Windows 10 Upgrade – 2021 Guide v 1.5

SECTION 1: ARRIVAL TO SITE

Step 1.1   Log in with NET Support at **608.827.2282. Tech will receive the mobile DSS link on log in**, if not received on login, please ask Costco support to email again.

Step 1.2   Meet with Warehouse Manager on Duty.

Step 1.3   Locate and inventory the Windows workstation equipment. The equipment may be in several pallets. A warehouse employee may have to retrieve and bring the pallets to you.

Step 1.4   **Take a photo of the top of each box showing the labels for all TCs packaged in the boxes**

NOTE: Equipment should be contained on **(1-3)** pallets.
Escalate to NET Support for further instructions if equipment cannot be located.

Windows Equipment Checklist:
- New Workstations – up to 10 per box
- Membership cameras (if applicable)
- Membership USB with firmware (if applicable)

Step 1.4   Alert NET <u>ASAP</u> if any equipment is missing or damaged.

Overview Notes:

● Keyboards and Mice will not be replaced for this initiative. Deliver all the unused-new accessories to the staff manager and they will disperse as needed.

● Device names for thin clients end with a four digit area and number identifier. These identifiers will aid in both; locating and retiring of the devices. **Ex**: AD03, OP01, TS01

● Match both of the thin client names to the old and new labels

● Old Thin Clients may have photos, personal notes, or items attached to the outside of the case. Please move all attachments over to the new Thin Client so no personal items are discarded

SECTION 2: TC Installation Procedure

Step 2.1   Load up the new workstations in a shopping cart and head to the areas with the names listed on the box

NOTE: Retiring devices should all begin with a T seven and E or **T7Exxxxxxxx-xxxx**. If a device begins with the T ten or **T10xxxxxxx-xxxx**. This device should not be replaced, and should be noted on the deliverables document, and relayed to NET.

For Example:

'Retiring' or 'Old' device: Warehouse #8 - Kirkland, WA - in this example: Old Device Name → T**7E**W00008-**MB01**
'Replacement' or 'New' Device: Warehouse #8 - Kirkland, WA - in this example: New Device Name → T**10**W00008-**MB01**

Step 2.2   Once the T7E name has been confirmed to match, power down the device through the operating system

Step 2.3   Place the **T10** new device next to the **T7E** device, remove each connection from the **T7E** device and migrate to the **T10** device

Note: In some situations, USB Bluetooth devices may be used as the thin client accessories. Make sure all ports on the front and back of the **T7E** are empty prior to moving onto the next steps. Please transfer any personal items on the old unit to the new unit as well

Step 2.4   Once all connections have been re-established, power up the **T10** device

Step 2.5   The PC should auto login, if the PC does not auto log in please see the troubleshooting steps below in the **Troubleshooting section**. Once the PC is on the desktop, click on the following Apps to populate on the desktop for a picture

Apps to must be opened on the desktop

- Internet Explorer
- AS400,S1
- PC-INFO
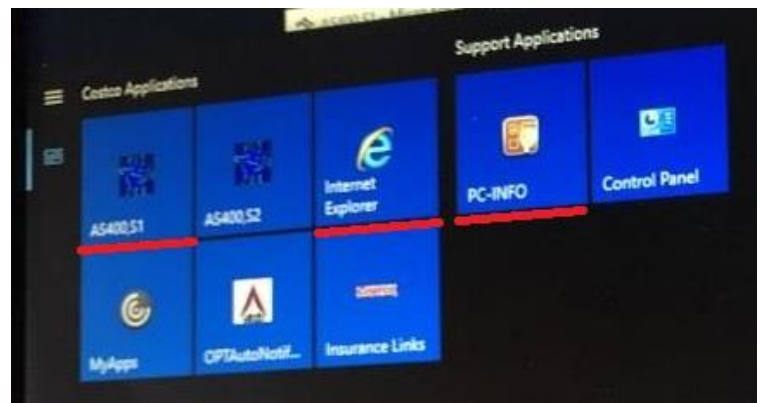
Step 2.6

Once the applications have loaded on the desktop, take a photo showing all of them open so all three are visible. <mark>Photos must show the text on PC-Info so it is legible and clear enough to read</mark>

Every TC replaced is required to have this photo. Failure to take photo will result in a revisit on warranty to acquire. This is the only deliverable needed to prove that the Workstation is active

Techs must use the DSS mobile link to upload photos as the photo automatically renames each computer file to keep track of which TC you have replaced
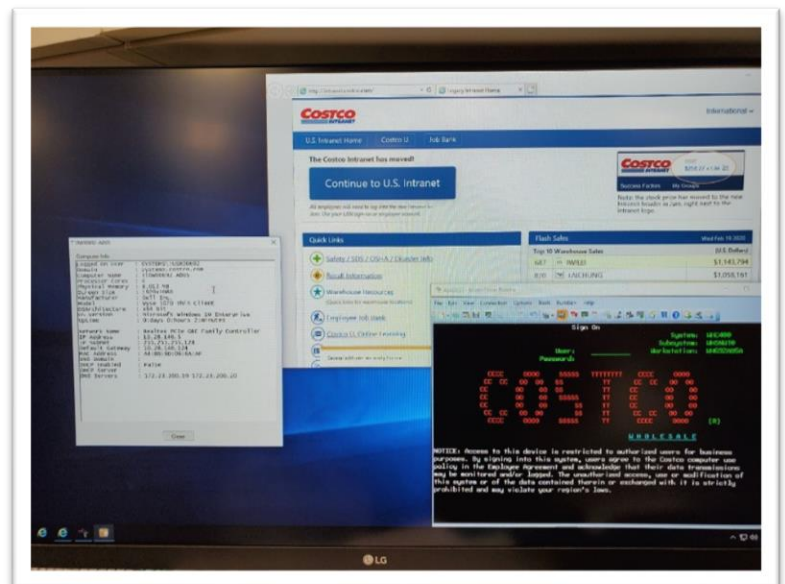
If there are any errors with Apps, misconfigured device, start menus issues, display issues, or AS400 issues please call NET for assistance.

