



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Equipment Replacement County Installation Packet

Procedures and Reference Materials to Support County Equipment Installations

November 2011

Welcome to Your Equipment Installation Packet

What it is

The Equipment Replacement Packet is designed to help support you as you plan for the installation activities for the new TxDMV equipment at your site. We are sending it to you early so that you can look over the materials now to get an idea of what the effort will entail. It is designed so that you can use it in advance for planning and preparation, but it also provides the information you need for verification once the equipment installation has been completed.

What is Included

We have pulled together materials that we believe will help you. Included in this packet are a high level schedule that covers the things that will be happening before, during, and after installation; a checklist of the tasks to be completed; and other resources to help you along the way.

In addition, we know this is a significant effort that may impact your operations, so we want to make sure that we are providing you adequate support. There are 3 main ways that the TxDMV will be supporting you:

1. Your Regional Service Center will work closely with you providing planning, installation, and verification support
2. Technical support staff will be available to support the vendor installation team and your needs
3. This Installation Packet provides information, templates, and reference materials to help guide you through the installation process as well as a Quick Reference Guide and a “Cheat Sheet” job aid to help your county staff use the new equipment after it is installed

What to Expect

Once your county is tentatively scheduled for installation, your TxDMV Regional Manager will contact you to ensure the date and time for the installation works for you, start the planning process, and walk you through the steps. You will work together to determine what will work best for your installation and will be prepared in advance of the vendor team arriving at your site.

Help Us Help You

Please feel free to call your RSC or email us at DMV_EquipmentReplacement@txdmv.gov with any questions or concerns you may have after looking through these materials. As the process moves forward, we will post any updates to the FAQs on the TAC Information Hub at <http://www.txdmv.gov/tac/index.htm> .

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1 Introducing the Process

1.1 Approach

For the Equipment Replacement Project, the TxDMV contracted with *Insight* and their subcontractor *Nationwide* to plan and execute the statewide deployment of replacement Registration and Title System (RTS) equipment.

What it includes

The RTS equipment that is being replaced includes the following:

- Workstations
- Monitors
- Keyboards and Mice
- Printers
- Routers
- Cabling etc. required to change out Token Rings for Ethernet networks (where applicable)

What it does not include

- Scan Guns
- Non-RTS equipment (ex. Toggle Switch boxes)
- Laptops
- Flash Drives

Cash drawers will be replaced, but they were not included in the scope of work for this vendor. Once your new equipment installation is complete, you will be asked to identify the number of non-functioning cash drawers that need to be replaced. As a separate effort, independent of this project, we will purchase and ship the replacement drawers to you. Please note that due to limited resources, you will be responsible for installing the new drawers in your county. If you are not comfortable installing the cash drawers yourself, you can wait until the completion of the Equipment Replacement Project where we will reevaluate if there are any funds available to accommodate the install for you.

1.2 Deployment Process

Your TxDMV Regional Manager will work with you to plan your deployment, support you during the night or weekend of your install and will help verify the vendor has completed all the required tasks for the installation. The Regional Manager will also act as a liaison for the county with the vendor team.

Each site installation is the responsibility of the vendor team. They will require some assistance from the county to do their job including things such as gaining access to the buildings, locating wiring closets and code servers, as well as for verifying when the job is complete. More on your role in the installation process is presented in the next section. Your Regional Manager will work with you to make sure the vendor team has everything they need to complete the installation in the time that is allotted.

Scheduling the Installations

The scheduling for 496 sites and 2617 workstations is a complex task, meaning multiple installations will be occurring simultaneously across the state on any given night or weekend. Scheduling is based on the following:

- **25 Week Statewide Schedule.** The overall schedule for the equipment deployment is planned to take 25 weeks from the time of the first statewide deployment sites. The first post-pilot deployment is scheduled for November 14, 2011.
- **Cabling Installation.** Some sites will require cabling prior to the installation of the new equipment. The scheduling for any cabling required to support your site will be coordinated by your Regional Manager. Cable installations can be conducted during business hours, as they do not require the network to be disconnected.
- **Two-Week Rolling Schedule.** To allow flexibility for both the counties and the installation teams, the installs are scheduled on a running two-week basis. In other words, a minimum of two-weeks' notice will be provided to you prior to your installation date by way of your Regional Manager. Your scheduled date is considered tentative until you have had an opportunity to determine if it will work for you.
 - Two-Week Schedule Flowchart. The flexible two-week schedule is depicted in the graphic below. Installations will be scheduled for every other weekend and alternate weeknights on Mondays/Wednesdays and Tuesday/Thursdays.

Two-Week Installation Schedule						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Installation County ≤ 6 Workstations	Post Deployment Support	Installation County ≤ 6 Workstations	Post Deployment Support	Installation County > 6 Workstations	Installation County > 6 Workstations	Installation County > 6 Workstations
Post Deployment Support	Installation County ≤ 6 Workstations	Post Deployment Support	Installation County ≤ 6 Workstations	Post Deployment Support	Post Deployment Support	Post Deployment Support

- 72 Hour Cancellation Policy. After the two-week schedule has been finalized, you have still have until 72 hours prior to the scheduled date to let your Regional Manager know if you need to cancel your installation. If you notify the Regional Manager before the 72-hour cut-off, the schedule will be changed at no consequence to you. If you need to make a change after the 72-hour point, you can still make a change, but it will be too late to stop the equipment from being shipped to you, requiring you to store the equipment until your site can be rescheduled. You will need to work with your Regional Manager to reschedule your installation.
- **Weeknights vs. Weekends.** Equipment deployments are scheduled to occur based on the following criteria. Most installations will occur after normal business hours unless you let your Regional Manager know you would prefer an alternate time.
 - County sites having 6 or less workstations will be scheduled on weekdays
 - County sites with more than 6 workstations will be scheduled on weekends
- **Network Equipment.** Please be aware that the equipment deployment includes the replacement of network equipment (new routers/switches) in addition to new workstations and printers. This requires the team to disconnect workstations from the network temporarily (i.e. offices will not be operational to serve customers during the installation process).

Storing New Equipment

Workstations will be shipped to arrive at your location the day before your installation. Equipment will arrive by freight carrier. The delivery driver will remove the equipment from the pallet and place it for temporary storage in the location you choose until the team installs it. Old equipment will be packaged for shipment by the vendor after the installation is complete. It will need to be stored onsite until it is shipped out.

1.3 Technical Specifications of New Equipment

You may have other devices that connect to the RTS workstations in your county such as Toggle Switches. To be able to plan for the use of the new equipment in a way that will work for you, we are providing you with photographs of the front and back of the CPU and a sample of a PS2 to USB adapter, along with the technical specifications of the new equipment. For those of you that have county technical support staff, please pass this information on to them. Unfortunately, for those of you that do not, the TxDMV will not be able to provide technical support for these non-RTS needs.

NOTE: The new keyboards have PS2 connections and the mice have USB connections. If you use Toggle Switches in your office, you may need to purchase adapters to be able to continue to use them with the new equipment. The new CPU has 4 USB ports on the front and 2 PS2 ports on the back. If you have adapters, the vendor will attempt to include them in the install.

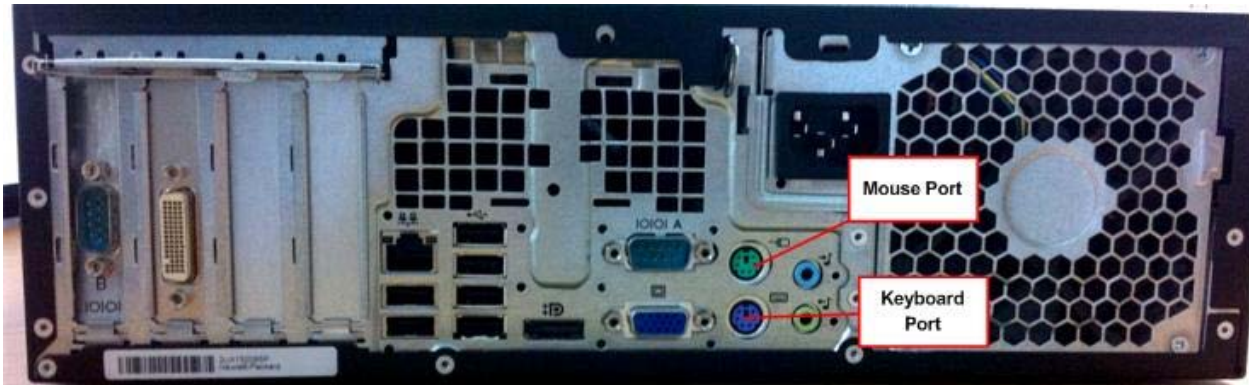
Sample PS2 to USB Adapter



Front of CPU showing ports



Back of CPU showing ports



Technical Specifications for Equipment Replacement Project

<p>Workstation</p>	<p>HP Compaq 8200 Elite CMT PC Processor - Intel Core i5 2400 (3.1GHz 6M Cache) Quad-Core processor Memory - 4GB PC3-10600 Memory (1x4GB) Video - 512MB AMD RADEON HD 6350 Graphics DUAL DVI Hard Drive - 250GB 7200RPM SATA-6G 1st H D DVD ROM - 8X DVD +/- RW Standard Keyboard (PS2)/ Mouse (USB)</p>
<p>Monitor</p>	<p>View Sonic VG2228wm Flat Panel Monitor, 20.11"x13.5"x7.5" (with stand), 18.03 lbs, Integrated Stereo Speakers LCD display/TFT active matrix – LED backlight, 1920 x 1080, 75 Hz x 82 KHz. 22", Video Graphics Array (VGA), DVI-D & USB connectors</p>
<p>Daily use Regular-duty Printer*</p>	<p>HP Laser Jet P3015x RAM – 128 on board memory, Max 640MB Processor Speed – 540 MHz Printer Language HP PCL6 & 5e Printer speed – Up to 42PPM Monthly Print Volume – 1500 – 5000 pages Resolution 1200 x 1200 dpi Paper Handling- output 250 sheets output bin</p>
<p>Heavy-duty High Speed Printer*</p>	<p>HP Laser Jet P4015tn RAM – 128 on board memory, Max 640MB Processor Speed – 540 MHz Printer Language HP PCL6 & 5e Printer speed – Up to 52PPM Monthly Print Volume – 3000 – 15000 pages Resolution 1200 x 1200 dpi Paper Handling- output 500 sheets output bin</p>

