

Computer Basics

March 2024



NC COALITION to
HOMELESSNESS end

Purpose

Knowing how to
work technology
is essential to
your work!

Not all users have
a background
working with
computers

We are not there
to help in person

Computer literacy
is essential for
success!

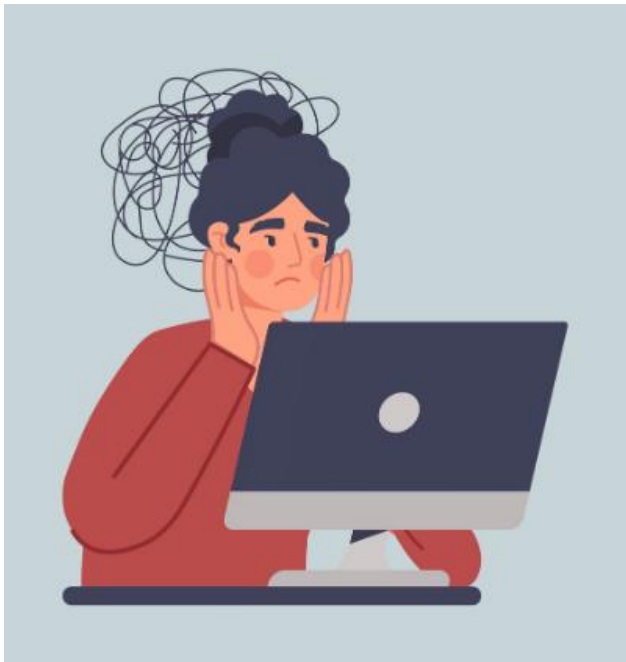




Browsers

HMIS Compatible Internet Browsers

- Not all browsers are compatible with HMIS
- Using incorrect browser can result in glitches



HMIS Compatible Browsers:



- Chrome
- Mozilla Firefox

Non-Compatible Browsers:



- Internet Explorer
- Edge
- Safari

Downloading Chrome

1. [Download the installation file.](#)

2. If prompted, click **Run** or **Save**.

- If you choose **Save**, to start the installation, either:
 1. Double-click the download.
 2. Click **Open file**.

3. If you're asked, "Do you want to allow this app to make changes to your device," click **Yes**.

4. Start Chrome:

- **Windows 10 and up:** A Chrome window opens after everything is done. You can [make Chrome your default browser.](#)
- View the [Download & install Google Chrome](#) for more step-by-step instructions



Downloading Mozilla Firefox

1. Visit the [Firefox download page](#)
 2. Click the **Download Now** button.
 3. Click “Open File” in the Downloads notification to start the process.
 4. In some browsers, you may need to first save the Firefox installer to your computer, then open the file you downloaded.
 5. If you see an *Open File – Security Warning* dialog, click “Open” or “Run”
 6. The *User Account Control* dialog may open, to ask you to allow the Firefox Installer to make changes to your computer. If this dialog appears, click “Yes” to start the installation.
 7. When the installation is complete, Firefox will open.
- View the [How to install Firefox on Windows](#) for more step-by-step instructions





Screen Sharing & Screenshots

Why is Screen Sharing needed?

- Allows us to follow along
 - Assess errors in real-time
 - You can “show” rather than “tell”
-
- New [Screen Sharing: Zoom & Google Meet](#) ZenGuide article resource now available!