SECTION 3: Deliverables and completion

Step 3.1   Tech will need all deliverables and signed WO sent into NET before log out can be ran

Step 3.2   Once all deliverables are in DSS and confirmation email has been received, call NET for log out

Section 4: Troubleshooting steps

Step 4.1   If the PC does not auto log in please check the data cable is secured and plugged into the back of the new unit. Reboot the PC and see if the device logs in

Take a photo of the error on the screen

Step 4.2   If the new unit still does not log in, requests a username and password, or says incorrect domain please enter the following as case sensitive:

Username: systems.costco.com\win10tech
Password: W1nten!!

Step 4.3   If the unit still will not log in, reboot one more time. Try step 5.2 again and if issue remains, **CALL NET FOR NEXT STEPS.**

If the new device is to be left for further troubleshooting, re-install the old device, take a photo of the new devices QR code label, and leave the new T10 device in the location next to the old unit (leave all power and accessories).

Take a photo of the T10 Service tag showing QR and SN. Send to DSS – REQUIRED DELIVERABLE, FAILURE TO OBTAIN CAN RESULT IN NO PAYMENT

- **Obtain Photo of the Error on screen as directed by NET**

- **Obtain photo of the old and new devices next to each other**
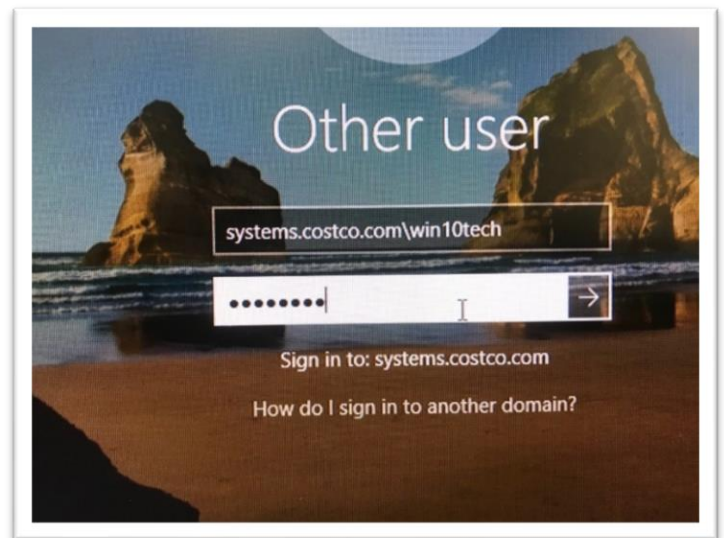
Appendix A: *Mobile DSS Guide*

Upon log in you should be sent a NET Mobile DSS link by email. Once you have this link, click it to upload photos directly to DSS. Photos must be submitted by mobile APP as they are renamed automatically to keep track of every TC in the warehouse

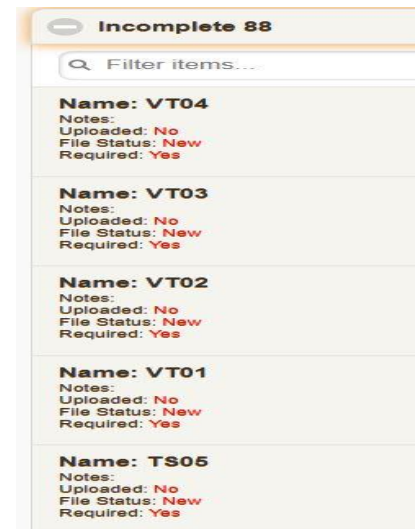Step 6.1   Open the link that was sent to you on log in

Click this Mobile App Job Details Link to view the technicians work order on a mobile device or PC for the below location

Step 6.2   Click deliverables

Deliverables
Allow you to upload documents and pictures which are required for payment of work

Step 6.3   Click incomplete and a drop down menu will show up

Complete all Required Incomplete And Rejected documents below.

- Incomplete 88
- Rejected 0
- In Review 0
- Accepted 0

Incomplete 88

Filter items...

Name: VT04
Notes:
Uploaded: No
File Status: New
Required: Yes

Name: VT03
Notes:
Uploaded: No
File Status: New
Required: Yes

Name: VT02
Notes:
Uploaded: No
File Status: New
Required: Yes

Name: VT01
Notes:
Uploaded: No
File Status: New
Required: Yes

Name: TS05
Notes:
Uploaded: No
File Status: New
Required: Yes

Step 6.4   Scroll to find the name of the TC device that you are replacing. Once found click the TC

Step 6.5   Once the correct TC is selected, click "upload file" and select take photo on your device or upload phot from gallery

Step 6.6   Click save and once photo is saved a confirmation text on the top of your phone will appear with a time stamp. This means the upload is complete, click back to deliverables and continue with the next photo.

Required Deliverables

- **Photo of each screen with the three apps open labeled through Web DSS**

- **If TC deemed bad domain, photo of old and new unit together, photo of error on screen, photo of T10 service tag**

- **Signed NET WO**