- * Criteria for High Speed Printers. The majority of counties will be receiving regular-duty printers based on transaction volumes. Counties allocated high speed printers are those with transaction volumes of 200,000 or more per year and counties with high speed remittance scanning machines.
- * Standard Configurations. TxDMV printers come with standard configurations. Any changes to the standard configurations of the printers will not be supported by TxDMV. Please be aware that changing the configurations may greatly impact your printer performance.
- * Printer Cartridges. You will follow the same process for ordering printer cartridges as you do today. The DHT numbers for the printers will be on the updated warehouse supply list.
 - o DHT 163661 for HP Printer 3015X
 - o DHT 170008 for HP Printer 4015TN (high speed printer)

1.4 Notifications for Switching from Floppy Diskettes to Flash Drives

One of the differences with the new equipment is the absence of a floppy drive. There are still a number of Dealers (DTA Software Dealers) and Subcontractors that use floppy diskettes to transport data from RSPS to the county. You should let your agents know that they will need to change from floppy diskettes to flash drives before your new equipment is installed to ensure they will not experience a drop in service. We have developed flyers that you can use to communicate the county equipment change to encourage your agents to switch over to flash drives. Feel free to use or modify these flyers to meet your county needs.

- Dealer Flyer
- Subcontractor Flyer

The flyers are located in Appendix A and on the TAC Information Hub at <http://www.txdmv.gov/tac/index.htm> .

1.5 More Information

Updated information will continue to be posted on the TAC Information Hub throughout the Equipment Replacement Project at <http://www.txdmv.gov/tac/index.htm> . If there is more information you need regarding the equipment prior to your installation, please call:

- Your Regional Service Center (RSC)
- RTS Help Desk at 877.933.2020
- Equipment Replacement Command Center at 512.467.3900

Or email us at DMV_EquipmentReplacement@txdmv.gov

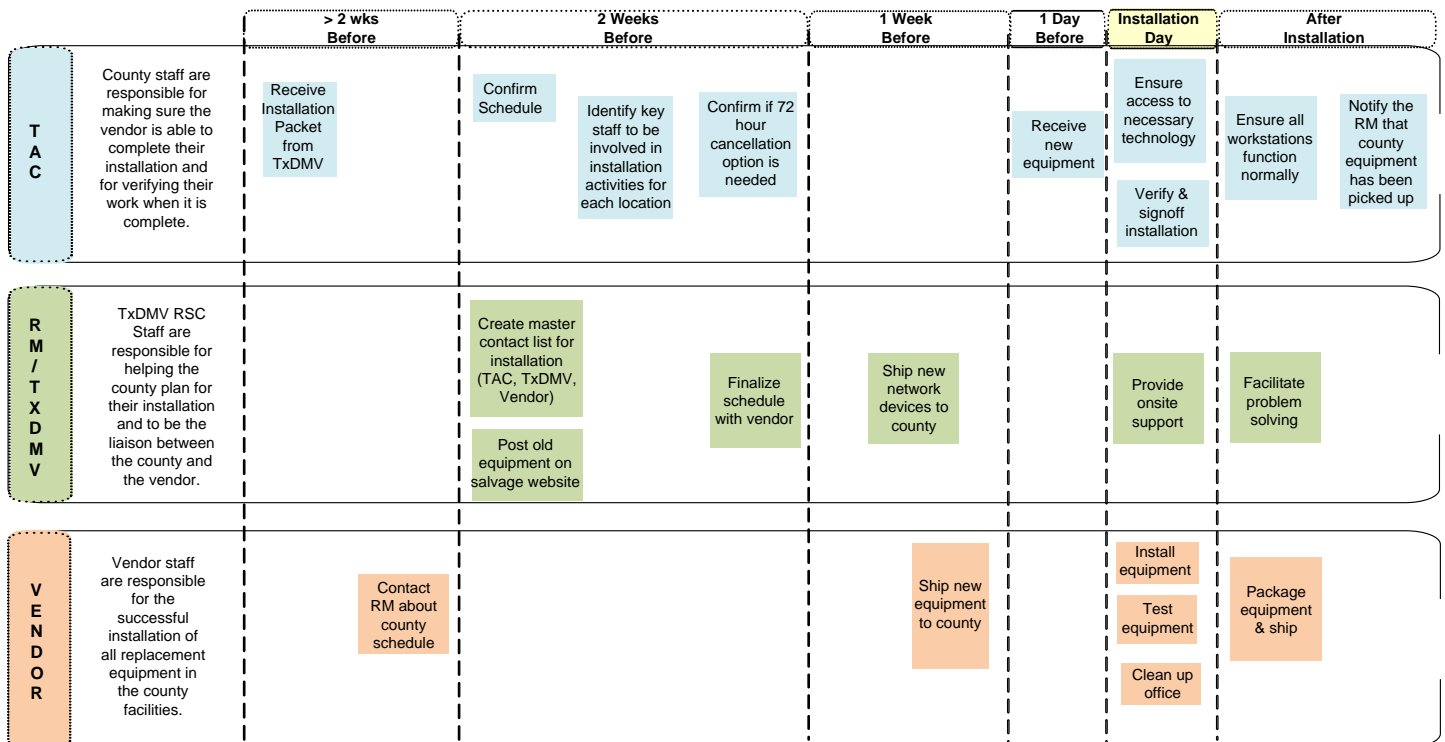
2 Pre-Deployment Planning and Activities

For each county, there are a series of activities that need to happen prior to the actual equipment installation day. Some of the activities are the responsibility of the vendor, some are the responsibility of the TxDMV Regional Manager, and some are your responsibility at the county level. These different roles are provided at a high level on the County Installation Timeline while tasks for each role are provided in the County Deployment Checklist. Taking these two documents together, you will be able to determine when activities are scheduled to occur, allowing you to plan accordingly.

2.1 Timeline

The County Installation Timeline provides a visual flow identifying the key deployment activities, who is responsible for them, and a high-level description of each group's responsibilities.

County Installation Timeline



We suggest you take this timeline and keep it handy so you can refer to it during the several weeks prior to the installation team arriving at your location. A full-size Timeline is provided in Appendix B. Details about the activities are presented in the County Deployment Checklist.

2.2 County Deployment Checklist

The County Deployment Checklist provides a list of the tasks that must be completed for your equipment installation (located in Appendix C). In this document, you will see only those tasks that are the responsibility of the county personnel. This checklist is the key document you will use to prepare for your installation. The Master Deployment Checklist, which contains the activities that will be performed by all groups before, during and after your site installation, is presented in Appendix D. Both your County Deployment Checklist and the Master Deployment Checklist are broken into 3 sections:

- Pre-Deployment Activities – Activities that are to be completed **prior to** the equipment installation at your site
- Installation Day Activities – Activities that will support the equipment installation at your site the night or weekend of your equipment installation. Includes verifying the installation work has been completed
- Post-Deployment Activities – Activities that **follow** the equipment installation

You will not be responsible for directing the efforts of the vendor; they have a process they will follow at each installation site. If you have any questions or concerns related to the installation activities, direct them to your Regional Manager who is responsible for acting as your liaison with the vendor.

2.3 Current Equipment Confirmation

To ensure the installation planning is accurate, one of the first county tasks on the County Deployment Checklist is to double check the County Workstation Inventory. Locate your county on the list and check the information for your office(s) and deputized agent locations (if applicable). Make sure the information for your locations and numbers of workstations are accurate. Work with your TxDMV Regional Manager as soon as possible if there are any differences between your information and the vendor list. The County Workstation Inventory can be found in Appendix E.

2.4 Installation Schedule and Blackout Dates

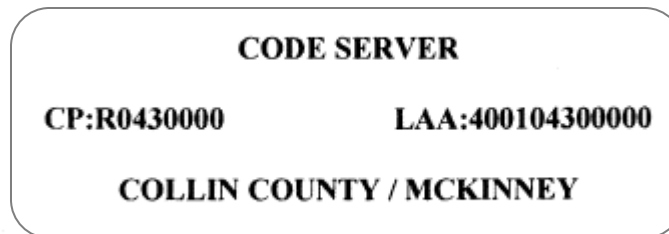
As was mentioned in the Approach section, to allow for flexibility for both the counties and the installation teams, there will not be an overall project schedule published. However, we wanted to let you know there are certain dates that are considered 'Blackout Dates' for the installation schedule. Most are holidays, but some are related to your busy property tax season and TxDMV software deployment dates. When your TxDMV Regional Manager contacts you when your site is tentatively scheduled, you can discuss other anticipated schedule issues at that time so they can be worked around.

