

Hardware Transfer Instructions 2025

U A N
U N I F O R M
ACCOUNTING
N E T W O R K

OHIO AUDITOR OF STATE
KEITH FABER



Uniform Accounting Network Hardware Transfer

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IMPORTANT INFORMATION

1. Please inspect the hardware immediately after you receive it. Any damage(s) and/or missing item(s) must be reported to UAN within one week after receiving the hardware.
2. The Hardware Transfer Process must be completed within 60 days after receiving the hardware and before installing UAN version 2025.2.
3. **Please retain the original packing materials and boxes for the new computer and printer.** Shipping hardware using the original packing materials and boxes greatly reduces damage to the equipment.
4. The printer warranty could be voided if the use of third-party toner causes an issue with the printer. The cost to repair or replace the printer will be at your entity's expense if the warranty is voided.
5. The Documents folder on the current UAN computer cannot have more than 5 gigabytes (GB) of data, otherwise the transfer process will fail, and an UAN Tech will need to be contacted to complete the process. Before attempting the Hardware Transfer Process UAN asks that you please verify and if necessary, reduce the Documents folder capacity to below 5 GB.

How to check/verify the current capacity of the Documents folder:

Step 1: Left click on File Explorer. Locate the Documents folder on the left panel under 'This PC'.

Step 2: Right click on the Documents folder, then left click on Properties

Step 3: A new window will appear with several tabs. The window will default to the General tab. Listed within the General tab there will be a line for Size. To the right of Size will be a figure. Example: 2.99 GB.

- If the figure is less than 5 GB, no future action is required, you can close the window and start the Hardware Transfer Process.
- If the figure is greater than 5 GB (please begin to copy and paste documents and folders (Example: Word, Excel, Pictures, Video, etc.) to another medium (Example: USB drive, your office's network/shared drive, or to a Cloud storage OneDrive, Google Drive, etc.). After you have copied and pasted the files to the new medium the files will need to be deleted from the Documents folder. After the Hardware Transfer Process has been completed you can elect to copy and paste the documents back to the new computer's

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Document folder. After the Documents folder capacity is below 5 GB, you can begin the Hardware Transfer Process.

Note: UAN recommends that you should not rely on the computer's Documents folder to be the only location you save copies of important documents/records. Back up to other media and store the media in a safe location just in case the computer is stolen, fire damage, or other unforeseen circumstances.

Reminder: Review your records retention schedule before discarding any documents and files.

Reminder: Backups of the Documents folder should be done often. Steps on how to perform a Documents folder backup are located in Appendix C of this document.

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OVERVIEW

These instructions will guide you through setting up your new hardware and transferring your data to your new hardware. The following data will be transferred:

- UAN software data
- UAN Cemetery software (*if installed*)
- Documents folder contents
- Microsoft Outlook data (*emails, contacts, tasks, calendar, and settings*)
- Edge internet browser favorites (*bookmarks*)

The Hardware Transfer Process will be run from a flash drive that will be referred to as the UAN Hardware Transfer USB Drive in these instructions. This flash drive will be donated to your entity once the transfer process is complete.

This booklet has four parts:

Part 1: Before Hardware Transfer - Tasks to accomplish before starting the hardware transfer. These tasks can be started, paused and resumed, and completed at your leisure. Many of the tasks are optional or may not relate to your particular situation.

Part 2: Hardware Transfer - The process of transferring your data (see above) from the old HP hardware to the new HP hardware. On average the transfer process will take approximately 20-60 minutes to complete. Once the hardware transfer has started, it **cannot** be paused or cancelled.

Part 3: After Hardware Transfer - Tasks that must be performed after the hardware transfer is completed. These tasks need not be completed immediately after the hardware transfer but should be done in a timely manner. Many of the tasks are optional or may not relate to your particular situation.

Part 4: Appendices

Important: Performing the Hardware Transfer Process is **not** optional.

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BEFORE HARDWARE TRANSFER

OLD HP HARDWARE WARRANTY

The warranty on the current HP computer warranty will expire shortly. UAN strongly recommends that you complete the hardware transfer promptly.

OLD HP HARDWARE DONATION

The Auditor of State is donating the old HP hardware to your governmental entity. Your entity is authorized to accept the donation of the system once the setup and data transfer to the new UAN hardware has been completed.

The following software will remain on the system and will also be donated to your entity:

- Windows 10 Operating System
- Microsoft Office 2019 (*Word, Excel, PowerPoint and Outlook*)

The hardware is donated 'as is' with no implied warranty. If your entity decides to sell the hardware, Sections 505.10 and 721.15 of the Ohio Revised Code (ORC) identifies the process to be followed for Townships and Villages respectively. There is no section of the ORC that applies to Libraries and Special Districts. However, all entities are subject to Ohio ethics laws, and we advise you to consult with your statutory legal counsel should you have any questions regarding the disposal or sale of your old HP hardware.

Please remove the AOS inventory number sticker from your donated system. The AOS tag number sticker is located on the top of the desktop tower, and on the top of the laptop in the closed position. It is a very small silver sticker that will indicate *Auditor of State*, then a bar code and a six-digit number.

If you plan to network the old HP hardware with the new HP hardware after the transfer process (in order to use the UAN software on both computers), you will need the UAN version 2025.1 update. Call or e-mail UAN Support if you need the DVD or download link.

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INSURANCE COVERAGE

The new hardware is property of the Auditor of State of Ohio. Your entity will need to continue to insure the new UAN hardware, including the printer, for a value of \$2,000.

CEMETERY

If your entity is using the UAN Cemetery software, it must be upgraded to Cemetery version 4.1 to be eligible to transfer to the new HP computer. If using Cemetery version 4.0 or below, you must upgrade to Cemetery version 4.1 to proceed. To verify the Cemetery version you are using, the version number will be located on the cemetery log in screen.

Note: Networked Cemetery users will be provided additional steps to ensure all systems are updated.

Note: This only applies to the Cemetery software that is installed on your old HP computer. If you are using Cemetery on a non-UAN issued computer, there will be no transfer of data.

DOCUMENTS

UAN will transfer the contents of your Documents folder during the hardware transfer process. The folder appears on the desktop of UANUser and will be labeled “Documents”.

Important: The total amount of data transferred cannot exceed 5 GB or the transfer drive may run out of space. This includes items in your documents, pictures, and media folders associated with the UAN User account. Additional information was provided in the Important Information section of this document (located after the Table of Contents).