Downloading Zoom

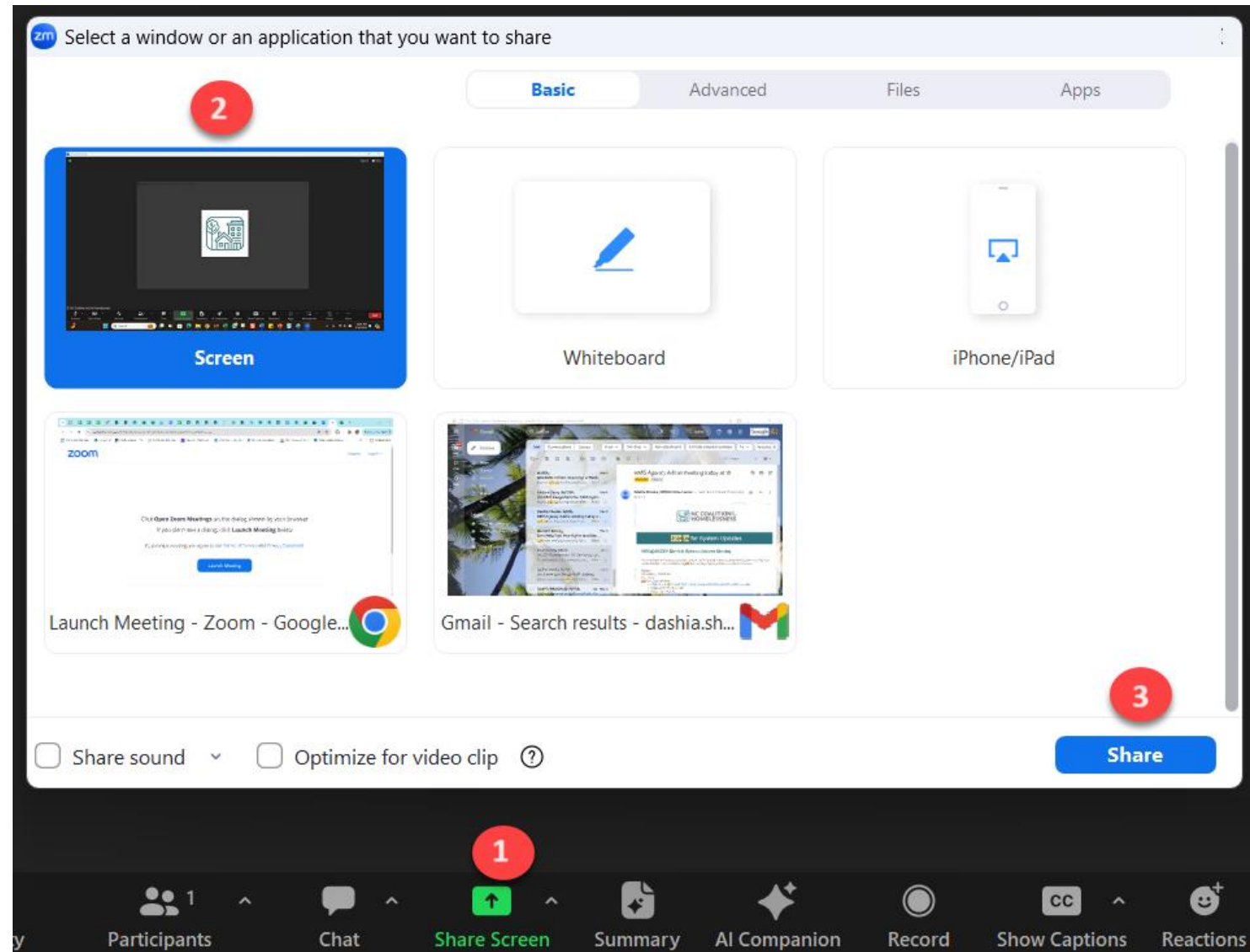
Downloading the Zoom desktop client and mobile app

1. In your internet browser, enter <https://zoom.us/>.
2. At the top-right of the page, click **RESOURCES** then click **Download Zoom Client**.
You can also directly access the [Download Center](#).
3. Under **Zoom Client for Meetings**, click the **Download** button.
At the bottom left of your screen, the Zoom installer (ZoomInstaller.exe for Windows, zoomusInstallerFull.pkg for macOS, or the 32-bit/64bit Linux installer) will automatically start downloading the Zoom desktop client. If downloading doesn't start, double-click the Zoom installer to begin the desktop client install.
Note: After the Zoom desktop client installation is complete, a Zoom icon will appear on your desktop.
4. Complete the installation process.
5. Double-click the Zoom desktop icon to [begin using Zoom](#).



