

## **HELPDESK ICT SISTEM ADUAN MASALAH ICT**

GET STARTED WITH GOOGLE CALENDAR!

# WHAT IS THE INTERNET OF THINGS (IOT)?

TIP-TIP UMUM MENJAGA LAPTOP

ANDA!

# TREND SEMASA BYOD

MANUAL MENAMBAH AKAUN EMAIL MOT DI TELEFON BIMBIT ANDROID

> PERSONAL FOLDER EMAIL (MICROSOFT OUTLOOK)

HOW TO USE A USB FLASH DRIVE ON A WINDOWS/MACINTOSH COMPUTER

# X-MAYA 6

#### KEMENTERIAN PENGANGKUTAN MALAYS

#### LATIH AMAL KRISIS SIBER NEGARA 2017 (X-MAYA 6)

Pada tahun 2006, Kementerian Sains, Teknologi dan Inovasi (MOSTI) telah menggubal Dasar Keselamatan Siber Negara (National Cyber Security Policy – NCSP) sebagai dasar dalam mengurus keselamatan siber di peringkat kebangsaan.

Bagi memastikan NCSP dilaksanakan dengan selaras dan berkesan, lapan (8) Teras Polisi diwujudkan seperti berikut:

- Teras 1 : Effective Governance
- Teras 2 : Legislative & Regulatory Framework
- Teras 3 : Cyber Security Technology Framework
- Teras 4 : Culture of Security & Capacity Building
- Teras 5 : Research & Development Towards Self-Reliance
- Teras 6 : Compliance & Enforcement
- Teras 7 : Cyber Security Emergency Readiness
- Teras 8 : International Cooperation

Setiap kementerian dan agensi yang dikategorikan sebagai agensi CNII perlu melaksanakan aktiviti yang ditetapkan di bawah Teras 7 iaitu Latih Amal Krisis Siber Negara atau Cyber Drill juga dikenali sebagai X-MAYA bagi memastikan tahap kesediaan MOT dan agensi CNII berhadapan dengan serangan siber sekiranya berlaku.

Latih Amal Krisis Siber Negara merupakan program kesiapsiagaan peringkat kebangsaan yang perlu dilaksanakan sekurangkurangnya setahun sekali melalui **Arahan Majlis Keselamatan Negara (MKN) No. 24: Dasar dan Mekanisme Pengurusan Krisis Siber Negara**.

Tujuan utama latih amal ini adalah untuk memahami dan menguji keberkesanan Prosedur Komunikasi, Tindakbalas dan Penyelarasan Krisis Siber Negara, seterusnya dapat mengenal pasti kekurangan dan melakukan penambahbaikan dari semasa ke semasa. MOT dan SPAD merupakan ketua sektor bagi Sektor Pengangkutan dan sebanyak 31 jabatan/agensi dan syarikat pengendali di bawah kawal selia MOT telah dikenalpasti sebagai agensi CNII.

8 agensi yang telah menyertai X-MAYA 6 adalah :

- i) Bahagian Pengurusan Maklumat, Kementerian Pengangkutan Malaysia (MOT) – selaku Ketua Sektor Pengangkutan
- ii) Jabatan Pengangkutan Jalan Malaysia (JPJ)
- iii) Jabatan Laut Malaysia
- iv) Lembaga Pelabuhan Kelang
- v) Bintulu Port Holdings Berhad
- vi) Northport Berhad
- vii) Malaysia Airlines Berhad
- viii) AirAsia Berhad



KEMENTERIAN PENGANGKUTAN MALAYSIA

X-MAYA 6

# **GUIDELINE FOR SECURING YOUR PASSWORD**

#### TIP 1: CHANGE YOUR PASSWORD

Change your password once you get a notification of password expiry from the IT Department. Do not ignore the notification to avoid inaccessibility to any internal system.



Remember:

- Do change the password periodically as stated in your company's policy. For example, change the password at least every 3 months.
- Do change your password regularly to prevent unauthorized users misusing your account.

#### TIP 2: STRONG AND REMEMBER

Ensure your password is strong and do not write it on sticky notes, calendars, online or anywhere that is accessible to others.



