I. Configuring Lotus Notes

This guide will assist you with the set up of Lotus Notes on your New MacBook Pro. If you have any trouble, please look for the Service Desk Team.

1. Log in your computer, sign in with your AD user name (e1234567) and password.

2. Wait for your screen to complete loading. There will be two icons that will appear on the right side. One LOTUS NOTES icon and the other is a TEXT FILE.

3. Once the icons appear, double click the LOTUS NOTES app. The Welcome screen appears. Click NEXT on the WELCOME SCREEN.

4. On the USER INFORMATION screen, enter the following information:

   **Your Name:** This is your user name, as it appears in the Lotus Notes directory, with a space between first and last. *(ie. Mary Smith if your email address is mary.smith@spps.org)*

   **Domino Server:** This is the server your account is on as listed in the Lotus Notes directory. Use the text file information from your desktop and this information in the Domino Server. *(ie. SPPS3/spps)*

5. When prompted, enter your Lotus Notes Client Password and click Log In. If password is not working look for the Service Desk.
6. On the ADDITIONAL SERVICES screen, tap Next.

7. Tap OK on the NOTES SETUP is complete.

8. You'll see a box that says that Lotus Notes is starting.

9. Check the “In the future, do not perform this check” box and click Yes.

10. Close the Getting Started Tab by clicking on the X.

11. Tap the Use the Default button to get the main menu screen:

From this point on, you can use the buttons on the HOME screen to work within Lotus Notes. For
additional support, please look for the **Service Desk**

**II. Installing Printers using Casper**

Staff can now install printers on newer Apple Mac computers using Casper Self Service. While not every printer is available, the main printer(s) at each school are listed to get users up and running. If you need to have a printer installed that is not listed, please submit a Service Desk Ticket.

To install a printer please perform the following:

1. Click on the **FINDER** icon in the dock.

2. Go to the **GO** menu across the top and select **UTILITIES**.

3. In the **Utilities** folder double click on **SELF SERVICE**.

4. When **SELF SERVICE** opens, log in using your **Active Directory (AD) account (i.e. e123456)**

5. Once you are logged in click on ‘**Primary Printers – grade level**’ under **CATEGORIES** on the right side to open the list of available printers.

6. Select the desired printers from the list provided and click the **INSTALL** button next to it.
7. A progress bar will appear at the top to show the progress of the install. The bar will disappear once the install is complete.

8. Repeat steps 5-7 as needed to install the desired printers.

NOTE:
Printer Driver installation may be required. If you attempt to print and see an exclamation point on the printer icon in the dock follow the instructions below.

1. Click the print icon in the dock.

2. The printer queue window will open with a message similar to the one below; click the Install button.

3. The printer driver will automatically download and install. This may take a few minutes depending on connection speed.

4. After the driver downloads and install the print job will automatically print and the print queue will show as empty.