TxDMV Equipment Replacement Project Installation Schedule Blackout Dates

Date	Reason	Date	Reason
11/11/11	Veteran's Day	1/2/12	New Year's Holiday
11/18/11	TxDMV Software Release	1/16/12	Martin Luther King Jr. Day
11/19/11	TxDMV Software Release	1/23/12	TxDMV Software Release
11/20/11	TxDMV Software Release	1/24/12	Property Tax Busy Season
11/21/11	TxDMV Software Release	1/25/12	Property Tax Busy Season
11/24/11	Thanksgiving Holiday	1/26/12	Property Tax Busy Season
11/25/11	Thanksgiving Holiday	1/27/12	Property Tax Busy Season
11/26/11	Thanksgiving Holiday	1/28/12	Property Tax Busy Season
11/27/11	Thanksgiving Holiday	1/29/12	Property Tax Busy Season
12/23/11	Christmas Holiday	1/30/12	Property Tax Busy Season
12/24/11	Christmas Holiday	1/31/12	Property Tax Busy Season
12/25/11	Christmas Holiday	2/20/12	President's Day Holiday
12/26/11	Christmas Holiday	4/6/2012	Good Friday
12/30/11	New Year's Holiday	4/7/2012	Easter Weekend
12/31/11	New Year's Holiday	4/8/2012	Easter Weekend
1/1/12	New Year's Holiday	5/28/2012	Memorial Day Holiday

2.5 Identify Code Servers

One of the activities that we need your help with is in making sure the code servers at your location are properly identified. The code servers should already be labeled. A sample label is presented below.



Identifying the code servers for the vendor team will reduce lost time that would otherwise cause the effort to go later in the evening. Use the code server listing on the County Workstation Inventory (Appendix E) to help you locate each server. Verify that this list is correct. Please be sure to check both the sticker and the screen to ensure the numbers match. Make sure the code servers are clearly labeled so the vendor team can locate them.

2.6 Label County/Non-RTS/Other Equipment to Retain

One of the pre-deployment activities that the county is responsible for is the labeling of equipment that should be retained at the county site. Examples of equipment that should not be replaced are ergonomic keyboards, mice with special features, and county-owned (non-RTS) equipment. For any equipment you would like to retain, please place a label/note on the piece of equipment indicating something like, “do not replace keyboard/mouse.” Labeling the equipment will ensure it is left on site and not packaged up for shipment with the old equipment.

3 Installation Day

3.1 Purpose

This section provides the information you will need to help ensure the installation is a success. The tasks associated with the installation are listed in the Installation Day section of the County Deployment Checklist. Remember, the vendor is responsible for the installation; you are there to answer questions and support the testing of the installed equipment.

3.2 Installation Team

The installation team is made up of vendor staff, RSC staff and county staff. Each has their own responsibilities for the installation as presented in the Master Deployment Checklist. You will work with your TxDMV Regional Manager during the pre-deployment activities to identify the county person(s) who will be involved in the installation activities.

Contact information for your county personnel as well as TxDMV and vendor staff will be added to the County Installation Team Contact List for each site by your Regional Manager. The list will be provided to you to use during the installation period.

3.3 Equipment Inventory Process

The vendor team is responsible for tagging your new equipment for agency inventory purposes. This will be done as part of the installation activities for your site. The CPU units will be shipped with inventory stickers already attached from the vendor. Some of the inventory labels will arrive along with the network devices in a separate shipment directly from TxDMV to the county. The vendor will retrieve printer stickers and workstation identification labels from the network devices shipment and attach them to the printers and workstations. The vendor will leave the stickers on the old equipment. No old stickers will be reused – this will ensure there is no confusion in providing technical support to your county following the new equipment deployment.

The old equipment will be packaged up by the vendor for shipment when the installation is complete. Old equipment, including ID stickers, will be boxed in the new equipment boxes. Boxes will be moved to your

designated storage space, ready for pick up. Equipment will be picked up from each county site within 48 hours (or 2 business days for weekend deployments) after the install.

3.4 County Tasks on Installation Day

Although the vendor team is responsible for installation and removal of the equipment, there are a few activities the county tax offices need to do to ensure an efficient installation:

- Make sure the vendor team can easily locate and has access to everything they need during the installation
- Make sure your office is prepared in advance of the installation: close out all RTS workstations; empty all cash drawers; empty paper from all old printers (especially sticker paper); make sure paper is available to test new printers
- Ensure only the appropriate equipment is removed by making sure all non-RTS county equipment is clearly labeled
- Be available to answer any questions the vendor team may have
- Verify the installation is complete by checking the test transactions and reviewing each item on the vendor Work Approval Form enabling you to provide the county sign-off on the installation (Covered more fully in Section 4)

Refer to the County Deployment Checklist (Appendix C) for a full list of county tasks.

4 Verification

4.1 Need for Verification and County Sign-Off

Before the vendor is able to consider an installation complete, they must receive verification from a county employee. As identified in the County Deployment Checklist (Appendix C), the county employee will verify that the test transactions have printed properly for each workstation. Once the vendor's installation activities for the site are finished, they will ask the designated county employee to review and sign the vendor's Work Approval Form. The signed form will be given to the TxDMV Regional Manager to submit to the agency.

4.2 Verifying Test Transactions

To ensure each new workstation and printer install is complete and they are working properly, the vendor will complete an installation checklist and your RSC staff person will use a TxDMV login to print a "No Fee" duplicate receipt test transaction. The vendor, RSC staff, and the county employee will verify that the duplicate receipt printed properly indicating that equipment is functioning as expected. The same test transaction is repeated for each new workstation and printer installed. Existing cash drawers will not be tested at this point as they were tested when the equipment is initially connected.

4.3 Instructions and Work Approval Form

The Work Approval Form lists the specific criteria that the TxDMV and the vendor have agreed to indicating that a site has been completed. A blank Work Approval Form is presented here and in Appendix F. The form lists the tasks related to the installation including the number of each type of equipment installed, asset tags affixed, cables dropped, etc., each of which is fairly straightforward. A couple of the tasks are not as descriptive and so are explained below:

- Trash Disposal – Includes the disposal of waste material and returning the work areas to their 'pre-installed' condition.
- Project Mgmt/Consulting Services – Includes the overall management of the installation tasks from beginning to completion.
- Hardware Inventory (Outbound/Inbound) – Includes unpacking the new equipment at the beginning of the install as well as packaging up all old equipment and moving it to the designated storage area for pickup.

Please be aware that if the vendor has met all the criteria, the form indicating the site is complete should be signed by the county. If the county has concerns outside those criteria, you should contact your TxDMV Regional Manager for answers or resolution. Part of the role of the Regional Manager in the installation process is to be responsible for working with you to answer any questions and resolve any issues with the installation.

Insight	<i>Work Approval Form TxDMV Project</i>
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The purpose of this form is to obtain the Site Representative's Approval of the work as defined in the Site Approval section below. This form may be used to obtain the acknowledgement for any portion of the work, including, but not limited to, project milestones, deliverables or final completion requirements. Please describe in the Work Description section below the work for which Site Approval is requested. After the Site Representative signs this Approval Form, one original is returned to the TxDMV (Client) office and other originals or copies are provided to the persons as specified in the Distribution List below.

General Information			
Project Name:	Texas Department of Motor Vehicles- Equipment Replacement Project	Project #:	Dynamics#: P-007144 SAP#: 600293156
Customer:	TxDMV	Customer Authorized Final Approver:	G. Gordier or A. Pierce
Site Address(es):	4000 Jackson Ave, Austin	Phone Number:	512-467-3753
PO#	608-11-631762	State, Zip:	TX, 78731

Work Description			
Describe the work (or portion thereof) for which Approval is requested.			
The following tasks and component counts have been Installed and added to this local network: _____ (Site Name)			
• Provided _____	Hardware Kitting		
• Installed _____	Personal Computer(s)		
• Installed _____	Monitor(s)		
• Installed _____	Printer(s) (Model 4015) NOTE: If applicable		
• Installed _____	Printer(s) (Model 3015)		
• Installed _____	Printer(s) Asset Tag(s)		
• Installed _____	Router		
• Installed _____	Switch(es) NOTE: If applicable		
• Provided _____	Hard Drive Deletion or Destruction		
• Installed _____	Cable Drops NOTE: If applicable		
• Provided _____	Trash Disposal		
• Provided _____	Project Mgmt/Consulting Services		
• Provided _____	Hardware Inventory (Outbound/Inbound)		
Customer Account # 008787			
Submitted By:	Kenneth J. Agres, Sr. PM	Date:	

Site Approval			
Site Representative (1) acknowledges the work described above, (2) agrees the work has been completed and meets any completion criteria that may apply to the work. The signer represents and warrants that he/she is authorized to issue this acknowledgement on behalf of the site.			
Disapproved <input type="checkbox"/> (add comments)	Authorized Site Rep Signature:	Date:	
Signer's Name:		Signer's Title:	
Comments:			
Distribution List:			
• Approver (original)	• Project Coordinator		
• Project Manager (original)	• District Services Manager		
• Credit	•		
•	•		

5 Technical Support

5.1 Support

Support will be provided before, during and after your installation. The types of support vary based on the schedule.

Pre-Deployment	Installation Team (Insight and their subcontractor Nationwide) Regional Services staff TxDMV Equipment Replacement Command Center 512.467.3900 County Deployment Checklist
Installation Day	Installation Team - onsite Regional Services staff - onsite TxDMV Equipment Replacement Command Center 512.467.3900 County Deployment Checklist DMV_EquipmentReplacement@txdmv.gov
Post Installation Day – Day 1	Regional Services staff – on call TxDMV Equipment Replacement Command Center 512.467.3900 DMV_EquipmentReplacement@txdmv.gov
Ongoing	TxDMV RTS Help Desk 877.933.2020

5.2 Your Installation Team

Concurrent installation teams will be dispatched across the state and so it is possible that you could have a different team for each of your locations. As there will be vendor staff onsite that you may not know, they will all be wearing badges identifying themselves (see image below). Also, to make sure that everyone is able to reach each other when needed, your Regional Manager will work with you to identify the key county personnel that will be involved in the installation of each site and will add their contact information to that of the RSC and vendor staff for that site. Your Regional Manager will develop the County Installation Team Contact List and provide it to both you and the vendor team.