Remember:

- Use a password with mixed-case letters. Do not only capitalize the first letter, but add other uppercase letters.
- Use a password that contains alphanumeric characters and includes punctuation if supported by the operating system.
- Use a password that can be typed quickly, without having to look at the keyboard. This makes it harder for someone to steal your password by looking at your keyboard (also known as shoulder surfing").
- Do not write a password on sticky notes, desk blotters, calendars, online or anywhere it can be accessed by others. It is probably against your company's policies to write down your password.
- Do not type your password while anyone is watching.

#### TIP 3: DO NOT REVEAL THE PASSWORD

Keep your password secure and do not share it with others.



- Do not reveal your password to anyone.
- Do not let anyone else know or use your password.
- Do not use your first, middle or last name in any form. Do not use your initials or any nicknames you may have.
- Do not use a network login ID in any form (reversed, capitalized and doubled) as a password

# TREND SEMASA BYOD



Pada hari ini trend BYOD (*Bring Your Own Devices*) semakin bertambah seiring dengan perkembangan teknologi peranti yang semakin meningkat. Dalam kebanyakan situasi, pertambahan ini meningkatkan keperluan kepada komunikasi tanpa wayar. Pengguna lazimnya mahu menggunakan peranti untuk mengakses apa jua aplikasi, di mana sahaja, tanpa tersekat atau gangguan dalam paparan.

Dalam satu kajian, lebih separuh daripada organisasi IT memberi maklum balas bahawa mereka menerima peningkatan aduan daripada pengguna BYOD yang terlalu berharap untuk menyambung mana-mana sahaja di dalam bangunan dengan tiada kekurangan langsung dalam prestasi sambungan.

Organisasi terpaksa mendengar luahan pengguna mereka di samping promosi oleh pihak pembekal perkhidmatan tanpa wayar (*ISP*) yang tidak jemu-jemu menawarkan pakej jalur lebar yang lebih menarik. Dalam masa yang sama, organisasi juga perlu bersedia untuk menyokong inisiatif membawa peranti anda sendiri ( BYOD ) dengan mewujudkan dasar-dasar keselamatan untuk mengawal selia penggunaan, aplikasi dan sambungan dibenarkan kepada peranti ini.

Trend ini telah mengubah bagaimana pendekatan kepada kepenggunaan IT. Jika dahulu segala peralatan dan peranti dibeli dan dikonfigurasi oleh organisasi, kini BYOD telah mendorong sebahagian besar pengguna untuk membeli dan mengkonfigurasi peranti mereka sendiri. Selain itu, dahulunya pengguna tanpa wayar hanya perlu capaian kepada e-mel dan Internet tetapi dengan BYOD, mereka boleh menggunakan aplikasi suara, video dan komunikasi bersepadu.

Natijahnya, keadaan ini menghasilkan persekitaran tanpa wayar yang amat mendesak terutama kepada pasukan sokongan IT disebabkan kekurangan peralatan, pengetahuan serta bajet. Pada masa yang sama, BYOD juga mendedahkan pengguna dengan isu-isu keselamatan yang baru.

BYOD boleh menjadi satu pendekatan yang sangat baik bagi perniagaan, terutama bagi menjimatkan kos perolehan peranti IT dengan memindahkan sebahagian daripada kos operasi kepada pengguna. Sebahagian organisasi masih tidak membuka ruang kepada BYOD dan berharap trend ke arah BYOD akan menjadi sejuk dengan sendirinya. Namun keadaan ini akan menjadi masalah suatu ketika kelak apabila organisasi tidak dapat tidak terpaksa menerima BYOD dalam persekitaran kerja. Masalah menjadi lebih teruk kerana organisasi terpaksa menyediakan keperluan bagi menguruskan komitmen IT yang baru.

Bagi mempertimbangkan BYOD dalam organisasi, pendekatan boleh dibahagikan kepada dua aspek yang utama iaitu daripada aspek prestasi dan aspek keselamatan.

Dalam aspek prestasi, organisasi perlu melaksanakan kajian secara empirikal tentang keperluan infrastruktur lebar jalur sama ada dalam bentuk fizikal atau tanpa wayar. Kajian terperinci juga perlu dibuat terhadap sistem bagi menguruskan peranti dengan pengguna i.e. Sistem Pengurusan Peranti Mudah Alih (MDM), Sistem Pengurusan Aplikasi Mudah Alih (MAM) dan sebagainya. Penepatan pusat akses (AP) juga memerlukan kajian yang teliti kerana ia menentukan tahap boleh harap (*reability*) BYOD.

