Streamline3 User's Guide

October 2018

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Technical Manual for UBT IT & T service desk personnel covering the use of the Web Management Console for Streamline3

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Getting started

Thank you for purchasing a Streamline3 computer from UBT!

Please follow the few simple steps described in this user's guide to ensure you get the most out of your new computer.

When you first power on your machine, you will need to configure a series of settings to ensure that your computing experience is as efficient as possible. Simply follow these steps to get you up and running in no time!

Before you start, please make sure that the power cable is plugged into both the computer and the wall socket and that the wall socket is turned on.

Now press the On button on your machine. When this first turns on, you may be greeted with "Cortana". You can mute this with the microphone icon at the bottom

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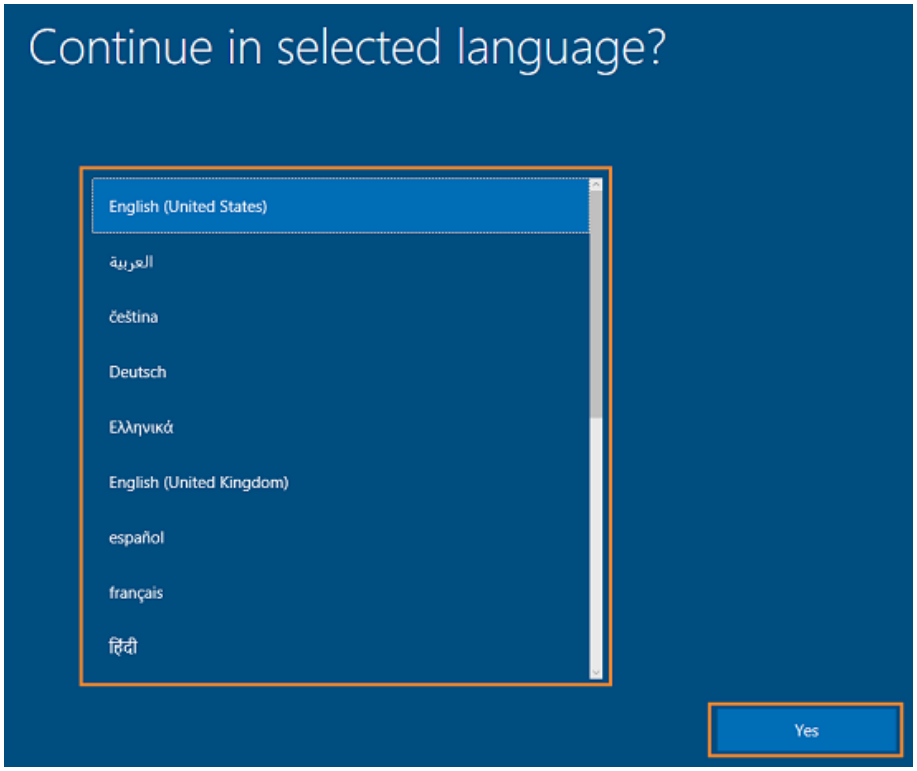
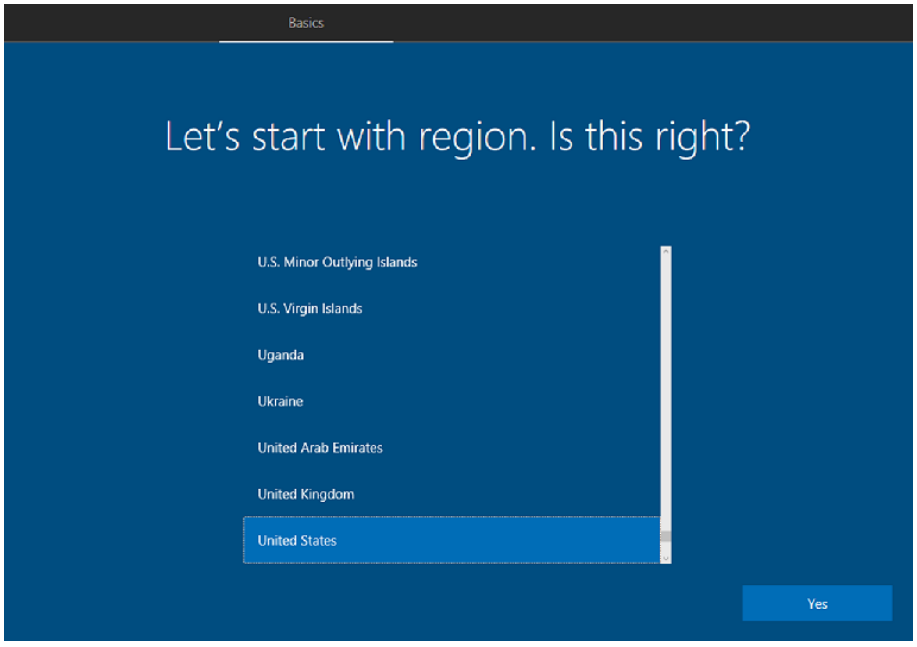
Select the language you wish you use, for NZ the default is “English (United States)“



Select your Region from the list – this will be “New Zealand”



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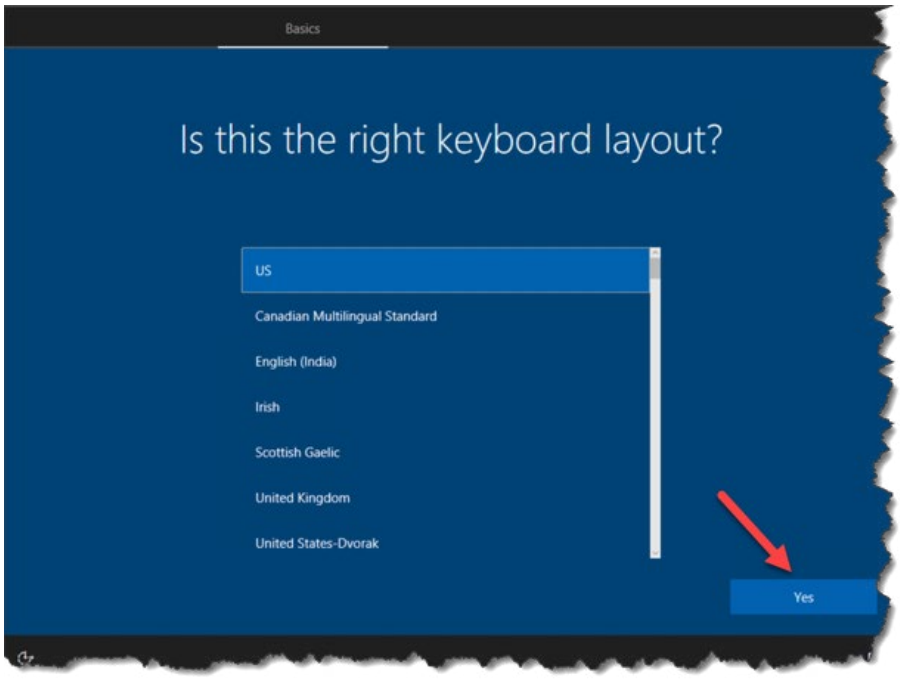
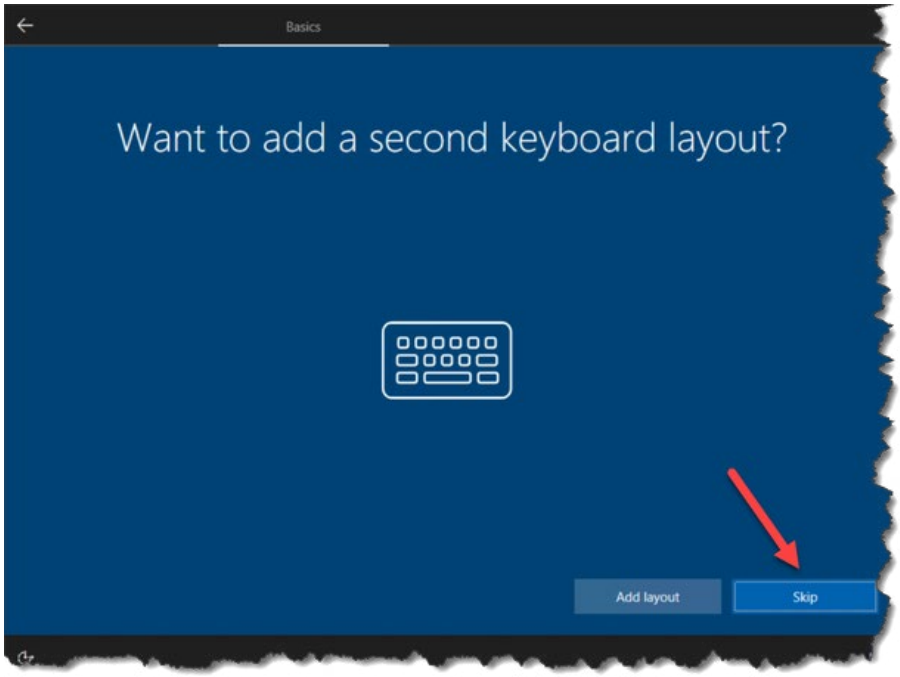
Select the keyboard layout. The default for NZ is “US”



You will be prompted to add a second keyboard layout. Select Skip.



