ES Tech Frequently Asked Questions

How do I contact ES technical support to report a technical problem?
1. Open Internet Explorer (or another web browser). If you can’t find the icon on the screen, click “Start” in the lower left-hand corner of your screen, select “Programs” on the next menu, and select “Internet Explorer” from the menu that appears.
2. In the address bar near the top of the window, enter: http://www.esp.msu.edu/ReqService.asp
   (or simply click the link above.)
3. Once the “ES Tech: Request for Service Form” page has loaded you will see several text boxes. Enter the information as requested: first name, last name, phone (where you can be reached), office, service time (Urgent/Not Urgent), the problem category, and a brief description of the problem.
4. Click the submit information button. ES Tech will contact you shortly!

How do I change the background on my screen?
1. Right click anywhere on your current background (not over a program icon).
2. From the pop-up menu, select “Properties” or “Personalize”.
3. Click on the tab “Desktop” or “Desktop Background”.
4. Scroll through the background choices.
   a. If one appeals to you, click on it once and then click “OK”.
   b. If you have a personal picture you would like to use as your background, click the browse button on the right hand side of the dialogue box. Browse through the computer until you find the picture you wish to use and then click “Open.” Click “OK.”

How do I set up or change my screen saver? How do I turn on screen saver with password protect?
1. Right click anywhere on your current background (not over a program icon).
2. From the pop-up menu, select “Properties” or “Personalize”.
3. Click on the tab “Screen Saver”.
4. Select one of the Screen Savers on the left-hand side drop down box.
5. Underneath the Screen Saver option, you can change how many minutes the computer has before it becomes idle and the Screen Saver powers on.
6. To the right of the amount of time before the screen saver starts, check the “On resume, password protect” option.
7. Left click “OK”.

How do I lock my computer when I need to walk away from my desk?
1. After setting up a screen saver and turning on password protect (see question above), simply hold the windows key down and hit the L key.
How do I add a printer?
1. Click the button in the lower-left corner of your screen.
2. Click “Printers & Faxes” or “Devices and printers” in the pop-up menu to the right.
3. Click “Add a printer” on the top-left.
4. Click “Next.”
5. Select the “Network Printer” option.
6. Click “Next.”
7. Select the “Connect to this Printer” option (2nd Choice).
8. Type in `\\es-s1\` in the dialogue box and scroll for the printer of choice.
9. Click “Next.”
10. Select “Yes or No” as to whether you want to make this the default printer or not.
11. Click “Next.”
12. Click “Finish.”

How do I change my home page in Internet Explorer?
1. Open Internet Explorer. If you can’t find the icon on the screen, click “Start” in the lower left-hand corner of your screen, select “Programs” on the next menu, and select “Internet Explorer” from the menu that appears.
2. In the address bar near the top of the window, enter the address of the website you wish to use for your home page and press the “enter” key. Or, load the page by clicking on other links or bookmarks.
3. Once the web page is loaded, click on the “Tools” tab at the top of the screen.
4. Click on “Internet Options”.
5. Click on the “Use Current” button. Click “OK.”

How do I install windows updates?
1. Open Internet Explorer (or another web browser). If you can’t find the icon on the screen, click “Start” in the lower left-hand corner of your screen, select “Programs” on the next menu, and select “Internet Explorer” from the menu that appears.
2. Once the web page is loaded, click on the “Tools” tab at the top of the screen.
3. Click on “Windows Update”. A new web page will load.
4. Click the “Express” button.
5. If there are any updates, a button will appear: click on “Download and Install Now”. Please be patient while any updates download and install.
6. When the install is complete, click the “close” button.

How do I get to mail on the web?
1. Click on the “Internet Explorer” icon to open up the web browser.
2. In the address bar, type in http://mail.ad.msu.edu (Simply Ctrl + click this link will also automatically open an internet explorer window and take you to the correct page as well.)
3. Enter your ES Network ID and password and click “OK.”
   ES Network ID is the same user name and password you use to login to your computer at work.
How do I add a signature in Outlook?
1. In a new message, on the Insert tab, in the Include group, click Signature, and then click Signatures.
2. On the E-mail Signature tab, click “New”
3. Type a name for the signature, and then click “OK”.
4. In the "Edit Signature" box, type the text that you want to include in the signature.
5. To format the text, select the text, and then use the style and formatting buttons to select the options that you want.
6. To add an Electronic Business Card, click where you want the card to appear in the signature text, click “Business Card” and then click a contact in the Filed As list. Then click “OK”.
7. To add a picture, place your insertion point where you want the picture to appear in the signature text, click Insert Picture, browse to an image, click to select it, and then click Insert.
8. To add a hyperlink, place your insertion point where you want the link to appear in the signature text, click Insert Hyperlink, browse to a hyperlink, click to select it, and then click OK.
9. Under Choose default signature, in the E-mail Account list, click an e-mail account with which you always want to associate the signature.
10. In the New messages list: “none”.
11. If you want a signature to be inserted automatically in each message that is sent from the e-mail account that you choose, select a signature in the list.
12. If you do not want a signature to be inserted automatically in each message that is sent, select none in the list.
13. If you want to include a signature in message replies and in forwarded messages, in the Replies/forwards list, select a signature. If not, select none.
14. After you finish creating the signature, click “OK”.

How do I use letterhead?
1. Open Microsoft Word.
2. A new document is created.
3. To create a document with a university template, click on the “Office Button” >> New. Then browse to “My Templates…” and proceed to select the template of choice.
4. Click “OK.”

How do I make shortcuts on a quick launch toolbar or desktop?
1. Click “Start” in the lower-left corner.
2. Move the cursor over the tab labeled “Programs”.
3. When the tab expands, find the application or folder you need.
4. If the application you need is in a folder, continue moving the cursor over each folder until the file is found.
5. Right click on the file you need and click on the “Create Shortcut” option.
6. Right click on the “Taskbar” located at the bottom of the screen and uncheck lock the task bar.
7. Right click on the “Taskbar” located at the bottom of the screen. Scroll to the “Toolbars” option and make sure that the Quick Launch Bar option is checked.
8. Click “Start” in the lower-left corner.
9. Move the cursor over the tab labeled “Programs”.
10. When the tab expands, find the shortcut you had just created.
11. Click and drag the shortcut to the Quick Launch bar located next to the “Start” in the lower-left corner.

What to do if a program locks up?
1. Press (together) Ctrl + Alt + Delete.
2. You will be brought to a dialogue box. Click “Task Manager” (middle-bottom).
3. Click on the “Applications” tab in the Windows Task Manager dialogue box.
4. Click on the Program that is not responding and click “End Task.”
5. Click “End now” in the new dialogue box that may open. Either way, you can now close the Windows Task Manager.

How do I do a force my computer to shut down?
1. Press and hold the “Power Button” on the Computer for about 10-15 seconds. (The computer will proceed to shut off).
2. After the computer has shut down, restart the computer by again pressing the power button.