Manakala dalam aspek keselamatan, tumpuan seharusnya menjurus kepada tiga elemen keselamatan maklumat iaitu kerahsiaan (*confidentiality*), integriti (*integrity*) dan kebolehsediaan (*availability*). Sebarang dasar yang direka bentuk perlu memastikan ketiga-tiga elemen ini dipenuhi. Dalam konteks kepenggunaan pula, pengguna perlu diberi latihan dan kesedaran keselamatan maklumat yang bersesuaian. Pengguna juga perlu dididik tentang kepentingan mematuhi dasar penggunaan peranti, dan memahami implikasinya jika gagal berbuat demikian.

Selain itu, alat-alat BYOD perlu dipasang dengan PIN atau kata laluan dan mempunyai kemudahan teknik pengesan kawalan jauh sekiranya berlaku kehilangan atau kecurian.

Walau apa sekalipun langkah-langkah yang diambil dalam mengimplemen BYOD, ia sepatutnya mengimbangi keperluan keselamatan, fungsi dan mudah guna. Sebagai contoh, apabila keselamatan terlalu ketat, ia akan menngurangkan fungsi sistem dan dalam masa yang sama menyusahkan pengguna.

Akhir sekali, semoga trend ini akan berterusan di seluruh dunia dan Malaysia khususnya akan mendapat manfaat sepenuhnya daripada fenomena BYOD bagi mendepani cabaran menjadi negara maju menjelang 2020.



You've likely heard the phrase "Internet of Things" — or IoT — at some point, but you might also be scratching your head figuring out what it is or what it means.

The IoT refers to the connection of devices (other than typical fare such as computers and smartphones) to the Internet. Cars, kitchen appliances, and even heart monitors can all be connected through the IoT. And as the Internet of Things grows in the next few years, more devices will join that list.

We've compiled a beginner's guide to the IoT to help you navigate the increasingly connected world.

#### **Terms and Basic Definitions**

Below, we've provided a glossary defining the Internet of Things:

- Internet of Things: A network of internet-connected objects able to collect and exchange data using embedded sensors.
- Internet of Things device: Any stand-alone internetconnected device that can be monitored and/or controlled from a remote location.
- Internet of Things ecosystem: All the components that enable businesses, governments, and consumers to connect to their IoT devices, including remotes, dashboards, networks, gateways, analytics, data storage, and security.
- Entity: Includes businesses, governments, and consumers.
- Physical layer: The hardware that makes an IoT device, including sensors and networking gear.
- Network layer: Responsible for transmitting the data collected by the physical layer to different devices.
- Application layer: This includes the protocols and interfaces that devices use to identify and communicate with each other.
- Remotes: Enable entities that utilize IoT devices to connect with and control them using a dashboard, such as a mobile application. They include smartphones, tablets, PCs, smartwatches, connected TVs, and nontraditional remotes.

# WHAT IS THE INTERNET OF THINGS (IoT)?

- Dashboard: Displays information about the IoT ecosystem to users and enables them to control their IoT ecosystem. It is generally housed on a remote.
- Analytics: Software systems that analyze the data generated by IoT devices. The analysis can be used for a variety of scenarios, such as predictive maintenance.
- Data storage: Where data from IoT devices is stored.
- Networks: The internet communication layer that enables the entity to communicate with their device, and sometimes enables devices to communicate with each other.

#### IoT Predictions, Trends, and Market

BI Intelligence, Business Insider's premium research service, expects there will be more than 24 billion IoT devices on Earth by 2020. That's approximately four devices for every human being on the planet.

And as we approach that point, \$6 billion will flow into IoT solutions, including application development, device hardware, system integration, data storage, security, and connectivity. But that will be money well spent, as those investments will generate \$13 trillion by 2025.

Who will reap these benefits? There are three major entities that will use IoT ecosystems: consumers, governments, and businesses. For more detail, see the Industries section below.

#### **IoT Industries**

Several environments within the three groups of consumers, governments, and ecosystems will benefit from the IoT.