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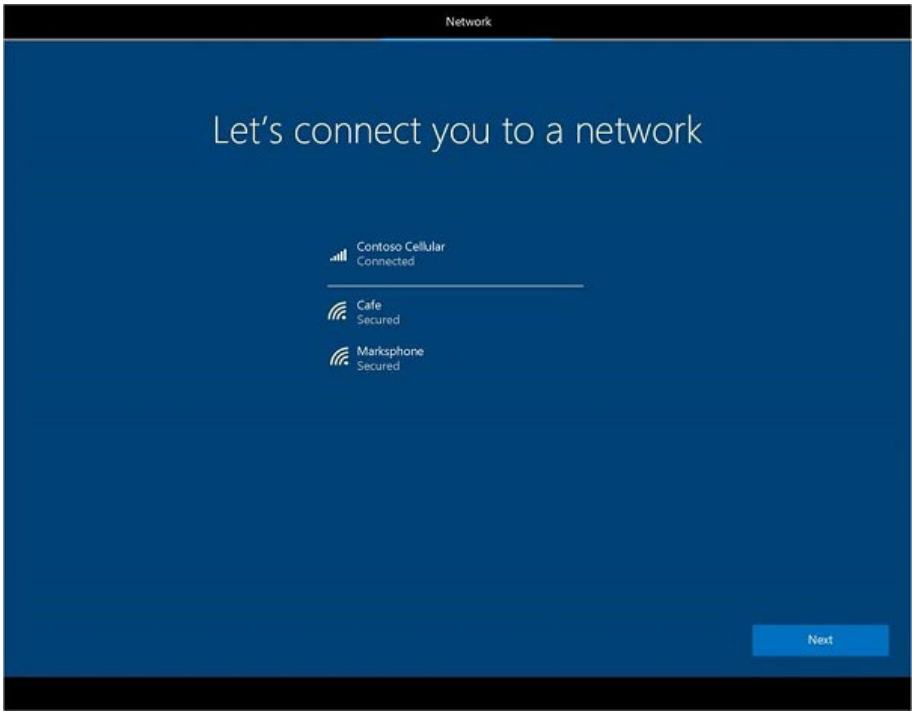
Connect to your Wireless network



This screen gives you the opportunity to read and accept the licence agreement for Windows & UBT.

Once completed, select "Accept".

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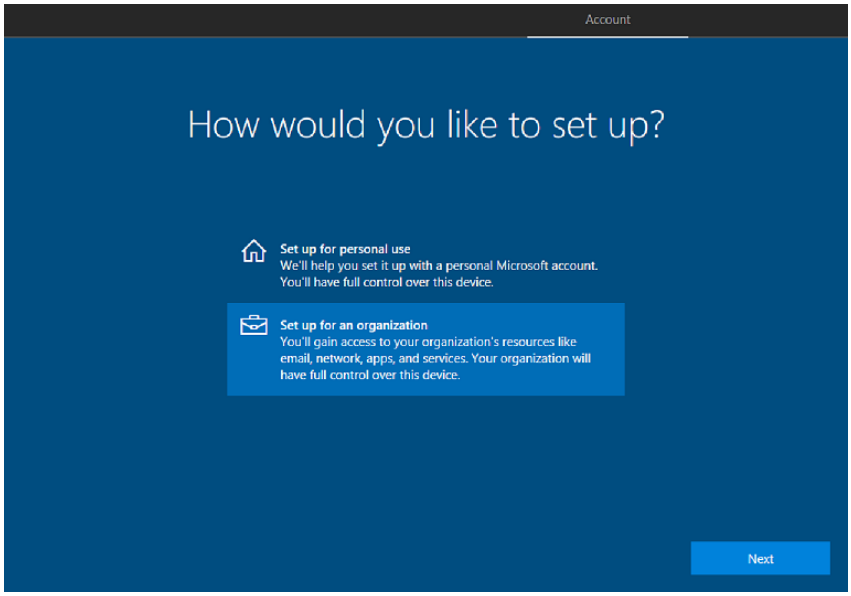
Here you have two options to setup your User account:

1. Microsoft Account

a. You can use your Microsoft account if you have one and basic settings are also synchronised between computers that use the same Microsoft account. Microsoft accounts use an email address and a password (e.g. the email address will end with @outlook.co.nz or @outlook.com).

b. If you have a Microsoft account, simply click “Set up for personal use” and enter the account email address and click ‘Next’. You will be prompted to enter your Microsoft account password to finish the login.



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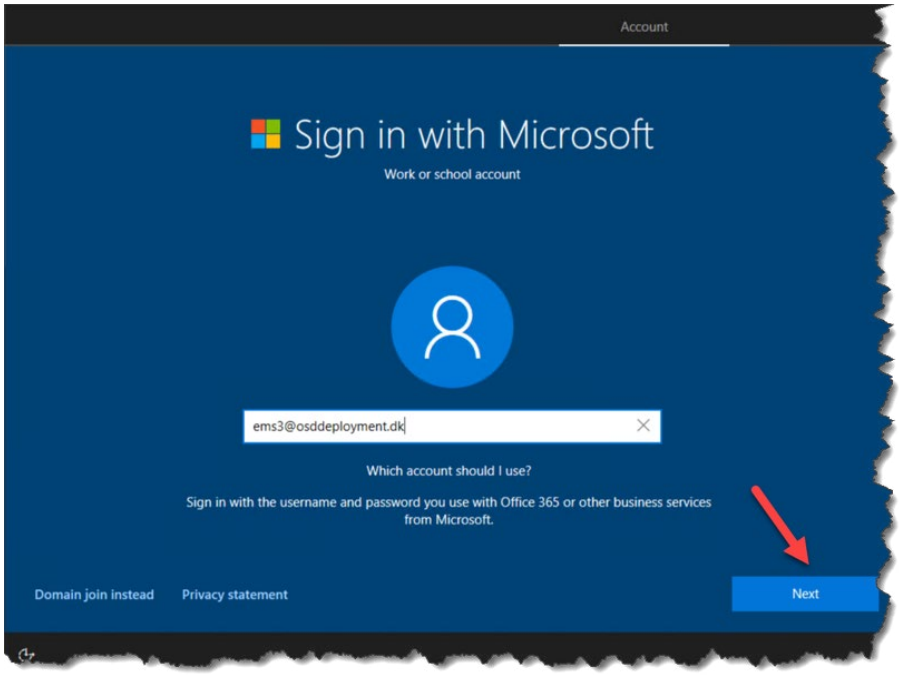

2. Local Account (standard setup)

a. If you do not have a Microsoft account, or the service is currently unavailable, you can choose to create a standard user account by clicking "Set up for an organization". NOTE: If this is done a Microsoft account can be added to the user profile at a later date.

b. In the 'Username' text box, enter your name. You can enter a single name, your first and last name, or any other identifiable text. This is the name you'll be identified by in the computer.

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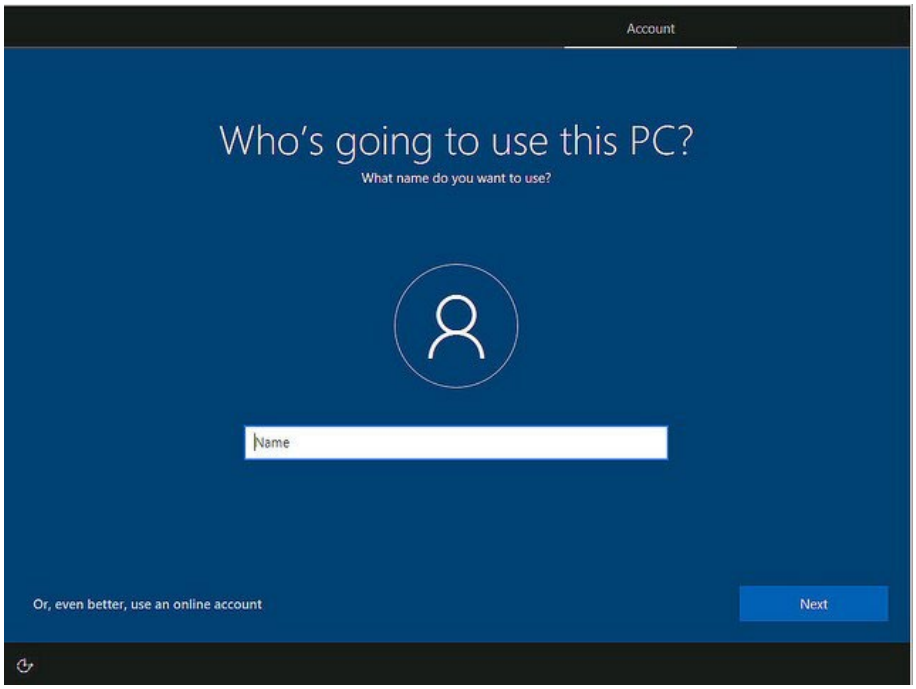

Create a Password. A secure password contains both letters and numbers – do not use common passwords such as abc123 or password. Also, do not use anything that personally relates to your life, i.e. memorable dates, names, places etc. It is best if you memorize a random password. Also, make sure it is at least 6 characters long.

