related issues.








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For all locations service escalations you can reach out to our manager:



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E-Mail Id: knilesh@itm.edu

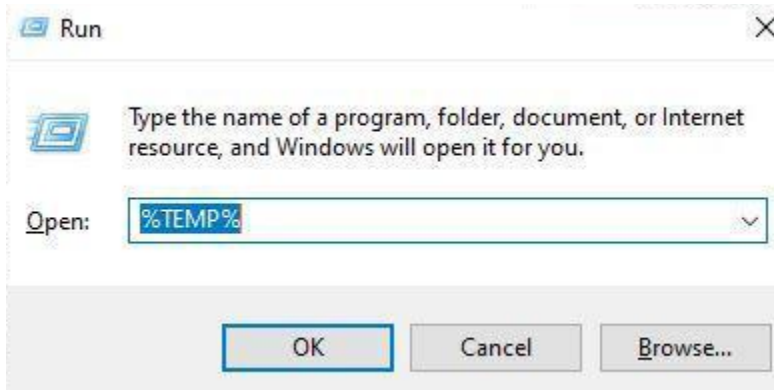
Steps to improve your system (PC/Laptop) performance

Below are the details for Microsoft Windows Users

Follow the below steps to improve your system (PC/Laptop) performance.

1st Command: %temp%

Press the two buttons simultaneously “**Windows Button Icon**  + R”
Below Window will appear
Type **%temp%**
Click on **Ok** button



The **Temporary Files** folder will open.

Select all the **files and folders**

Press **Shift and Delete** button simultaneously to delete the unwanted files and folders permanently.

2nd Command: TEMP

Press the two buttons simultaneously “**Windows Button Icon**

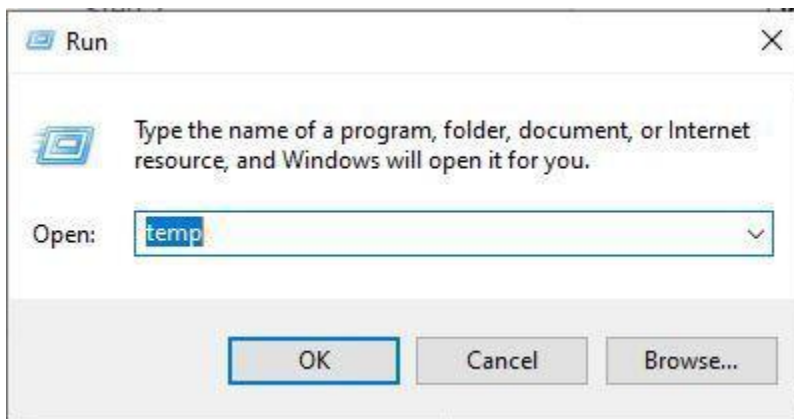


+ R”

Below Window will appear

Type **Temp**

Click on **Ok** button



The **Temporary Files** folder will open.

Select all the **files and folders**

Press **Shift and Delete** button simultaneously to delete the unwanted files and folders permanently.

3rd Command: Prefetch

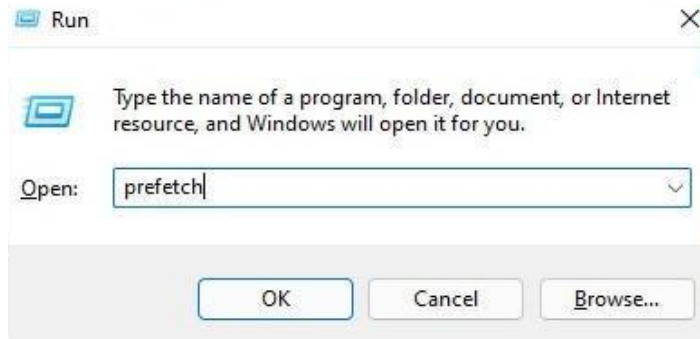
Press the two buttons simultaneously “**Windows Button Icon**



+ R”

Below Window will appear

Type **Prefetch**



Select all the **files and folders**

Press **Shift and Delete** button simultaneously to delete the unwanted files and folders permanently.

4th Command: Disk cleanup

Steps to follow:

First open **This PC / My Computer ICON** by double clicking.

