



SKAILIT INSTRUCTION

INSTRUCTION NUMBER: 1/2023

DESCRIPTION: Handling of Skailit IT equipment

REFERENCE MATERIAL: [Skailit Course: IT – Asset Management](#)

GOAL

The purpose of this document is to educate and inform all members working with Skailit issued laptops and/or accessories on the safe handling procedures and how to sustain/maintain it.

Properly caring for and maintaining your laptop/accessories will ensure peak performance, longevity, and ideal physical condition. Consistent care is necessary for optimal performance.

The following list includes several best practices in caring for your laptop and accessories.

TARGET GROUP

All members issued with a Skailit laptop or computer related accessories.

SCOPE

The following aspects will be discussed within this instruction:

- Identifying the equipment.
- Office layout.
- Receive equipment.
- Correct Setup procedures.
- Preventive Care.
- Cleaning procedures.
- Power (AC adapters, cables and batteries).
- Carrying or transporting laptops (storage).
- Reporting / IT ticket.
- Removal of equipment.

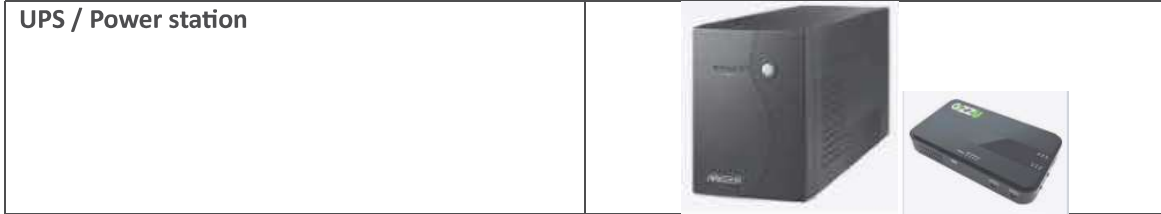
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IDENTIFYING EQUIPMENT

The following equipment is to be identified as equipment referenced within this instruction:

Laptop	
Laptop battery (removable)	
Laptop power charger	
Laptop bag (if applicable)	
External WebCam	
Headset & Microphone	
External Microphone	
External Mouse	
External Keyboard	
External screen (extended screen)	

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OFFICE LAYOUT

We must understand that the members of Skailit are working in a remote working environment. The primary tool required to do your work is a computer. The following would be the ideal office and equipment to enhance your productivity:



Wooden table (prevents static electricity build-up)



Laptop: Minimum I3 CPU, 8 Gig ram and built-in camera.



UPS: minimum 4 hours power – with surge protector.



Dual screen capability, external mouse and external keyboard. Laptop with an extended screen – improves productivity with 60%

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External webcam (HD quality 720p) and **external Headset with Mic.**



Network: **minimum of 20Mbps** upload and download; un-throttled and uncapped. The router must be minimum 300Mbps. Take note that it is better and more stable to have an Ethernet cable plugged in. **In addition, please remember that a router is influenced** by the amount of devices that is plugged in / connected by WIFI. In other words, if you have a smart TV connected, 4 phones and 2 computers, then your total speed will be divided by **the amount of devices in accordance to their quality usage** (HD streaming, downloads, uploads, etc.)



Anti-static floor mat. One of the most common reasons for laptops to be damaged is static electricity. The use of anti-static matting prevents the build-up of electrostatic charge in the body by dissipating this charge and thus prevents a sudden discharge between electrically charged objects on contact. This “shock” is enough to damage the motherboard or hard drive.



A decent and serviceable office chair: Adjustable height, lumbar support and high-quality material are all characteristics of good office chairs and play an important role in keeping us sitting correctly at work. Poor posture can lead to neck, back, shoulder and leg strain, which can lead to low morale and additional health costs.

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Clear and sufficient light: The room must be well lit and additional light would be required for your facial light during video calls.



Green Screen for background manipulation. Have your own amazing background that could advertise Skailit. Modern video software don't always require a green screen as it will use AI to remove the background – you will however require a high-end graphics card that is capable of such a function.

RECEIVE EQUIPMENT

Equipment will be identified per member on merit of role and requirements.

You will be informed when the equipment will be sent to you via post (courier or Postnet) – Courier services will deliver the package at your house (confirm tracking). You will be required to fetch the package if Postnet was used.









You will be required to sign an online asset acceptance form when you receive the assets. Inform Skailit IT section immediately so to assist you to configure your profile (email and other settings as required). A QR scan will be added to the asset for easy identification and confirmation.



This equipment may not be used for any other purpose than for Skailit tasks.

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CORRECT SETUP PROCEDURES

<p>Laptop battery (removable)</p> <p>Never remove the battery unless instructed.</p>	
<p>Laptop power charger</p> <p>Remove the plug before known load shedding schedule start and only plug in again after the load shedding ended.</p> <p>One of the most common methods for wrapping cables is to just tightly wind them up around your hand, or around the power brick if one's attached, but that can be pretty hard on the cable. Instead, it's better to wrap the cable in a more gentle fashion, and here are some ways to do that.</p>	 
<p>External WebCam</p> <p>Do not use sticky tape, prestic or any adhesive material to cover camera lens. This will fade the camera lens.</p>	
<p>Headset & Microphone</p> <p>Ensure the equipment remains dry and clean.</p>	
<p>External Microphone</p> <p>Ensure the equipment remains dry and clean.</p>	
<p>External Keyboard</p> <p>Do not eat or drink at/over the keyboard.</p>	
<p>UPS / Power station</p> <p>Do not ever unplug or switch off. It must remain on to charge and sustain the power.</p>	