MICROSOFT OUTLOOK

If you use an internet service for your email, contacts, or calendar (*Gmail, Yahoo, etc.*) and are not using Microsoft Outlook, then the following does not apply to you.

The UAN hardware transfer process will include your Microsoft Outlook setting. After the hardware transfer has completed, some additional Outlook setup steps may be required and then all synced data will then be available (e-mails, calendar, etc.). Those steps will be detailed in this booklet in the “After Hardware Transfer” section.

MICROSOFT OFFICE 2021

The new HP computer will be upgraded to Microsoft Office 2021.

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MICROSOFT EDGE FAVORITES/BOOKMARKS

Microsoft Edge favorites (*bookmarks*) will be transferred to the new hardware.

GOOGLE CHROME

Google Chrome is preinstalled on the new HP computer. If you wish to retain your Google Chrome favorites and contacts, sign in using the same Google account, and your content should appear on the new system.

C:_UAN_EFILES DIRECTORY

The files within the _UAN_EFiles directory will not be transferred to your new HP computer during the transfer process.

ADDITIONAL SOFTWARE

If you have installed hardware and/or software files onto your system that are not part of the UAN package or are not located in the Documents folder, **you are responsible for backing up those items before beginning the transfer process and reinstalling them after the transfer is complete.**

If additional software (EFT software provided by your bank, hyper-terminal EFT setup, utility billing applications, mayor's court applications, non-Outlook email, check signers, etc.) is critical to your operations, UAN recommends that you gather all necessary installation discs and product keys, and (if necessary) speak with the software vendor before starting the hardware transfer.

PRINTER INSTALL

The printer that you selected should be unpacked and setup before you begin the hardware transfer process. The transfer process will ask you to choose the printer (single or multi-function) and will install the proper software. You may choose to install the printer via USB cable (included in the box) or over your private network. Although the old HP printer will still work with this new hardware, it is recommended that you setup the new printer during the transfer process as it will identify and install all proper drivers. If space prohibits the printer setup immediately, the drivers will be located on your computer at C:\Printers\.

IF UAN DATA HAS BEEN MOVED TO ANOTHER COMPUTER OR SERVER

If you use UAN only on a UAN-provided HP, or you have networked multiple computers, but the UAN database still resides on the old HP computer (i.e. you have never moved the UAN data to another computer or server), then the following does not apply to you.

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Even if you have moved the current UAN software database to another computer or server, you are still required to complete the hardware transfer from the UAN provided computer. The process is required to transfer the following items:

- UAN software data
- UAN Cemetery software data (*if installed*)
- Documents folder contents
- Microsoft Outlook data (*emails, contacts, tasks, calendar, and settings*)
- Favorites (*bookmarks*)

HARDWARE SETUP

Important: Be sure to inspect the HP hardware for any damage before starting the hardware transfer. If damaged, please contact UAN Support.

If you chose the laptop, please skip to page 11.

DESKTOP - HP ELITEDESK 805 G9

If you requested a desktop, you should receive one box that contain the following equipment:

- Flat Panel Monitor (*including 2 monitor cables and black power cord*)
- Central Processing Unit (CPU) (*including black power cord*)
- Mouse, Keyboard, and Wi-Fi Antenna

* If you do not receive all of the equipment listed, contact UAN Support at 1-800-833-8261.

Unpack the equipment from the box and keep the box for future use. In the event of a repair, the box with all packing equipment will be required.

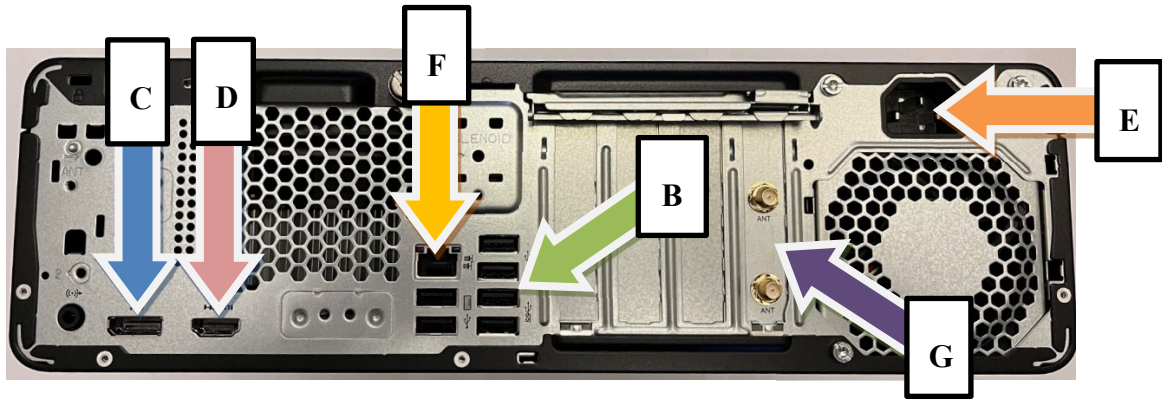
The CPU will function either as pictured below, or you may choose to rotate your CPU vertically.

Front



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Back



Listed below is a description of each of the connection types:

A – USB Type C Port

B – USB Type A Ports

The HP EliteDesk 805 G9 has 10 USB Type A ports. 2 SuperSpeed & 2 standard USB ports on the front, plus 4 SuperSpeed and 2 standard USB ports on the back. You may use any of these ports to plug in your keyboard and mouse, as well as any other peripherals.

C – Display Port Connection

D – HDMI Port Connection

E – Power Connection

F – Ethernet Port / RJ-45 connection

This is the internet connection if you choose to use an ethernet cable connected to your router or modem.

G – Wi-Fi Antenna Connection

Important: If you are using a battery backup device, plug the CPU and monitor power cables into the outlets. Do not plug the printer into a battery backup.