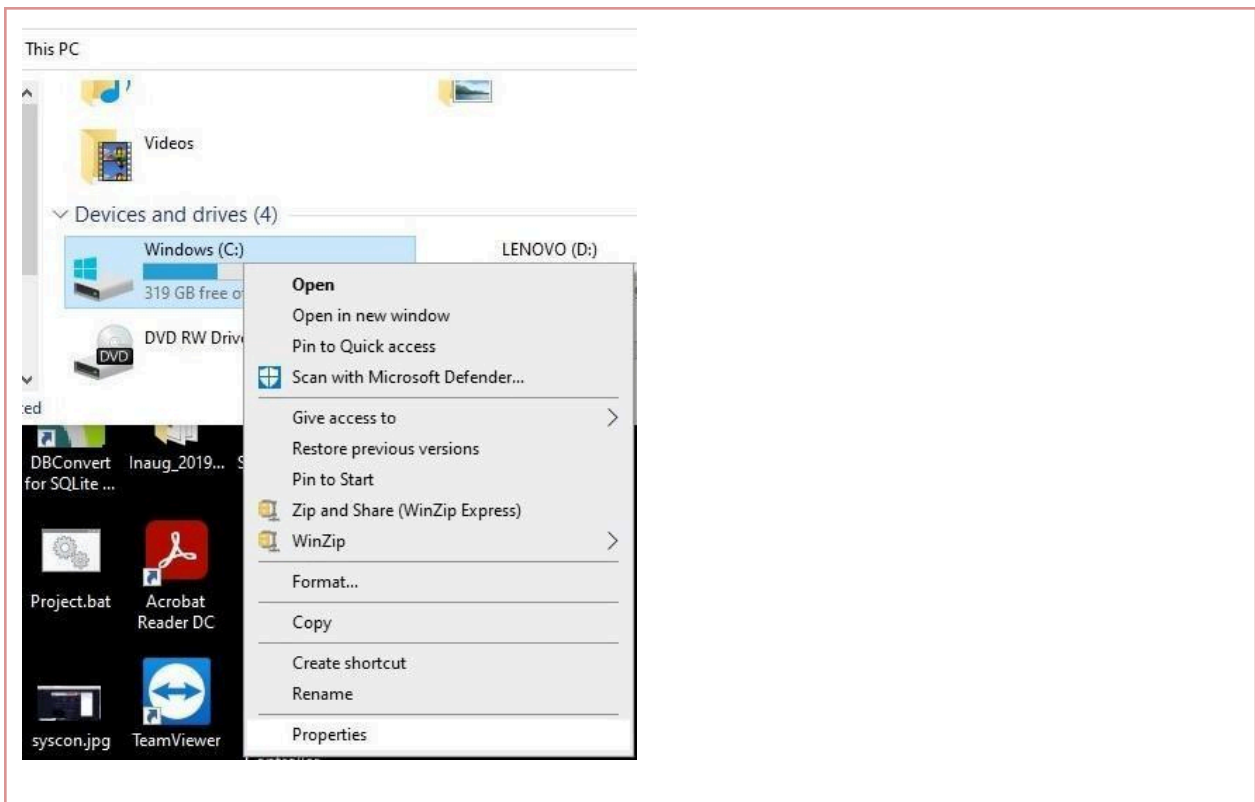
Below window will get open

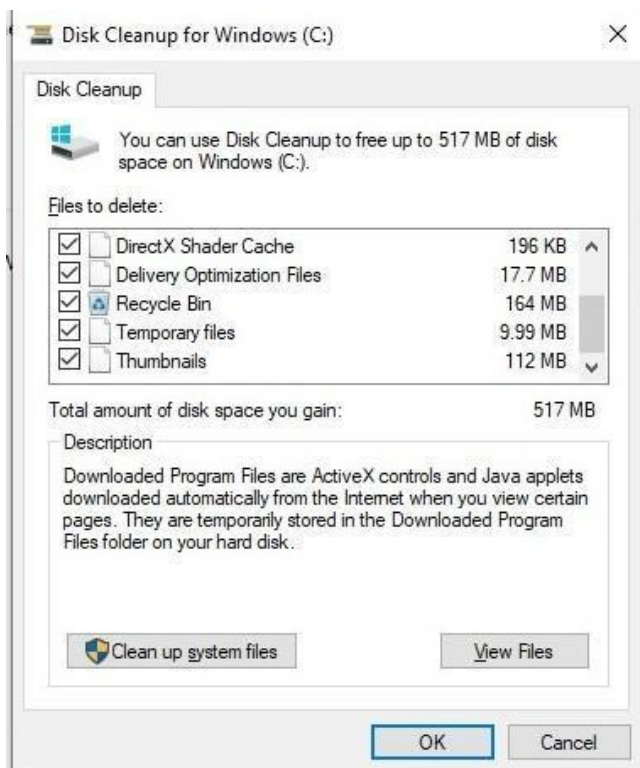
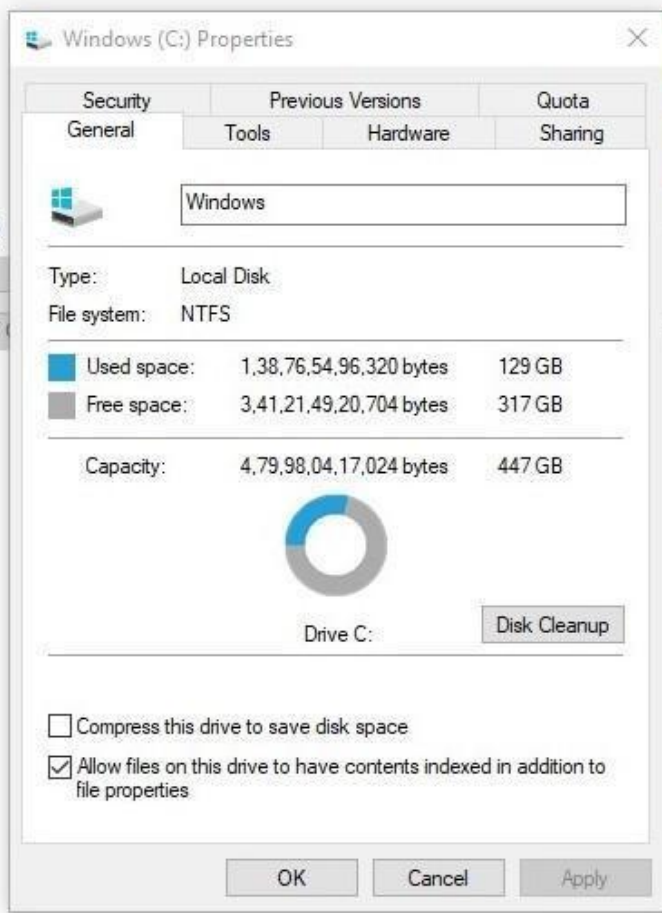
Right Click on **C Drive**

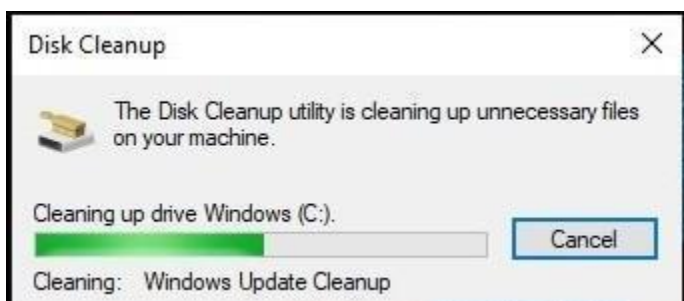
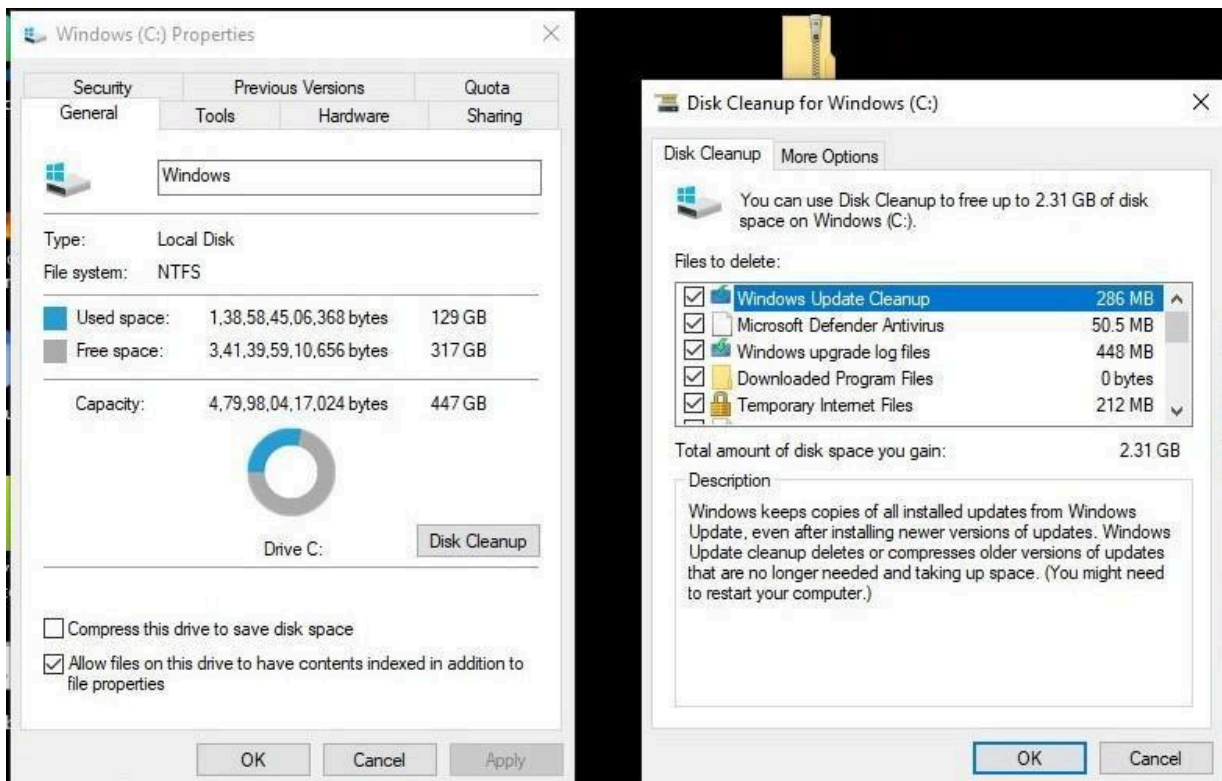
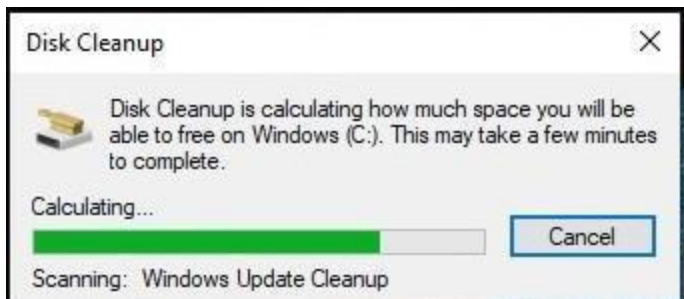
Go to **Properties**