5.3 Technical Support – Installation Day

Technical support for the installation will be provided directly to the vendor installation team from the TxDMV technical team in Austin. If you, or the RSC staff, have issues or questions that cannot be addressed by the onsite vendor team during the installation, you may call the TxDMV Equipment Replacement Command Center at 512.467.3900.

5.4 Technical Support – Post Installation Day and On-Going

For technical issues that occur after the installation and ongoing, county users should use the normal process and call the TxDMV RTS Help Desk at 877.933.2020. This will ensure that the problems are logged and handled through the normal agency technical resolution process. If you experience issues that are not related specifically to the install or are not technical in nature, but want them addressed, contact your TxDMV Regional Manager to work through the issues or escalate them appropriately.

6 Other Resources

6.1 Quick Reference Guide & Job Aid (Users)

On the first day after the new equipment has been installed, users will need some help in figuring out the differences between using the old and the new equipment. We have developed a Quick Reference Guide for county users to help them quickly learn those differences. The Quick Reference Guide is located in Appendix G. We have also developed a small “cheat sheet” job aid that users can keep next to their keyboards for even quicker reference for features they may need just a mind jogger to use. The Job Aid is located in Appendix H.

6.2 Frequently Asked Questions

Questions that have come up across the state during the Equipment Replacement Project are included in the Frequently Asked Questions list posted on the TAC Information Hub at <http://www.txdmv.gov/tac/index.htm> . It will be updated as often as we get in questions to the project team. If you do not see a question and answer here that you need, please email us your question to DMV_EquipmentReplacement@txdmv.gov and someone will get to it as soon as possible. Also, feel free to contact your RSC for additional information and support.

6.3 Lessons Learned

Thanks to Williamson County for starting the Lessons Learned document. We have taken many of the points and added them to the County Installation Checklist. This will be a ‘living’ document on the TAC Information Hub, <http://www.txdmv.gov/tac/index.htm>, so you will have access to the latest and greatest information when you need it.

7 Appendices

7.1 Appendix A – Dealer & Subcontractor Flash Flyers



DEALER UPDATE

October 6, 2011

URGENT: New County Tax Office equipment requires possible changes to DTA Dealer Media.

PURPOSE

To provide you with processing guidance for using Dealer Title Application Software (DTA) for Dealer Title transactions.

DETAILS

New Equipment is currently being distributed to county tax offices that does not support 3 ½ inch floppy diskette media.

DEALER ACTION

If you are a dealer who uses DTA software and transports transactions via 3 ½ inch floppy diskette, you must immediately convert to flash drive media. Your county tax office will not be able to process transactions transported on a floppy diskette after installation of their new equipment.

Please contact your county tax office for more information on this equipment replacement.



URGENT SUBCONTRACTOR UPDATE

October 13, 2011

PURPOSE

To provide you with important information regarding acceptable media for use by Subcontractor Service Providers for Registration Renewal Transactions.

DETAILS

New Registration Title System equipment upgrades are currently being distributed to county tax offices. These new machines are not equipped with 3 ½ inch floppy diskette drives. Consequently, Subcontractor transactions transported to the county for processing will no longer be allowed on these floppy drives.

SUBCONTRACTOR ACTION

If you are a subcontractor who transports transactions via 3 ½ inch floppy diskette, you must immediately convert to flash drive (also known as 'thumb' drive) media. Your county tax office will not be able to process transactions transported on a floppy diskette after installation of their new equipment.

Please contact your county tax office for more information on this equipment replacement.

7.2 Appendix B – County Installation Timeline

County Installation Timeline

		> 2 wks Before	2 Weeks Before		1 Week Before	1 Day Before	Installation Day	After Installation	
T A C	County staff are responsible for making sure the vendor is able to complete their installation and for verifying their work when it is complete.	Receive Installation Packet from TxDMV	Confirm Schedule	Identify key staff to be involved in installation activities for each location	Confirm if 72 hour cancellation option is needed	Receive new equipment	Ensure access to necessary technology Verify & signoff installation	Ensure all workstations function normally	Notify the RM that county equipment has been picked up
	R M / T x D M V	TxDMV RSC Staff are responsible for helping the county plan for their installation and to be the liaison between the county and the vendor.	Create master contact list for installation (TAC, TxDMV, Vendor)		Finalize schedule with vendor	Ship new network devices to county	Provide onsite support	Facilitate problem solving	
			Post old equipment on salvage website						
V E N D O R	Vendor staff are responsible for the successful installation of all replacement equipment in the county facilities.	Contact RM about county schedule				Ship new equipment to county	Install equipment Test equipment Clean up office	Package equipment & ship	

7.3 Appendix C – County Deployment Checklist

COUNTY INSTALLATION TEAM CONTACT LIST TEMPLATE

TAC

		TASK	CHECK OFF
PRE-DEPLOYMENT ACTIVITIES	> 2 WEEKS BEFORE	Review Installation Packet from TxDMV	
		Verify each site/location and workstation is represented on County Workstation Inventory (Appendix E)	
		Send Dealer/Subcontractor notices regarding switch from floppy disks to flash drives (Appendix A) as needed	
		Secure approval for county overtime/weekend work with county officials (if necessary)	
		Plan for and identify space to store new equipment when it arrives and old equipment until removed	
		Make sure the code servers are clearly labeled so the vendor team can locate them	
		Determine if Toggle Switch ports will work with new equipment (if needed, purchase PS2/USB adapters) Installation Guide Section 1.3	
	2 WEEKS BEFORE	Receive tentative install date from Regional Manager, discuss and make decision on date	
		Work with Regional Manager to plan for installation	
		Identify key staff to be involved in installation activities for each location, provide contact information to Regional Manager	
		Review Quick Reference Guide and Job Aid	
		Confirm if 72 hour cancellation option is needed	
	1 WEEK BEFORE	Arrange for after-hours HVAC/Lighting for Installation Day	
		Ensure accessibility to router room for entire installation	
		Ensure any county owned, non-RTS, or other equipment that should not be replaced is clearly labeled	
DAY BEFORE			
	Receive shipment of new equipment, place in designated storage area		
INSTALLATION ACTIVITIES	INSTALLATION DAY	Direct vendor team to site router room and provide access	
		Locate restroom and other facilities for vendor team	
		Close out all RTS workstations and empty all cash drawers	
		Empty all paper from all printers	
		Ensure paper is available to test new printers	
		Answer questions as needed	
		Verify workstations are working properly as evidenced by the printouts of the test transactions	
		Test toggle switch boxes (if applicable) by toggling from RTS to county applications	
		Verify each item on vendor Work Approval Form (Sample in Appendix F) and sign-off	
		Distribute Quick Reference Guide and Job Aid to each workstation <u>or</u> refer county staff to TAC Information Hub to download	
POST-DEPLOYMENT ACTIVITIES	AFTER	Ensure all workstations are functioning normally	
		Call help desk or RSC to report any problems	
		Store old equipment until pick up	
		Email DMV_EquipmentReplacement@txdmv.gov with Lessons Learned	
		Notify the RSC when county equipment has been picked up	

7.4 Appendix D – Master Deployment Checklist

MASTER INSTALLATION TEAM CONTACT LIST TEMPLATE

	RESPONSIBLE PARTY	TASK	CHECK OFF	
RE-DEPLOYMENT ACTIVITIES	> 2 WEEKS BEFORE	TAC	Receive Installation packet from TxDMV	
		RM/TAC	Verify each site/location and workstation is represented on County Workstation Inventory (Appendix E)	
		TAC	Send Dealer/Subcontractor notices regarding switch from floppy disks to flash drives (Appendix A) as needed	
		TAC	Secure approval for county overtime/weekend work with county officials (if necessary)	
		RM	Notify TAC they have been scheduled. Work with them to determine if schedule works for them. Explain 72 hour installation cancellation option	
		RM	Notify Vendor of schedule confirmation or change	
		TxDMV	Communicate schedule to Help Desk Support Team	
		TAC	Plan for and identify space to store equipment when it arrives and old equipment until removed	
		TAC	Make sure the code servers are clearly labeled so the vendor team can locate them	
		TAC	Determine if Toggle Switch ports will work with new equipment (if needed, purchase PS2/USB adapters) Installation Guide Section 1.3	
	2 WEEKS BEFORE	RM	Notify county that a "no fee" duplicate receipt test transaction will be performed for "EQTST" and will appear on county reports. They can void it if needed.	
		RM	Attend Weekly Lessons Learned conference calls with TxDMV team	
		TAC	Receive tentative install date from Regional Manager, discuss and make decision on date	
		TAC	Work with Regional Manager to plan for installation	
		TAC	Identify key staff to be involved in installation activities for each location, provide contact information to Regional Manager	
		TAC	Review Quick Reference Guide and Job Aid	
		RM	Identify key RSC staff to be involved in installation activities for each location	
		RM	Create County Installation Team Contact List (TAC, TxDMV, Vendor)	
		RM	Identify key RSC staff to be involved in installation activities for each location	
		TAC	Confirm if 72 hour cancellation option is needed	
RM	Finalize schedule with vendor			