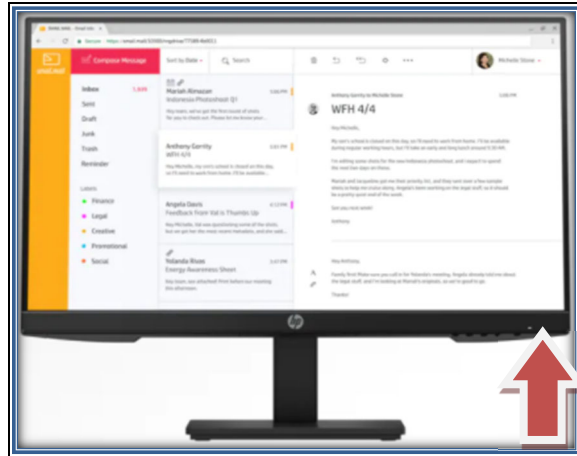
MONITOR - HP P24H G5

The HP 24" inch monitor is shipped with the following equipment:

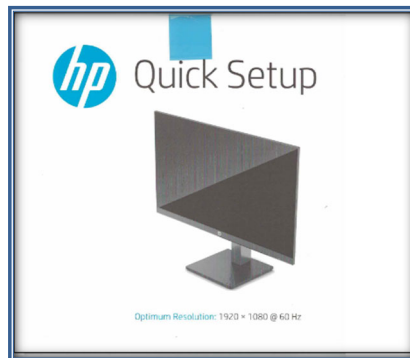
- Flat Panel Monitor
- A 2-piece monitor stand
- 2 video cables

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- 1 power cord
- Quick Setup Guide



The 2-piece monitor stand will need connected and attached to the flat panel screen. Included in the box is a 'Quick Setup' fold out instruction set that will step your through this process. Below is a picture of the front page of the instructions.



Important: Included in the box is a HDMI and a Display Port connection cable. You may install either connection however UAN recommends the HDMI cable. (The previous UAN HP desktop used the Display Port connection.)

To begin the hardware transfer, please skip to page 13.

LAPTOP - HP ELITEBOOK 865 G11

If you requested a laptop, you will receive one box that contains the following equipment:

- HP Elitebook 865 G11 Laptop
- Power cord and power adapter

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- USB hub with Ethernet (RJ-45 connection) port

* If you do not receive all of the equipment listed, contact UAN Support at 1-800-833-8261.

Unpack the equipment from the box and keep the box for future use. In the event of a repair, the box with all packing equipment will be required.



Important: The power button is in the same place as the previous laptop. It is located to the right of the PRTSCR button on the top row of the keyboard. The arrow in the picture above points to the power button.

Note: The HP laptop has a feature that automatically starts the computer when the lid is opened. Therefore the power button is only used to turn on the computer if the lid was not closed after the last time that it was turned off.



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Listed below is a description of each of the connection types:

A – USB Type C Ports + Power Connection

The power adaptor will use 1 of the 2 USB-C ports. You may plug the USB hub into this to expand the number of USB ports available.

B – USB Type A Ports

The HP Elitebook 865 G11 has 2 standard super speed USB Type A ports (1 on the left side of the laptop and 1 on the right side of the laptop).

C – HDMI Connection

This is the monitor port. You may plug the laptop into your own monitor to extend or duplicate the screen.

Ethernet Connection:

The HP Elitebook 865 G11 does not come with an Ethernet connection. If you wish to connect your laptop to Ethernet, use the port on the provided USB Hub.

HARDWARE TRANSFER

This process will be more efficient if you have both the HP systems set up near each other. If there is no way for both systems to be running at the same time during the transfer process, you will need to do the following: inspect the new HP hardware for damage, perform Steps 1 through 5 (below) on the old HP computer, remove the old HP hardware and set up the new HP hardware, perform Steps 6 through 8, remove the new HP hardware and set up the old HP hardware again, and perform Step 9. Otherwise, complete the following steps as indicated.

Important: Once the hardware transfer process has begun it **cannot** be paused or resumed at a later time. Depending on the volume of data you have to backup and restore, the entire Hardware Transfer Process should take approximately 20-60 minutes to complete.

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STEP 1: CURRENT UAN COMPUTER MUST BE ON UAN VERSION 2025.1

The transfer process requires UAN version 2025.1 on the old HP computer. If you need a copy of that version, or have installed UAN version 2025.2 on the old HP computer, please contact UAN Support at UAN_Support@ohioauditor.gov or 1-800-833-8261.

Reminder: Please verify the Documents folder storage size is less than 5 GB. If the Documents folder is greater than 5 GB, the hardware transfer process will stop and you will need UAN Tech to restart process. For more information, please review the Important Information section of this document (the section after the Table of Contents).

STEP 2: PRINT FUND STATUS REPORT (BEFORE HARDWARE TRANSFER)

This step is necessary if you use UAN only on the UAN computer (like most clients), or you have networked multiple computers, but the UAN database resides on the UAN HP.

Print a copy of your Fund Status Report and write *Before Hardware Transfer* on the report. The report is located at Accounting > Reports & Statements > Fund Reports > Fund Status. Please make sure that all your funds are checked, and no other transactions are posted prior to the start of the hardware transfer. The Fund Status Report will be referenced again later in this process.

STEP 3: CLOSE ALL SOFTWARE APPLICATIONS

No applications (*UAN, Microsoft Word, Google Chrome, etc.*) can be open during the transfer.

STEP 4: BEGIN THE HARDWARE TRANSFER PROCESS

Insert the UAN Hardware Transfer USB Drive into a USB port of your old HP computer. SuperSpeed USB port is preferred, and will have the “SS” decal next to the port, as in the picture below:

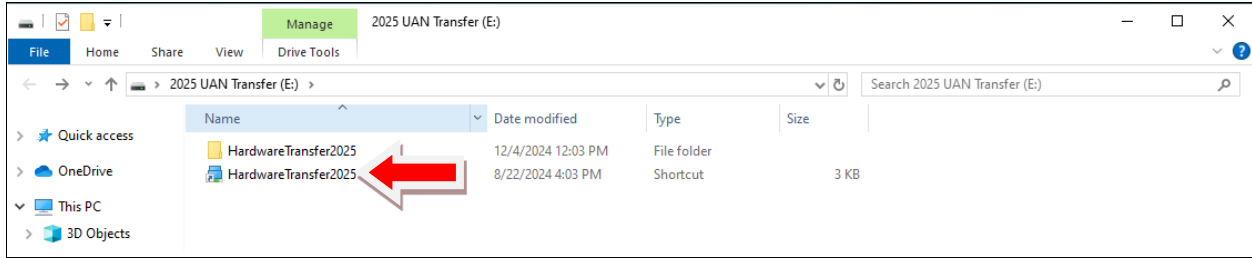


Important: Do not have any other USB drives plugged into the computer other than the UAN Hardware Transfer USB Drive. Also, make sure your computer is securely plugged in (if you have a laptop, do not have it running off the battery).

Note: Some of the messages you encounter during the Hardware Transfer Process may be different depending on the version of Windows 10 that you have installed.

