

# **SamaraCare Lenovo Laptop Guide**

**January 2021.2**

This is a web based guide and will be updated from periodically, so please check back here from time to time if you need help. The latest version is at <http://www.integralcorp.com/downloads/docs/SamaraCareLaptops.pdf>

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## **WELCOME**

Welcome to your new SamaraCare laptop! This guide provides information about the care and use of your laptop.

To help us ensure high levels of patient security and HIPAA standards, **these laptops are not for personal use**. Please use a different computer for your personal web browsing, emails, and programs.

This laptop is designated solely for your use. Please do not use anyone else's laptop or loan your laptop to another user. If you are having a problem with your laptop please contact Colleen Wronski for a loaner laptop.

## **Laptop Specifications and Information**

This laptop is the latest 11th generation Intel i7 processor laptop with a 14" or 15.6" 1080p touch screen, 16GB of RAM, 1 TB solid state drive and Windows 10. It has a 360 degree display hinge so that the screen can be folded completely back and the computer can be used as a tablet PC.

The laptop screen can be cleaned with a microfiber or eyeglass cloth and eyeglass spray cleaner. Please do not use paper towels on the screen as this could damage the screen. Please be careful with drinks and other fluids around the laptop as these can damage or destroy the laptop. Please use the provided laptop case to prevent damage to the laptop when you are transporting the unit. A headset with microphone is also included with the laptop to allow you to make private voice and video calls.

The unit is covered by a 1 year warranty. Please let us know if there is anything wrong with the laptop. With good care, this unit will be good for several years of service.

## **HOW TO TURN THE LAPTOP ON**

The power button is on the right side of the computer near the right rear of the computer.

## **SECURITY**

Maintaining security is very important to protecting patient privacy and complying with HIPAA mandates. We are using a multi-layered approach to protect you and our clients - including fingerprints, anti-malware software, remote support and Virtual Private Networking.

### ***Username and password***

Your username is your first initial and last name, for example "smitchell". Your password is the same password that you currently use to login to the SamaCare server. This method of access will be a secondary, backup way to access the laptop.

## Setup Fingerprints

We will be using fingerprints to access the laptop. Biometric security provides more secure and faster access than entering a password. Your actual fingerprint is not stored on the laptop, it uses an algorithm that compares different points on your finger to create a unique representation of your fingerprint.



Your laptop has a fingerprint sensor along the bottom right side of the keyboard, under the keypad's Enter key. With fingerprints, you can very quickly login to your laptop without using a password. The easy fingerprint login allows us to set the laptop to LOCK after a shorter period of time, to help keep unauthorized users from accessing your computer.

To set up fingerprint access to your laptop, click on the Windows button at the bottom left of your computer and type in "Setup finger". Choose the "Set up fingerprint sign-in" program that appears, and then select "Windows Hello Fingerprint"

## Sign-in options

Manage how you sign in to your device

Select a sign-in option to add, change, or remove it.

-  Windows Hello Face  
This option is currently unavailable—click to learn more
-   Windows Hello Fingerprint  
Sign in with your fingerprint scanner (Recommended)
-  Windows Hello PIN  
Sign in with a PIN (Recommended)
-  Security Key  
Sign in with a physical security key

Then follow the on-screen instructions to set up your fingerprint login. You can also setup a unique PIN code to quickly login to your laptop.

There will be another user on your laptop called SamaraAdmin. This user allows us to work on your laptop and provide support.

### ***Malwarebytes Endpoint Protection Software***

We have installed Malwarebytes Endpoint Protection software on the laptop. This is a cloud-based program that offers protection against ads, malicious software, and ransomware. This software will conduct regular scans of your computer to look for malicious software. It will report any infections of your computer back to our cloud-based console. We will be regularly monitoring each laptop for problems.

### ***Virtual Private Network (VPN)***

A virtual private network creates an encrypted connection between your laptop and the SamaraCare office network. All traffic between your laptop and the office network should go over the VPN. This software is called Logmein Hamachi.

