




# Direct to Desk

## Setting up your **NEW** Computer

As a part of our PC Desktop and Laptop Refresh Program, it is important to ensure that you can restore your old settings from your old computer to make the transition as smooth as possible. To help, we have prepared a **TEN step checklist** to help you do this, with the corresponding Knowledge-Base Article (KBAs) to show you the step-by-step process. Please note: This is only for staff using a PC, not a Mac.

If you have any further questions or issues, please contact the **Service Desk**. Please reference "Direct to Desk" in the call, chat or email.

 [itservicedesk@westernsydney.edu.au](mailto:itservicedesk@westernsydney.edu.au)

 (02) 9852-5111. Ext: 5111

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### Email: Setup your Outlook and activate Microsoft Office 365

We know that email is an important tool for all of our staff and is crucial in our everyday work lives. For more information, please click on the link below or search WesternNow with the correct KBA number.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0016378](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0016378)

KB number: KB0016378



### Print: Install your Office Printers

Another key component to your work, please click on the link below or search for the KB number in WesternNow, to install your office printers.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0014268](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0014268)

KB number: KB0014268

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### COMING SOON - New Print: Setup PrintSmart (Print on Demand)

This service is coming soon to Western Sydney University. More information will be provided shortly.



### Map your Share Drives or DFSshares

Access to Share Drives (DFSshares) are crucial to how some staff work at Western. Please click on the link below or search for the KB number in WesternNow.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0014266](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0014266)

KB number: KB0014266

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### Install Western Licensed Software

Western has a number of licensed software that is available to our staff. To reinstall, or install new software, please follow the link below or search for the KB number in WesternNow.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0015060](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0015060)

KB number: KB0015060



### FOR LAPTOPS ONLY: Syncing your Data

For laptop users, it's important to connect to the University's network and sync your data. It ensures back-up your My Documents folder, Desktop files and your Internet Explorer favourites.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0016376](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0016376)

KB number: KB0016376

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### Access your OneDrive Backup

OneDrive store and protect your files, share them with others, and get to them from anywhere on all your devices. Please click on the link below or search WesternNow for the KB number.

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0018542](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0018542)

KB number: KB0018542



### Restore your Email Signatures

Copy the previously saved signatures and paste the files to:  
C:\Users\STAFFID\AppData\Roaming\Microsoft\Signatures

Please replace STAFFID with your staff number eg:30012345.

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### Restore your Browser Bookmarks: Chrome and Firefox

To restore your bookmarks, please follow the appropriate link below.

#### Chrome:

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0018541](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0018541)

KB number: KB0018541

#### Firefox:

[https://wsu.service-now.com/kb\\_view.do?sysparm\\_article=KB0018540](https://wsu.service-now.com/kb_view.do?sysparm_article=KB0018540)

KB number: KB0018540



### Restore your Sticky Notes

In Settings, please sign in to sync your account. You will need to sign in with your Western Microsoft account StaffID@westernsydney.edu.au and password.

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