RTS Equipment Upgrade

Quick Reference Guide

A Guide to Changes on the RTS Workstations

February 2012

Table of Contents

1 Introduction

This Quick Reference Guide will introduce you to the changes you will see on the new RTS Workstations. Some features we cover will be completely new processes, while others will be more of a review. We'll step through the changes to help you be more informed and make your transition easier. Topics include:

- The New Equipment
- New Screens and New Procedures
    - Toolbars and Taskbars
    - Logging On and Off
    - New Start and Stop Process
- Using the Flash Drive
- Removing Old Equipment

This guide will be very valuable as your workstation is implemented and you begin accessing RTS. It is recommended that anyone working with the new workstations take the time to review this guide.

2 New Equipment

The new equipment you received as part of the County Equipment Replacement Project will provide dependable up-to-date equipment that will serve you for years to come. It will process information faster and take up less space.

The new equipment is designed to work together as a unit. We ask that you do not move or exchange any parts of the equipment in the office. In instances where your equipment needs to be moved please contact the RTS Help Desk at 1-877-933-2020.

2.1 New Equipment Includes

The new computers used for the workstations are referred to as a "Virtual PC" which is like running "a machine within a machine." For example, your workstation computer has Windows 7 as the operating system and at the same time runs Windows XP for RTS. You should not be able to tell the difference.

Your new workstation equipment includes:

- Workstation and Monitor
- Printer
- Keyboard and Mouse
- Cabling necessary to connect RTS computers
- Routers or switches

Your new equipment is not equipped to use diskettes. Flash drives will replace diskettes for transporting data for Dealers and Subcontractors.

2.2 Equipment Exceptions

Your replacement equipment does not include:

- Laptops
- Equipment purchased by the county for their specific use such as toggle boxes, etc.
- Adapters necessary to connect specialized devices provided by the county.
- Flash Drives for transport
- Cash Drawers

3 Accessing RTS

3.1 Toolbars and Taskbars

One of the first differences you will notice in RTS is a new toolbar on top of the existing RTS toolbar. The toolbar is the Remote Desktop Program Toolbar (RDP) and provides new features within the new RTS environment.

3.2 The RTS and RDP Toolbars

The RTS Toolbar

The RTS toolbar is not changing. The tab functions remain the same.

RTS Toolbar

The RDP Toolbar

The RDP toolbar will reside on top of the RTS toolbar.

RTS Toolbar with RDP Toolbar

Here is a closer look at the new RDP toolbar and its functions

RDP Toolbar

Push Pin – hides or displays the RDP toolbar. To hide the toolbar, click on the Push Pin Icon. When you move your cursor to the top of the window it will appear. If you want the toolbar to be visible the entire time, click on the push pin again.

Action Drop Down Menu – RTS Restart and Close. Note: When you select Restart on the Action tab, the application will take longer to restart.

USB Drop Down Menu – used to Attach and Release the flash drives. If a printer is attached that too will be listed on the drop down menu. This is covered in more detail in Section 4.

Ctrl+Alt+Del – opens the Windows Security box to allow you to Lock the Computer, Change the Windows Password, Run Task Manager, Shutdown the computer, or Cancel.

Windows Security Box

The screen buttons should not be used from this toolbar. Minimizing the screen will minimize the window and the empty screen behind it will display. We suggest you keep the window full screen to assist in viewing with the new resolution. If you use this "X" to close the window you will have to restart your session through the taskbar. Its recommended that these buttons not be used.

3.3   The BRITS Toolbar

The BRITS (trec) Desktop Toolbar

At the top of the BRITS Desktop the trec toolbar is hidden under the RDP toolbar. The Pin/Unpin (display/hide) feature can be used to switch between the toolbars/applications. The Pin/Unpin for the trec toolbar and the RDP toolbar operate the same.

To exit TPWD and return to the RTS Main Menu:

1.   Click the **X** on the TPWD Boat Registration and Titling System.

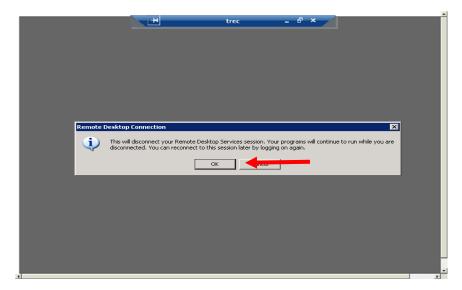2.   Click the "**X**" on the **trec** toolbar to disconnect from the TPWD system.

Note: Do not use the RTS RDP toolbar to disconnect from the TPWD system.