When you are working out of the office (remotely), It is important that the Hamachi software is running, and is powered on.

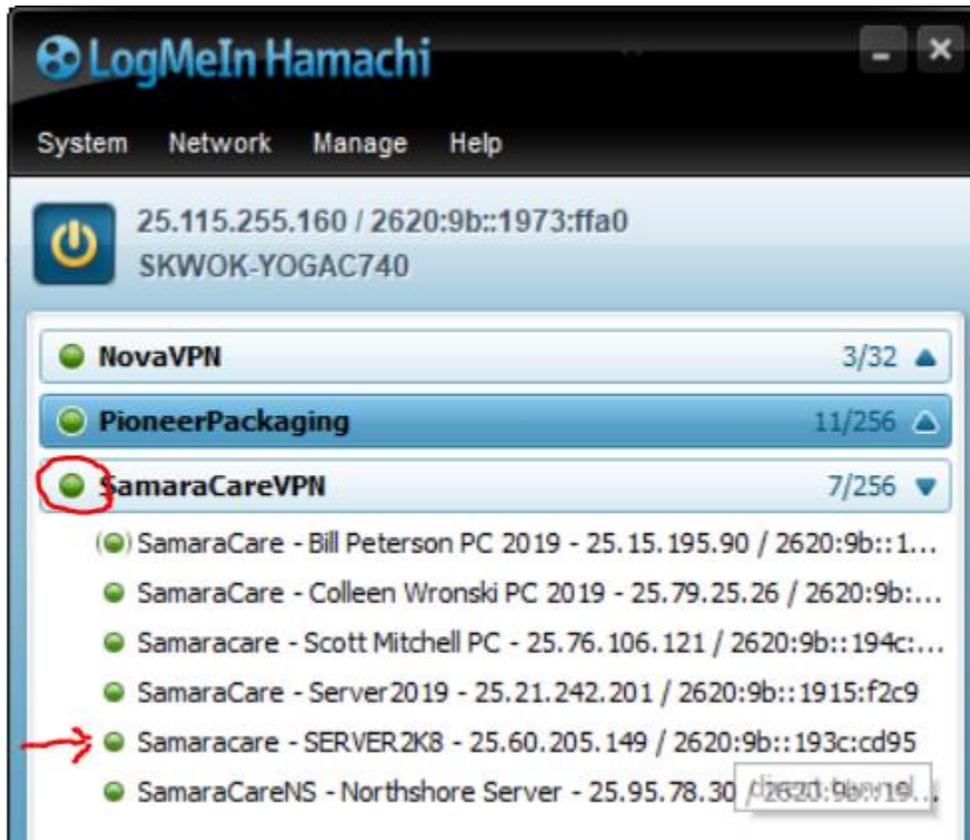
If you are having trouble, click the hamachi icon on the bottom of the screen and make sure it is powered on.



Once the Hamachi software is running, you can hit the X button to move it off your screen, it will continue running.

The VPN will allow you to remotely access files on the server. We have set up the N: (shareall), S: (Scans) and U: (your user folder) drive to use the VPN.

When the VPN is operating correctly you should see something like the photo below. There should be a green dot next to SamaraCareVPN and also next to the Server2k8 connection.



If you are having trouble connecting to the N:, S:, or U: drive, or if you cannot connect to the SamaraCare server, it may be a problem with the VPN. Here are some things you can try to re-establish the connection between your laptop and the office.

Click below to view Integral's VPN Troubleshooting Document

<http://www.integralcorp.com/downloads/docs/VPNTroubleshootingDoc.pdf>

## How to Stay Secure

Anti-malware software goes quite a way to protect you but you still need to be careful. If you believe that your computer has been compromised, please notify us IMMEDIATELY! We will check your laptop to make sure it is still secure. If it has been compromised we might need to take your laptop and reload it with Windows and set it up again.