Zoom

1. Click on the Green Share Screen button
2. Select the screen you want to share
3. Click on the Blue Share button

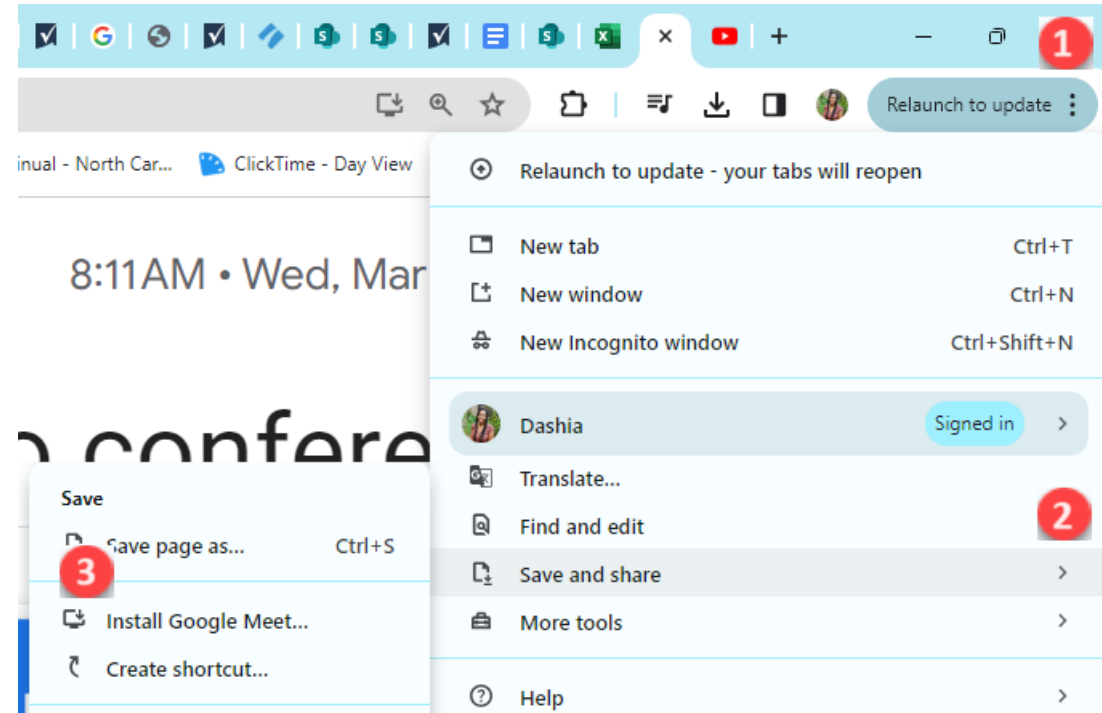


Downloading Google Meet

- Can access Google Meet via <https://meet.google.com/>

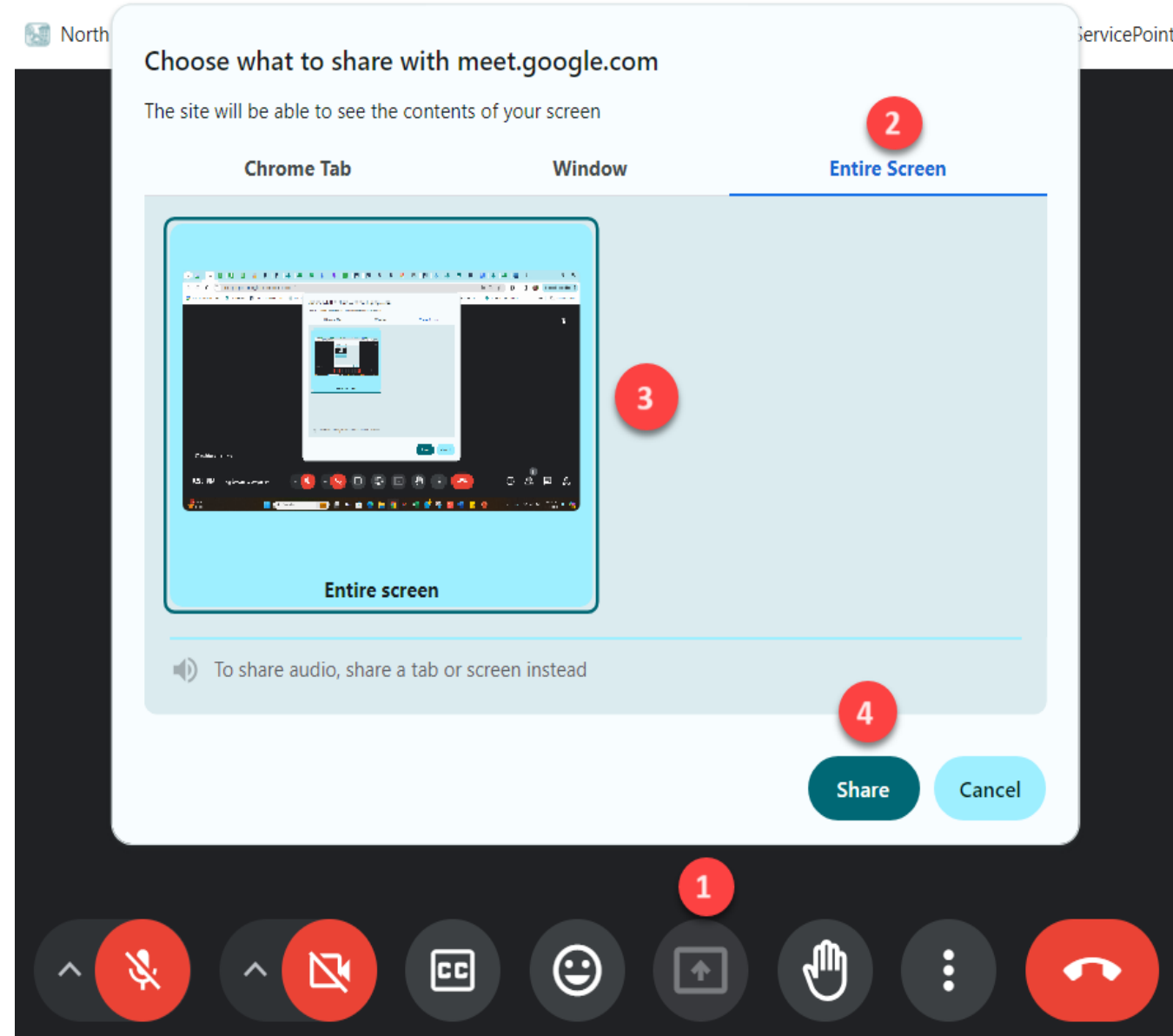
To download the app on your computer:

- Click on the 3 dots at the top right of your screen
- Click the Save & Share Dropdown
- Click Install Google Meet
- Click the Install button in the pop-up box



Google Meet

1. Click on the Present now button
2. Click on the “Entire Screen” tab
3. Select your screen
4. Click on the Green Share button



Downloading the Snipping Tool

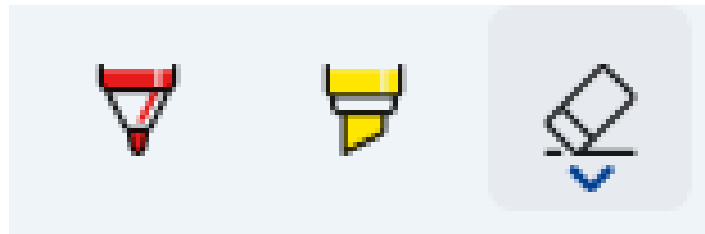
The snipping tool should come pre-installed with Windows

1. Navigate to the [Microsoft Apps – Snipping Tool](#) website
2. Click the Download button
3. Open the Snipping tool Installer.exe folder
4. An installation pop-up box will appear
5. Click Open once installation is complete

