Preparing for a New or Reimaged Computer

You will need to complete the following procedures before turning in your computer or before having your computer re-imaged or upgraded. Following these steps will prevent potential complications.

- Back up your computer data to avoid losing files and bookmarks
- Back up and restore Outlook email signatures
- Back up Outlook data files (.pst files)
- Disable the VPN to prevent conflicts during set up

Backing up Data

USF IT recommends that you back up of your computer's data to Box. It is not recommended save anything on the local computer.

Files

1. Log into Box.usf.edu and create a folder where you can save files.
2. Click **Upload** to copy files or folders from your computer.

The following is a list of common places users store files on their computer.
- Desktop
- Documents
- Music
- Pictures
- Videos

For more detailed information including images on how to save files to Box visit the following:
- https://confluence.usf.edu/display/UHID/Box+-+Saving+User+Files+to+Box
- https://confluence.usf.edu/display/UHID/Box+-+How+to+Easily+Save+Desktop+Files+to+Box

To learn more about Box, please visit: https://confluence.usf.edu/display/UHID/Box

Bookmarks

The easiest way to save your bookmarks is to login to your browser and create an account allowing your bookmarks, history, passwords, and other settings to sync securely across all devices.

If you choose not to create an account you will need to export a file that contains your bookmarks, save the file to Box, then use the file to import them into your new or reimaged computer.

For detailed instructions including images on how to complete this process visit the following:

- https://confluence.usf.edu/display/UHID/How+to+Save+Your+Browser+Bookmarks

Back up and Restoring Outlook email Signatures

If you use multiple email signatures, visit the following:

- https://confluence.usf.edu/display/UHID/Outlook+-+Backing+Up+and+Restoring+Email+Signatures

If you only use only one signature, visit the following after you receive your computer:

- https://confluence.usf.edu/display/UHID/How+to+Re-enter+Your+Signature+in+Outlook+Desktop+Application

Back up Outlook Data Files (.pst files)

Outlook data files (.pst files) are used to store copies of messages and other items locally to your computer. With the advent of the Microsoft Exchange Server these items are now stored on a mail server in the cloud. If you need access to previously sent and received messages that were stored locally to your computer, you will need to back up these files and add them to your new computer.

For detailed information on how to back up Outlook data files visit the following:

- https://confluence.usf.edu/pages/viewpage.action?pageId=471895232

Disable the VPN

If you are currently running Global Protect VPN the following must be performed before you receive your new computer. If the computer being replaced does not run the VPN these steps can be skipped.
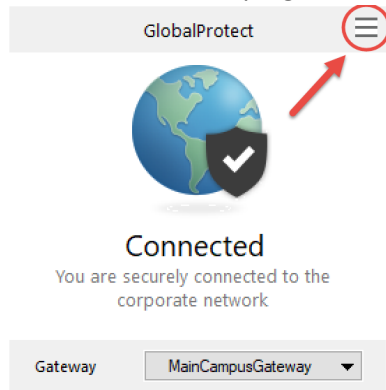
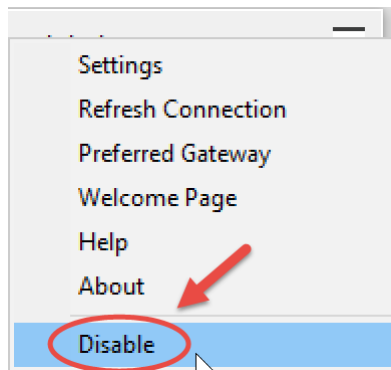1. Click on the "Show Hidden Icons" arrow at the bottom right of the toolbar

2. Click on the Global Protect Icon
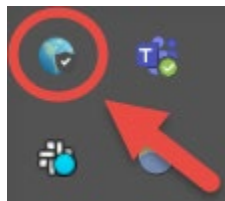
3. Click on the 3 lines at the top right corner

4. Click Disable

If you have any questions or concerns, please do not hesitate to contact the USF IT Service Desk by phone at (813)974-4357 or via chat at itchat.usf.edu.