Do not open emails that you are not expecting.

Do not click on suspicious links, or any links at all if you can avoid it.

Check where a link in an email goes by holding your mouse over the link, it should tell you where the link goes. If you get an email from say, "quicken.com" the link should go to "quicken.com", not somewhere else.

If a link takes you to a website, make sure the link and the address bar at the top of the web browser matches the website you are expecting. Be careful as domains like :

[www.microsoft.cthulu.234ae4.com](http://www.microsoft.cthulu.234ae4.com) are NOT microsoft.com. This goes to 234a34.com. This is a fake domain.

Only the part of the name directly in front of the .com is the real site. For example, [www.cthulu.234ae4.MICROSOFT.com](http://www.cthulu.234ae4.MICROSOFT.com) would be a real microsoft site.

Do not install any other programs, or programs downloaded from the internet. If you need a particular program on your laptop please let us know.

## OUTLOOK Email

Outlook email is set up on your laptop, and your email account now set up on your laptop. Please use email on your laptop and not through the Remote Desktop link. We will be retiring the Outlook email program on the server. This will help increase the security of the server by eliminating a common source of infection - emails.

## SOS Software

**IN THE OFFICE:** When you are in the office, please use the SOS Icon on the bottom of your screen on the taskbar. This version of the program accesses SOS directly over the SamaraCare network.

**OUTSIDE OF THE OFFICE:** When you are out of the office, please use the RD Tabs - Remote desktop icon to connect to the server over the VPN. This version remotely accesses the server and runs SOS on the server.

The new Remote Desktop program is called RDTabs and it supports text scaling better than the built in Microsoft Remote Desktop client.

At the bottom of your screen, there is a new lavender icon for the program. Click this icon to connect to the SamaraCare server.



This screen will appear next. We have setup each of your computers to automatically connect to the server, just click the “Connect” button.

### New Connection

This tab has not yet connected to a remote computer.

Logon | Display | Resources | Shell | Experience | Scripts | Advanced | Notes

Display Name:

Computer:

Username:

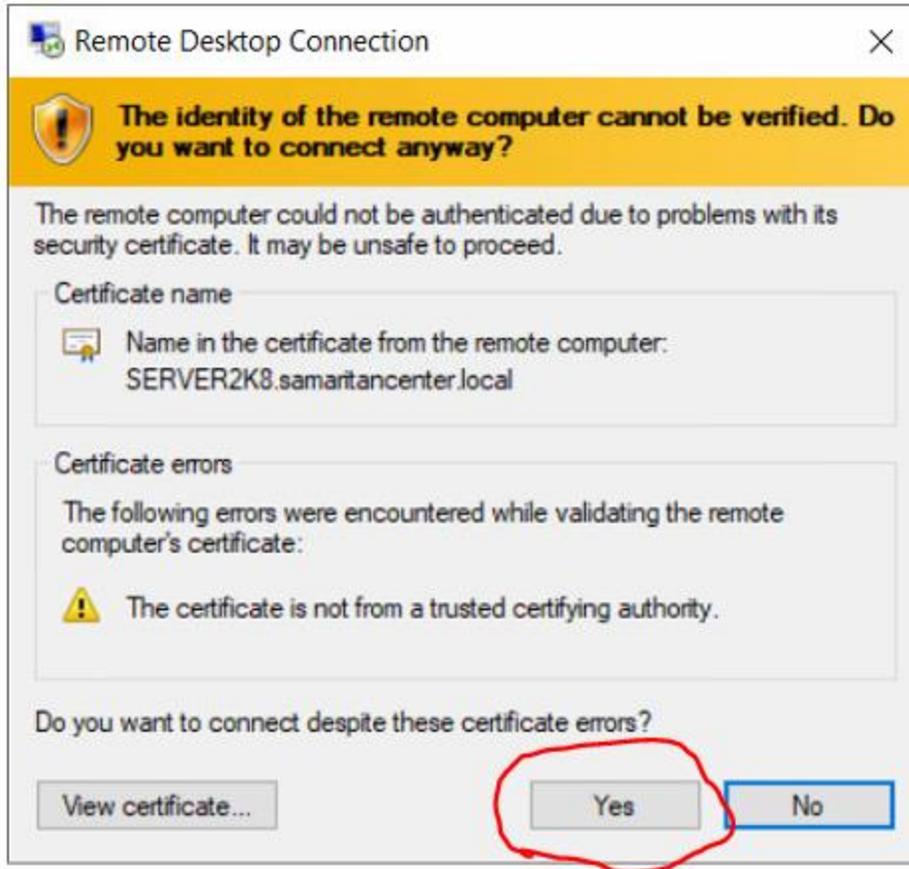
Password:

