

MRC COMPUTER MANUAL
July 2015

Version - VER0715-01

Notes re using new PC

Glossary of Terms

- Desktop PC
 - The physical machine on your desk (blue screen)
- Virtual PC
 - The PC you log into for all tasks (black screen) all programmes are accessible only from this screen.

Important notes

- After logging into virtual PC check the correct printer is set as default printer.
- When logging into your virtual PC from a desktop PC for the first time allow a few minutes for virtual PC to install drivers.
- When finished working click on "X" in corner of virtual PC window to close or select "log off" from start menu. **UNDER NO CIRCUMSTANCES SELECT THE "SHUT DOWN" OPTION FROM THE START MENU IF AVAILABLE.**
- Do not save files to your virtual PC desktop. If not permanent files to be saved in main drives save them in your "PERSONAL DESKTOP" accessible from a shortcut on your virtual PC desktop. Saving files to you desktop WILL slowdown the speed of the PC.
- With immediate effect please store ALL files (cost sheets, estimates & whipping forms) in the following format. Job no/name/description ie (R16789 Jones bedroom)

File structure for documents

- **Please DO NOT create any folders or sub folders on any of the drives other than your "H" drive. If you feel a new folder or sub folder is required please contact DG to create and add to the manual to be updated for all branches.**

- **S: Drive - ALLWORK**

- All the files previously on S: drive in the branch are stored under S:\Allwork_HO \archive\ (your branch ie Raynes) only save files to new locations if required.

- New folder directory on S:\Allwork_HO - **see separate notes re document locations and storage.**

- **V: Drive - CUTPLANS**

- Location for all cutting plans. Only save here after order is placed and final choices have been made as fitters will be given these plans as FINAL COPIES. Currently they are stored under branch sub folders but when all machines installed ALL PLANS will be filed under a single directory CUTPLANS.

- **M: Drive - MEASURES**

- Scan and store measure sheets and cutting plans BEFORE customer places order for access from all branches. Please scan measure (site drawings) as soon as you return to an office. These are then accessible to everybody if a customer calls into the shop to select materials before estimate prepared.

- **H: Drive - Personal drive**

- This is a network drive for temporary files or files not accessible to everybody. The individual user is the only person who has access to these files. All other directories are shared. **DO NOT STORE NON MR CARPET FILES ANYWHERE OTHER THAN HERE.**

Please follow these instructions. When we have all the new pc's in running and settled down David will work on additional features in the database. We want to work on shortcuts from order status to all files, ie cost sheets, estimates etc so they can be opened from the database and change reports so they all have the logo embedded in the report so receipts, order confirmations etc can all be emailed directly. We also want to arrange so confirmation and reminders of appointments can be emailed to customer when booked.

S:\Allwork_HO

ADMIN

ARCHIVE

- Fulham - ALL OLD S: Allwork
- Head Office
- Raynes -ALL OLD S: Allwork
- Sheen - ALL OLD S: Allwork
- Warehouse - ALL OLD S: Allwork

CUSTDOCS

- **Attends**
- **Complaints**
- **Cost Sheets**
 - AAAA Templates - Save cost sheet templates in this folder (Standard template for all branches)
 - No Job No - Save cost sheets that DONT have a job no and save in alphabetical order
 - Save ALL branches cost sheets in standard format (R16982 Custname Chelsea)
- **Estimates**
 - AAAA Templates - Save Estimate templates in this folder (Standard template with branch contacts)
 - No Job No - Save Estimates that DONT have a job no and save in alphabetical order
 - Save ALL branches Estimates in standard format (R16982 Custname Plain Loop)
- **Faxes**
- **Letters**
- **Order Confirmations**
 - Customers Copy - Save in standard format (R16982 Custname Plain Loop)
 - Suppliers Orders - Sent from
 - Templates - Templates for supplier orders
 - Save ALL branches orders in standard format (R16982 Custname Lano)
- **Photos Work**
 - LVT - Photos of installations (If photos of Our work format name - R12345 VGW32)
 - Stair Runners - (If photos of Our work format name - R12345 FLO-492 - T10 Mouse)
- **Purchase Orders** (sent to suppliers to place orders)
 - AAAA Templates
 - Fulham
 - Putney
 - Raynes
 - Sheen
 - Warehouse
 - Save ALL branches orders in standard format (R16982 Custname Lano)
- **Sample Requests**
 - AAAA Templates - (suppliers templates)
 - Save ALL branches requests in standard format (R16982 Custname Lano)
- **Whipping & Binding**
 - AAAA Templates
 - Fulham
 - Putney
 - Raynes
 - Sheen
 - Warehouse
 - Save ALL branches Whipping & Binding forms in standard format (R16982 Custname Lano)

MARKETING

- De Branded - Reference docs re de branded information
- Labels- Iron on label templates
- Product Info - PDF of Door cutting, cleaning & maintenance
- Tickets - Display tickets for shop prices