Click on **Disk Cleanup** button

Click on the **Clean up system files** button.







5th Command: Optimize and Defragment Drive

Steps to follow:

First open **This PC / My Computer** ICON by double clicking.

Below window will get open

Right Click on **C Drive**

Go to **Properties**

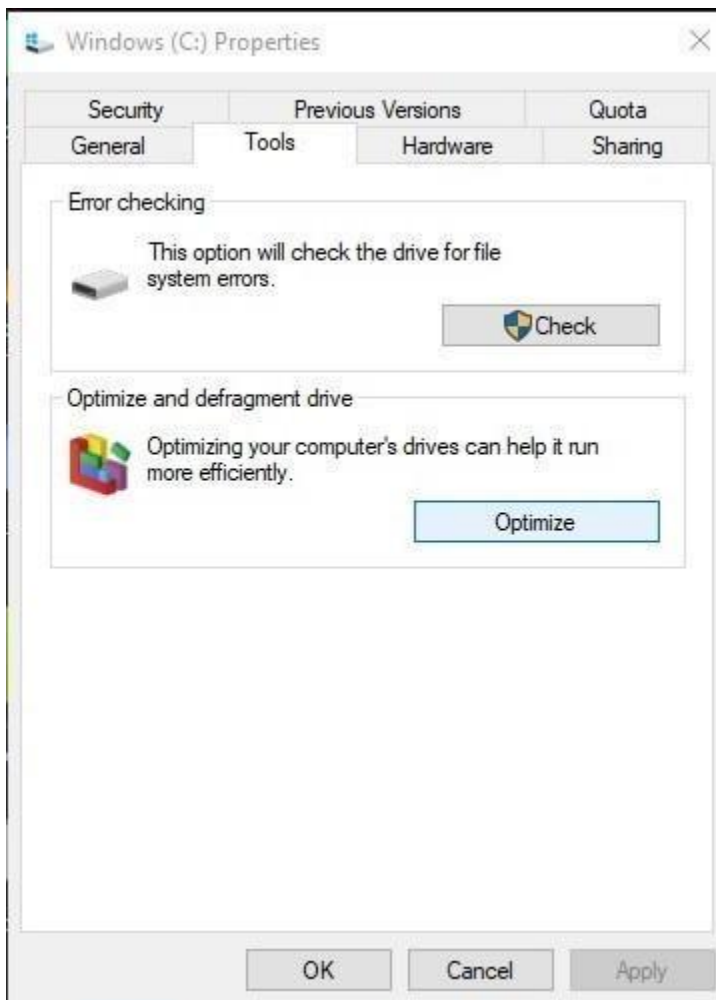
Select **Tools Tab**

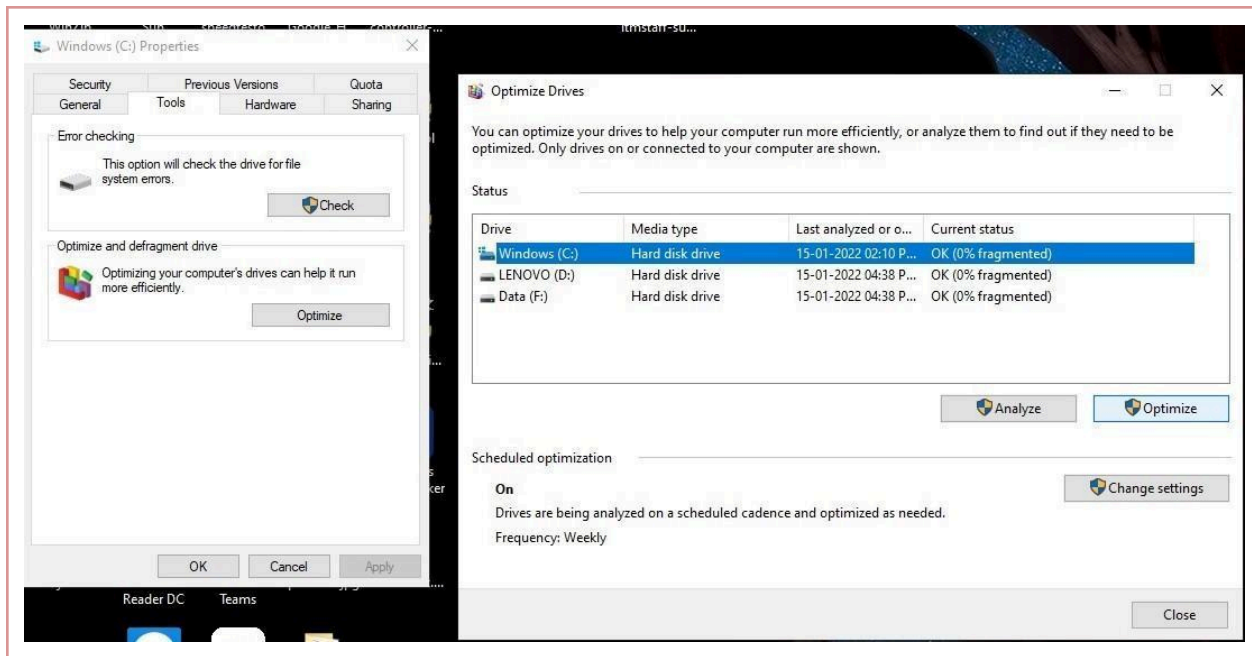
Click on **Optimize button**

Select the drive e.g. **C /D /E**

Click on the **Optimize button** as shown in the below picture.

Restart your computer





6th Command

Ensure your Operating System is updated: by default the notification comes on your Start /Restart & Shutdown command. (As per images).