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PREVENTIVE CARE

- Cables and removable storage devices must be **inserted carefully** into the laptop.
- Use a **surge protector** when possible, as a single power surge can damage your laptop within a matter of seconds, hindering your laptop's functionality.
- Avoid using your laptop on **soft surfaces such as a sofa, bed, carpeting, comforters, or pillows**. Air vents on the bottom or the sides of your laptop will be blocked, and airflow will be reduced.
- When in use, do not lean on top of the laptop or place anything near or on the laptop that could put pressure on the screen. **Unnecessary pressure can push the LCD screen** into the keyboard and may eventually damage your laptop's screen.
- Do not **rotate or open the LCD screen beyond its design limit**. Laptops have a design limit as to how far the LCD screen can be tilted open. If the LCD is tilted beyond this limit, damage to the LCD, hinges, or laptop will occur. Avoid forcing the LCD screen beyond this limit once resistance is felt.
- Avoid touching the screen with **sharp or pointed objects** such as pencils, pens, and so on.
- Do not insert items (especially metal objects) into the openings of the laptop that are not intended for those ports.
- Avoid having food or beverages around the laptop.
- Do not place **anything on the keyboard before closing the laptop** LCD screen, such as pens, pencils, folders, papers, and so on.
- Close the laptop carefully - from the centre top front edge of the screen. Avoid excessive force when closing the LCD screen.
- The LCD screen and touch screen on monitors, all-in-ones, and laptops are made of polarized glass. This glass could break if the device is dropped or receives a significant impact.
- When storing a laptop, **do not place other items on top** that could put unnecessary pressure on the laptop, such as books. When storing multiple laptops, avoid stacking the laptops on top of each other.
- Keep the **laptop dry** - protect it from rain, snow, and any liquid.
- Do not leave your **laptop in a car (including the trunk)** or any location that would expose the laptop to extreme temperature or direct sunlight for extended periods of time. Large temperature swings could damage a laptop, and a laptop (or laptop bag) is also an inviting target for a thief.

CLEANING PROCEDURES

- Always disconnect power cables and other devices before cleaning.
- **Clean your laptop often**. Taking a few minutes to clean your laptop of dust, grime, residue, and so on, will make a massive difference in your laptop's lifespan. Focus on cleaning the LCD screen, keyboard, chassis, and air vents:
- **LCD screen cleaning** – Gently wipe the screen with a clean and soft microfiber cloth. Do not use window cleaner or any type of household cleaner on the LCD screen. Use a cleaner that is designed for an LCD screen.
- **Keyboard or chassis cleaning** – Wipe the surface gently with a clean and soft microfiber cloth.

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- **Air vent cleaning** – Use a can of compressed air to clear out any possible dust or debris.

POWER (AC ADAPTER, CABLES, AND BATTERIES)

- Reminder: To help protect your laptop from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- Use only the **approved-provided AC adapter** that is approved for use with your make of laptop or docking station.
- **Avoid covering the AC adapter with paper** or other items, which will reduce cooling. Also, do not use the AC adapter inside a carrying case.
- Be mindful of where the power cable is plugged in, as the cable may be a tripping hazard.
- When inserting or removing the power cable of the laptop, ensure that the connector is lined up with the laptop's power port.
- Be careful not to pull or twist the laptop when any cables are attached.
- Ensure all the cables are securely connected at both ends.
- When unplugging the power cable from the wall socket, pull directly on the plug. Otherwise, the cable could break off from the plug.
- Unplug the AC Adapter (if possible) after the battery is fully charged and have your laptop run on battery power. Plug the AC adapter back in after the battery charge falls below 50 percent. This helps extend the life of the battery.
- Laptops must be shut down when not in use to conserve battery life.

CARRYING OR TRANSPORTING THE LAPTOP

- Power off a laptop before carrying or transporting it.
- Before carrying or transporting your laptop, remove any devices that are plugged in, such as USB drives or the AC adapter. If hit, any remaining devices can cause damage to the laptop ports or the devices themselves.
- Do not pick up the **laptop by holding the screen** or the corner of the palmrest. This can put unnecessary pressure on the LCD, palmrest, or touchpad.
- It is best to close the laptop LCD screen before carrying or transporting it from one location to another. If your laptop is a 2-in-1 convertible, ensure that it is not in tablet mode with the screen exposed.
- Consider purchasing a protective laptop case for the highest level of protection, such as a gum drop case.
- We recommend using a laptop sleeve, laptop carrying case, or a backpack (with laptop padding) when transporting your laptop.
- Power down (turn off) the laptop and then gently placing it (versus dropping it) into the laptop carrying case or backpack (with laptop padding) to avoid damage to the chassis or LCD screen.
- Do not place anything in the carrying case that could press directly against the laptop. This includes putting too many items in the carrying case or backpack, which can put unnecessary pressure on the laptop.

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REPORTING (IT TICKET)

Whenever you have a problem (either hardware or software), you must immediately report the error to Skailit IT. This is done via the Skailit Dashboard App or ArC system (IT Ticket).

If needed, Skailit IT will advise to remove the equipment to the Skailit IT office for repairs.

No private repairs are allowed unless permission is given.

REMOVAL OF EQUIPMENT

No equipment may be removed under any circumstances without prior knowledge of Skailit Management (Operations, Procurement and IT). All removal of equipment will be arranged by Skailit Procurement.

Any equipment to be written off due to uneconomical repairs will be dealt with as stipulated within the disposal plan. Hard drives must be cleared by Skailit IT / or declared unserviceable for recovery.

Parts of a laptop may be salvaged for repairs on other laptops – this must be approved by Skailit Management.