

# ITRAMS SOE User Guide

Version 1.0

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## Before you Begin

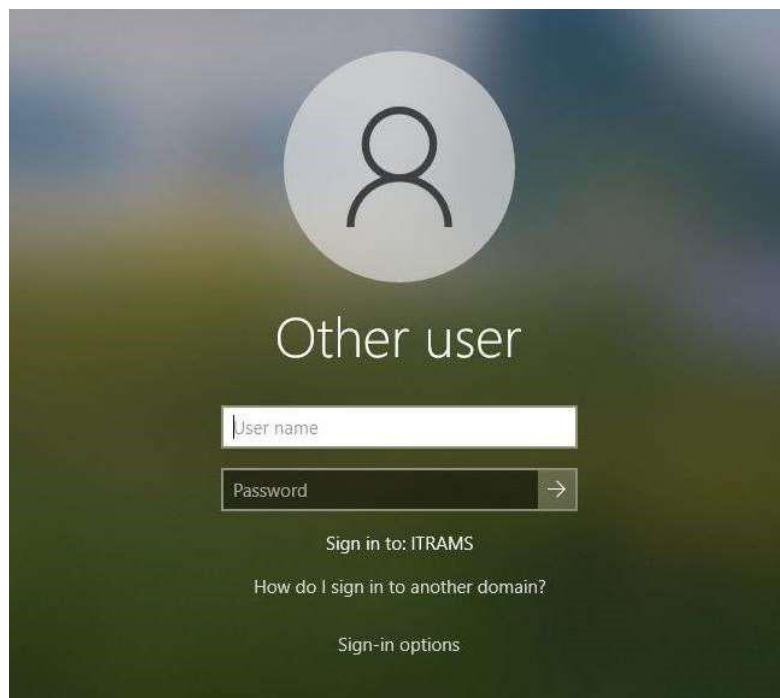
1. This guide is aimed at end users and intended to assist in the deployment of the Standard Operating Environment onto **new computers**.
2. Please **read this guide** from start to finish **before** starting a new device.
3. The setup **must** be done within the **office/clinic**.
4. You will **need** and **IT@RAMS asset tag** for each computer you are going to set up.  
(If there is no tag for the device, please contact Regional IT Support Officer on 0400 761 663 or it-training@<site>.org.au)
5. If you receive an error message, please contact the Brennan Helpdesk and describe the issue you are experiencing.

## Step by Step Guide

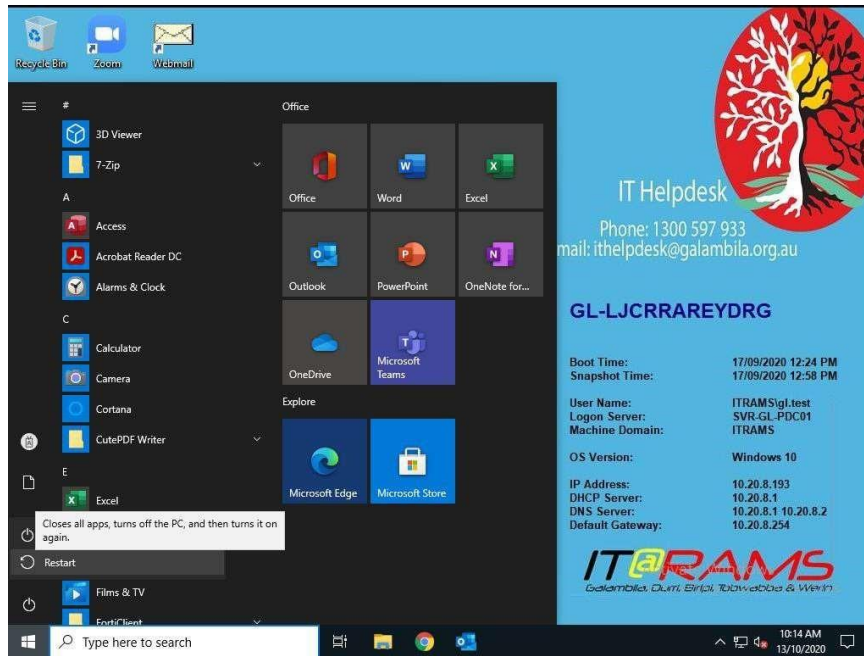
1. Provide the serial number(s) and model(s) of the new equipment to the Service Desk via email or phone.
2. Wait for the Service Desk to confirm that the computers are ready to image before proceeding.
3. Unbox device from packaging.
4. Connect a known working network cable, power cable, mouse, keyboard, and monitor.

Note: please test network cable is working by connecting it to another desktop/laptop and successfully loading a webpage before proceeding with this guide.