Steps to follow:

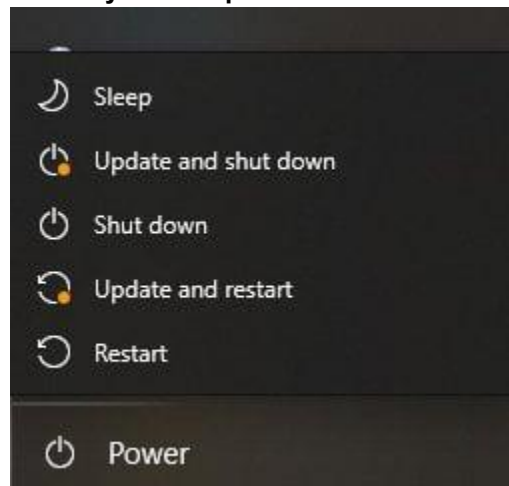
Open **Settings**

Click **"Update & Security"**

Click **"Windows Update"** in the sidebar, then **"Advanced Options"** in the main pane.

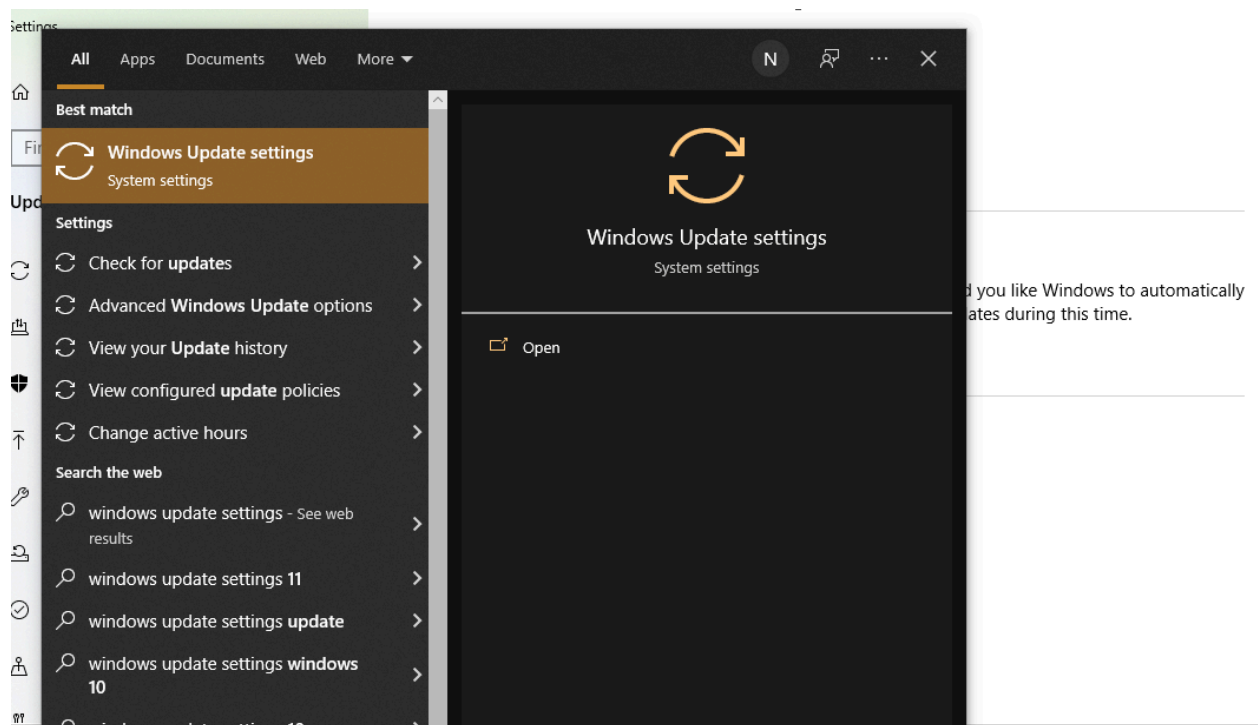
Scroll down to the **"Update notifications"** heading and disable Windows 10 update notifications

Restart your computer



Problem related to Microsoft windows update:

in the search tab type **Windows Update settings**(As shown in the picture below) Select it.



The window below will appear.

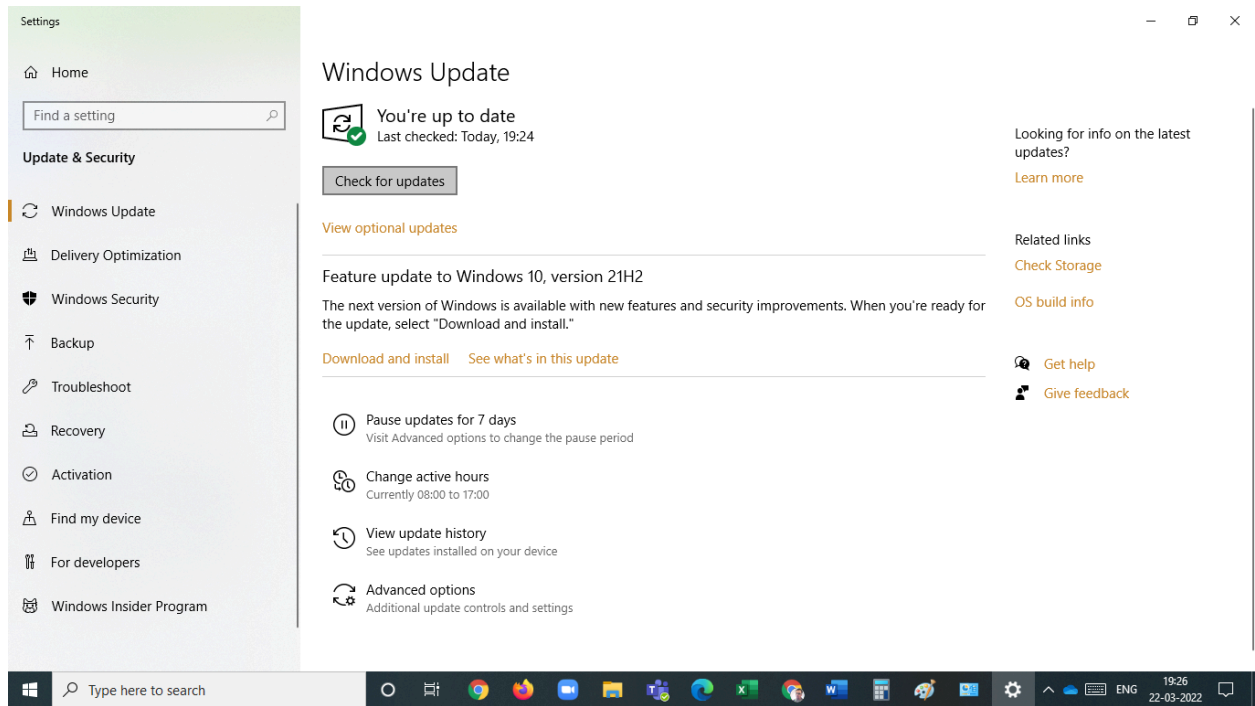
Click on **Check updates** button

System will automatically check for the update

If any updates are available then it will get downloaded automatically..