These include:

Manufacturing	Transportation	Defense	Agriculture
Infrastructure	Retail	Logistics	Banks
Oil, gas, and	Insurance	Connected	Food
mining		Home	Services
Utilities	Hospitality	Healthcare	Smart
			Buildings



#### **IoT Companies**

There are literally hundreds of companies linked to the Internet of Things, and the list should only expand in the coming years. Here are some of the major players that have stood out in the IoT to this point:

Honeywell (HON)	Hitachi	T-Mobile (TMUS)	Comcast (CMCSA)	
GE (GE)	AT&T (T)	Cisco (CSCO)	IBM (IBM)	
Amazon (AMZN)	Skyworks (SWKS)	Apple (AAPL)	Sierra Wireless (SWIR)	
Google (GOOGL)	Iridium Communications (IRDM)	Ambarella (AMBA)	ARM Holdings (ARMH)	
Texas Instruments (TXN)	PTC (PTC)	Fitbit (FIT)	ORBCOMM (ORBC)	
Garmin (GRMN)	Blackrock (BLK)	InvenSense (INVN)	Microsoft (MSFT)	
Control4 (CTRL)	Control4 (CTRL) Silicon Laboratories (SLAB)		LogMein (LOGM)	
InterDigital (IDCC)	Ruckus Wireless (RKUS)	Linear Technology (LLTC)	Red Hat (RHT)	
Nimble Storage (NMBL)	Silver Spring Networks (SSNI)	Zebra Technologies (ZBRA)	Arrow Electronics (ARW)	

#### **IoT Security & Privacy**

As devices become more connected thanks to the IoT, security and privacy have become the primary concern among consumers and businesses. In fact, the protection of sensitive data ranked as the top concern (at 36% of those polled) among enterprises, according to the 2016 Vormetric Data Threat Report.

#### **IoT Platforms**

One IoT device connects to another to transmit information using Internet transfer protocols. IoT platforms serve as the bridge between the devices' sensors and the data networks.

The following are some of the top IoT platforms on the market today:

- Amazon Web Services
- Microsoft Azure
- ThingWorx IoT Platform
- IBM's Watson
- Cisco IoT Cloud Connect
- Salesforce IoT Cloud
- Oracle Integrated Cloud
- GE Predix

# WHAT IS THE INTERNET OF THINGS (lot)?

SOURCE : http://www.businessinsider.com/what-is-theinternet-of-things-definition-2016-8?ir=t&r=us&ir=t



Galeri Aplikasi Mudah Alih Kerajaan Malaysia (GAMMA)



Galeri Aplikasi Mudah Alih Kerajaan Malaysia (GAMMA)

HELPDESK ICT

Http://intranet.mot.gov.my/helpdesk

### SISTEM ADUAN MASALAH ICT

#### Pengenalan

Helpdesk ICT adalah merupakan saluran yang telah dikhaskan kepada pengguna atau kakitangan di MOT untuk membuat sebarang aduan berkenaan dengan masalah ICT.

HelpDesk

Helpdesk ICT boleh di akses melalui pautan Http://intranet.mot.gov.my/helpdesk dan di capai menggunakan pelayar(browser) Internet Explorer. Pengguna perlu login menggunakan akaun iaitu ID dan Katalaluan yang sama untuk login PC/Laptop/Emel MOT untuk akses.

Bagi memudahkan capaian pengguna, alamat pautan ke Sistem Helpdesk ICT telah dipaparkan melalui screen Dekstop/Laptop masing-masing apabila pengguna login.

Pengguna juga boleh mengakses Sistem Helpdesk ICT melalui Portal Intranet MOT kerana sistem ini adalah merupakan salah satu aplikasi dalaman MOT yang diletakkan di dalam Portal Intranet MOT.

#### Pautan ke Sistem Helpdesk ICT

i- Alamat pautan ke Sistem Helpdesk ICT pada paparan screen Dekstop/laptop pengguna





Http://intranet.mot.gov.my/helpdesk

### SISTEM ADUAN MASALAH ICT

ii- Sistem Helpdesk ICT melalui Portal Intranet MOT

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#### Panduan Merekodkan Aduan

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Http://intranet.mot.gov.my/helpdesk

### SISTEM ADUAN MASALAH ICT

ii- Masukkan butiran aduan anda dan klik 'OK'.

