

What is the Desktop Refresh Program?

The Desktop refresh program ensures that all USQ desktop computers are updated every four years and laptops every three years. When you receive your new computer it will have our Standard Operating Environment (SOE) installed on it. This means that we install the operating system and software that the University has agreed as standard for all USQ staff: This SOE includes the following:

- Windows 7 64 bit Operating System
- Internet Explorer
- Office 2010 Pro Plus – Word, Excel, Outlook, OneNote, Publisher, Access, InfoPath, SharePoint
- Firefox

[Read the complete list of standard software that will be installed, including version numbers.](#)

We will also install specific work software you are licensed to use and there are some other settings that we will create for you on your new computer.

What we will do for you

- 1 Notify you that your computer is to be refreshed
- 2 Arrange an interview with you to discuss your current settings and obtain a list of the specific software you use in addition to our standard installation.
- 3 Document the drives you have access to and ensure they are setup on the new computer
- 4 Fill out a computer details form with you that lists the information as per points 2 and 3 above, check the details are correct and sign it off together

When we set up your new computer we will

- 1 Install the standard operating system and standard software.
- 2 Install specific software you are licensed to work with.
- 3 Set up access to your H: Drive and J: Drive and all other drives you had access to on your old computer.

- 4 Set up access to the printers you use.
- 5 Install your Outlook mailboxes and copy any Outlook signatures you have stored.
- 6 Copy your Outlook archive files to your new computer.
- 7 Copy your desktop icons to your new computer.
- 8 Copy your My Documents folder and the files it contains from your old computer.
- 9 Arrange a date for your new computer to be delivered
- 10 Install your new computer, connect it to the network and check the network connection works.
- 11 Dispose of your old computer.

What you need to be aware of

When your old computer is replaced, all files stored on C: Drive of your old computer are not transferred by us to your new computer. We only transfer the My Documents folder and the files stored in this folder.

Also the individual settings you have set on your computer over the time you have been using it will not transfer across to your new computer. This means that:

- Any options you have setup in Word, Excel and other Office programs will need to be reset when you receive your new computer.
- Any user preferences you have set in other programs will need to be reset when you receive your new computer.
- Icons on your desktop will be copied over in a default format which may not match the order you had them in
- Your list of internet favourites will revert back to alphabetical order, which may not match the order you had them in.

Some specialised software programs may not work in exactly the same way as they did prior to the refresh taking place. This may be because the specialist software is not 100% compatible with the updated operating system and standard software installed on your new computer. In these situations, it is your responsibility to update the version of the specialist software and then log a job for us to install the software for you. If we are aware of incompatibilities we will advise you of this at the interview stage.

If you have an iTunes account you will need to reconnect to iTunes to update your account when your new computer is installed. The [Apple site](#) contains instructions on how to manage and maintain your iTunes account

What you need to do

ICT will work with you to ensure the transfer is as seamless as possible but there are certain steps that you need to take to help with this.

- 1 Backup your files from C: Drive to an external drive (usb) so you can transfer them when you receive your new computer.
- 2 Provide us with the licence details of individual/site licensed software packages (outside of our standard software) you require us to install, this includes:
 - The licence, serial number or installation registration key
 - The actual CD or location where the software resides (if on a server)
 - If the software is licensed to a faculty or department, approval from the faculty or department
- 3 Take a screen dump of your desktop icons so you can quickly arrange them back to your preferred order when you receive your new computer.
 - To take a screen dump of your desktop icons, display your desktop, click on your computer screen and press Print Screen (at the top right of your keyboard). This will place an image of your desktop in the clipboard. Then open Microsoft Word and paste the contents.
- 4 Make a note of the order of your favorites list, if it is not in alphabetical order.
- 5 Make a note of options and user preferences you have setup on specific programs so you can quickly reset them on your new computer.
- 6 Sign the Computer Details form when the interview is complete to confirm the details you have supplied are correct and that you have read this information sheet and understand the process.