Domain:

RDP Port:

Tab Color:

Finally, you will receive a security notice, just click the “Yes” button.



## Using your Laptop as your Telephone - Voice over IP (VOIP)

Each laptop is set up with a web-based software that allows you to make and receive telephone calls over the Internet. There is an icon on your desktop called WebRTC. You should double click on this icon to activate the telephone feature. Your username and password is already set up. You just need to click "Login". There is a guide on how to use the WebRTC software, it's called the "**JEP WebRTC User Guide Standard User**" and is located near the upper right corner of your screen.

**SamaraCare is providing your first headset for use with the laptop for calls. We do not provide replacements unless it is a faulty headset. If the headset is defective we will replace it at our discretion.**

This microphone must be plugged into a USB port on the right side of the laptop. You will need to lower the microphone so that it is in front of your mouth when using the headset so that the other caller can hear you. The microphone is noise-cancelling and blocks out other sounds unless it is coming from directly in front of the microphone. When you are using the headset please be careful not to apply too much pressure or stress on the laptops USB connector or you may damage the connector.

You may purchase your own headsets or wireless headsets. The laptop has built in Bluetooth so any bluetooth headset will work with the laptop, once it is paired with the laptop. Wireless

headsets operate on batteries. If you decide to purchase a wireless headset, look for models that can operate for as long as you need, for example, with a 8 hour talk time. Also, rechargeable batteries have a limited lifespan so the batteries or entire headsets would have to be replaced after one to three years.

**We will not provide technical support for personally owned headsets.**

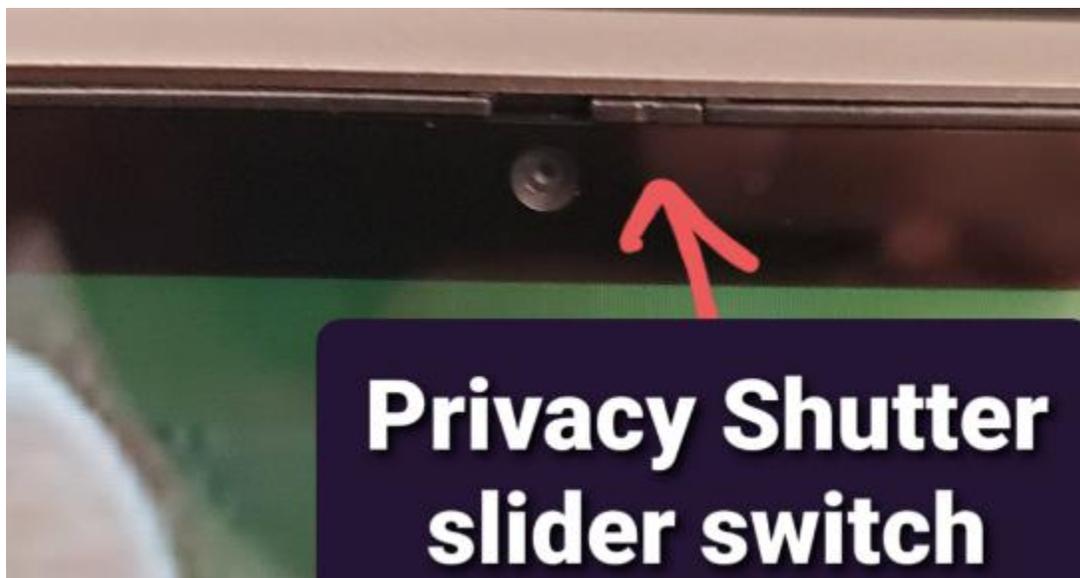
You can use a standard 3.5 mm phone headset, there is a headset jack on the left side of the laptop. The laptop also has a built in microphone and speaker so you can make calls without a headset. This is best done in a quiet environment. The speaker can be heard by others so any calls that require privacy should be made in a secure workspace.