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		OK Cancel

iii- Selesai.

# Microsoft Outlook

#### Pengenalan

Fungsi Personal folder emel adalah untuk menjimatkan ruang simpanan data dalam Inbox emel pengguna. Kuota data dalam ruang Inbox emel pengguna adalah telah ditetapkan mengikut gred jawatan. Apabila kuota data dalam Inbox telah mencapai tahap maksimum atau penuh, sistem emel MOT akan menghantar notifikasi emel secara automatik kepada pengguna untuk memaklumkan bahawa emel telah penuh atau mencapai maksimum dan pengguna perlu membuat pemindahan data ke Personal Folder.

Antara tujuan personel folder adalah untuk mengelakkan masalah penerimaan emel dari luar yang tidak dapat diterima apabila Inbox emel pengguna telah penuh iaitu kuota data telah mencapai tahap maksimum. Sehubungan itu, semua pengguna perlu mewujudkan atau menambah Personal Folder dan memindahkan emel dari dalam Inbox ke Personal Folder yang telah ditambah.

Jumlah emel dalam Inbox yang disarankan adalah tidak melebihi 200 emel. Panduan ini adalah bertujuan untuk memastikan kelajuan akses ke atas emel pengguna sentiasa berada dalam berkeupayaan tinggi apabila di akses.

#### PANDUAN UNTUK PENGGUNA

#### i- Bahagaimana Untuk Tambah Personal Folder Emel?

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# Microsoft I Outlook

#### PANDUAN UNTUK PENGGUNA

i- Bahagaimana Untuk Tambah Personal Folder Emel?

Langkah 2: Klik menu 'File'. Seterusnya pilih 'Account Settings'.



Langkah 3: Seterusnya pilih 'Data Files'.



# Microsoft I Outlook

#### PANDUAN UNTUK PENGGUNA

i- Bahagaimana Untuk Tambah Personal Folder Emel?

Langkah 4: Seterusnya klik 'Add'.

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Langkah 5: Pilih location untuk penyimpanan dan masukan nama fail 'Personal Folder' diruangan file name.

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Favorites     *	Search Current Mailbox (Ctrl+E)	P Current Malibox	*				
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# Microsoft I Outlook

#### PANDUAN UNTUK PENGGUNA

i- Bahagaimana Untuk Tambah Personal Folder Emel?

Fail 'Personal Folder' yang diwujudkan akan dipaparkan seperti berikut.

- C -		Person
File Home Send / Rec	eive Folder View 🖓 Tell me what you want to do	
New New Email Items - New Meeting	nore lean Up * Delete Reply Reply Forward More *	re to: ?
New TeamViewer	Delete Respond	Quick Steps
Favorites	Search Personal Folders (Ctrl+E)	r · Q Reply Q
⊿ norzie@mot.gov.my	All Unread By Date * Newest 4	
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Sent Items Infected Items	Rosliza Binti Hamzah FW: SLIDE 9/09/2013 From: Nurul Bariah Binti Abu Bakar	Cc Nurul Baria
Junk E-mail 32 Junk E-Mail [6]	Zabir Bin Sarip@Shariff FW: JEMPUTAN MENGHADIRI KELAS TAHSIN 9/09/2013	Terima kas
Outbox PSS Foods	From: Mond Sabri Nordin	From: Norz
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▷ personal folders(1)	Kuay Shiau Lan 16 Things You Should Do At The Start Of Ever 9/09/2013 Dear Colleagues, Morning Be good to	Sent: 09 S To: Norzie Subject: F

#### ii- Bagaimana Untuk Melaksanakan Backup Personal Folder Emel?

Secara dasarnya, *personal folder* yang telah ditambah/diwujudkan oleh pengguna di (i) tersebut adalah tersimpan di dalam local PC/laptop pengguna.

Sehubungan itu, fail tersebut perlu dilakukan backup apabila pengguna bertukar PC/Laptop atau berpindah keluar. Backup tersebut perlu dilakukan untuk memastikan semua emel yang telah disimpan dalam personal folder dapat diperolehi dan dicapai semula.