You just have to click on the Update and Restart button.

If not then it will show you the current date and status shown in the below snap.



Restart your computer once this update process is complete.

Important Tip: Please do not upgrade your computer operating system e.g. From windows 10 To window 11 as sometimes Pop-up messages may appear on your screen to upgrade your operating system. Please ignore it and report this to IT personnel so he can do some settings and disabled the windows version upgrade setting permanently.

How to Connect Windows 10 / Windows 11 Laptop to Projector

Steps to follow:

Power on your laptop and Projector (both with HDMI port) and prepare a HDMI cable.

Plug HDMI cable into both your laptop's and Projector HDMI ports.



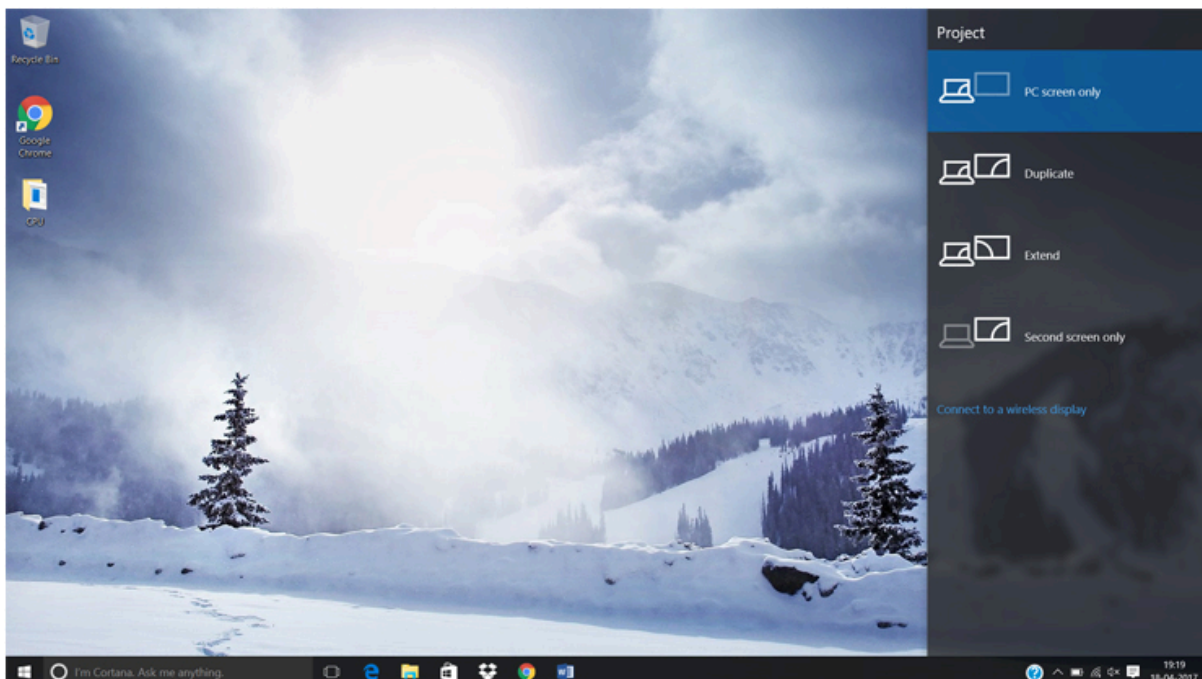
Now you may see your Projector with a blue screen showing No signal message.
Press the **INPUT or SOURCE** button on your Projector remote.
Then use the Arrow icon to choose **HDMI 1** on the Projector screen.



Step4:- of the Projector to the HDMI port (or VGA) using the remote control.

On a Windows PC, you can press '**Windows key**  + **P**' simultaneously to open display settings immediately. Some laptops /Operating systems may have another shortcut too. This will offer different screen configurations -

Dual screen (Mirroring) – This works just like screen mirroring. It replicates your laptop screen to the Projector. It's ideally used while giving presentations, where you also require the laptop screen to be on in front of you.



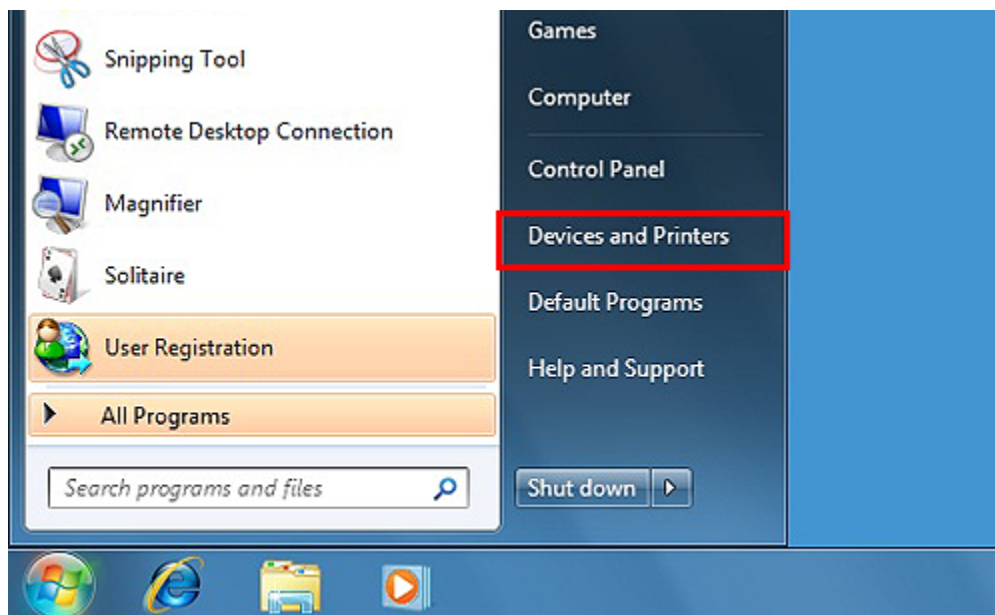
Printer not connected / No printout.

Steps to follow :

Ensure the printer is **powered on** and **plugged** it properly through USB / Network cable.