MASTER INSTALLATION TEAM CONTACT LIST TEMPLATE

		RESPONSIBLE PARTY	TASK	CHECK OFF
PRE-DEPLOYMENT ACTIVITIES	1 WEEK BEFORE	TAC	Arrange for after-hours HVAC/Lighting for Installation Day	
		TAC	Ensure accessibility to router room for entire installation	
		TAC	Ensure any county owned, non-RTS, or other equipment that should not be replaced is clearly labeled	
		TxDMV	Ship network devices and inventory tags to county site	
	DAY BEFORE	TAC	Receive new equipment	
INSTALLATION ACTIVITIES	DAY OF INSTALLATION	TAC	Direct vendor team to site router room and provide access	
		TAC	Close out all RTS workstations and empty all cash drawers	
		TAC	Empty all paper from all printers	
		TAC	Ensure paper is available to test new printers	
		TAC	Answer questions as needed	
		RM/TAC	Locate restroom and other facilities for vendor team	
		RM/TAC	Verify workstations are working properly as evidenced by the printouts of the test transactions	
		RM/TAC	Test toggle switch boxes (if applicable) by toggling from RTS to county applications	
		RM/TAC	Verify each item on vendor Work Approval Form (Sample in Appendix F) and sign-off	
		RM/TAC	Distribute Quick Reference Guide and Job Aid to each workstation <u>or</u> refer county staff to TAC Information Hub to download	
POST-DEPLOYMENT ACTIVITIES	AFTER	TAC	Ensure all workstations functioning normally	
		TAC	Call help desk or RSC to report any problems	
		TAC	Store old equipment until pick up	
		TAC	Email DMV_EquipmentReplacement@txdmv.gov with Lessons Learned	
		TAC	Notify the RSC when county equipment has been picked up	
		RM	Follow up regarding equipment pick up	

7.5 Appendix E – County Workstation Inventory

**County Equipment Replacement Project
County Workstation Inventory
(Totals by Location)**

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
ANDERSON	Frankston	1	1		R0011001
ANDERSON	Palestine	7	7		R0010000
ANDREWS	Andrews	3	3	3	R0020000
ANGELINA	Angelina County MO	9	9	8	R0030000
ANGELINA	Diboll	1	1		R0032002
ANGELINA	Huntington	1	1		R0031001
ANGELINA	Zavalla	1	1		R0034004
ARANSAS	Rockport	4	4		R0040000
ARCHER	Archer City	2	2	2	R0050000
ARMSTRONG	Claude	1	1		R0060000
ATASCOSA	Jourdanton	4	4	4	R0070000
AUSTIN	Bellville	4	4		R0080000
BAILEY	Muleshoe	2	2		R0090000
BANDERA	Bandera	4	4		R0100000
BANDERA	Lake Hills	1	1		R0101001
BANDERA	Medina	1	1		R0102002
BASTROP	Bastrop	6	6		R0110000
BASTROP	Cedar Creek	1	1		R0113003
BASTROP	Elgin	2	2		R0112002
BASTROP	Smithville	1	1		R0111001
BAYLOR	Seymour	2	2	2	R0120000
BEE	Beeville	5	5		R0130000
BELL	Belton	8	10	2	R0140000
BELL	Fort Hood	3	3		R0143003
BELL	Killeen	12	14	2	R0142002
BELL	Temple	6	7	7	R0141001
BEXAR	AM Lazzari dba Tisdale, (TA305)	3	3		R015B011
BEXAR	Auto 1 FSD, Auto TLS (TA401)	3	3		R015G016
BEXAR	Auto 2 FSD - Auto TLS (TA402)	3	3		R015H017
BEXAR	Auto 3 FSD-Auto TLS (TA403)	3	3		R015I018
BEXAR	Auto 4 FSD, Auto TLS (TA404)	2	2		R015J019
BEXAR	Auto Tag of America (TA200)	3	3		R015S028
BEXAR	Bexar County MO	61	64	3	R0150000
					R0151251
					R0152328
					R0153003
					R0154254
					R0155255
					R0156256
BEXAR	GM&N Auto Title Svc (TA500)	2	2		R015K020
BEXAR	GM&N Auto Title Svc (TA501)	2	2		R015R027
BEXAR	K Snow TLS 1-Alamo/Snow (TA304)	2	2		R015C012
BEXAR	K Snow TLS 2-Alamo/Snow (TA309)	2	2		R015D013
BEXAR	K Snow TLS 3 Alamo/Snow (TA311)	2	2		R015E014
BEXAR	K Snow TLS 4-Alamo/Snow (TA312)	2	2		R015F015
BEXAR	Motor Title Service (TA800)	1	1		R015M022
BEXAR	Northside	17	17		R0157007
BEXAR	Sanco Auto TLS (TA600)	2	2		R015L021
BEXAR	Southside	15	15		R0158008
BEXAR	Texas Auto TLS, TA700	5	5		R015N023
BEXAR	Texas Auto TLS TA701	2	2		R015Q026
BEXAR	West Side, Leon Valley	21	21		R0159009
BLANCO	Johnson City	3	3		R0160000
BORDEN	Gail	1	1		R0170000
BOSQUE	Meridian	2	3		R0180000
BOWIE	New Boston MO	4	5	5	R0190000
BOWIE	Texarkana	6	6	6	R0191001
BRAZORIA	Alvin	4	4		R0206006
BRAZORIA	Angleton	12	12		R0200000
BRAZORIA	Lake Jackson	5	5		R0203003
BRAZORIA	Manvel	4	4		R0204004
BRAZORIA	Pearland	6	6		R0205005
BRAZORIA	Sweeny	1	1		R0201001
BRAZORIA	West Columbia	2	2		R0202002
BRAZOS	Brazos County MO (Bryan)	16	16		R0210000
BREWSTER	Alpine	2	2	2	R0220000
BRISCOE	Silverton	1	1		R0230000
BROOKS	Falfurrias	2	2	1	R0240000
BROWN	Brown County MO (Brownwood)	5	5	5	R0250000
BURLESON	Caldwell	3	3	3	R0260000
BURNET	Burnet	3	3		R0270000
BURNET	Marble Falls	3	3		R0271001
CALDWELL	Lockhart	3	3		R0280000
CALDWELL	Luling	1	1		R0281001

**County Equipment Replacement Project
County Workstation Inventory
(Totals by Location)**

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
CALHOUN	Port Lavaca	4	4		R0290000
CALLAHAN	Baird	3	3		R0300000
CALLAHAN	Cross Plains	1	1		R0301001
CAMERON	Cameron County MO	13	13	13	R0310000
CAMERON	Harlingen	10	10		R0312002
CAMERON	La Feria	2	2		R0315005
CAMERON	Los Fresnos	1	1		R0313003
CAMERON	Port Isabel	2	2		R0314004
CAMERON	Rio Hondo	1	1		R0316006
CAMERON	San Benito	5	5		R0311001
CAMERON	Southmost, Brownsville	2	2		R0317007
CAMERON	Westside, Bownsville	1	1		R0318008
CAMP	Pittsburg	3	3	3	R0320000
CARSON	Panhandle	2	2	2	R0330000
CASS	Linden	4	4	4	R0340000
CASTRO	Dimmitt	2	2	1	R0350000
CHAMBERS	Anahuac	2	2		R0360000
CHAMBERS	Mont Belvieu	3	3	3	R0362002
CHAMBERS	Winnie	2	2	2	R0361001
CHEROKEE	Alto	1	1		R0372002
CHEROKEE	Jacksonville	3	3		R0371001
CHEROKEE	Rusk	3	3	3	R0370000
CHILDRESS	Childress County MO	2	2	2	R0380000
CLAY	Henrietta	3	3		R0390000
COCHRAN	Morton	2	2	2	R0400000
COKE	Robert Lee	2	2		R0410000
COLEMAN	Coleman	2	2		R0420000
COLLIN	Collin County MO	22	34	12	R0430000
COLLIN	Frisco	5	8	3	R0431001
COLLIN	Plano	22	27	5	R0432002
COLLINGSWORTH	Wellington	2	2	2	R0440000
COLORADO	Columbus	3	4	1	R0450000
COMAL	Bulverde	2	2		R0462002
COMAL	New Braunfels	10	11	1	R0460000
COMAL	Sattler, Canyon Lake	2	2	2	R0461001
COMANCHE	Comanche	3	3		R0470000
CONCHO	Paint Rock	1	1		R0480000
CONCHO	Eden	1	1		R0481001
COOKE	Gainesville	6	6		R0490000
CORYELL	Copperas Cove	4	4	4	R0501001
CORYELL	Gatesville	4	4		R0500000
COTTLE	Paducah	1	1		R0510000
CRANE	Crane	2	2	2	R0520000
CROCKETT	Ozona	2	2	2	R0530000
CROSBY	Crosbyton	2	2	2	R0540000
CULBERSON	Van Horn	1	1		R0550000
DALLAM	Dallam/Dalhart	3	3		R0560000
DALLAS	Dallas County MO	65	84	19	R0570000
DALLAS	Duncanville	10	10	10	R0571251
DALLAS	Garland	18	18		R0572252
DALLAS	Grand Prairie	9	9	9	R0572341
DALLAS	Irving	15	15	15	R0574254
DALLAS	Mesquite	13	13	13	R0575005
DALLAS	North Dallas	16	16	16	R057G016
DALLAS	Oak Cliff	17	17	17	R0578008
DALLAS	Richardson	17	17	17	R057A010
DALLAS	Sewell Village Cadillac	1	1		R0577007
DAWSON	Lamesa	2	2		R057E014
DEAF SMITH	Hereford	3	3	3	R057C012
DELTA	Cooper	2	2	2	R057D013
DENTON	Carrollton	5	5	5	R057B011
DENTON	Cross Roads	4	4		R0579009
DENTON	Denton County MO	24	24		R057H017
DENTON	Lewisville	12	12	12	R0580000
DENTON	The Colony	4	4		R0590000
DEWITT	Cuero	5	5		R0600000
DICKENS	Dickens	2	2		R0613003
					R0615005
					R0610000
					R0612002
					R0614004
					R0620000
					R0630000