## **VIDEO CALLS**

This laptop has a built-in webcam, microphone and speakers. When the webcam is active, a light will appear next to the webcam to let you know that it is on and operating.

This laptop can run any standard video conferencing software such as Skype or Zoom.

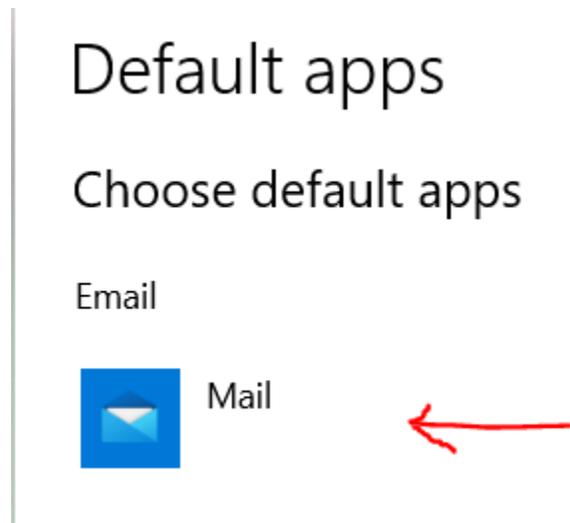
Your laptop may be equipped with a privacy shutter, this is a sliding switch at the top of your screen next to the webcam lens. This shutter can be used to block the webcam lens – if it is blocked, it will place a visible red dot over the camera lens. If you are having trouble because the webcam is not working, please make sure the privacy shutter is open with the switch slid to the right.



### ***Sending Zoom Invites***

To send a Zoom invitation to a client, you need to have an email program setup on your computer. SamaraCare is using the Outlook email program. However, Windows 10 defaults to using the "Mail" application. You may need to change your laptop to default to "Outlook" for

sending your invitations, so that it sends it out using your @samaracarecounseling.org email account. To check this, click on the Start button at the bottom of the screen, and type “Default Apps”.



Click on the “Mail” icon and change it to “Outlook”

## **PRINTING TO MAILROOM**

Your laptop is set to print to the Mail Room copier by default. We are moving away from individual printers in offices. The Mail Room printer is a reliable, durable, high quality color printer and copier.

## **GETTING HELP AND SUPPORT**

If you need help, all support requests should be sent to [Colleen Wronski, cwronski@samaracarecounseling.org](mailto:cwronski@samaracarecounseling.org). Colleen will coordinate with Integral Corporation to assist you.

Each laptop has the Teamviewer remote support software so that Integral Corporation can remotely connect to your computer to work on your computer. Your computer must be plugged into AC power, turned on, and connected to the internet for us to be able to help you. Work is typically done between 9 am to 6 pm. Extended hours are available by appointment, however there are limited time slots available.

## **Appendix A: VPN Troubleshooting**

If you are having trouble connecting to the N:, S:, or U: drive, or if you cannot connect to the SamaraCare server, it may be a problem with the VPN. Here are some things you can try to re-establish the connection between your laptop and the office.

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