3. Click OK to return to the RTS main menu.
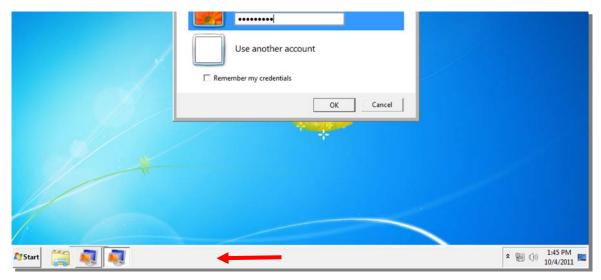
3.4   The Microsoft Windows Taskbar

The Microsoft Windows Taskbar

The Microsoft taskbar will display at the bottom of the screen as it does on other applications. This taskbar will be displayed during running of the RTS application. Two RTS icons will be displayed on the taskbar; one remaining there permanently. If you accidently close out RTS, click on the remaining RTS icon to restart the application.
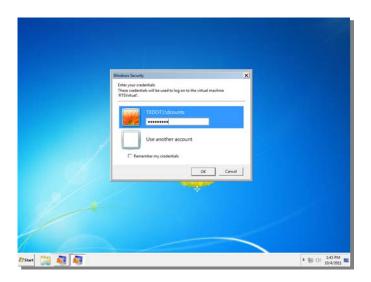
4 Log On and Log Off RTS

4.1   Logging On to RTS

After you log on to RTS you will see a new log on screen. You will need to enter your RTS Password. If you are sharing computers on the "Use another account" button to sign in as a different user.

If the workstation will be used by more than one user with a different login, do not check the box for "Remember my credentials".

Click "OK" to continue

Tip: *Occasionally, the cursor may lose focus when entering a password. If this happens, you can use your mouse to click inside the password field then enter your password and click "OK".*

If the Start button is not visible at the bottom of the screen at the time you log on, press Ctrl + Esc to display the taskbar button in the Windows List.

4.2   Log Off RTS

While the process of logging off the RTS workstation has not changed, it is important to note that at the end of the day you should **log off the workstation**, but **do not shutdown the workstation**.

You will notice that after you log off the RTS workstation and the log on screen remains idle, the log on screen refreshes every few minutes.

When leaving for the day, as a reminder:

Log Off RTS:

3. Go to the RTS "Main Menu"
4. Click "Log On" to access the drop down menu
5. Click "Log Off" from the drop down menu

When leaving the RTS workstation for short periods of time (breaks, lunch, etc.), be sure to lock your computer.

4.3   Locking the Workstation

To Lock the Computer:

1. Access the RDP toolbar
2. On the RDP Toolbar click "Ctrl+Alt+Del" to open the Windows Security box

3. Click "Lock Computer"
4. Click "Log Off" from the drop down menu

Windows Security Box

5 Using Flash Drives

The new RTS Workstations will not be equipped with diskette drives. It will be equipped with four USB ports on the front of the CPU for easy access. If your county continues to accept diskettes it will be up to the County to determine how to handle the process going forward.

5.1 Attaching the Flash Drive

The process for using the flash drives to transport data between the Dealer and Subcontractor and the County begins on the RDP toolbar.

To "Attach" the flash drive

1. Insert the flash drive into any of the USB ports on the computer
2. The computer will make a sound indicating a device has been plugged in
3. Click the "USB" tab on the RDP toolbar
4. Click "Attach" on the drop down menu
5. The computer will make a sound confirming the computer recognizes the flash drive and the drop down menu will show the name of the flash drive with the word "Attach" beside it
6. Follow the standard process for downloading data from RTS

5.2 Releasing the Flash Drive

To "Release" the flash drive:

1. Access the RDP toolbar
2. Click the "USB" tab
3. Click "Release" from the drop down menu
4. The computer will make a sound indicating that the flash drive can be safely removed

It is important to note that if any printers are attached to the workstation they will appear in this drop down too.

Caution: Do not select any other peripherals from the drop down menu, specifically printers. To select a printer from this screen will "release" the printer and disable it. In the event this happens please call the RTS Helpdesk at 1-877-933-2020.

6 Printer Alignment

From time to time printers lose the configuration settings and the print does not align properly on the page. To adjust the print alignment, the settings are located on the front panel of the HP Laser Jet 4015 printer. If you adjust the settings and the print will not align properly, please RTS Technical Support Team at (512) 467-3900.

6.1 Adjusting Printer Alignment

The process for adjusting printer settings is on the front panel of the printer using the Menu button.

To "Adjust" Printer Alignment:

1. Press the **Menu** button.
2. Using the down arrow button ▼, select **Configure Device**. Press **Ok**.
3. Arrow down ▼ to **Print Quality**.
4. **Set Registration** is highlighted. Press **Ok**.
5. Arrow down ▼ to **Adjust Tray 3**. Press **Ok.**

Front Panel

To move the print right or left:

6. **X1 Shift** will be highlighted. Press **Ok**.
7. Arrow up▲ to move print to the right.
    Arrow down ▼ to move print to the left.

To move the print up or down:

8. Arrow down▼ to **Y Shift**. Press **Ok**.
9. Arrow up▲ to move print higher on the page.
    Arrow down ▼ to move print lower on the page.