County Equipment Replacement Project

County Workstation Inventory

(Totals by Location)

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
DIMITT	Carrizo Springs	2	2	2	R0640000
DONLEY	Clarendon	2	2	2	R0650000
DUVAL	San Diego	2	2		R0660000
EASTLAND	Eastland	3	3	3	R0670000
ECTOR	Ector County MO	15	17	2	R0680000
EDWARDS	Rocksprings	2	2		R0690000
EL PASO	Auto Reg & Title #1	4	4	4	R071A010
EL PASO	Auto Reg & Title #2	3	3	3	R071B011
EL PASO	Auto Reg & Title #3	2	2		R0719009
EL PASO	Auto Reg & Title #4	7	7		R071E014
EL PASO	Auto Reg & Title #5	3	3		R071F015
EL PASO	El Paso County MO	26	26	26	R0710000
EL PASO	Express Car Title 1	4	4		R0717007
EL PASO	Express Car Title 2	4	4		R071D013
EL PASO	EZ Auto Title & Reg	3	3		R071C012
EL PASO	Flash Auto Re Title	2	2		R071G016
EL PASO	Fort Bliss	3	3		R0714004
EL PASO	Northeast	11	11		R0713003
EL PASO	Tristar	2	2	2	R0716006
EL PASO	Ysleta Annex	17	17		R0712002
ELLIS	Ennis	2	3	1	R0701001
ELLIS	Midlothian	2	2		R0702002
ELLIS	Red Oak	2	2		R0703003
ELLIS	Waxahachie	9	9		R0700000
ERATH	Dublin	1	1		R0721001
ERATH	Stephenville	4	4	2	R0720000
FALLS	Marlin	3	3	3	R0730000
FANNIN	Bonham	4	4		R0740000
FANNIN	Honey Grove	1	1		R0742002
FANNIN	Leonard	1	1		R0741001
FAYETTE	La Grange	3	3		R0750000
FISHER	Roby	2	2	2	R0760000
FLOYD	Floydada	2	2	2	R0770000
FOARD	Crowell	1	1		R0780000
FORT BEND	Katy	6	6		R0794004
FORT BEND	Missouri city	10	10		R0791001
FORT BEND	Needville	2	2		R0792002
FORT BEND	Richmond MO	23	23		R0790000
FORT BEND	Sugarland	9	9		R0793003
FRANKLIN	Mount Vernon	2	2		R0800000
FREESTON	Fairfield	3	3		R0810000
FRIO	Dilley	1	1		R0821001
FRIO	Pearsall	2	2	2	R0820000
GAINES	Seagraves	1	1		R0831001
GAINES	Seminole	3	3		R0830000
GALVESTON	Crystal Beach	1	1		R0844004
GALVESTON	Friendswood	1	1		R0845005
GALVESTON	Galveston County MO	9	9		R0840000
GALVESTON	League City	11	11	11	R0841001
GALVESTON	Santa Fe	3	3		R0842002
GALVESTON	Texas City	6	6	6	R0843003
GARZA	Post	2	2	2	R0850000
GILLESPIE	Fredricksburg	4	4	4	R0860000
GLASSROCK	Garden City	1	1		R0870000
GOLIAD	Goliad	2	2		R0880000
GONZALES	Gonzales	3	3	3	R0890000
GRAY	Mclean	1	1		R0901001
GRAY	Pampa	5	5		R0900000
GRAYSON	Denison	4	4	4	R0911001
GRAYSON	Sherman	8	8	8	R0910000
GRAYSON	Van Alstyne	1	1		R0913003
GRAYSON	Whitesboro	1	1		R0912002
GREGG	Gladewater	1	1		R0922002
GREGG	Greggton	6	6		R0921001
GREGG	Kilgore	3	3		R0923003
GREGG	Longview	8	8	2	R0920000
GRIMES	Anderson	4	4	4	R0930000
GUADALUPE	Schertz	6	6		R0941001
GUADALUPE	Seguin	8	8		R0940000
HALE	Plainview	5	5	5	R0950000
HALL	Memphis	2	2	2	R0960000
HAMILTON	Hamilton	2	2		R0970000
HANSFORD	Spearman	2	2		R0980000
HARDEMAN	Quanah	2	2	2	R0990000

**County Equipment Replacement Project
County Workstation Inventory
(Totals by Location)**

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
HARDIN	Kountze	6	7	7	R1000000
HARRIS	Baytown	10	11	11	R1011018
HARRIS	Bellaire	18	19	1	R101Q026
HARRIS	Clay Road	13	13	13	R101K020
HARRIS	Clear Lake	10	10	10	R101G016
HARRIS	Cypresswood	12	12	6	R101O024
HARRIS	Disribution Center	2	2		R1018008
					R1014004
					R1010000
					R1013103
					R1019259
					R1017257
					R101V031
					R1011251
					R1011306
					R1011310
					R101S028
					R101A260
					R1012252
					R1015005
					R1015377
					R101P025
HARRIS	Humble	11	12	12	R101N023
HARRIS	Jim Fonteno	13	14	1	R101F015
HARRIS	John Phelps	15	15		R101L021
HARRIS	Mickey Leland	16	19	16	R101M022
HARRIS	Palm Center	10	11	11	R101R027
HARRIS	Raul C. Martinez Annex	11	13	13	R101U030
HARRIS	Scarsdale	6	6		R101J019
HARRIS	Spring Branch	13	13	6	R101T029
HARRIS	Tomball	6	6		R1021001
HARRISON	Hallsville	3	3		R1020000
HARRISON	Marshall	5	5	5	R1022002
HARRISON	Waskom	1	1		R1030000
HARTLEY	Channing	1	1		R1031001
HARTLEY	Delhart-Hartley	1	1		R1040000
HASKELL	Haskell	2	2	2	R1052002
HAYS	Buda	3	3		R1051001
HAYS	Dripping Springs	2	2		R1053003
HAYS	Kyle Substation	1	1		R1050000
HAYS	San Marcos	7	9	9	R1060000
HEMPHILL	Canadian	2	2	2	R1070000
HENDERSON	Athens	6	8	6	R1072002
HENDERSON	Chandler	1	1		R1071001
HENDERSON	Seven Points	3	3		R1086006
HIDALGO	Alamo	2	2		R1087007
HIDALGO	Bridepoint (McAllen)	4	4		R1080000
HIDALGO	Hidalgo County MO (Edinburg)	15	15		R1081001
HIDALGO	Mission	13	13		R1082002
HIDALGO	McAllen (Pharr)	14	14		R1084004
HIDALGO	San Juan	3	3		R1083003
HIDALGO	Weslaco	8	8		R1090000
HILL	Hillsboro	4	4	4	R1091001
HILL	Whitney	2	2		R1101001
HOCKLEY	Anton	1	1		R1100000
HOCKLEY	Levelland	4	4	4	R1103003
HOCKLEY	Ropesville	1	1		R1102002
HOCKLEY	Sundown	1	1		R1111001
HOOD	Action Annex	2	2		R1110000
HOOD	Granbury	8	8		R1120000
HOPKINS	Sulphur Springs	4	5	1	R1130000
HOUSTON	Crockett	4	4	4	R1140000
HOWARD	Big Spring	4	4	4	R1150000
HUDSPETH	Sierra Blanca	1	1		R1160000
HUNT	Greenville	12	12		R1161001
HUNT	Quinlan	2	2	2	R1170000
HUTCHINSON	Borger	3	3		R1172002
HUTCHINSON	Fritch	1	1		R1171001
HUTCHINSON	Stinnett	1	1		R1180000
IRION	Mertzon	2	2		R1190000
JACK	Jacksboro	2	2		R1200000
JACKSON	Edna	3	3	3	R1211001
JASPER	Buna	1	1		R1210000
JASPER	Jasper	3	3	3	R1212002
JASPER	Kirbyville	1	1		

County Equipment Replacement Project

County Workstation Inventory

(Totals by Location)

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
JEFF DAVIS	Fort Davis	1	1		R1220000
JEFFERSON	Jefferson County MO (Beaumont)	16	16	14	R1230000
JEFFERSON	Nederland	9	9		R1233003
JEFFERSON	Port Arthur	5	5	4	R1232002
JIM HOGG	Hebbronville	2	2		R1240000
JIM WELLS	Alice	5	5	5	R1250000
JOHNSON	Alvarado	2	2	2	R1261001
JOHNSON	Burleson	7	7		R1262002
JOHNSON	Cleburne	8	8		R1260000
JONES	Anson	4	4		R1270000
KARNES	Karnes City	2	2	2	R1280000
KAUFMAN	Forney	4	4		R1292002
KAUFMAN	Kaufman	4	4	4	R1290000
KAUFMAN	Kemp	1	1		R1293003
KAUFMAN	Terrell	3	3	3	R1291001
KENDALL	Boerne	7	7	7	R1300000
KENDALL	Comfort	1	1		R1301001
KENEDY	Sarita	1	1		R1310000
KENT	Jayton	1	1		R1320000
KERR	Ingram	2	2		R1331001
KERR	Kerrville MO	4	5	5	R1330000
KIMBLE	Junction	2	2	2	R1340000
KING	Guthrie	1	1		R1350000
KINNEY	Brackettville	2	2	2	R1360000
KLEBERG	Kingsville	5	5	5	R1370000
KNOX	Benjamin	2	2	2	R1380000
LA SALLE	Cotulla	2	2		R1420000
LAMAR	Lamar County MO	7	7		R1390000
LAMB	Littlefield	3	3	3	R1400000
LAMPASAS	Lampasas	3	4	1	R1410000
LAVACA	Hallettsville	6	6	6	R1430000
LEE	Giddings	6	6		R1440000
LEE	Lexington	1	1		R1441001
LEON	Centerville	4	4		R1450000
LIBERTY	Cleveland	3	3	3	R1461001
LIBERTY	Liberty	4	5	1	R1460000
LIMESTONE	Groesbeck	2	2	2	R1470000
LIMESTONE	Mexia	2	2		R1471001
LIPSCOMB	Lipscomb	2	2	2	R1480000
LIVE OAK	George West	2	2	2	R1490000
LLANO	Llano	3	3	3	R1500000
LOVING	Mentone	1	1		R1510000
LUBBOCK	Citibank	6	6	6	R1522002
LUBBOCK	Citibank South	2	2	2	R1524004
LUBBOCK	Lubbock County MO (Lubbock)	14	14	14	R1520000
LUBBOCK	Slaton	2	2		R1523003
LYNN	Tahoka	2	2	2	R1530000
MADISON	Madisonville	3	3		R1540000
MARION	Jefferson	2	2		R1550000
MARTIN	Stanton	2	2	2	R1560000
MASON	Mason	2	2	2	R1570000
MATAGORDA	Bay city	4	4	2	R1580000
MATAGORDA	Palacios	1	1		R1581001
MAVERICK	Eagle Pass	5	5		R1590000
MCCULLOCH	Brady	2	2		R1600000
MCLENNAN	Lorena	1	1		R1614004
MCLENNAN	McGregor	2	2	2	R1612002
MCLENNAN	Mclennan County MO (Waco)	21	21	12	R1610000
MCLENNAN	West	1	1		R1613003
MCMULLEN	Tilden	1	1		R1620000
MEDINA	Castroville	2	2		R1632002
MEDINA	Devine	3	3		R1631001
MEDINA	Hondo	3	3	3	R1630000
MENARD	Menard	2	2		R1640000
MIDLAND	Midland County MO	14	14		R1650000
MILAM	Cameron	2	2		R1660000
MILAM	Rockdale	2	2		R1661001
MILLS	Goldthwaite	2	2		R1670000
MITCHELL	Colorado City	2	2	2	R1680000
MONTAGUE	Montague	3	3	3	R1690000
MONTGOMERY	Montgomery - Conroe	26	26		R1700000
MONTGOMERY	Magnolia	4	4		R1702002
MONTGOMERY	New Caney	6	6		R1701001
MONTGOMERY	Northwest	2	2		R1704004

**County Equipment Replacement Project
County Workstation Inventory
(Totals by Location)**

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
MONTGOMERY	Woodlands	7	7		R1703003
MOORE	Dumas	3	3	3	R1710000
MORRIS	Daingerfield	3	3	1	R1720000
MOTLEY	Matador	1	1		R1730000
NACOGDOCHES	Nacogdoches	6	7	1	R1740000
NAVARRO	Corsicana	5	6	1	R1750000
NEWTON	Bleakwood	1	1		R1762002
NEWTON	Deweyville	1	1		R1761001
NEWTON	Newton	2	2	2	R1760000
NOLAN	Sweetwater	3	3	3	R1770000
NUECES	Bishop	1	1		R1783003
NUECES	Nueces County MO	25	26	26	R1780000
NUECES	Port Aransas	1	1		R1784004
NUECES	Robstown	4	4		R1782002
OCHILTREE	Perryton	2	2	2	R1790000
OLDHAM	Vega	1	1		R1800000
ORANGE	Orange MO	12	12	12	R1810000
ORANGE	Vidor	3	3	3	R1811001
PALO PINTO	Mineral Wells	3	3		R1821001
PALO PINTO	Palo Pinto	3	3		R1820000
PANOLA	Carthage	3	4	4	R1830000
PARKER	Springtown	3	3		R1841001
PARKER	Weatherford	10	10	10	R1840000
PARKER	Willow Park	3	3		R1842002
PARMER	Farwell	3	3		R1850000
PECOS	Fort Stockton	3	3		R1860000
PECOS	Iraan	1	1		R1861001
POLK	Corrigan	1	1		R1872002
POLK	Livingston	5	5	4	R1870000
POLK	Onalaska	1	1		R1871001
POTTER	Potter County MO (Amarillo)	11	13	2	R1880000
PRESIDIO	Marfa	1	1		R1890000
PRESIDIO	Presidio	1	1		R1891001
RAINS	Emory	2	2		R1900000
RANDALL	Amarillo/Randall	10	10	10	R1911001
RANDALL	Canyon	3	3		R1910000
REAGAN	Big Lake	2	2	2	R1920000
REAL	Leaky	2	2	2	R1930000
RED RIVER	Clarksville	2	2	2	R1940000
REEVES	Pecos	2	2	2	R1950000
REFUGIO	Refugio	2	2	2	R1960000
ROBERTS	Miami	1	1		R1970000
ROBERTSON	Franklin	2	2		R1980000
ROBERTSON	Hearne	1	1		R1981001
ROCKWALL	Rockwall	7	8	1	R1990000
RUNNELS	Ballinger	2	2	2	R2000000
RUNNELS	Winters	1	1		R2001001
RUSK	Henderson	5	6	6	R2010000
RUSK	Kilgore #2	1	1		R2012002
RUSK	Overton	1	1		R2011001
SABINE	Hemphill	3	3		R2020000
SABINE	Pineland	1	1		R2021001
SAN AUGUSTINE	San Augustine	2	2		R2030000
SAN JACINTO	Cold Spring	3	3		R2040000
SAN JACINTO	Point Blank	1	1		R2042002
SAN JACINTO	Shepard	1	1		R2041001
SAN PATRICIO	Aransas pass	3	3	3	R2051001
SAN PATRICIO	Mathis	2	2		R2052002
SAN PATRICIO	Portland	3	3	3	R2053003
SAN PATRICIO	Sinton	3	3	3	R2050000
SAN SABA	San Saba	2	2	1	R2060000
SCHLEICHER	El Dorado	2	2	2	R2070000
SCURRY	Snyder	3	3	3	R2080000
SHACKELFORD	Albany	2	2	2	R2090000
SHELBY	Center	3	4	1	R2100000
SHERMAN	Stratford	2	2	2	R2110000
SMITH	Bullard	1	1		R2124004
SMITH	Lindale	2	2		R2123003
SMITH	Smith County MO	15	15	15	R2120000
SMITH	Troup	1	1		R2122002
SOMERVELL	Glen Rose	2	2		R2130000
STARR	La Victoria	1	1		R2142002
STARR	Rio Grande City	4	4		R2140000
STARR	Roma	1	1		R2141001

County Equipment Replacement Project

County Workstation Inventory

(Totals by Location)

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
STEPHENS	Breckenridge	2	2	2	R2150000
STERLING	Sterling City	1	1		R2160000
STONEWALL	Aspermont	1	1		R2170000
SUTTON	Sonora	2	2	2	R2180000
SWISHER	Tulia	3	3	3	R2190000
TARRANT	Alta Mesa - Southwest	13	15	15	R2207007
TARRANT	Arlington - Southeast	20	22	2	R2209009
TARRANT	Hurst - Northeast	17	19	19	R2208008
TARRANT	Lake Worth - Northwest	13	15	2	R2206006
TARRANT	Mansfield	7	8	1	R220A010
TARRANT	Poly	9	11	2	R2204004
TARRANT	Southlake	7	8	1	R2205005
TARRANT	Tarrant County MO	49	49		R2200000
TAYLOR	Taylor County MO (Abilene)	15	15	15	R2200322
TERRELL	Sanderson	1	1		R2200337
TERRY	Brownfield	2	2	2	R2210000
THROCKMORTON	Throckmorton	1	1		R2220000
TITUS	Mount Pleasant	5	5	5	R2230000
TOM GREEN	Tom Green County MO	12	12	12	R2240000
TOM GREEN	Tom Green County MO Substation	1	1		R2250000
TRAVIS	Auto Title Service	4	4		R2260000
TRAVIS	Fry Title Service	4	4		R2262002
TRAVIS	Oak Hill Title Service	4	4		R2278008
TRAVIS	Precinct 1	3	3		R2279009
TRAVIS	Precinct 2	3	3		R227A010
TRAVIS	Precinct 3	3	3		R2274004
TRAVIS	Precinct 4	3	3		R2275005
TRAVIS	Travis County MO	55	65	10	R2276006
TRAVIS	Universal Title Service	6	6		R2277007
TRINITY	Groveton	1	1		R2270000
TRINITY	Trinity	2	2		R2270333
TYLER	Woodville	3	3	1	R2270343
UPSHER	Gilmer	4	4	4	R227B011
UPSHER	Gladewater #2	1	1		R2280000
UPTON	McCamey	1	1		R2281001
UPTON	Rankin	1	1		R2290000
UVALDE	Uvalde	3	3	3	R2300000
VAL VERDE	Del Rio	5	5	5	R2301001
VAN ZANDT	Ben Wheeler	1	1		R2311001
VAN ZANDT	Canton	4	4		R2310000
VAN ZANDT	Grande Saline	1	1		R2320000
VAN ZANDT	Wills Point	1	1		R2330000
VICTORIA	Victoria	9	10	1	R2343003
WALKER	Huntsville	5	6	1	R2340000
WALLER	Brookshire	1	1		R2341001
WALLER	Hempstead	3	4	4	R2342002
WARD	Monahans	3	3		R2350000
WASHINGTON	Brenham	4	5	1	R2360000
WEBB	Webb County MO (Laredo)	20	20		R2371001
WHARTON	El Campo	3	3		R2370000
WHARTON	Wharton	4	4		R2380000
WHEELER	Shamrock	1	1		R2390000
WHEELER	Wheeler	2	2		R2400000
WICHITA	Burkburnet	1	1		R2411001
WICHITA	Electra	1	1		R2410000
WICHITA	Iowa Park	1	1		R2421001
WICHITA	Wichita County MO (Wichita Falls)	13	13	11	R2420000
WILBARGER	Vernon	3	3	3	R2431001
WILLACY	Raymondville	3	3		R2432002
WILLIAMSON	Cedar Park	6	6	6	R2433003
WILLIAMSON	Georgetown	18	18		R2430000
WILLIAMSON	Round Rock	8	8		R2440000
WILLIAMSON	Taylor	4	4	4	R2450000
WILSON	Floresville	4	4	4	R2461001
WILSON	Grizzly Auto Title Servie	1	1		R2460000
WINKLER	Kermit	2	2	2	R2463003
WISE	Boyd	2	2		R2462002
WISE	Bridgeport	2	2		R2470000
WISE	Decatur	5	5	5	R2471001
WOOD	Hawkins	1	1		R2480000
					R2492002
					R2491001
					R2490000
					R2503003

