**Find the Computer Name**

To find your computer name. Open System by choosing the **Start** button. Right-click on **Computer** and choose **Properties**. Under **Computer name, domain, and workgroup settings**, you can find your computer name, and its full computer name if your computer is on a domain.

**Rename a Computer**

Choose **Change Settings** to the right of the Computer name to change the computer name. Choose **Change**. Enter the new computer name and choose **OK.**

The computer name should contain the agent’s first and last name or be easy for someone to identify who the computer belongs to based solely on the computer name.

**What Antivirus software is installed?  Does it have an expiration date?**

1. Open the **Action Center** by clicking the **Start** button, choosing **Control Panel**, and then choosing **Action Center**. Click the arrow button next to **Security** to expand the section

If you are completing the network installation on-site, on the Network Agreement, please fill out the “For Internal Use Only:” area before sending the agreement to the Help Desk.  This section is for any REO staff member adding computers to our network.  When this section is completed, we’ll know the agent has been set up correctly and by whom.

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When installing printers or reporting printer problems, the following information is needed:

IP address, Make/Model number of the printer, location of the printer (how to find it if no one is around?)