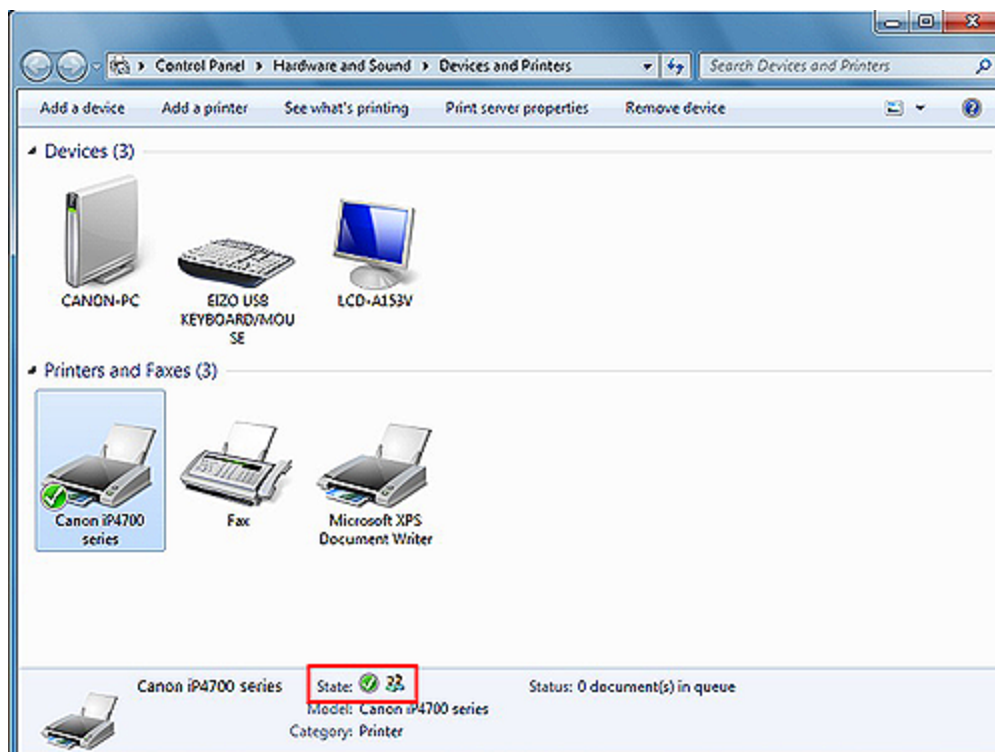
Check if the **paper tray is filled** or not?

Select **Devices & Printers** setting in control panel



Ensure it is showing Ready in Yellow comment as you move the cursor on it.

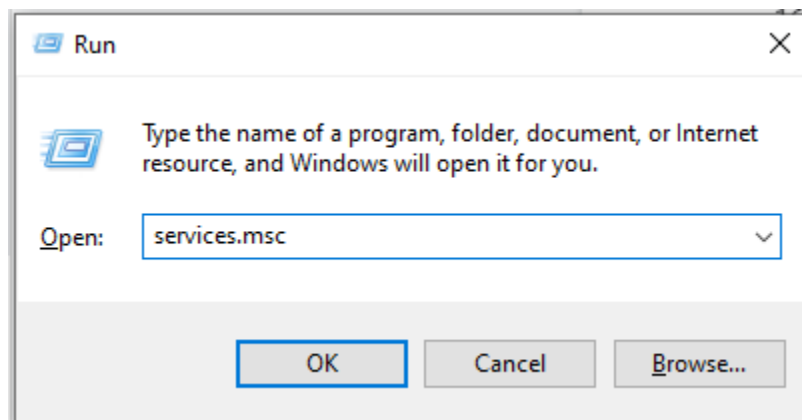
If not then check the printer setting - Offline / Online



Click on online
Once again see the status whether it is showing online or not.

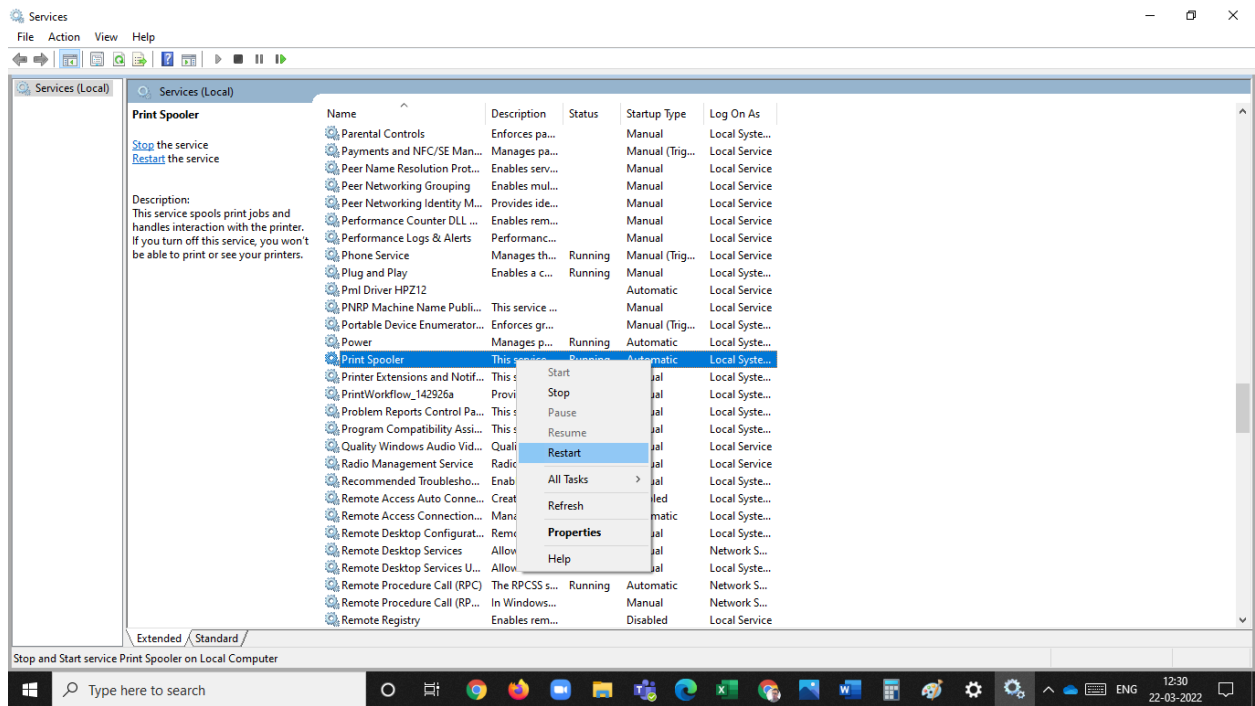
Services print spooler service reset

Press the two buttons simultaneously **"Windows Button Icon + R"**
Below Window will appear



Click on **OK Button**

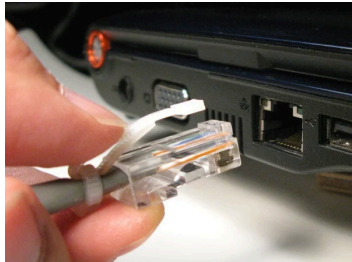
Below window will get appear
Select **Print Spooler Service**
Right click on this **service**
Select **Restart Button** (As shown in the below picture)
This **print spooler service** will get restart
Close the window
Restart your computer



Unable to connect to the internet (Wired Connection)