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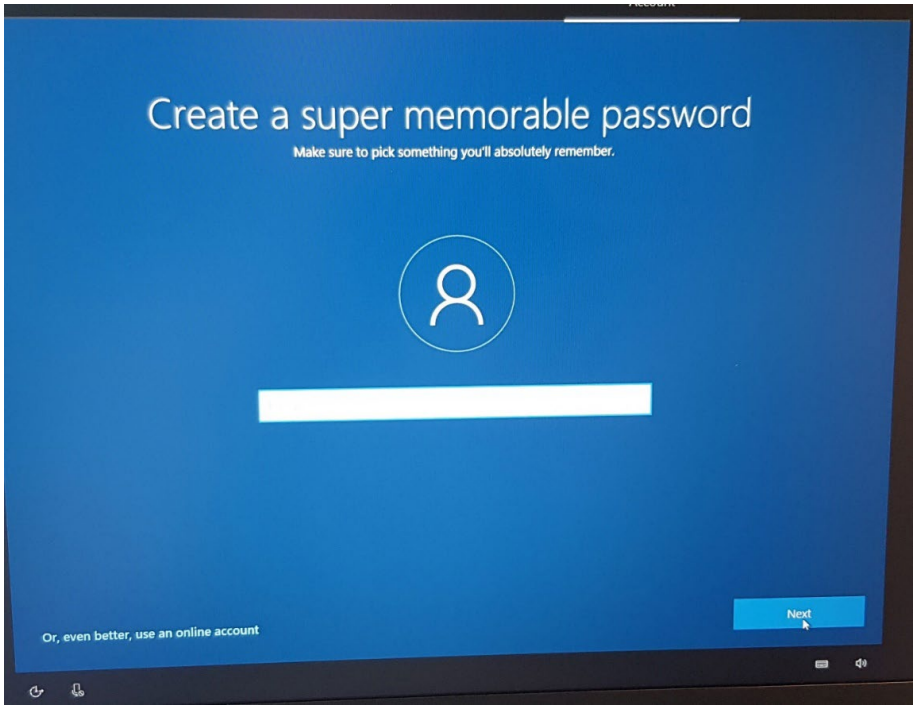
Lastly, do not write the password down and keep it with your computer.

Type a hint to give yourself in the 'Password hint' text box. This hint will display if you enter the wrong password when logging on to Windows. Select Next



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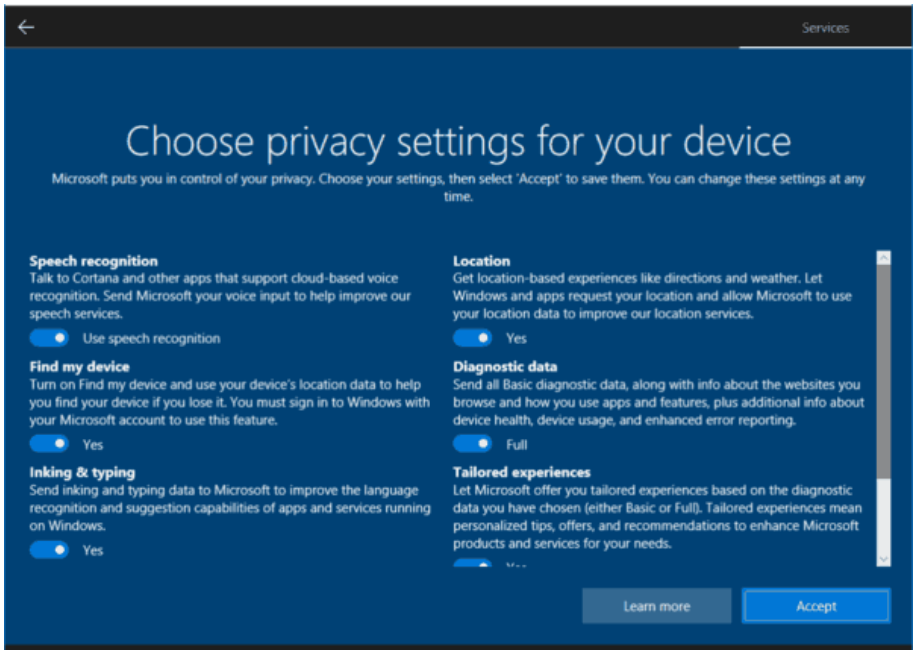
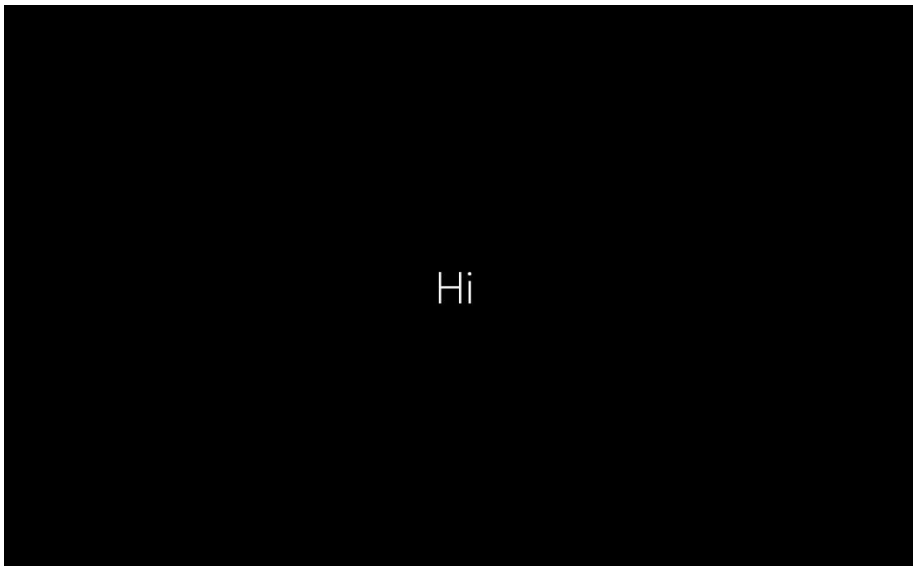
These options send data about your computer and web usage to Microsoft in order to help improve their services. It is recommended that these are turned Off. Once the required options have been selected, click 'Accept'.



Once you have completed all text boxes click 'Finish' to continue. This will configure updates and complete setup



For additional help and tutorials on using your machine please visit: http://www.ubtsupport.com/tutorials/

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Introduction to Streamline3

Streamline3 is the newest iteration of protection software from UBT. It is designed to be as unobtrusive as possible – you'll barely even notice it's there! It has two main functions: filtering the internet, and blocking applications.

The filtered internet works much the same way as the previous iteration did – each machine has a white list of approved sites that is allowed to be viewed on the machine. However, your company IT administrator now has direct control over each list. If you require a new site on the white list, simply refer to your own company administrator, rather than submit an application to UBT.

Streamline3 also has application blocking. However all applications are not blocked by default. Like the Internet filter, the company administrator has direct control over what is and what is not blocked on each machine.

Streamline3

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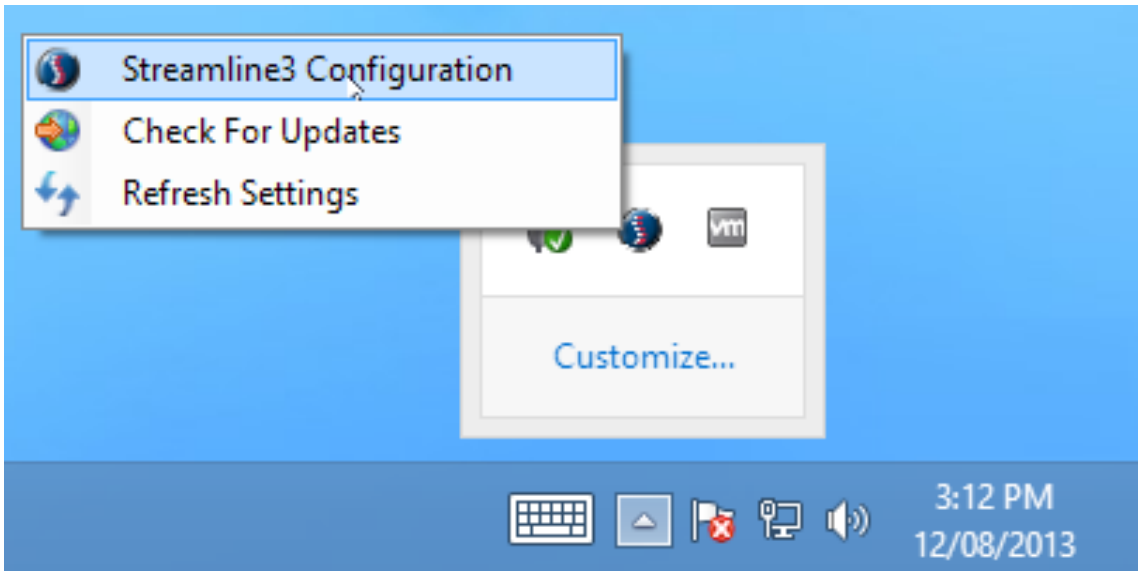
Streamline3 Configuration Window

The configuration window is the only part of Streamline3 you need ever have direct contact with. It is where the local settings for Streamline3 can be accessed. To open the window, right-click the system tray icon, then click Streamline3 Configuration, as per the below screenshot:



Please note that for the window to be functional you will need a working internet connection.