#### Pastikan ianya cukup sejuk

Laptop menjana banyak haba terutamanya jika anda menggnakan software terkini. Terlalu panas, anda berisiko merosakkan motherboard anda. Pastikan laptop anda mempunyai ruang pengudaraan yang baik, dan pastikan anda tidak menghalang aliran angin dari kipas laptop kerana ianya satu satunya ruang udara yang ada!

Pastikan anda menghantar laptop anda kepada pakar untuk servis kipas laptop anda untuk mencuci habuk bila :

- ) Laptop anda panas di bahagian kipas.
- 2) Setiap 6 bulan seka

Ini adalah masalah kritikal yang semua pengguna l aptop tidak ketahui sehinggalah laptop mereka rosak. Selepas beberapa lama laptop anda pasti akan memerangkap habuk di kipas processor. Ini menyebabkan sistem pengudaraan yang tidak baik lalu laptop akan terlebih panas dan merosakkan komponen komponen seperti motherboard dan processor laptop. Percayalah, jika anda mengamalkan sikap ini, anda tidak akan tergolong daripada orang yang terpaksa menanggung kos beratus ratus ringgit menukar motherboard!

#### Berhati hati dengan skrin LCD anda

Elakkan dari menyentuh atau bermain dengan LCD skrin anda. LCD anda boleh rosak menjadi garisangarisan, keputihan, gelap tiada lampu, bergegar gegar, jadi TV rosak, berwarna hijau, merah atau kuning. Untuk mengelakkan pecah atau retak...

Pastikan anda tidak meletakkan :

- kunci
- duit syilingcincin
- pen drive
- USB broadboand dongle

Pendek kata jangan sekali kali meletakan objek di atas laptop Jangan letakkannya di tepi tepi meja atau tempat tempat yang tidak stabil.

Jika terjatuh, anda boleh memecahkan : • LCD skrin hinge (susah sangat jumpa)

- Cover (pun susah sangat nak jumpa)
- Frame (lagi sangat susah nak jumpa)
- Hard Disk ( mudah diganti tetapi data tidak dapat diganti)

Pastikan getah yang sepatutnya berada di bawah laptop masih ada dan berada dalam keadaan baik. Ini akan mengelakkannya dari tergelincir secara tak sengaja.

#### Jangan letak minuman berhampiran

Jika anda perlu minum ketika anda menggunakan laptop, pastikan anda tidal menumpahkannya!

Beberapa titis minuman anda jika tumpah ke laptop boleh membuatkan anda kerugian besar.

Keyboard , motherboard dan hard disk anda antara yang berisiko untuk rosak.

Anda pasti tidak mahu membelanjakan beratus ratus ringgit angkara beberapa titis air bukan?

# Katakan tidak kepada virus!

Pengguna laptop yang bijak pasti mempunyai anti virus yang terbaik

Pastikan anda membeli antivirus yang berkualiti dan elakkan dari menggunakan antivirus yang percuma. Ini adalah kerana antivirus percuma tidak mempunyai semua ciri keselamatan yang premium seperti antivirus yang berbayar. Kaspersky Internet Security 2012, Avast Internet Security, Bitdefender adalah antara antivirus yang t erbaik dalam pasaran.

Pastikan juga anda update definisi antivirus anda. Jika tidak, ianya tidak berguna dan laptop anda akan terdedah dengan beriburibu virus baru yang berbahaya.

Kebanyakan antivirus sekarang auto update supaya anda tidak pening untuk memikirkannya. Dan jangan sekali kali *install* lebih dari satu antivirus dalam sebuah laptop. la umpama mempunyai 2 polis dalam satu negara!

# TIP-TIP UMUM MENJAGA LAPTOP ANDA!

Sumber : http://www.okcomputersolution.net/2011/12/tips-tips-umum-menjaga-laptop-anda.html

### How to use a USB Flash Drive ON A WINDOWS COMPUTER

Do you have a flash drive, but aren't quite sure how to use it? They are portable storage devices that can be accessed on virtually any computer. Follow these steps to start putting your flash drive to work.



Find a USB port. On laptops/desktop, they are typically located on the sides or on the back panel. For desktop computers, most have front ports, as well as several ports on the back side. The front ports may be hidden by a flap.