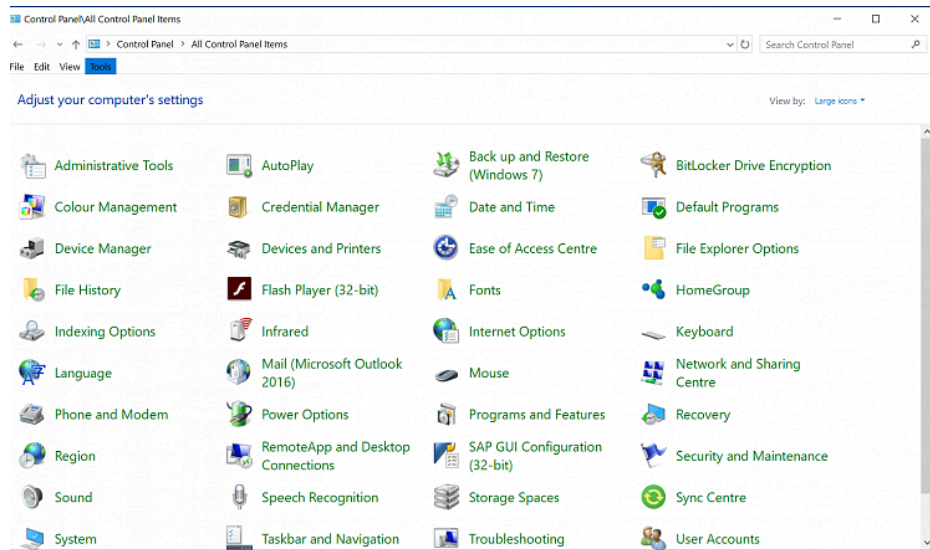
Problem related to Network

Refix the LAN Cable and Check the connectivity

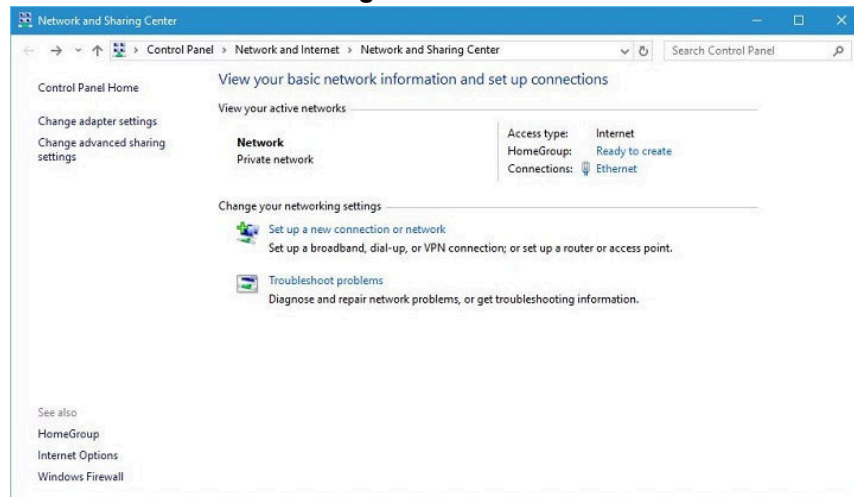


If issue not resolved follow step 2

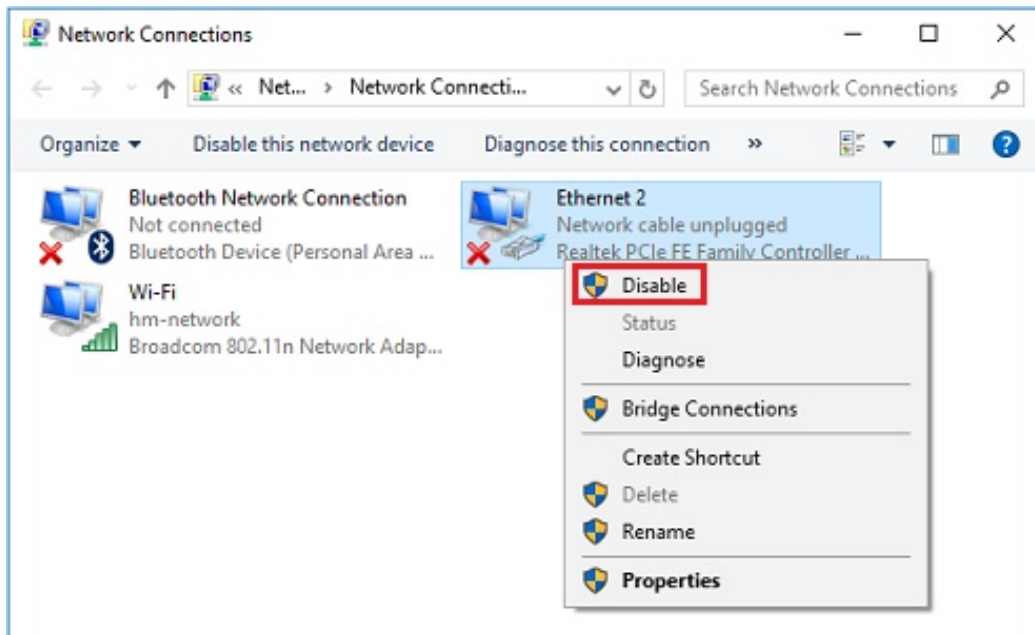
Step 2 - Go to the control panel



Click on **Network and Sharing Center**

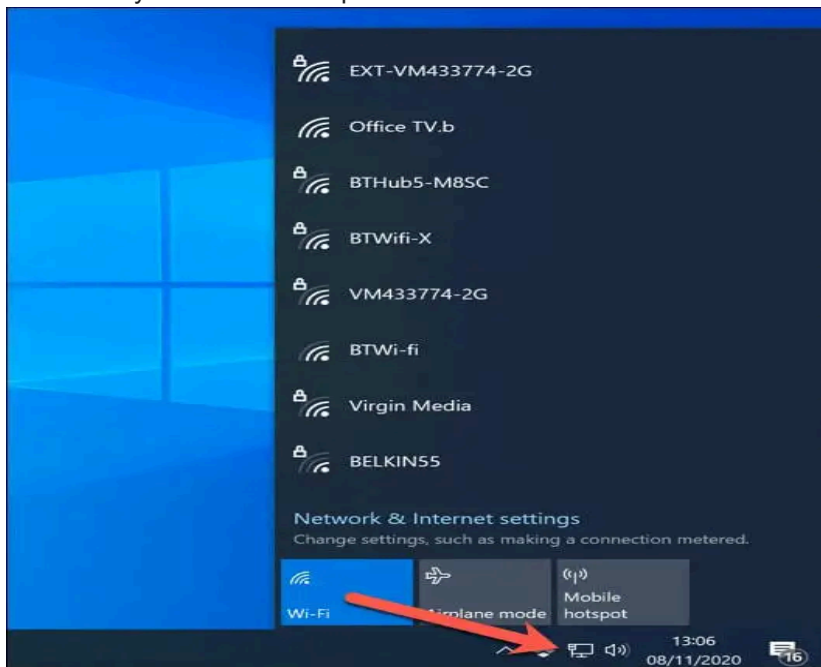


Go to the Change adapter settings & Right click on **Ethernet** Option, click on disable option and again follow the same step and enable the same.



Unable to connect to the Internet Access point / Wifi Access Point.