STAFFINFO

- Health & Safety
- Manuals
- Meeting Agendas
- Memos

SW2000 - DO NOT SAVE ANY DOCS TO THESES FOLDERS

SW2K_NEW - DO NOT SAVE ANY DOCS TO THESES FOLDERS

New PC Log In Instructions

IMPORTANT READ INSTRUCTIONS FOR LOGGING OFF VIRTUAL PC BEFORE LOGGING OFF

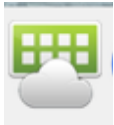
When sitting at new office PC's there is a log in screen with 2 user options BOSS & STAFF

Select **Staff** and type in the new log in password that all users at all machines will use (to be sent separately or see DG or DC)

this shows you a windows **desktop in BLUE** with a few icons on the screen **THIS IS THE PHYSICAL PC WITH A BLUE BACKGROUND**

This is just the screen for you to remote into your **VIRTUAL PC** (or Host as you know it)

Physical PC - Logging on



Click on this icon (Horizon) on your physical PC desktop (it may be a double click) and this will bring a grey screen up (see below)

The desktop Physical pc is only required as a log in to your actual machine. It has no programmes loaded on it locally other than Google and a shortcut to the sample programme. All your work is carried out on the remote PC after logging on.

INSTRUCTIONS FOR LOGGING OFF VIRTUAL PC

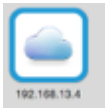
UNDER NO CIRCUMSTANCES WHEN CLOSING THE VIRTUAL DESKTOP CLICK ON THE "SHUT DOWN" BUTTON.
When quitting the virtual pc close all programmes first then just click on the "X" in the top right hand corner of the active virtual PC window.

If you do the virtual PC will not be available for you to re connect to. We are trying to have this button removed or disabled.

Connecting to your Virtual PC



This is the screen you may see when you click on the Horizon icon (green and white with cloud above) if so click on the Icon below to log in



This icon brings up the screen below



This is the log in screen for your **VIRTUAL PC** (with a black background on your screen see below)

Log into this using your original windows user name and password that you have always logged in using and this will give you YOUR personal desktop that will be customised for your set up. This is the screen you will get to wherever you log on from including logging in from home. (Separate instructions for this process).

REMEMBER the first time you log in from a NEW desktop (blue screen if MRC PC) it may take 2-3 minutes to install the drivers for the devices connected. This is only when you log in for the first time from a different machine. The subsequent log ons from the same desktop will be quicker. PLEASE BE PATIENT FIRST TIME

Virtual PC Desktop



This is your **VIRTUAL PC** it has a black background to the desktop and will be personal to you. ALL the icons on this desktop WILL be on your screen as these are the icons you need to work plus any additional short cuts you set up for your working preferences. **PLEASE DO NOT SAVE FILES TO THE DESKTOP AS LARGE FILES STORED ON THE DESKTOP WILL SLOW DOWN THE MACHINES PERFORMANCE CONSIDERABLY.** You will see a shortcut (on this example says DG desktop but on your pc it will say personal desktop) to a dump file on the "C" drive for files you want to hold but not keep on the main file server indefinitely.

Icons on Virtual PC Desktop



This is Net Support. We will use this to connect to your machine if assistance is required.



This is the shortcut to your email

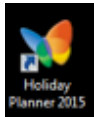


This is the shortcut to sample programme

Icons on Virtual PC Desktop - Continued



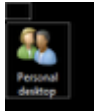
This is the shortcut to the database (Formerly your host pc)



This is the shortcut to holiday planner



This is the shortcut to Excel Spreadsheets



This is the shortcut to your personal desktop. Store files here rather than on the desktop
REMEMBER FILES STORED ON YOUR DESKTOP WILL SLOW DOWN THE MACHINE PERFORMANCE



This Icon controls the scanner. The default location is V: Cutting plans but you can scan to other locations



This is the shortcut to Word docs

General Notes

The main difference to the old system is **all your work tasks** will be remotely carried out from this desktop. Any emails sent are sent from your email address and will be returned to your email accessible from anywhere. This will allow for us to set up automated emails to confirm measures, fittings and send PDF's for receipts etc in due course. (be patient this has to be written after the system is working) we hope to do away with the need to print paper receipts order confirmations etc unless specifically asked for by a customer. Also in due course estimates and cost sheets will be accessible from the order status screen the same way cutting plans are now. You will eventually be able to access them from a tablet or phone from anywhere with a wifi signal.

Apart from the fact this is windows 7 and not XP the basic tasks are the same as before. The next page shows you the specific icons on the desktop that are there by default and these are the main icons you need to work.

REMEMBER

UNDER NO CIRCUMSTANCES WHEN CLOSING THE VIRTUAL DESKTOP CLICK ON THE “SHUT DOWN” BUTTON.

When quitting the virtual pc just click on the “X” in the top right hand corner of the active virtual PC window.

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