The Windows File Explorer window will display as shown below:

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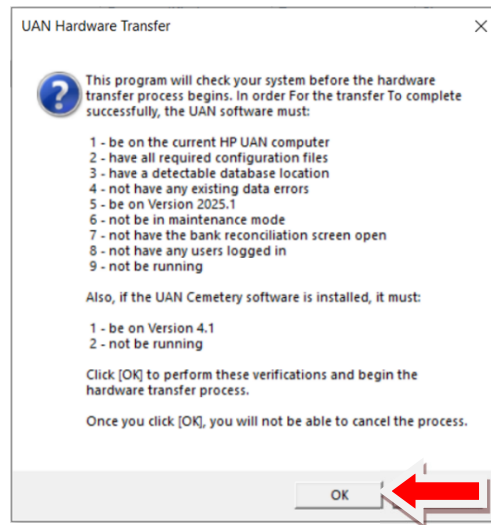
Note: If the File Explorer window does not automatically open then manually open File Explorer, browse to the USB drive.

Double click on the **HardwareTransfer2025 Shortcut** (listed second in directory) as shown in picture above (red arrow pointing to the shortcut).

Since we are running an application, a User Account Control window will display. Click **Yes**. If you have a computer with a UANInstaller Account, you will need to enter the password of “**FiscalOfficer**” (no quotes, capital F and O, and no space), then click **Yes**

STEP 5: VERIFICATION OF DATA TRANSFER CONDITIONS AND DATA BACKUP

The software will run a series of checks to ensure that your system is ready for the transfer. The message box below will appear, detailing all of the conditions.

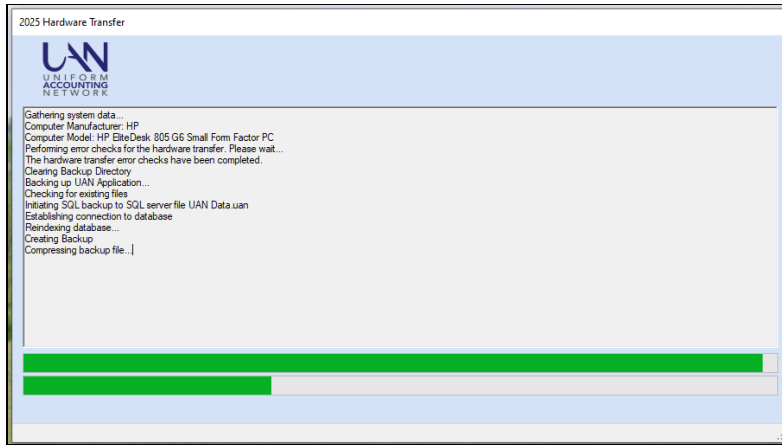


Click **OK** to continue.

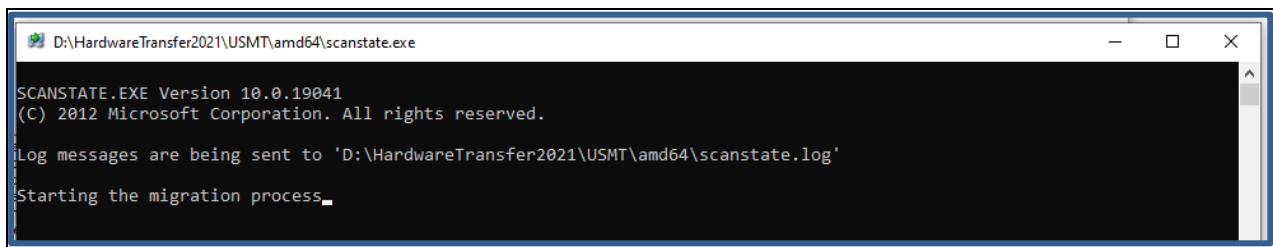
The UAN Hardware Transfer Application will verify that specific conditions are met. If a condition is incomplete, you will receive a message detailing the issue to be addressed before the data transfer can proceed. When all data transfer conditions have been met, the transfer program will

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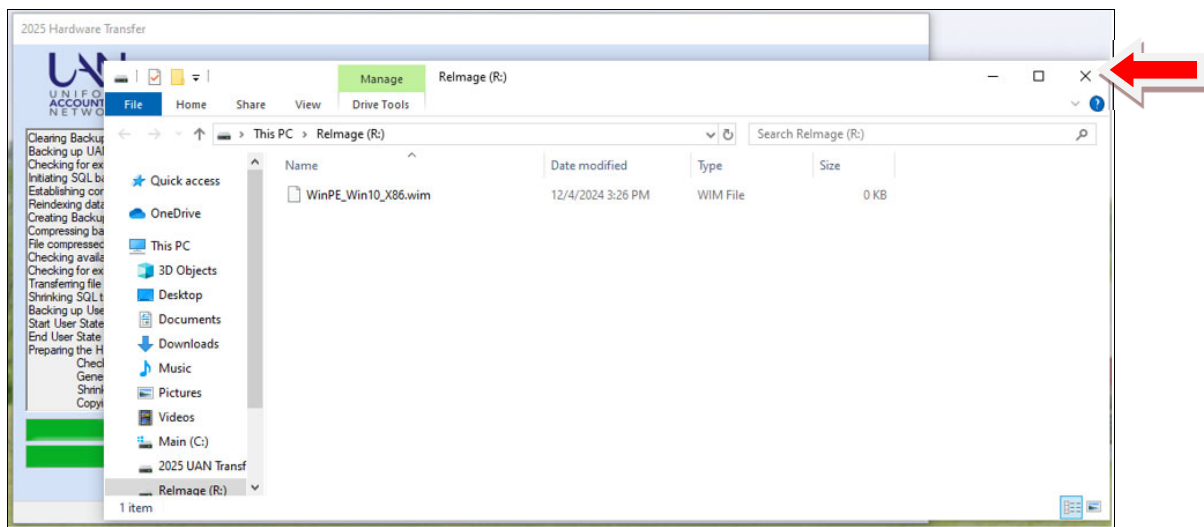
begin running as in the picture below. When the transfer backup is working, you will see various screens open and close.