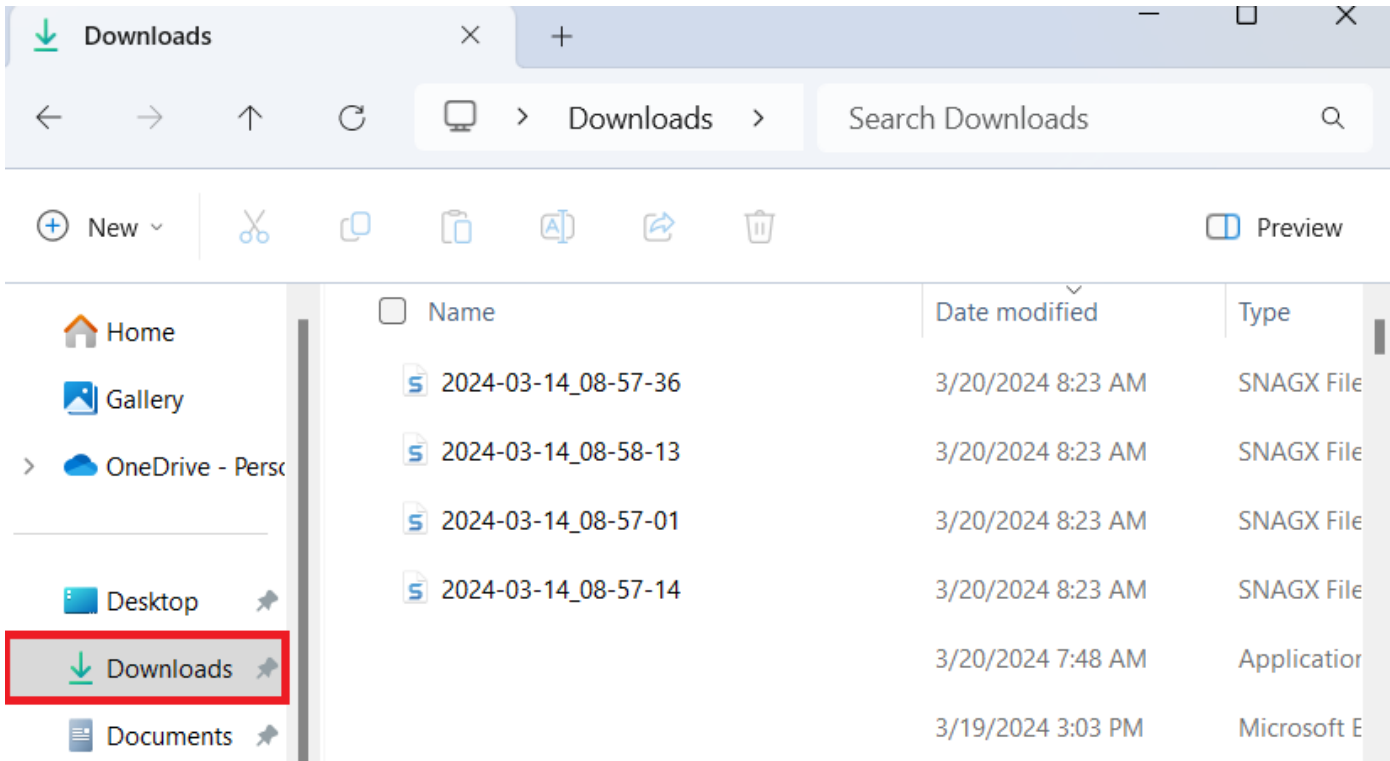
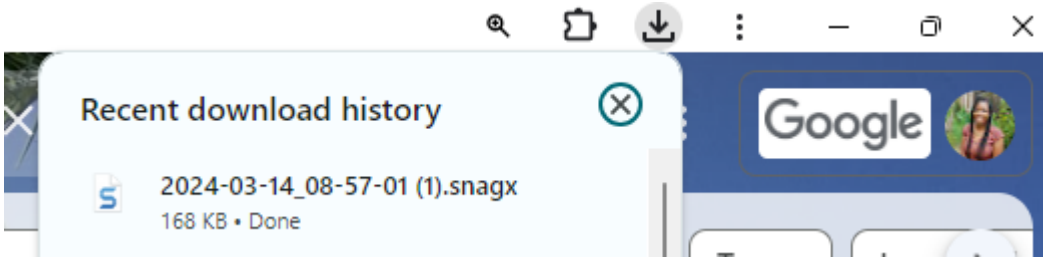


How to take a Screenshot & block out information

- Open the snipping tool or press **Windows logo key + Shift + S** for a shortcut
- Press, Hold, and drag your cursor until your desired snip is captured
- Use the Ballpoint Pen to block out information
- Use the Highlighter to highlight specific information
- Use the Eraser to remove markings made with the Pen or Highlighter
 - The eraser will not remove information from the initial screenshot



Where do Downloads go?