5. Power on device and enter your domain login (the username and password you use to log into your computer).
6. Note: if any other screen appears, please contact the Brennan Helpdesk.



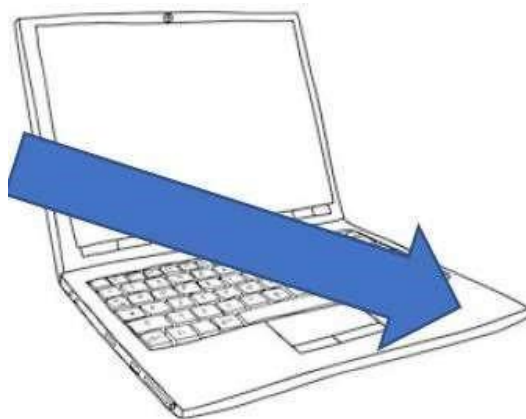
7. Once successfully signed in, please restart your computer and sign back in



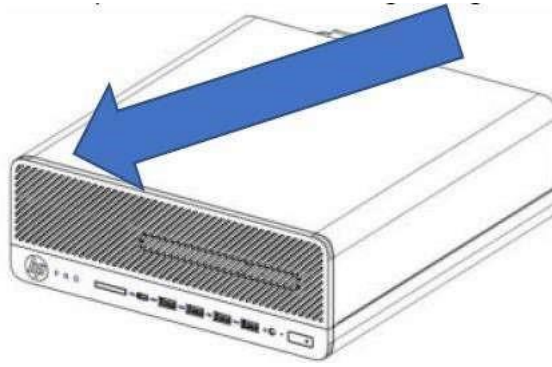
8. Locate and attach the 'ITRAMS' blue asset tag that you will use for this computer.



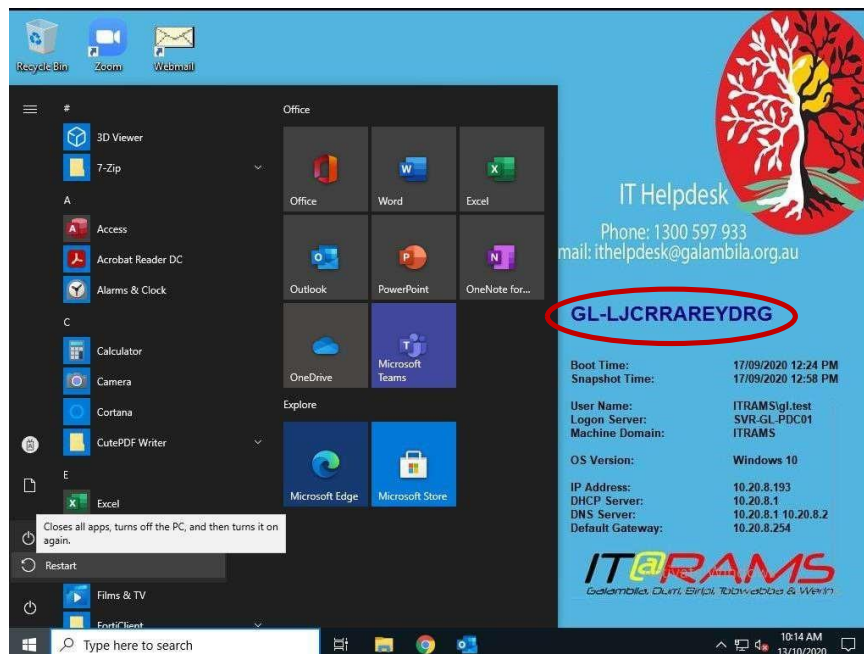
Laptops should have the tag toward the bottom right corner.



Desktops should have the tag on the front left of the computer.



9. Locate your computers hostname as below in red.



10. Contact the Brennan Helpdesk (1300 597 933 or [servicedesk@brennan.org.au](mailto:servicedesk@brennan.org.au)), provide your contact details, the 'ITRAMS' blue asset tag number and the hostname. The support technician will arrange to update the host name to reflect the asset number and will advise when the device is ready for use.

11. PLEASE NOTE IT TAKES APPROX. 30 MINS FOR SOFTWARE TO INSTALL IN THE BACKGROUND, PLEASE WAIT FOR THE HELPDESK TO ADVISE THE DEVICE IS READY FOR USE BEFORE ISSUING TO USER.

12. Once the device is imaged, please provide the serial number and asset number to the Regional IT Support Officer by email [it-training@<site>.org.au](mailto:it-training@<site>.org.au)

13. If you need assistance issuing the computer, please let the Regional IT Support Officer know.