**First Steps for an NC DOT CADD Machine**

When you first start using an NC DOT CADD machine, there are a number of things you need to do before you start using its CADD software. You will fall into one of two groups, which will determine what you need to do.

Group 1: You have received a new CADD machine, or your existing CADD machine has been reimaged.

Group 2: You have logged onto a CADD machine that has already been used by other CADD users. You have never used the machine before, or possibly have just started using it. The machine has not been recently reimaged.

Group 1 Users – First Steps

 **1. Install the UpdateWS program while logged on as yourself.**

Each user, with their own user credentials, must log onto their machine and install a program called UpdateWS. The program is used to update the CADD workspaces on your computer. You, or an administrator, cannot copy the program to your computer from another computer. If you do this, the program will not work properly.

An administrator cannot install the program for you. You must install it while logged on with your user credentials.

To install the program, log on with your user credentials. Launch the CADD Tools shortcut on your desktop and double-click “Install UpdateWS Program”. Answer any prompts in such a way as to install the program.

The installation finishes by actually launching the UpdateWS program. You may run the program at this time, but you do not need to. In the future, you will launch it differently, as discussed next.

The installation process places a new shortcut on your desktop, called UpdateWS. Use this shortcut regularly to launch the UpdateWS program and update the workspaces that you need.

If you do not know which workspaces to keep up-to-date, or you do not understand workspaces, read the related “How To” document: “HowTo\_Workspace Topics for Users”. (How To documents are accessible through the CADD Tools shortcut on your desktop.)

**2. Insure your needed workspaces are up to date.**

After you install the UpdateWS program (see above), you need to use the program regularly to keep your CADD workspaces up-to-date. The above discussion on installing the UpdateWS program also includes discussion on using the program.

 **3. Insure Admin-CADD has been added to Administrator’s group.**

As a user, you do not need to understand this step. A support person with administrator rights must perform the step. Just confirm with your support person that they have performed this step. Failure to perform this step will significantly reduce the support you receive from CADD Services.

 **4. Insure that your Unit environmental variable is set correctly.**

As a user, you do not need to understand this step. A support person with administrator rights must perform the step. Just confirm with your support person that they have performed this step. Failure to perform this step may increase the amount of time it takes for your CADD software to launch. You may also fail to get access to built-in customizations provided by CADD Services and by your Unit’s CADD Coordinator.

A document and a spreadsheet have been prepared to help your support person with this step. To access these files, use the CADD Tools shortcut on the desktop to launch:

CADD Machines - Support Information

CADD Machines - Unit Workspace Names

 **5. Install needed Iplot plot queues.**

Dedicated plot queues are available for plotting CADD drawings and for creating PDFs of CADD drawings. Each individual user, while logged on with their user credentials, must attach the CADD plot queues that they need, regardless of whether or not other users on the machine have attached queues.

If you do not know how to attach plot queues, or do not know which plot queues you should attach, ask your CADD Coordinator or your support person. You may also contact CADD Services for help.

Additionally, you may read the related “How To” document: “HowTo\_Add Cadd Plot Queue”. (How To documents are accessible through the CADD Tools shortcut on your desktop.)

 **6. Read the following support and “How To” documents.**

Support information, including contact information for CADD Services employees, can be accessed by using the CADD Tools shortcut on your desktop to launch:

CADD Machines - Support Information

The CADD Tools shortcut can also be used to access the following How To documents:

Windows 10 Interface Customizations for CADD Users

HowTo\_Help Ticket Suggestions

Group 2 Users – First Steps

If you fall into Group 2, it is assumed that one or more other CADD users have been using the machine that you have just logged onto, or just started using. It is assumed that at least one of these other users has completed some of the “First Steps”, so that you do not need to do them.

You need to do Steps 1 and 5. You should also consider doing Step 6.

You may not need to do the other steps, if some other user has done them. If in doubt, there is no harm in you performing these steps.