A black command window will also appear as shown below:

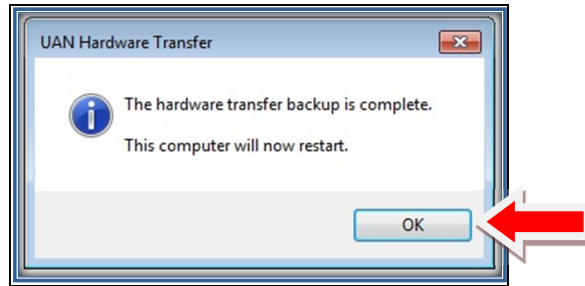


You may see a *ReImage R:* window display as depicted below. It is a temporary partition created to use with the transfer process. Click on the **X** in top right corner of the window to close it. The transfer process will not continue until this window is closed.

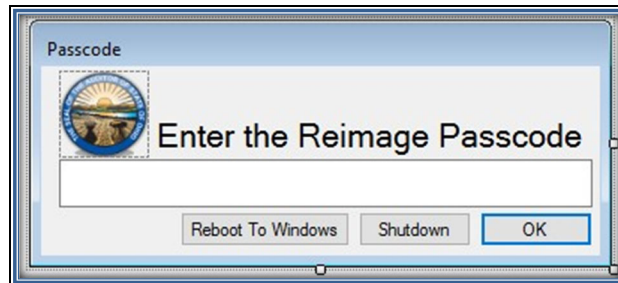


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When the Transfer Backup is complete, the following message will be displayed:



Click **OK** and the computer will restart. You may now remove the UAN Hardware Transfer USB Drive. When the HP computer restarts, the following Passcode entry box window will be displayed:



The old HP computer will now be disabled for future use in its current state. If you restart this computer, it will not boot into Windows. Additional instructions for this computer are contained in Step 9 of this documentation. **Please proceed with Step 6 before addressing any issues with the old HP computer.**

STEP 6: TURN ON THE NEW HP COMPUTER

As stated previously, the HP computer comes preinstalled with Windows 11. At this time, you may connect your Internet Ethernet Cable if you have one available. If you use Wi-Fi or do not have Internet at this time, you can connect to the Internet at a later time.

After booting up, you will automatically be logged in to the UANUser account and will arrive at the desktop. Proceed to Step 7 to continue the hardware transfer process.

Note: If you receive a message in the upper right corner of your new HP computer screen stating *"Can't update Microsoft Edge. Couldn't update to latest version, so you are missing out on new features and security fixes"*, click the 'x' in right corner to close the message box. Then connect your new HP to the internet and open Microsoft Edge to allow it to automatically update prior to proceeding to Step 7.

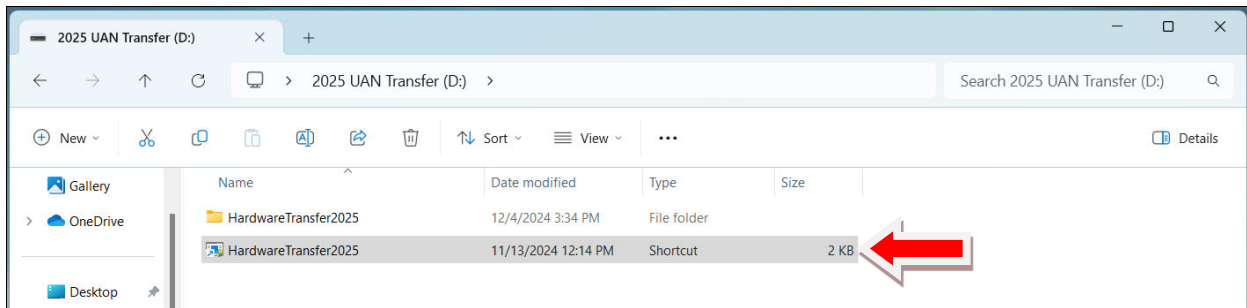
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STEP 7: RESTORE TRANSFER DATA

Insert the UAN Hardware Transfer USB Drive into a USB port on the new UAN HP computer.

Important: Do not have any other USB drives plugged into the computer other than the UAN Hardware Transfer USB Drive. Also, make sure your computer is securely plugged in (if you have a laptop, do not have it running off the battery).

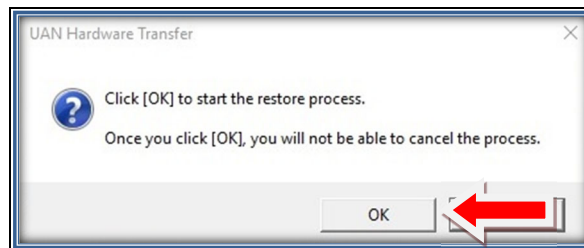
The Windows File Explorer window will display as shown below:



Note: If the File Explorer window does not automatically open then manually open File Explorer, browse to the USB drive.

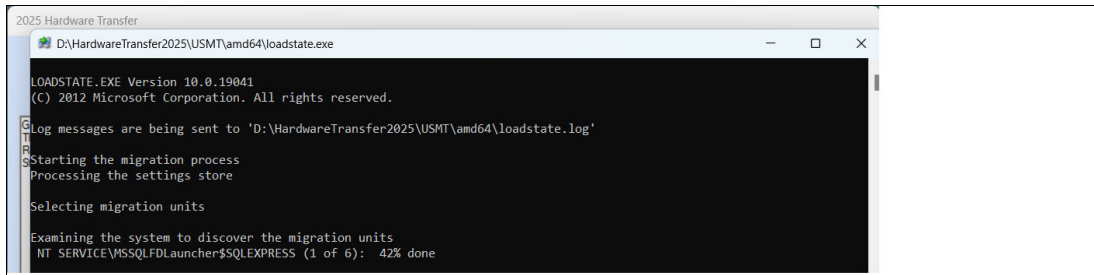
Double click on the **HardwareTransfer2025 Shortcut** (listed second in directory) as shown in picture above (red arrow pointing to the shortcut). A User Account Control window will display. Enter the password “**FiscalOfficer**” (no quotes, capital F and O, and no space) and click **Yes**.

The following message box will appear. Click **OK**.



Your transferred data will now begin to copy to the new computer. You will see a 2025 Hardware Transfer Window displayed that will update during each step of the transfer. Shortly after starting, a command prompt window will also show additional processes that are running. The picture on the following page shows what the process should look like.

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```
2025 Hardware Transfer
D:\HardwareTransfer2025\USMT\amd64\loadstate.exe

LOADSTATE.EXE Version 10.0.19041
(C) 2012 Microsoft Corporation. All rights reserved.