Make sure your wireless adapter is in on condition



Disconnect and reconnect to the wireless network
Forget the wireless network and connect again from scratch

Problem : Mouse / Touchpad Not working.

Type in Search : "Touchpad settings" - Press ENTER

Settings window will get open

With the help of TAB key go to Additional settings

Then Press SPACE BAR to Enter to Select the Additional Settings Button

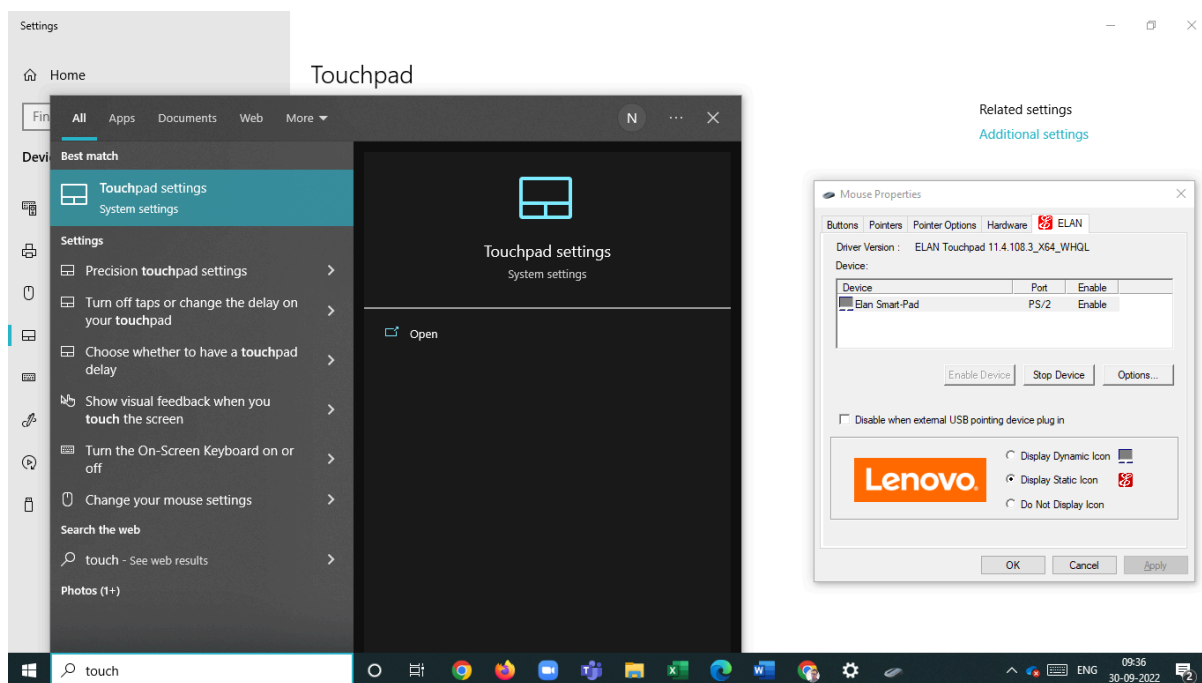
Mouse Properties will get open

Select last TAB ELAN

Again, with the help of TAB key go to Enable Device Button and Enter

Click on Apply and OK

Your Mouse – Touchpad will get started functioning.





Zoom License Request:

Steps for the requirement of Zoom Login

Need to fill the zoom login request form

- Please fill the form and send it to respective IT helpdesk engineer or below id: ithelpdesk@itm.edu;
- The IT Team will assign the zoom login along with the link.

 Request form for Zoom License 		
The IT Team will assign the license as per your need for that please fill the below details. Zoom Events license includes all of the capabilities of a Webinar license		
Requested By & Department	Date of Request	Reporting Manager Approval (Yes /No)
Event/Webinar/Online Workshop Date & Time:	Topic	
___/___/_____ __ __ AM/PM		
Expected Numbers of Participants	Name of the Meeting Host:	
	Meeting Host E-Mail Id:	
	Name of the Co-Host:	
	Meeting Co-Host E-Mail Id:	
Official Use		
Issued Licensed Credentials : URL /User ID / Mail		
Any other remark from IT department / Ticket Closure remark :		

BEST PRACTICES

- Install updates of Windows Operating system. Do check for the same time to time.
- shut down the laptop / desktop by following the standard steps / by click on Windows button then select Shut Down
- and wait till it gets off.
- Use energy-saving settings by Adjusting the display brightness
- Don't overcharge and don't plug the adaptor continuously to the power supply.
- To avoid damage on hinges, try to open and close laptop flaps from the center.
- Please inform the IT team if the laptop hinges screw is missing or getting loose.
- Handover your laptop / desktop to the IT engineers every 3 months for service purposes.
- Keep your laptop and desktop clear on the outside.

DO'S AND DON'TS

Do's

- Avoid eating and drinking near your laptop / desktop and your workplace.
- Keep away from direct sunlight & dust
- Use energy-saving settings.
- Use a foam case for your laptop.
- Use an IT Handbook and do preventive maintenance on your own to keep your laptop / desktop healthy.

Don't

- Don't block the fan vent.
- Don't Carry it Uncovered.
- Don't Leave it Open.
- Don't Install Unknown software Applications and any programs.
- Don't plug and use any external hardware to your laptop desktop e.g. Pen drives, USB Hard disk, DVD etc.

Note : For more details please refer to "IT Policy"

Case Log Procedure - for Technical Support

1. After referring to the IT Handbook if the user is unable to solve their technical problem, then the user needs to follow the below steps.
2. Users need to call on the below landline number / extension number or on the official mobile number.
3. After the IT call coordinator will attend the call and will take the information related to the technical problem from the user.
4. According to the nature of the problem, the IT call coordinator assigned the call to the respective IT Engineer.
5. IT Engineer will access the information from coordinator and attend the call immediately
6. The IT Engineer will attend the call, evaluate it and try to solve the problem and update the call completion status to the IT call coordinator.
7. The IT Call coordinator will close the case and update the system.

8. If the problem still exists or has a non-resolved condition, then the IT engineer updates the same to the IT Call coordinator and raises the issue to his senior person. Or check the required part availability to the store department.
9. If any new hardware is required, then IT Engineer / Senior Engineer / AM-IT will update and take the approval from General Manager - IT for the same.
10. After delivery of new part/accessories IT Engineer will installed the same and solve the problem and update it to Call coordinator and, in the System, i.e. ITDB.

Location Wise - Landline / Extension helpdesk numbers & Whatsapp number

Location	Landline No.	IT Extension No.
Centralized No	whatsapp / Helpdesk Mob No 8655880788	All location
Vashi	022-61294054	123
Nerul	02249144221	221
Kharghar	02262267047	7047 / 7108
Panvel	022-27490149	101
Andheri	-NA-	
Oshiwara	022-62864000	210
Vadodara	02668-354026	426
Raipur	9109110159	400
Chennai	044-27470133/34/36	314
Warangal	0870-2970096	

*This is recommended to carry and showcase your laptop system and every 3 months to the IT Department so they can do physical and virtual cleaning.

Thank You