- Once you download an attachment a download button will appear at the top right of your screen
- Click to see your Recent Download History
- In your computer search bar type "File Explorer"
- Click the Downloads button on the left





HMIS Related Basics

Keyboard Shortcuts

These shortcuts can provide an alternate way to do something you'd typically do with a mouse.

- **Ctrl+A.** Select all the items in a particular window.
- **Ctrl+C.** Copy the selected text or image.
- **Ctrl+V.** Paste the copied text or image.
- **Ctrl+X.** Cut the highlighted text or item.
- **Ctrl+Z.** Undo your previous action.
- **Ctrl+Y.** Redo an action.
- **Alt+Tab.** Switch between open windows or apps.



Navigating Websites

Multiple Websites we use all different:

- [Learning Management System](#) (LMS) – Includes instructional videos on the HMIS system and how to enter data.
- [HMIS Training/Practice Site](#) – Where you can test your data without fear of breaking something. Allowed to create Test Clients.
- [HMIS Live Site](#) – Where real client data is housed.
- [ZenGuide](#) – Web-based article warehouse. Provides guides on specific topics

Save these websites to your bookmarks bar for easy access!



ZenGuide Log-in

- Can be helpful as you can create a ticket straight from Zenguide

1. Click Sign in button in the top right corner

2. Click the Sign up button

3. Enter your full name & email

4. You will receive the "Create a password for NCCEH" email with a link to create your password

- Create a password for NCCEH

Submit a request

Sign in

Sign in

New to NCCEH? [Sign up](#)



• **NCCEH Data Center**

From: support@ncceh.zendesk.com

To:



Wed, Mar 1

Welcome to North Carolina Coalition to End Homelessness. Please click the link below to create a password and sign-in.

[Create a password](#)

If you didn't sign up to NCCEH using this email address, you can safely ignore this email.

This email is a service from NCCEH. Delivered by [Zendesk](#)



NCCEH

ZenGuide Features

- Once you enter your password you will see your signed in profile
- Here you can submit a request & view requests you've sent in or are CC'd on



Submit a request

Andrea Carey (personal) ▾

Search

HMIS@NCCEH ZenGuide > Submit a request

Submit a request

CC

Subject*

Description*



Submit a request

Andrea Carey (personal) ▾

My activities

Sign out

My activities

Requests

Contributions

Following

My requests

Requests I'm CC'd on

 Status: Any ▾

Id	Subject	Created	Last activity	Status
8011	TEST Re: New User HMIS License Request	7 years ago	7 years ago	Solved
5746	test test	7 years ago	7 years ago	Solved



NCCEH

News Archive

The [News Archive](#) webpage is where past recorded trainings & important newsletters are uploaded.

Navigation:

- [Nceeh Website](#) > Programs > Data Center > HMIS@NCCEH > News Archive

Data Center News Archive



What is new with HMIS? Check out the Data Center's communications from the past. Find that reference you wanted, or catch up from something you missed! [Sign-up here](#) if you're missing out.

HMIS Email Updates



HMIS News Flash



NCCEH

Did you Reset/Refresh?

- Sometimes the easiest way to fix an error is to reset or refresh!
- Different ways to reset:
 - Refresh the page
 - Log out and log back in
 - Close the tab/window
 - Restart your computer



Sending a question to the Data Center

- Who- should be involved?
- What- does success look like?
- When- is the report/ project due?
- Where- might staff find the resource?
- Why- do you need this report?



Sending a question to the Data Center Ex.

Hi Data Center Staff,

I'm looking for a report that will look at **who has exited from our RRH project from 1/1/2022 until today (WHAT)**. **We're doing some internal clean up (WHY)** and want to

double check our files against HMIS.

I looked in ZenGuide (WHERE) but couldn't find anything that was a perfect match. I've

cc'd our case managers (WHO) on the email to keep them in the loop. We're looking for assistance or a **report by the end of the week (WHEN)**. Do you think that's possible?

Thanks!





What's Next?

What's Next Calendar

Event Name	
April 3rd	Systems Updates Meeting 10-11am
April 17th	Monthly Training: In-depth APR & CAPER Training 10-11am
May 1st	Systems Updates Meeting 10-11am
May 29th	Monthly Training: How to use Hashed CSV & EVA 10-11am





Questions?

Let's Troubleshoot!

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH