MEGA

BHS
Information
Technology

WELCOME:

We would like to introduce the new **MEGA BIT** newsletter. This newsletter will be issued quarterly, advertising any IT training, expressions of interest (EOI) for training, up and coming IT outages, 'Tips and Tricks', 'Did you know?' and any new IT project updates. We welcome any feedback / suggestions and if you would like any further information on topics please contact Jackie McLinden – ICT Training and Support Officer on 5320 8987.

Microsoft Home Use Program:

Microsoft Home Use Program for Health Sector Licensing Agreement for Staff enables you to purchase a downloadable Office Pro Plus 2016 for the cost of $15.00, with an additional offer to purchase a backup DVD for $15.00. For more information please see the IT Training Support Intranet Page or contact the ICT Training and Support Officer on 5320 8987.

Clinical Alert Manager (CAM):

The CAM project will be rolling out to BHS for the single source of truth on Patient Alerts. Tina Smith – Project Manager, the BOSSnet team and committee members have been working hard to implement this system to go **LIVE in early June**. If you currently view, add or manage patient alerts and have not attended a training session, please contact the ICT Training and Support Officer on 5320 8987 OR you can now access the online CAM module via the BHS e3Learning portal under the Information Technology folder.

IT Customer Service and Training Needs Survey:

We would like to thank all that participated in the survey, with the survey results now available in the IT Training and Support Intranet Page. The Survey results have provided the IT department with some great results and areas that have been identified for the 2016 action plan. One area identified was software and hardware training: EOI will be regularly circulated throughout the whole of BHS to address key subjects. The preferred method of learning identified was online and face to face group sessions which will be the focus.

ARE YOU INTERESTED IN COMPUTER TRAINING?

Expression of Interest is currently open for the following Microsoft Products:
Word - Outlook - Excel and General Computer Training.
Please send you EOI to Jackie McLinden – ICT Training and Support Officer or call 5320 8987 (ext. 98987)

TIPS AND TRICKS

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*The taskbar (the bar that runs across the bottom of your screen) in Windows 7 allows you to **pin programs to taskbar** for quicker access, a feature which you could effectively use to increase your productivity.*

To pin a specific program to Windows 7 taskbar, just drag and drop the shortcut onto it, or right-click on the program icon and click on "pin to taskbar."

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***Shortcut keys** help provide an easier and usually quicker method of navigating and executing commands in computer software programs: Microsoft Shortcut keys:*

- *Ctrl + P = To print;*
- *Ctrl + N =Open a new document;*
- *Ctrl + S = Save document;*
- *Ctrl + C = Copy selected item;*
- *Ctrl + V = To Paste;*
- *Ctrl + X = Cuts selected item;*
- *Ctrl + B = Change text to Bold;*
- *Ctrl + I = Change text to Italic;*
- *Ctrl + O = Open a file in current software program;*
- *Ctrl + A = Select all text*

Printers:

Printers are currently being rolled out across BHS by the IT Team and the team at Southern Cross Business Machines (SCBM).

The new printers are cost effective and allow such functions as secure print to occur. If your department / work area has not been reviewed for the new printers or you have any queries about your current printer please feel free to contact the ICT Training and Support Officer or 5320 8987.

webPAS IBA upgrade:

A notification for webPAS IBA users that there will be an upgrade to IBA occurring on **2 July 2016 from 6.00am – 10.00am**.

Functional Business owners will be contacted to commence user-acceptance testing. Testing will take place in the ARIA training room, small IT training room and Large IT training room.

Some things to expect:

- 'BHS Custom Reports' to be removed from the IBA home page – This option has been unavailable since Late 2015. Reports should be available directly through Cyber Query;
- All menus will appear in Alphabetical order – If you notice any menus that are not ordered alphabetically please email the webPAS support team with details and we will amend as soon as possible;
- General Housekeeping – Obsolete menu options will be gradually removed and ongoing account security audits conducted to ensure people have the correct level of access to perform their required job function.

BOSSnet:

There will be an upgrade to BOSSnet servers during **Mid June – July** involving a major system outage. Also, as part of these ongoing performance improvement activities, we have commenced the rollout of Internet Explorer 11. Training is available for BOSSnet on a monthly basis. Please see the BOSSnet Intranet page for more details or you can access the new BOSSnet online Module via the BHS e3Learning portal under the Information Technology folder.

DID YOU KNOW?

The IT Helpdesk (located near the Cafeteria lift), is open from 8am to 4:30pm Monday-Friday. It consists of two staff members who handle the phone calls, emails, and face-to-face enquiries.

Each week they consistently handle well over 400 phone calls, with an average wait time of less than a minute and less than 5% unanswered. Most enquiries are handled at the first point of contact, with only complex issues being escalated to higher support levels.
For further assistance you can also view the
IT Support Portal

Well done to the Helpdesk for such great service!

Password Resets
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*The IT Department have made a facility available for **managers and supervisors to be able to reset the network passwords** of their team members. This tool will be particularly helpful for shift workers who are not able to get to the IT Helpdesk during the day, or during their shift. However, the IT team are still investigating other ways that the password reset procedure can be improved.*
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Adding a Printer
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1. *Go to your Start menu;*
2. *Select **Devices and Printers**;*
3. *Select **Add a Printer**;*
4. *Select **Add a network**;*
5. *Select **Wireless or Bluetooth printer**;*
6. *Select **the printer** you wish to add;*
7. *Select **Next then Next again***
8. ***Tick the box** if you would like to set it as your default printer then select **Finish**.*

Alternatively:
- ***Adding a Printer Cheat Sheet***
- ***'Connect Your Printer to a Computer'** from the IT Portal*