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Information Page

The information page is the default page that will appear when you launch the configuration. It will appear something like this:

As can be seen, it shows you the machine serial number, the company that the machine is registered to, as well as the machine name.

If the company registration information is incomplete or incorrect, click the link provided under the company name. This will open a web form from which you can submit a correction.

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The machine name displayed here is different to the Windows machine name used for networking – it is for ease of identification only and has no effect on the operation of your machine.

Should you wish to change this, click the 'change' button. You can then type in a new name as shown in the following screenshot:

Then click 'apply' and the machine name will be updated. This name can also be updated by the company administrator from the Streamline3 web management console.

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Internet Access Tab

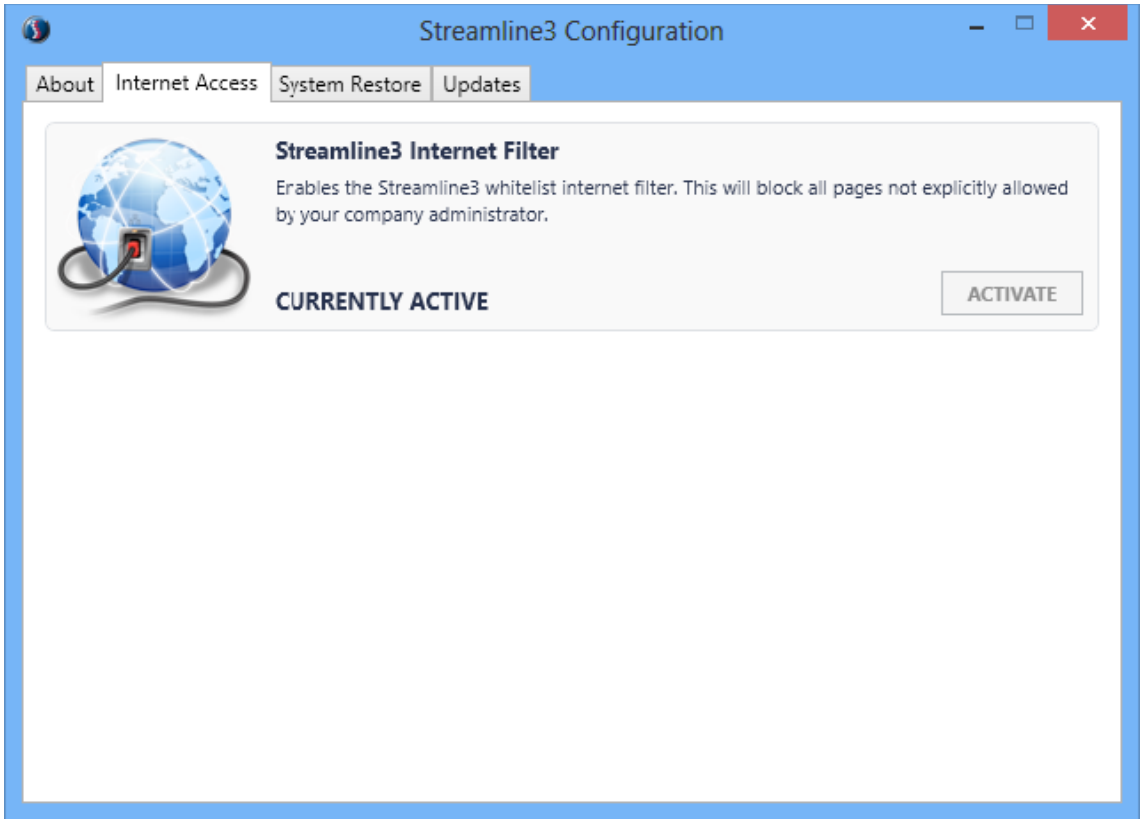
Streamline3 has two different levels of Internet Protection. Depending on which of these have been allowed by your company administrator, you will see different options in the 'Internet Access' tab in the configuration program. Click on the 'Internet Access' tab to see the options that you can access.

Streamline3 Internet Filter

The Streamline3 Internet Filter is the default method of internet filtering – it allows websites that are on your white list.

This option is available by default, and is the standard method of filtering.

The 'Activate' button will be greyed out when this method of filtering is active. The screenshot below has the Internet Filter enabled:



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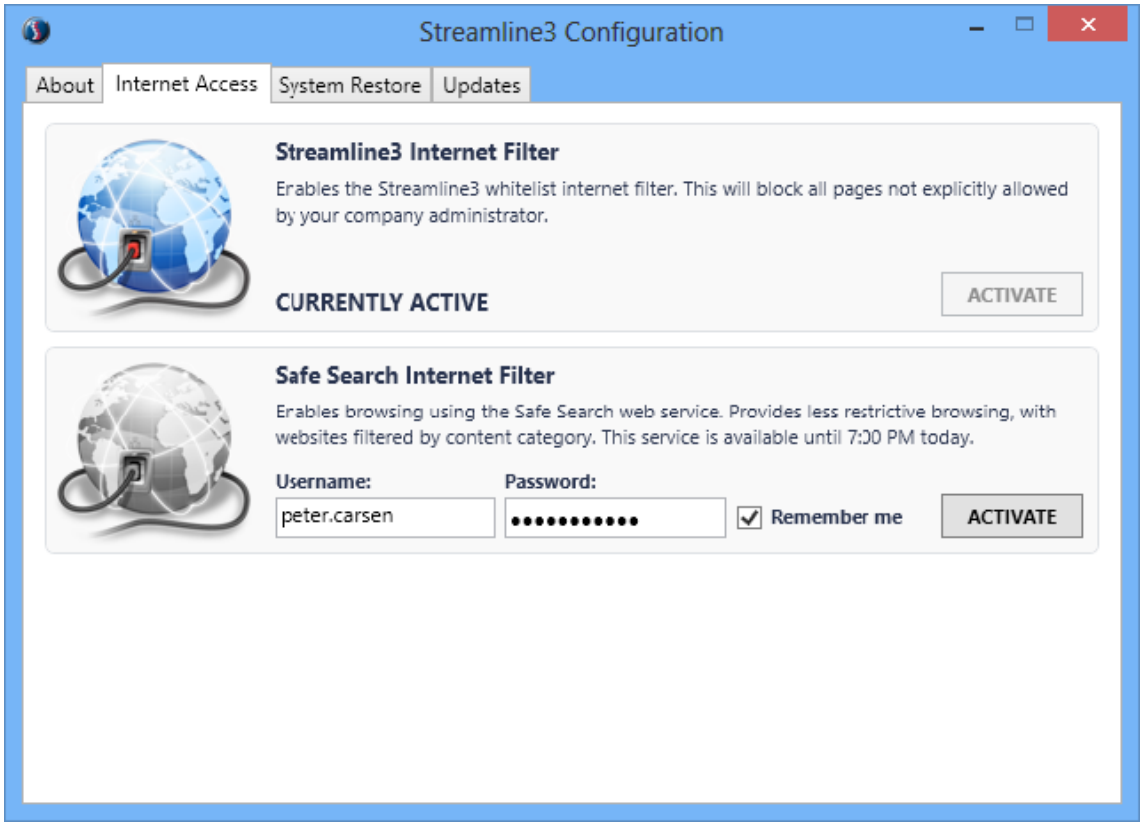
Additional web sites can be added to the white list for your machine by your company administrator.

Safe Search Filtering

If less restricted browsing is required, your company administrator can allow access to “Safe Search”.

This is a form of filtering in which only particular categories of websites are blocked, enabling you to browse a much wider variety of websites.

If Safe Search has been enabled by your company administrator, you will have been sent an email containing your user name and password. To activate Safe Search, enter your credentials and click the Activate button as shown in the screenshot below:



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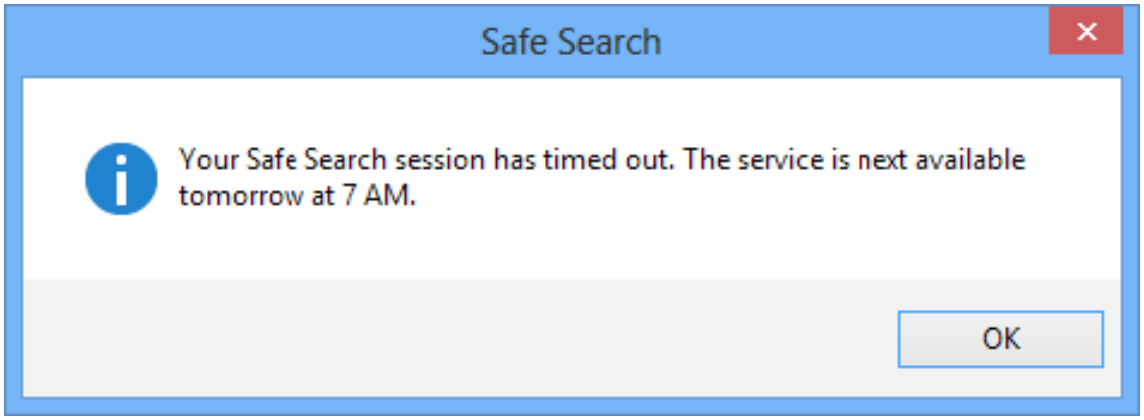
At any point you can return to the Streamline3 Internet Filter mode by selecting the 'Activate' beside that service.

