THE DOWNLOAD

MAY 2021

What Your IT Team is Working On

› **Windows 10 PC Upgrades –** IT is replacing a number of older PCs so we can remotely upgrade the entire PC environment by the middle of this year. You should not see any notable change. This upgrade will minimize interruptions on future upgrades.

› **E-signatures –** IT is installing the ability for Fiscal to sign documents electronically, and is now rolling it out for the rest of the Leadership Team. This will facilitate signing internal documents and emailing them without printing.

› **Wi-Fi Network Upgrades –** DoIT upgraded the Wi-Fi network at 4545 and 4549 Delta Fair, 1305 MacDonald and 400 Ellinwood. DoIT and IT are now working on 151 Linus Pauling, 1275 Hall Avenue, and 4071 Port Chicago. The upgrades will greatly improve Wi-Fi performance in these buildings, and DoIT will eventually make them at all EHSD locations.

Security Note

› It is critically important that you periodically plug in your iPads and iPhones and connect them to Wi-Fi to receive security updates. After connecting to Wi-Fi and plugging in, go to Settings, General, Software Update. If an update is available, click on "Download and Install" and enter your access code. Call the Help Desk at 521-7200 if you have any questions.

Testing, Testing

› As part of our contingency planning, we are working to eliminate our dependency on staff members remoting into their local PCs in case their building loses power and to eliminate "duplicate" PCs. This solution is Windows Virtual Desktop and it has the additional benefit of enabling worker's workstations in the office to be available for use by others. Pre-rollout testing is underway, with full rollout to all staff beginning in mid-May.

› We are getting ready to implement Edge as a default browser while permitting the five in-house applications that require IE to auto-default to IE (programming is underway to address these 5 apps).

Mobile Worker Tips: Improving iPad & iPhone Battery Life

› In settings, Display & Brightness, Move the **Auto-Brightness** slider to On/green and reduce brightness from max brightness to mid-level (less brightness means more battery life)

› Turn off Wi-Fi unless there is a Wi-Fi connection available (your device will keep trying to connect and, if it can't, there is a large power drain).

› In Settings, make sure your personal hot-spot is off unless you are using it.

› In Settings, keep Airdrop off unless it's needed at the moment.

In-office Worker Tips

To insert an image into an Outlook message instead of adding it as an attachment:

› Under the "Format Text" tab, select HTML.

› Place your cursor where you want the image, select Insert in the menu at top, then select Pictures. Browse to the image and double-click. You can resize the picture by clicking and holding onto the dot in the corner of a picture to make it smaller or larger.

If we missed a topic or there is one you would like us to cover, email Kathy Gaughen at kgaughen@ehsd.cccounty.us.

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together