Insert the USB drive into the port. If you plan to use it frequently, insert it into the front port. Make sure you insert it into the correct port-some desktops and laptops have different types of ports available, such as 2.0 and 3.0 ports, which could be hi-speed and non-hi-speed ports. Proceed accordingly. it should fit snugly. Do not force it in. USB drives insert one way, so if it doesn't fit, try turning it upside down. When you insert flash drive, Windows will install the drivers for it automatically. You will see notifications about this in the bottom right corner of the dekstop. NOTE: If Windows isn't able to identify the device or install the drivers automatically, ou may either visit the manufacturers webpage for the appropriate driver (it is often located in the support or download section of the website), or visit the Windows Compatibility Center which lists thousands of devices and links to their respectful webpages.

Unless it has been disabled, the Autoplay window will open when you insert your USB drive. It will list several options depending on what is stored on the flash drive. The most common one is "Browse files..."

If it doesn't, go to Computer or My Computer from the Start menu. This will list the devices attached to your computer. You should see your USB flash drive here. It is often named for the manufacturer of the drive. Double click it to open the drive.



Find the file you want to copy. Then, navigate to the file(s) you want to copy to the flash drive. You can either copy and paste them to the flash drive, or click and drag them.



Wait for the transfer to complete. This could take several minutes depending on what you are copying. Once the transfer is complete, you can remove your flash drive. To remove the USB Flash Drive safely, locate the "Safely Remove Hardware" icon in the system tray located on the bottom right of the screen, on the taskbar (next to the clock); right-click it and choose the USB Flash Drive from the list of devices.

Be careful not to remove the wrong device (your device can carry its own (manufacturer's) name or a generic name that Windows recognises it by. After clicking the USB Flash Drive, Windows shall notify you once the device is safe to remove from the USB port. An alternative method would be to go Start>Computer, right-click the USB Flash Drive and click "eject" from the menu.

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### How to use a USB Flash Drive ON A MACINTOSH COMPUTER

Do you have a flash drive, but aren't quite sure how to use it? They are portable storage devices that can be accessed on virtually any computer. Follow these steps to start putting your flash drive to work.



Plug the drive in any available USB port. Wait a few moments while the computer automatically sets the drive uo to be accessed.

If the flash drive has been formatted using NTFS filesystem, then it will not be recognized in Mac OS X. The flash drive must be formatted in the FAT32 filesystem.



*W*ait for the drive to appear. Once the drive is successfully installed, it will appear on your desktop. You can double-click it to open it and prowse the files as you would any folder on your system.





Copy and paste or click and drag files and folders onto the drive. Once the transfer process is complete, you can remove the drive from the computer.

SOURCE: http://www.wikihow.com/use-a-usb-flash-drive

### GET STARTED

# WTH GOOGLE CALENDAR!



- 1. If you already have a Google Account, sign in. If you don't have one yet, click Create an account.
- 2. Once you sign in, you'll be taken to Google Calendar.
- 3. To change any of your settings, go to the top right corner and click Settings Settings.
- 4. Browsers that work with Calendar

Note: JavaScript and cookies need to be turned on for the browser you're using.

Google Calendar works with current and major previous versions of these browsers:

- -> Google Chrome
- -> Internet Explorer
- -> Microsoft Edge
- -> Firefox
- -> Safari

Tips:



- i. Automatically get events from Gmail on your calendar
- ii. Share your calendar with others
  - ng events



ANDROID

Get Google Calendar

- 1. Visit the Google Calendar page on Google Play.
- 2. Tap Install.
- 3. Open the app and sign in with your Google Account.
- i. Automatically get events from Gmail on your calendar
- ii. Share your calendar with others
- iii. Get notifications for upcoming events

#### **IPHONE & IPAD**

Visit the Google Calendar page on iTunes.

- 1. Tap Get.
- 2. Open the app and sign in with your Google Account.
- 3. Browsers that work with Calendar

Google Calendar works best with recent versions of:

- -> Google Chrome
- -> Safari



Tips

- i. Automatically get events from Gmail on your calendar
- ii. Share your calendar with others
- iii. Get notifications for upcoming events

# **BULETIN ICT MOT BIL. 1/2017**

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