Log messages are being sent to 'D:\HardwareTransfer2025\USMT\amd64\loadstate.log'

Starting the migration process
Processing the settings store

Selecting migration units

Examining the system to discover the migration units
NT SERVICE\MSSQLFDLauncher$SQLEXPRESS (1 of 6): 42% done
```

A Select Printer window will display. **Important:** Before proceeding have the printer powered on and connected to the computer.

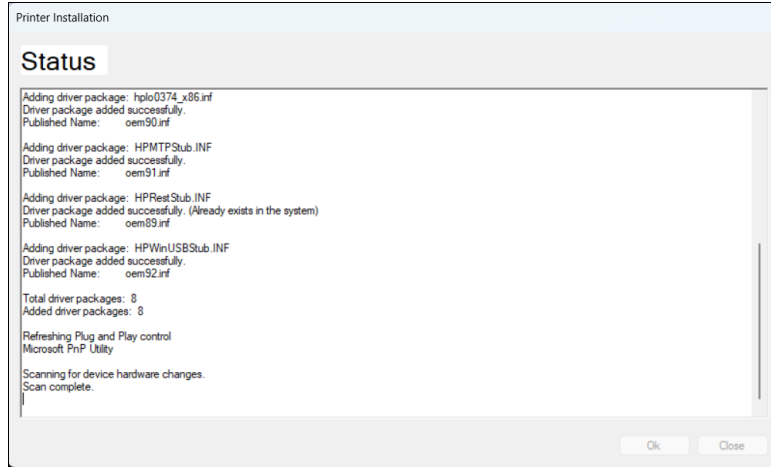


Note: If you previously used a wireless connection for your printer, the printer should still be connected to your network.

Important: Please make every effort to setup and install the printer at this time. The option of 'None' should only be used in case of an emergency where the printer is not present.

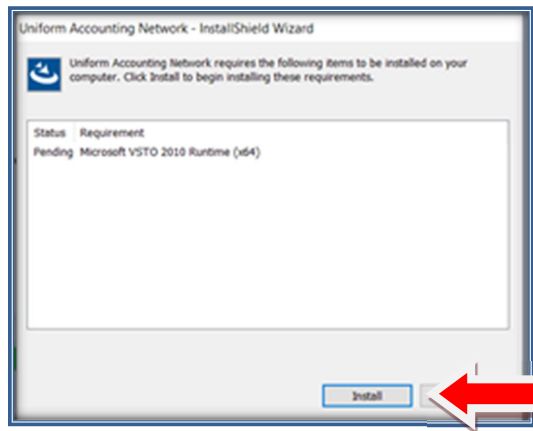
Each printer install is unique to its printer. Upon clicking **OK**, the manufacturer's install will start and display the following window:

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The manufacturer's printer install will now begin. There will be some interaction with the manufacturer's install that you will need to take. When the printer install is complete, this window will disappear and the transfer program will move on to the next step.

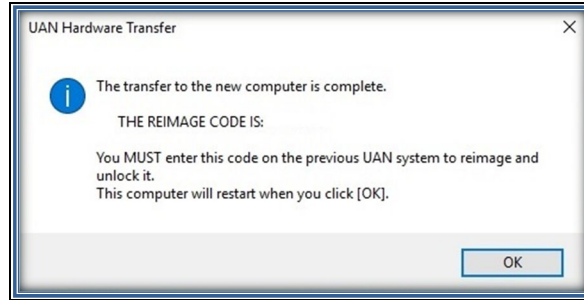
The following window will prompt. This is the UAN software install portion of the transfer process.



Click ***Install*** to continue.

Various other windows may pop up as this process is working. This process could take anywhere from 10 to 60 minutes depending on how much data is being transferred. When the hardware process is complete, you will receive the following message:

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The reimage password code is unique to each UAN entity. Please write down your code in the following field. You will need this code later in the process to reimage the old HP computer back to factory state (Step 9 on page 22).

--	--	--	--	--	--	--	--

The code will not appear again. If it is misplaced, you will need to contact UAN Support. The UAN Hardware Transfer code will be used in Step 9. **Once reimaged, the old HP computer will have no UAN data remaining on it.**

Click **OK** to finish the transfer. You may now remove the UAN Hardware Transfer USB Drive.

For users who did not have UAN installed on their UAN computer, you will still have to go through the reimage process. This is to ensure that all licensing issues have been addressed, and that no sensitive entity specific data still resides on the system.

STEP 8: PRINT FUND STATUS REPORT (AFTER HARDWARE TRANSFER)

This step is necessary if you use UAN only on the UAN-provided HP (like most clients), or you have networked multiple computers but the UAN database resides on the HP.

Print a copy of your Fund Status Report and write *After Hardware Transfer* on the report. The report is located at Accounting > Reports & Statements > Fund Reports > Fund Status. Please make sure that all your funds are checked, and no other transactions were posted prior to the start of the hardware transfer. Compare the balances from the *Before Hardware Transfer* Fund Status report (Step 2) to the *After Hardware Transfer* Fund Status report. This report is verification that your UAN data has transferred to the new hardware. If the balances do not agree, please contact UAN Support.

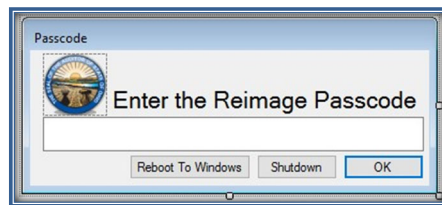
Reminder: It is very important not to post any transactions between the printing of the *Before Hardware Transfer* and *After Hardware Transfer* Fund Status reports. If transactions are posted before the *After Hardware Transfer* Fund Status report is printed, it will complicate the comparison of the Fund Status reports.

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Important: If the Fund Status reports are in agreement, proceed with Step 9. If the Fund Status reports are not in agreement and you are unsure why, then contact UAN Support immediately and **do not** proceed to Step 9.

STEP 9: REIMAGE OLD HP COMPUTER

At this step in the process, the old HP computer is now temporarily disabled for future use. The old HP computer must be reimaged due to licensing issues. Reimaging will reset the old HP computer back to factory state. After this step is completed, the UAN Application, UAN database, and any documents & files within the Documents folder will be permanently deleted/removed. Below is the message that will be displayed when you turn the HP computer back on.



If you need to temporarily access the data on the old HP computer, you may select the *Reboot to Windows* option. If this button is selected, you will need a code from UAN to allow you back into the system until the next time the system is shut down. Please contact UAN Support at 1-800-833-8261 if you need emergency access to this data.

Warning: Once you complete this step no data will remain on the old HP computer.

To image the computer for future use, type in the code that you received on the new HP computer (Step 7 page 21) that was displayed when the transfer was complete, then click **OK**. There is no way to regenerate this code. If you misplaced it, please contact UAN Support at 1-800-833-8261.

Make sure your PC is securely plugged in (if you have a laptop, do not have it running off the battery). When it is complete, you should see the line item 'Image Capture Completed Successfully' then the system will reboot. Once reimaged, the system will be in a condition that is suitable for sale or donation. If you have additional hardware attached to the old HP computer, such as printers or scanners, you may see various installation messages after the computer restarts. These messages may or may not require action to continue. The following licensed software will remain on the system:

- **Windows 10 Professional Operating System** - The operating system will be "Out of the box", which means that you will be prompted to go through the setup steps and create a username and password the first time into Windows 10.

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Note: This computer is eligible for a free upgrade to Windows 11. This upgrade is available in the Windows Update area.

- **Microsoft Office 2019** (*Word, Excel, PowerPoint and Outlook*) - When accessing one of the Office applications for the first time, you will be prompted to activate Microsoft Office 2019.
- **Microsoft Windows Defender** (*Antivirus*) - This is free antivirus protection provided by Microsoft, and you may be prompted to go through a few setup steps.

START USING THE NEW HARDWARE

MICROSOFT OFFICE UPGRADE

Microsoft Office (*Word, Excel, PowerPoint, etc.*) has been updated to the Office 2021 Edition and will also include Publisher. Office 2021 uses the same file format as Office 2019 (.docx, .xlsx, .pptx, etc), which was installed on the previous HP computer.

MICROSOFT OFFICE ACTIVATION