If your administrator has configured limited Safe Search access, the session will end after the set time limit has expired. When the session expires, the following message is displayed, and normal filtering resumes:



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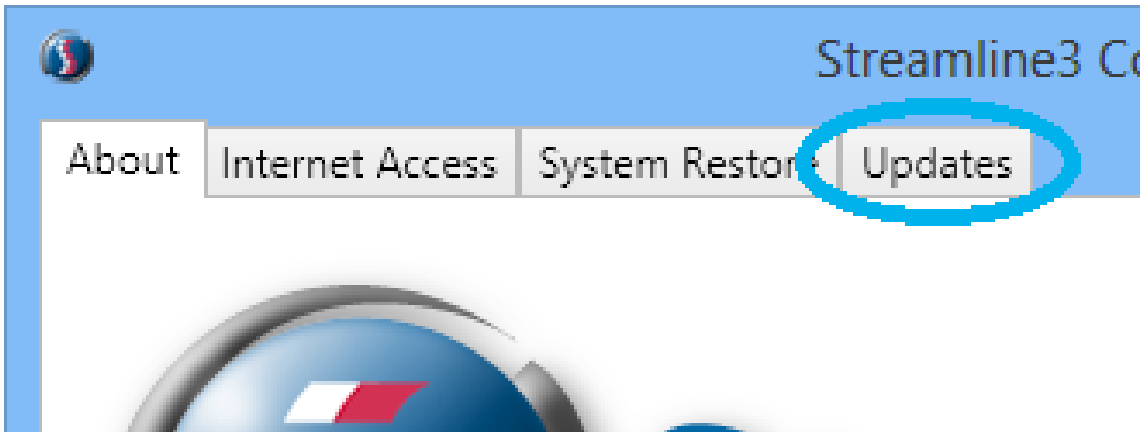
Updates

To maintain optimum efficiency and security updates will be required for your machine. These updates are downloaded from the internet automatically.

Streamline3 Updates

Streamline3 automatically checks for updates when connected to the internet. When a new version is available, you will be prompted to install this. You will be given the opportunity to defer the update however it is recommended that you install the update as soon as possible.

The updates tab of the Streamline3 configuration window displays information about the version of Streamline3 that is currently installed, and allows the user to check for new updates. To view this page, click the Updates tab:



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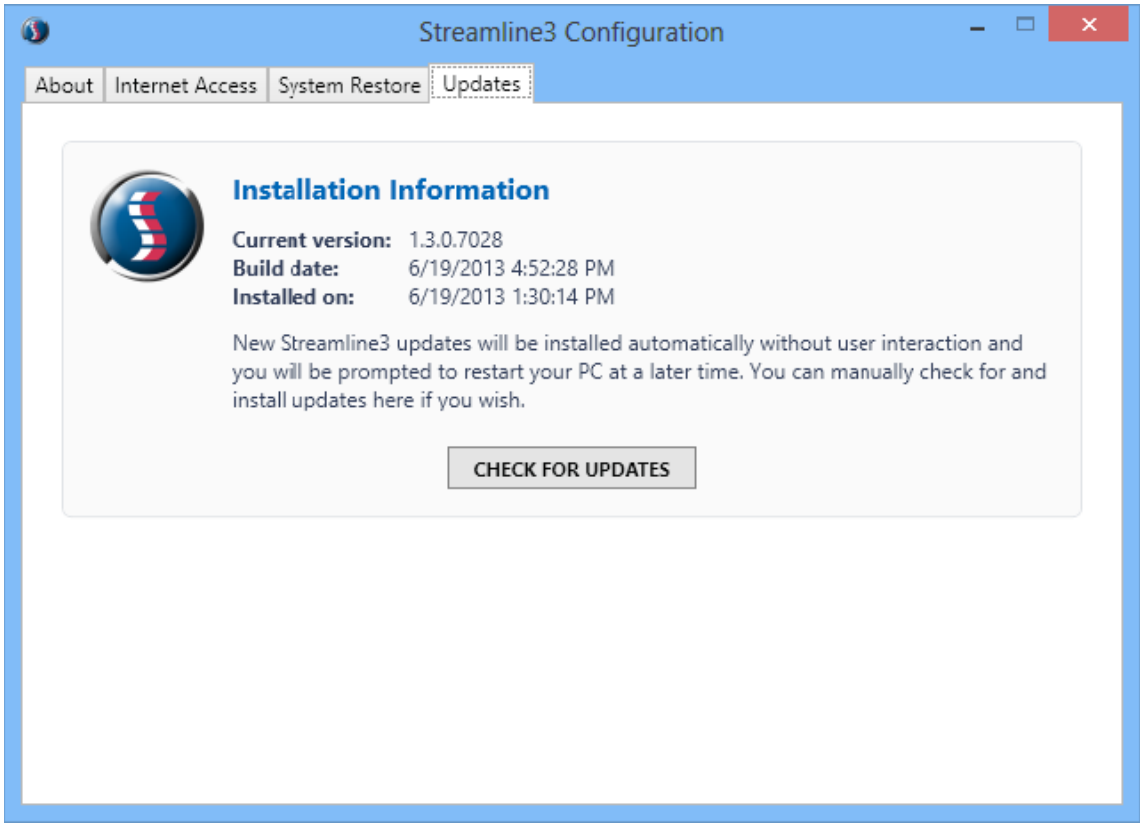
This will display the updates window as per below:



It displays information about the current version and when it was installed.

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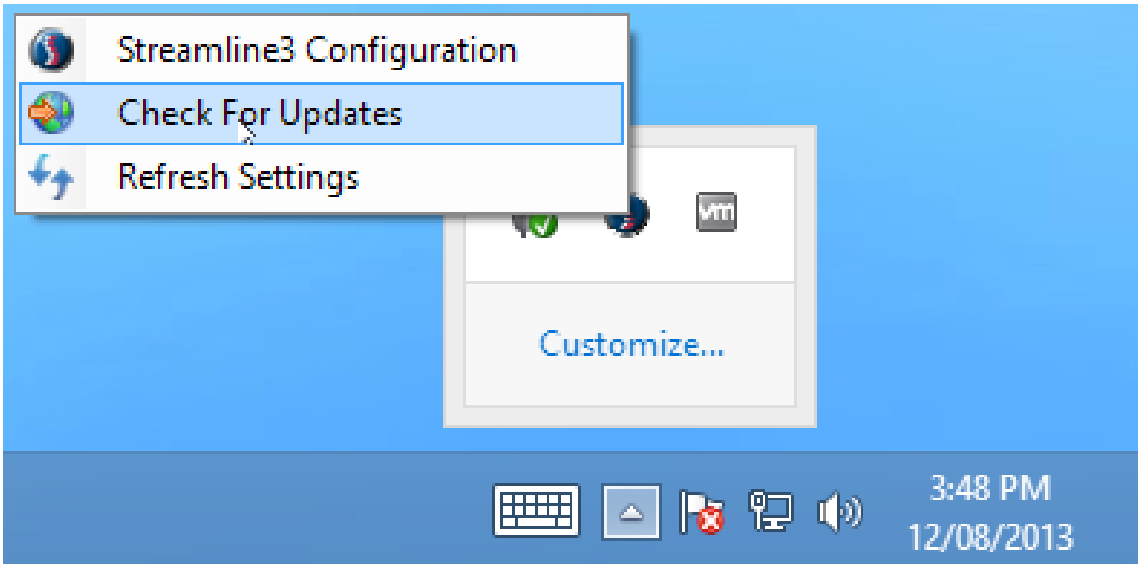
Manually Checking for Updates

New Streamline3 updates are automatically downloaded from UBT and installed as they become available. However should the user wish to check for a new update before the auto-update occurs (or in the event auto-updating has been disabled by UBT IT&T Support) this can be done from the Updates tab of the Streamline3

Configuration program. Simply click the “Check for Updates” button on this tab (see above for screenshot). Alternatively, the “Check for Updates” option can be selected from the Streamline3 system tray icon, as per below:



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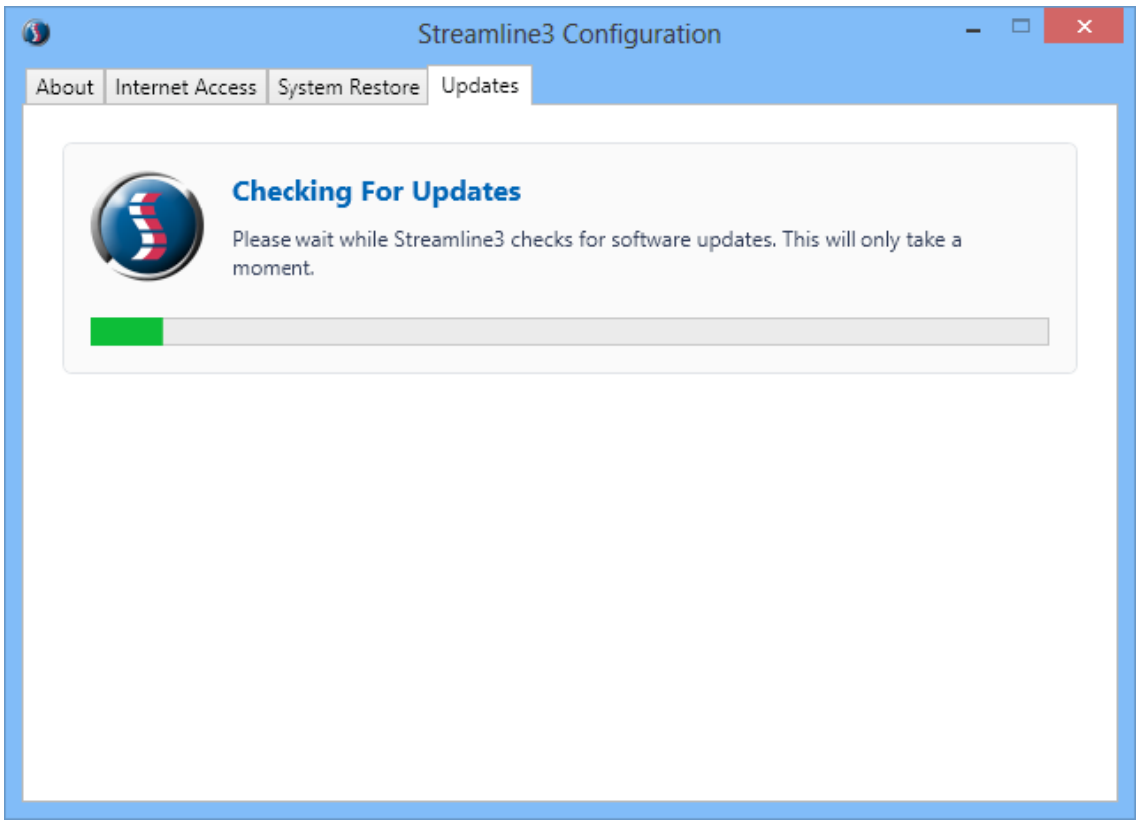
The configuration window will start checking for updates, as per below screenshot:



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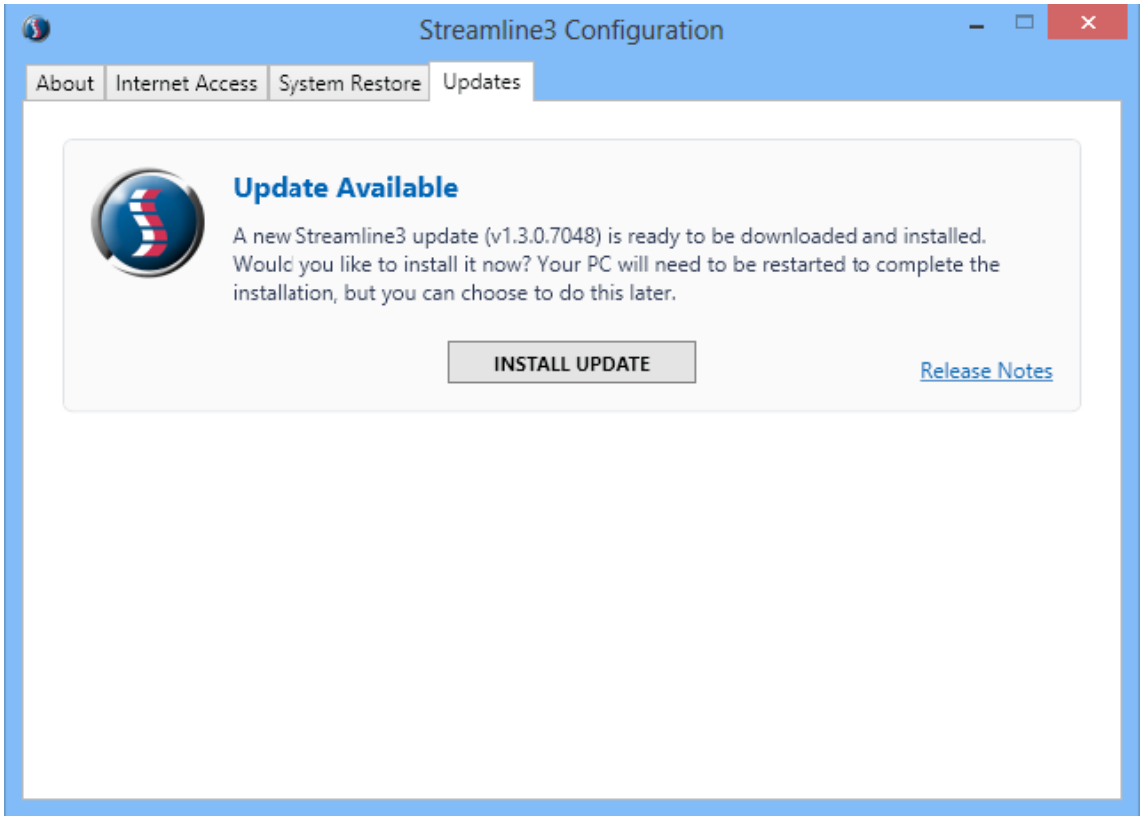
If an update is available, the user will be notified:



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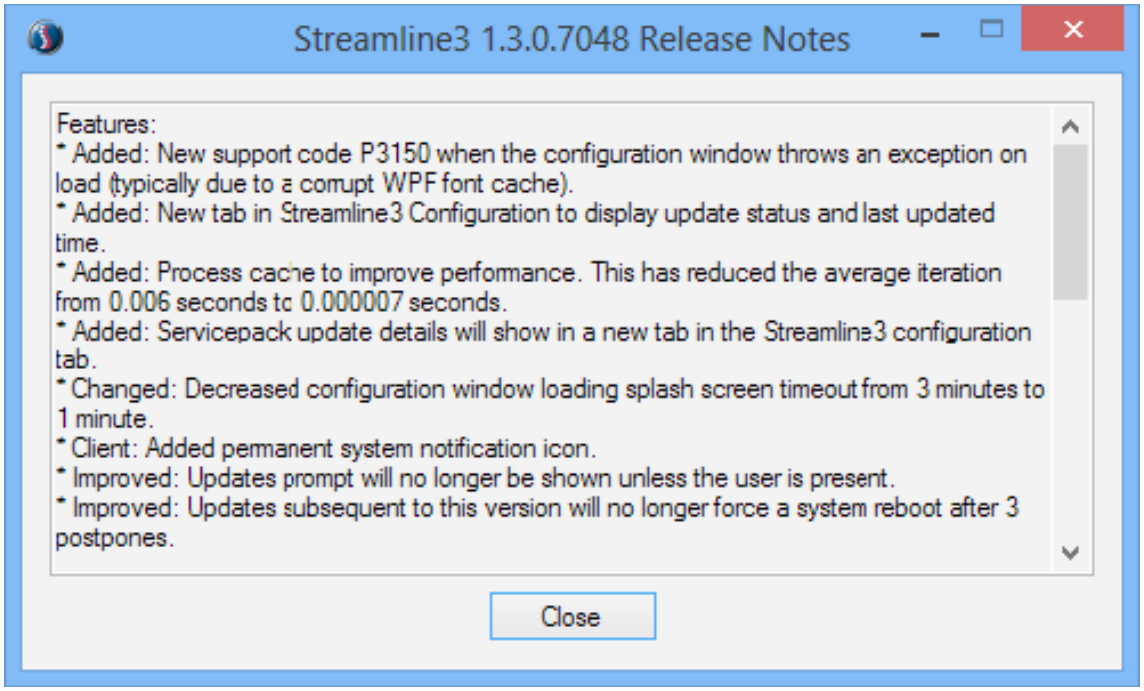
To view the release notes, click the link to the bottom right of the update window.

This will show a popup window with details of the new release:



To actually install the update, click the “Install update” button from the Updates tab.

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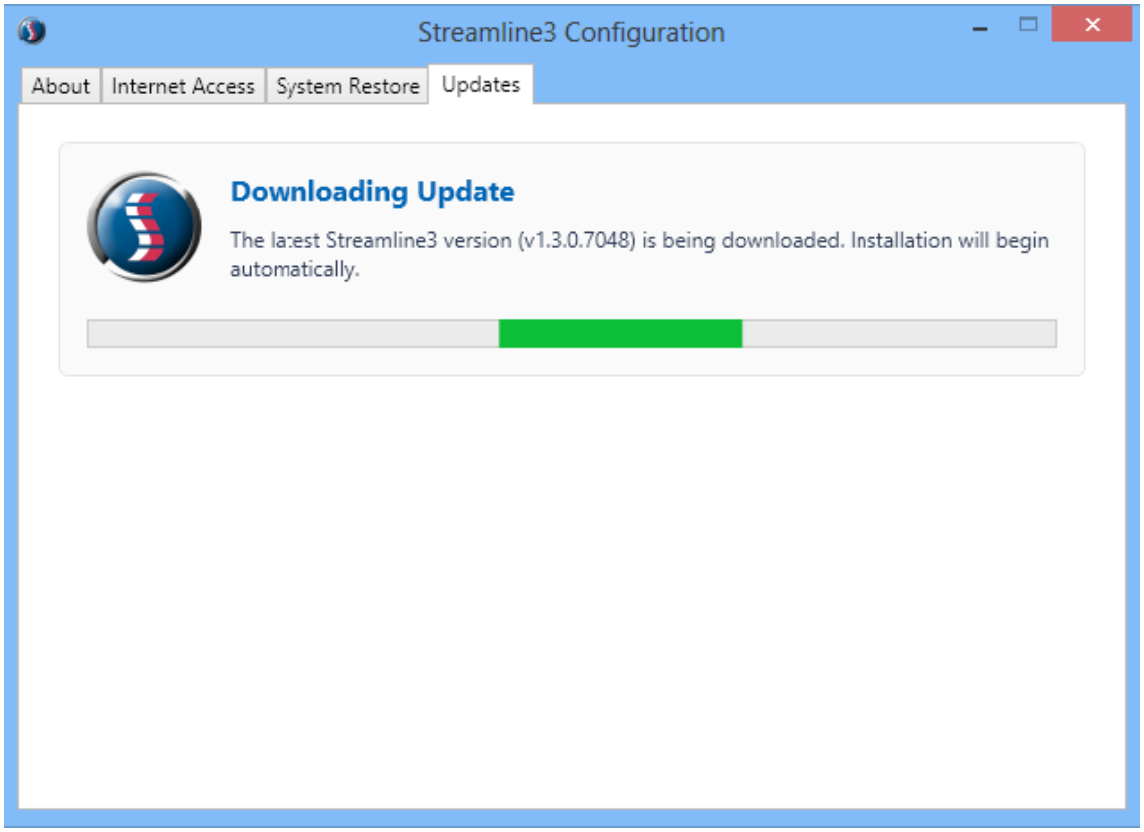
Streamline3 will start downloading the new update:



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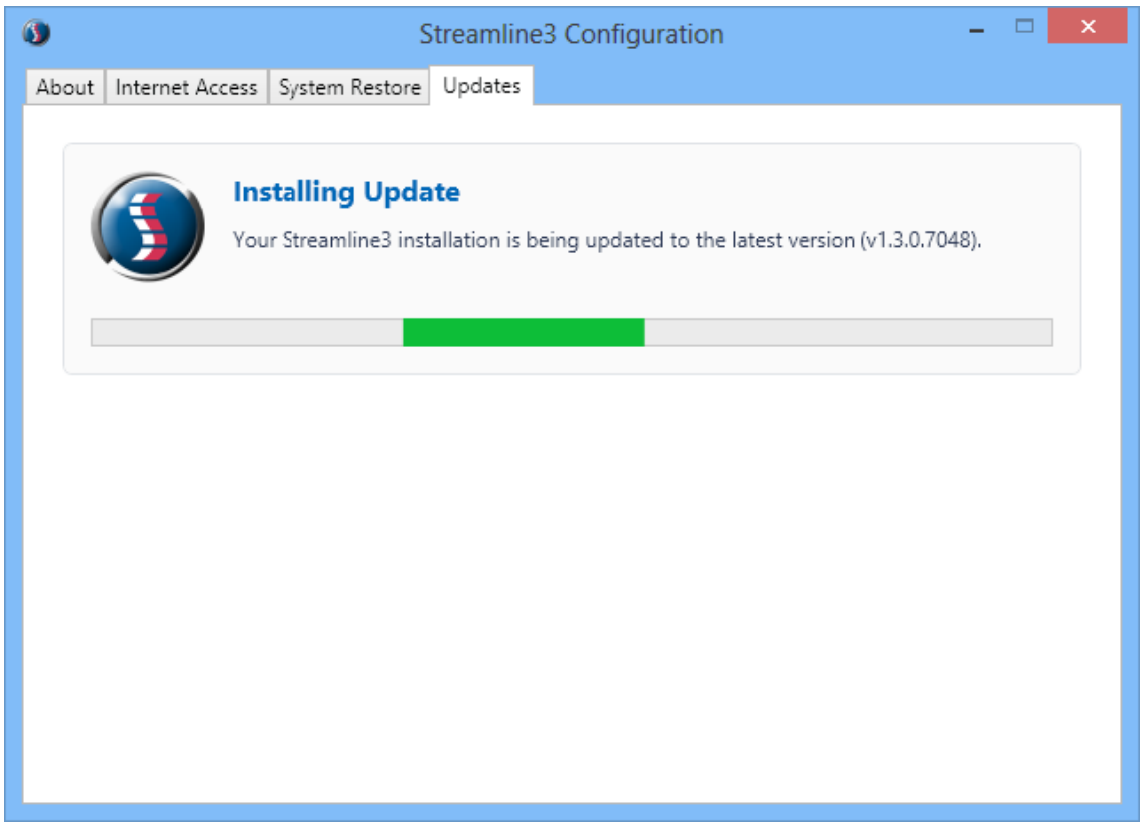
Once the update has successfully downloaded, it will be installed automatically:



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Windows Updates

Windows Update is a service provided by Microsoft that provides updates for the Microsoft Windows operating system and its installed components, including Internet Explorer and Microsoft Office products.

Theses updates often include critical patches to protect against vulnerabilities to malware and security exploits.

Some updates will require a restart of your machine - you will be prompted to restart or postpone the restart when updates have been installed.

Windows update can be started at anytime from START > Settings > Update & Security.

ESET Security Updates

ESET NOD32 antivirus system is installed on your machine and is set to update automatically and is planned according to your type of internet connection.

You will see notifications of updates from the task tray area as they are installed. You may also start manual update by clicking the Update now button in the main panel

Updates (START > All Programs > ESET > ESET NOD32 Antivirus > ESET NOD32 Antivirus).

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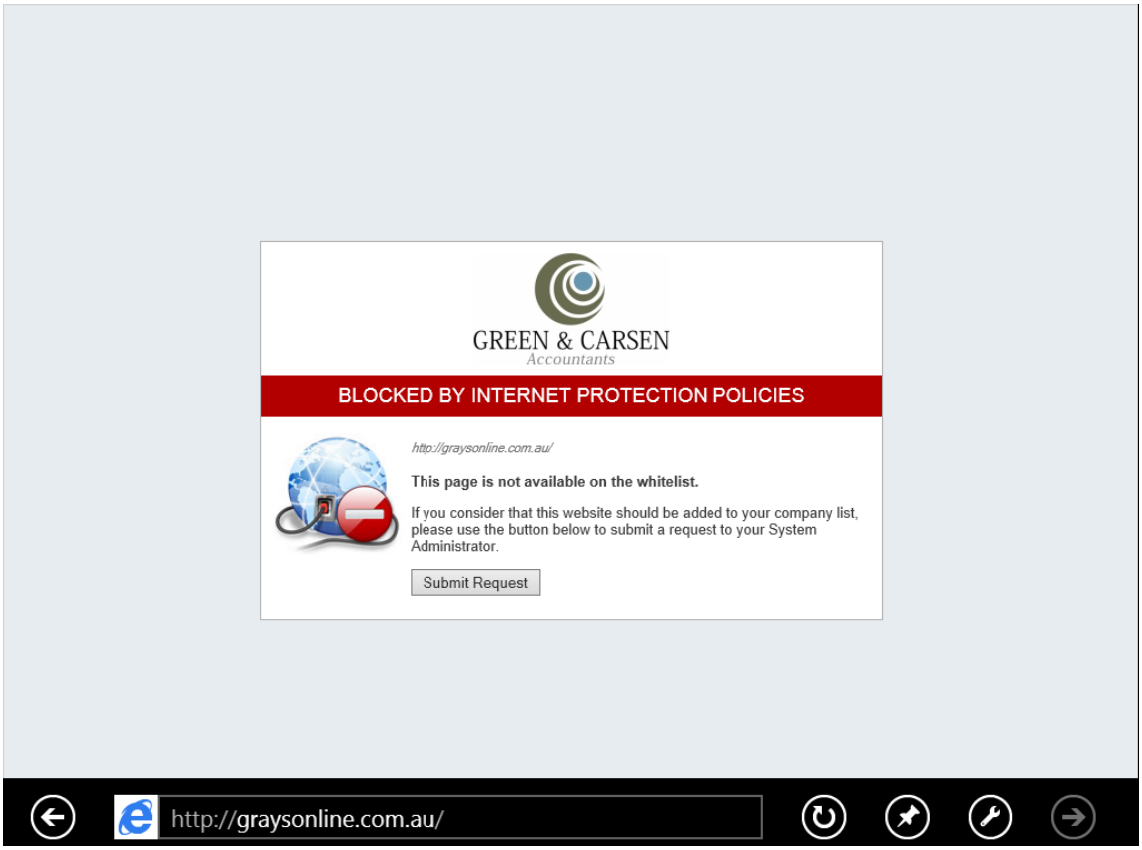
Website Block Page

When a website is visited on a Streamline3 machine that is not on the whitelist, a block message appears like the following:



NOTE: The company logo will look different depending on the company the machine is registered to.

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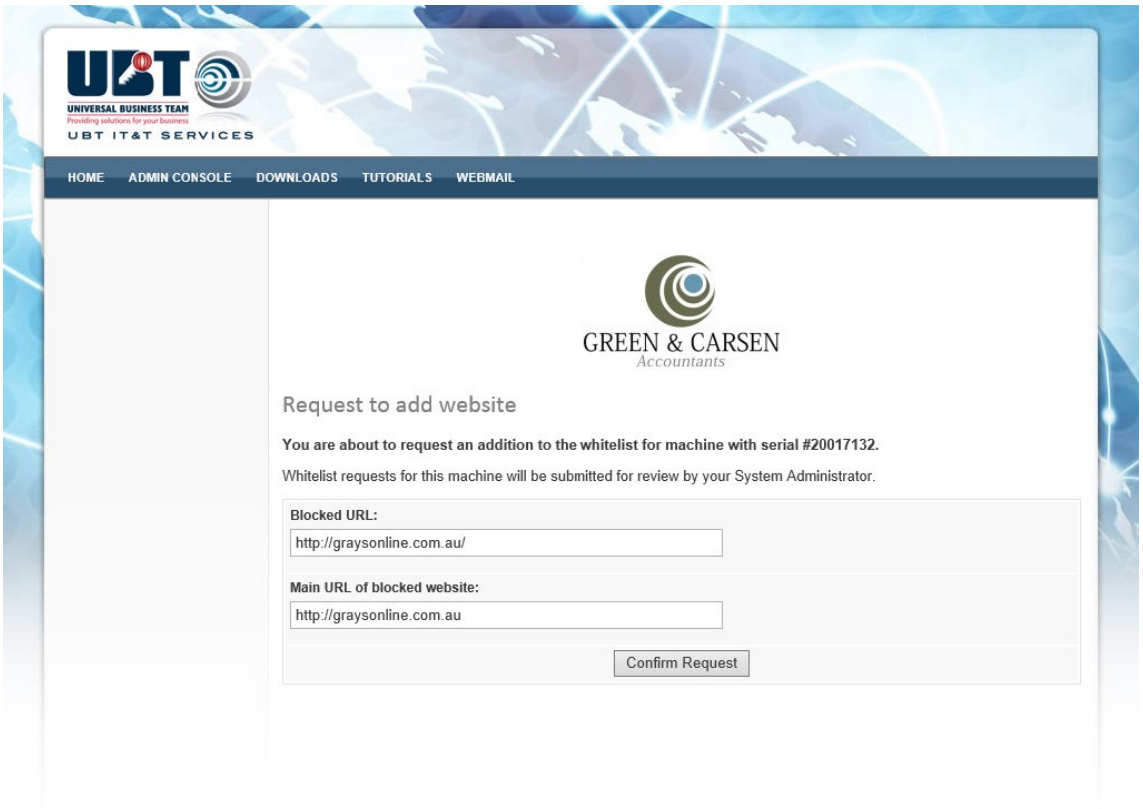
If the website is required for business use, the user of the machine can simply click the “Submit Request” button and add a reason for the request for your Administrator to see. This will display the following form:



Simply click “Confirm Request” and the website will be added to the list of websites ready to be reviewed by the company administrator.

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OHS in the IT Workplace

With the increase in computer use, a number of health and safety concerns related to vision and body aches and pains have arisen. Many problems with computer use are temporary and can be resolved by adopting simple corrective action.

Most problems related to computer use are completely preventable. However it is important to seek prompt medical attention if you do experience symptoms including:

- Continual or recurring discomfort
- Aches and pains
- Throbbing
- Tingling
- Numbness
- Burning sensation
- Stiffness

Seek help even if symptoms occur when you are not working at your computer.

Laptop computers can present particular problems due to small screens, eyboards and in built pointing devices (e.g. a small portable mouse or touch pad). Prolonged use of laptops should be avoided. If using a laptop as a main computer (i.e. use as a normal desktop computer in addition to use as a portable), it is advisable to use the laptop with a docking station. This allows an ordinary mouse, keyboard and monitor to be used with the laptop. The main risks associated with using computers include:

- Musculoskeletal problems
- Eye strain and a greater awareness of existing eye problems

Rashes and other skin complaints have also been reported, although it is thought these are caused by the dry atmosphere and static electricity associated with display units rather then by the display units themselves. There are potential risks from radiation though this is a contentious area.

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Musculoskeletal problems

These can range from general aches and pains to more serious problems and include:

- Upper limb disorders such as repetitive strain injury (RSI) tenosynovitis and carpal tunnel syndrome - by far the most important as it can quickly lead to permanent incapacity
- Back and neck pain and discomfort
- Tension stress headaches and related ailments
- These types of problem can be caused by:
- Maintaining an unnatural or unhealthy posture while using the computer
- Inadequate lower back support
- Sitting in the same position for an extended period of time
- An ergonomically poor workstation set up

Eye strain

Computer users can experience a number of symptoms related to vision including:

- Visual fatigue
- Blurred or double vision
- Burning and watering eyes
- Headaches and frequent changes in prescription glasses

Computer work hasn't been proven to cause permanent eye damage, but the temporary discomfort that may occur can reduce productivity, cause lost work time and reduce job satisfaction. Eye problems are usually the result of visual fatigue or glare from bright windows or strong light sources, light reflecting off the display screen or poor display screen contrast.

Several relatively straightforward precautions can be taken by computer users to avoid problems.

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Avoiding Musculoskeletal problems

General precautions to avoid musculoskeletal problems include:

- Taking regular breaks from working at your computer - a few minutes at least once an hour
- Alternating work tasks
- Regular stretching to relax your body
- Using equipment such as footrests, wrist rests and document holders if you need to
- Keeping your mouse and keyboard at the same level
- Avoiding gripping your mouse too tightly - hold the mouse lightly and click gently
- Familiarise yourself with keyboard shortcuts for applications you regularly use (to avoid overusing the mouse)

It is also important to have your workstation set up correctly. Your workstation includes monitor, keyboard, mouse, seating, desk, and where appropriate, footrest (to enable you to put your feet flat if they would otherwise not reach the floor), wrist rest, and document holder.

Monitors should:

- Swivel, tilt and elevate - if not use an adjustable stand, books or blocks to adjust the height
- Be positioned so the top line of the monitor is no higher than your eyes or no lower than 20° below the horizon of your eyes or field of vision
- Be at the same level and beside the document holder if you use one
- Be between 18 to 24 inches away from your face.

Keyboards should:

- Be detachable and adjustable (with legs to adjust angle)
- Allow your forearms to be parallel to the floor without raising your elbows
- Allow your wrists to be in line with your forearms so your wrists do not need to be flexed up or down
- Include enough space to rest your wrists or should include a padded

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detachable wrist rest (or you can use a separate gel wrist rest which should be at least 50 mm deep)

- Be placed directly in front of the monitor and at the same height as the mouse, track ball or touch pad

Chairs should:

- Support the back - and have a vertically adjustable independent back rest that returns to its original position and has tilt adjustment to support the lower back
- Allow chair height to be adjusted from a sitting position
- Be adjusted so the back crease of the knee is slightly higher than the pan of the chair (use a suitable footrest where necessary)
- Be supported by a five prong caster base
- Have removable and adjustable armrests
- Have a contoured seat with breathable fabric and rounded edges to distribute the weight and should be adjustable to allow the seat pan to tilt forward or back

Tables and desks should:

- Provide sufficient leg room and preferably be height adjustable
- Have enough room to support the computer equipment and space for documents
- Be at least 900 mm deep
- Have rounded corners and edges

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Avoiding Eyestrain

Precautions that can be taken to avoid eyestrain include:

- Exercising the eyes by periodically focusing on objects at varying distances
- Blinking regularly
- Keeping the air around you moist - for example using plants, open pans of water or a humidifier (spider plants are said to be particularly good for this and removing chemical vapours from the air)
- Adjusting the screen height / seating so that when sitting comfortably your eyes are in line with the top of the monitor screen
- Adjusting the brightness control on your monitor for comfort
- Adjusting the contrast on your monitor to make the characters distinct from the background
- Adjusting the refresh rate of your monitor to stop it flickering
- Positioning monitors to avoid glare (e.g. not directly in front of windows)
- Keeping your monitor screen clean
- Keeping the screen and document holder (if you use one) at the same distance from your eyes
- Servicing, repairing or replacing monitors that flicker or have inadequate clarity

Regular eye testing - do this at least once every 2 years and more frequently if necessary - especially if you are experiencing eye problems related to using display equipment. Indicate the distance from your eyes to the monitor to your optician and talk to them regarding special lenses or the use of bifocals.

Summary

Computers are an essential tool in the work of most organisations. Although problems can occur through their use, with the correct equipment, ergonomic workstation design and correct techniques and working practices, the risk of problems can be greatly reduced.

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