Microsoft Office 2021 needs to be activated in order to use all of its functions. The first time that you open any of the Office programs, you may need to click 'ok' to activate. If Office 2021 has already been activated, no further action is needed.

MICROSOFT OUTLOOK

The Hardware Transfer migrated all Outlook 2019 settings to Outlook 2021 on the new hardware. The migration occurred if you were using the UANUser Windows account (the default on the UAN computers). Once Outlook is online it will sync and your existing data (e-mail, calendar, and etc.) will be available.

Important: If you or your IT staff created another account that uses Outlook, you will need to input the Outlook settings on your own.

If you used the UANUser account on the previous computer, the only setup needed on the new hardware for Outlook is to enter the log in information. The first time you enter Outlook, you may receive a prompt for a password. If you do, enter your email password in at that time, and it will save for future use. Also, make sure you are connected to the Internet.

WEB BROWSERS

Microsoft Edge is the default browser in Windows 11 and can be accessed directly from your taskbar. All Microsoft Edge bookmarks were transferred over. Also, Google Chrome is an available browser on the HP computer.

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REINSTALL ANY ADDITIONAL SOFTWARE

As mentioned in the *Before Hardware Transfer* section, any additional software required by your entity will need to be manually reinstalled.

Note: If you need assistance with installing the additional software/application(s), you will need to directly contact the vendor. When installing software to the UAN computer you need to use the UANinstaller Account (as you would do with installing UAN application updates). The password is **FiscalOfficer** (capital F and O, no spaces).

BATTERY BACKUP

When you receive your new hardware, it is a good time to review the age of your current battery backup. Battery backups generally have a lifespan of no more than 3-5 years. If your battery backup is older than this, it may not be able to handle the power requirements of the new system. It is essential that you have a battery backup system connected to your UAN Hardware. Battery backups protect your computer from unwanted power surges and shutdowns.

It is recommended that you purchase a backup with at least a 660 VA (Volt Amp rating) and 4-5 amps. The battery backup should not be relied upon to continue processing transactions during a power failure. It is used to provide enough time to exit the program and turn the system off safely. These units cost approximately \$150 and can be purchased from an office supply or computer supply vendor of your choice.

Important: Do not plug your printer into a battery backup. The printer draws too much power and can shorten the life of the battery. It may cause your computer to shut down randomly.

HARDWARE WARRANTY SERVICE

Your UAN HP computer and printer are covered by a 1-year warranty through HP until February 2026.

If your hardware requires service during this time, please contact HP Technical Support. Please have the serial number ready when you call for service. Your serial number identifies you as an UAN client, and will ensure that you receive the premium level of support and next-day repair or replacement service. The serial number is located on the bottom of the laptop labeled “S/N”. This number is small and can be difficult to read. (It may be necessary to take a picture of the serial number and use the zoom feature to make it readable.) It is also located on the original box that the printer was shipped in. HP can be contacted by phone at 1-800-334-5144 or by online chat at <https://support.hp.com/us-en/contact/laptops>.

Important: If asked about the ownership of the computer or printer, state that it is “State of Ohio, Uniform Accounting Network”.

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For repairs to your hardware following the 1-year warranty period, UAN is exploring options to provide you with more timely warranty repair work than what we believe you have receiving through HP. More information will be forthcoming prior to February 2026.

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APPENDIX A – WINDOWS USER ACCOUNTS

The UAN HP computer will have user accounts displayed on the Windows Login Screen. The Accounts are **UANinstaller**, **UANUser**, and **XUANAdmin**. This Appendix will explain when to use each account.

- **UANUser**: This is the account that you should use on an everyday basis. By default, there is no password. This account is setup as a Standard User in Windows. This means that you can perform all functions, except installing applications.

Note: You may establish a password on the account, but you will be responsible for remembering it. UAN can reset the password, but it will require a Tech appointment.

- **UANinstaller**: This account has full administrative rights to Windows. It is password protected with a password of “**FiscalOfficer**” (no quotes, capital F and O, and no space). This account should only be used to install programs or to perform high level administrative tasks.

Important: If you login to this account from the Windows login screen, we highly recommend that you log off and log in to **UANUser** for your Accounting and Payroll work.

- **XUANAdmin**: This is an account for **UAN use only**. Please **do not** remove or change the password to this account.

Installing software and performing administrative tasks:

When you are logged in as UANUser, you can still perform all functions associated with being an administrator. An example of this would be installing the latest UAN Update. This means that you are doing something that requires administrative access and that you temporarily need to use the UANinstaller Account. To do this, type in the password “**FiscalOfficer**” (no quotes, capital F and O, and no space) and click **Yes**, then the Update will be installed. You may see this window prompt at other times as well, like when changes are made in the anti-virus program.


The purpose of having these two accounts is to ensure that all administrative tasks performed on your system are ones that you wish to do. If the above window prompts unexpectedly, you can simply click the **No** option and the task will not complete. There are many malicious phishing and malware attacks that require install access, and this step provides an added level of security in preventing these types of attacks from being installed.

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APPENDIX B – CYBER SECURITY

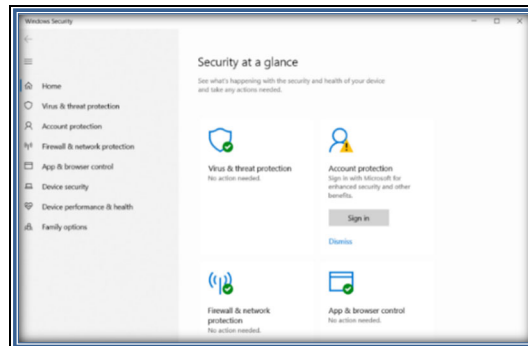
MICROSOFT DEFENDER AND MALWAREBYTES UPDATES

Malwarebytes Cloud:

The version of Malwarebytes security software installed on the new computer is cloud based. This is the same anti-virus package that was installed on the previous HP computer. The cloud managed security will update virus definition files automatically and will perform weekly scans on your system without any interaction on your part. In times of increased threats, UAN may increase the frequency of these scans. The option to manually run a scan can be performed as well. The on-demand scan feature is accessed through the Malwarebytes icon on your desktop. (Pictured below) This icon will only be present after you connect to the internet for the first time. To perform a scan, double click on the icon  and the scan will begin.

Windows Defender:

In addition to a Malware scan when suspecting a security attack, a Virus scan should also be performed. To do this, right click on the Windows Defender Icon located in the bottom right portion of your screen under ‘Show Hidden Icons’. (You may also run a Search for ‘Windows Defender’). Click on the icon . Below is the Windows Security window.



If Windows Defender is running, there should be a ‘No action needed.’ Message under ‘Virus & threat protection’. If there is a ‘Turn On’ option, please select it. To access the scanning options, select ‘Virus & threat protection’ on the left side of the screen. Under Current threats, there will be a ‘Quick Scan’ button. To complete a full scan, select ‘Scan Options’, then choose the ‘Full Scan’ option. Start the scan by selecting ‘Scan Now’ at the bottom of the window. You may then minimize this window and continue with your work as the full scan could take over an hour.

MICROSOFT WINDOWS UPDATES

Proper use of a Windows 11 computer that is connected to the Internet requires that all Windows Updates be applied as soon as possible. Microsoft constantly sends out updates to the operating

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system, Microsoft programs such as Office, and hardware including printers. These updates not only improve functionality, but provide security from outside attacks. If you are connected to the internet, Microsoft will download and install many of the updates automatically. If you have a metered internet connection, or haven't connected to the internet for a long period of time, you may need to manually download and install the updates to get your system current.

The Windows Update screen is constantly changing but is designed to be easy to use. Please follow through with anything that is asked of you on this screen. The following scenarios are the most common that you will encounter, but as Windows develops, there may be additional tasks to complete. The 'Windows Update & Security' area is something you should become familiar with, and check on a regular basis. **UAN recommends that you check for updates weekly.**

There are many ways to access the 'Windows Update & Security' Screen. You may search for 'Updates' and select 'Check for updates', or select 'Start' → 'Settings' → 'Windows Update'. Once in the 'Windows Update' screen, a number of different options could be available:

- **Windows is already downloading and installing multiple updates.** In this scenario, you let the updates complete and will eventually get prompted to restart. Restarting the computer is necessary for most updates to complete and could take more than a few minutes. Once the desktop is back up, go back into the 'Windows Update' screen to make sure that no more intervention is needed.
- **Windows Updates states that 'You're up to date' and a 'Check for updates' button is present.** In this scenario, you want to select 'Check for Updates'. Windows may find additional updates that the initial scan didn't find and begin downloading and installing the updates. There will most likely be another reboot required once everything is complete. Once rebooted, re-enter the 'Windows Updates' area and select 'Check for updates'. You are finished if you receive the 'Your computer is up to date' message.
- **A major update to Windows is available but is not automatically installed.** Twice a year, Microsoft puts out a "Feature Update" for Windows. These updates can take up to an hour to run. Because of this, they are not always automatically installed. The feature updates appear below the 'Check for Updates' button under the title 'Optional updates available'. The Update's title will display with a 'Download and install now' option. Choose this option when you have time to have your computer down for a significant amount of time. Microsoft will eventually automatically push this update, so it's a good idea to control when you receive it so that you can manage the downtime.

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APPENDIX C – DOCUMENTS BACKUP

Keep a current copy of your Documents and the UAN Backup in a secure off-site location. Backups should be done on a regular basis, rotating the backup media in case of damage e.g. Monday's backup is on DVD or USB flash drive #1, Tuesday's backup is on DVD or USB flash drive #2, etc. The following steps are how to backup the Documents folder:

Step 1: Double click on the **Documents** folder. A File Explorer window will open displaying the folder contents.

Step 2: To select all of the files in the Documents folder, hold the **Ctrl** key and then press the letter **A**.

Step 3: Once all files are selected, hold the **Ctrl** key and then press the letter **C**, or right click on the highlighted files and select the **Copy** option.

Step 4: Insert the disc (*CD or DVD*) or the flash drive that will be used for the Documents backup. This will open a *second* File Explorer window displaying the drive contents. (If backing up to a disc, and it is a *new blank* disc, you will also need to select the option, **Like a USB flash drive**, and click the **Next** button.)

Step 5: In the window for drive you are using for the backup, hold the **Ctrl** key and press the letter **V**, or right click anywhere in the drive window, and select **Paste** option.

Step 6: The selected files should then copy to the disc or flash drive window. If the files did not automatically burn to the disc, skip to **Step 8** to finish copying the files to the disc.

Step 7: If the files were all successfully copied to the disc or flash drive, the backup of the Documents folder is **complete**. Close the File Explorer windows and eject the disc or remove the flash drive. **Please Note:** Only need to follow the additional steps below if copying to disc, and the files did not automatically burn to the disc.

Step 8: Right click in the **blank space** under your list of *Files Ready to be Written to the Disc*.

Step 9: Select the option **Burn to disc**.

Step 10: On the *Burn to Disc* window, click the **Next** button.

Step 11: A **progress bar** should appear in the *Burn to Disc* window that will show the files being copied to the disc.

Step 12: When complete, a message stating, "*You have successfully burned your files to the disc.*" Select the **Finish** button, and the disc will automatically be ejected.