County Equipment Replacement Project

County Workstation Inventory

(Totals by Location)

County	County Office - Location Name	Number of Workstations			Code Server #
		Current	After Replacement	Cable Drops	
WOOD	Mineola	1	1		R2501001
WOOD	Quitman	3	3	3	R2500000
WOOD	Winnsboro	1	1		R2502002
YOAKUM	Denver City	2	2	2	R2511001
YOAKUM	Plains	1	1		R2510000
YOUNG	Graham	4	4		R2520000
YOUNG	Olney	1	1		R2521001
ZAPATA	Zapata	2	2		R2530000
ZAVALA	Crystal City	2	2	2	R2540000
TOTAL WORKSTATION REPLACEMENTS		2516	2636	966	
TOTAL NUMBER OF SITES		496			

7.6 Appendix F – Insight Work Approval Form Sample



*Work Approval Form
TxDMV Project*

The purpose of this form is to obtain the Site Representative's Approval of the work as defined in the Site Approval section below. This form may be used to obtain the acknowledgement for any portion of the work, including, but not limited to, project milestones, deliverables or final completion requirements. Please describe in the Work Description section below the work for which Site Approval is requested. After the Site Representative signs this Approval Form, one original is returned to the TxDMV (Client) office and other originals or copies are provided to the persons as specified in the Distribution List below.

General Information

Project Name:	Texas Department of Motor Vehicles- Equipment Replacement Project	Project #:	Dynamics#: P-007144 SAP#: 600293156
Customer:	TxDMV	Customer Authorized Final Approver:	G. Gordier or A. Pierce
Site Address(es):	4000 Jackson Ave, Austin	Phone Number:	512-467-3753
PO#	608-11-631762	State, Zip:	TX, 78731

Work Description

Describe the work (or portion thereof) for which Approval is requested.

The following tasks and component counts have been installed and added to this local network: _____ (Site Name)

- Provided _____ Hardware Kitting
- Installed _____ Personal Computer(s)
- Installed _____ Monitor(s)
- Installed _____ Printer(s) (Model 4015) NOTE: If applicable
- Installed _____ Printer(s) (Model 3015)
- Installed _____ Printer(s) Asset Tag(s)
- Installed _____ Router
- Installed _____ Switch(es) NOTE: If applicable
- Provided _____ Hard Drive Deletion or Destruction
- Installed _____ Cable Drops NOTE: If applicable
- Provided _____ Trash Disposal
- Provided _____ Project Mgmt/Consulting Services
- Provided _____ Hardware Inventory (Outbound/Inbound)

Customer Account # 008787

Submitted By:	Kenneth J. Agres, Sr. PM	Date:	
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Site Approval

Site Representative (1) acknowledges the work described above, (2) agrees the work has been completed and meets any completion criteria that may apply to the work. The signer represents and warrants that he/she is authorized to issue this acknowledgement on behalf of the site.

Disapproved <input type="checkbox"/> (add comments)	Authorized Site Rep Signature:		Date:	
--	---	--	--------------	--

Signer's Name:		Signer's Title:	
-----------------------	--	------------------------	--

Comments:

Distribution List:

- | | |
|------------------------------|-----------------------------|
| • Approver (original) | • Project Coordinator |
| • Project Manager (original) | • District Services Manager |
| • Credit | • |
| • | • |

7.7 Appendix G – RTS Equipment Upgrade Quick Reference Guide (Users)



Texas Department
of Motor Vehicles

RTS Equipment Upgrade

Quick Reference Guide

A Guide to Changes on the RTS Workstations

November 2011

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1 Introduction

This Quick Reference Guide will introduce you to the changes you will see on the new RTS Workstations. Some features we cover will be completely new processes, while others will be more of a review. We'll step through the changes to help you be more informed and make your transition easier. Topics include:

- The New Equipment
- New Screens and New Procedures
 - Toolbars and Taskbars
 - Logging On and Off
 - New Start and Stop Process
- Using the Flash Drive
- Removing Old Equipment

This guide will be very valuable as your workstation is implemented and you begin accessing RTS. It is recommended that anyone working with the new workstations take the time to review this guide.

2 New Equipment

The new equipment you received as part of the County Equipment Replacement Project will provide dependable up-to-date equipment that will serve you for years to come. It will process information faster and take up less space.

The new equipment is designed to work together as a unit. We ask that you do not move or exchange any parts of the equipment in the office. In instances where your equipment needs to be moved please contact the RTS Help Desk at 1-877-933-2020.

2.1 New Equipment Includes

The new computers used for the workstations are referred to as a “Virtual PC” which is like running “a machine within a machine”. For example, your workstation computer has Windows 7 as the operating system and at the same time runs Windows XP for RTS. You should not be able to tell the difference.

Your new workstation equipment includes:

- Workstation and Monitor
- Printer
- Keyboard and Mouse
- Cabling necessary to connect RTS computers
- Routers or switches

Your new equipment is not equipped to use diskettes. Flash drives will replace diskettes for transporting data for Dealers and Subcontractors.

2.2 Equipment Exceptions

Your replacement equipment does not include:

- Laptops
- Equipment purchased by the county for their specific use such as toggle boxes, etc.
- Adapters necessary to connect specialized devices provided by the county.
- Flash Drives for transport
- Cash Drawers

3 Accessing RTS

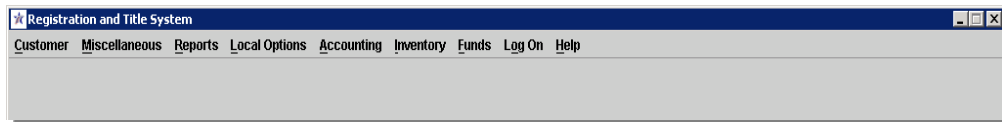
3.1 Toolbars and Taskbars

One of the first differences you will notice in RTS is a new toolbar on top of the existing RTS toolbar. The toolbar is the Remote Desktop Program Toolbar (RDP) and provides new features within the new RTS environment.

3.2 The RTS and RDP Toolbars

The RTS Toolbar

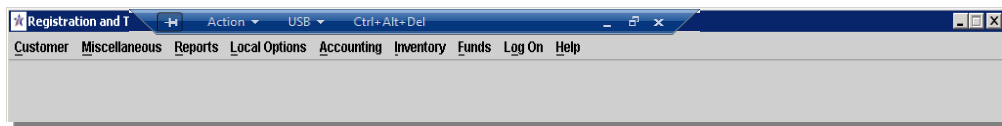
The RTS toolbar is not changing. The tab functions remain the same.



RTS Toolbar

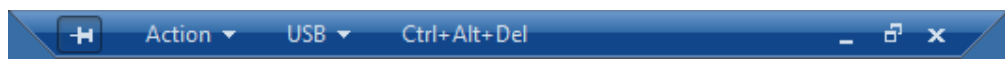
The RDP Toolbar

The RDP toolbar will reside on top of the RTS toolbar.





RTS Toolbar with RDP Toolbar


Here is a closer look at the new RDP toolbar and its functions

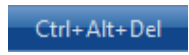


RDP Toolbar

 **Push Pin** – hides or displays the RDP toolbar. To hide the toolbar click on the Push Pin Icon. When you move your cursor to the top of the window it will appear. If you want the toolbar to be visible the entire time, click on the push pin again.


 **Action Drop Down Menu** – RTS Restart and Close. Note: When you select Restart on the Action tab, the application will take longer to restart.

 **USB Drop Down Menu** – used to Attach and Release the flash drives. If a printer is attached that too will be listed on the drop down menu. This is covered in more detail in Section 4.

 **Ctrl+Alt+Del** – opens the Windows Security box to allow you to Lock the Computer, Change the Windows Password, Run Task Manager, Shutdown the computer, or Cancel.



Windows Security Box

 The screen buttons should not be used from this toolbar. Minimizing the screen will minimize the window and the empty screen behind it will display. We suggest you keep the window full screen to assist in viewing with the new resolution. If you use this “X” to close the window you will have to restart your session through the taskbar. Its recommended that these buttons not be used.

3.3 The BRITS Toolbar

The BRITS (trec) Desktop Toolbar

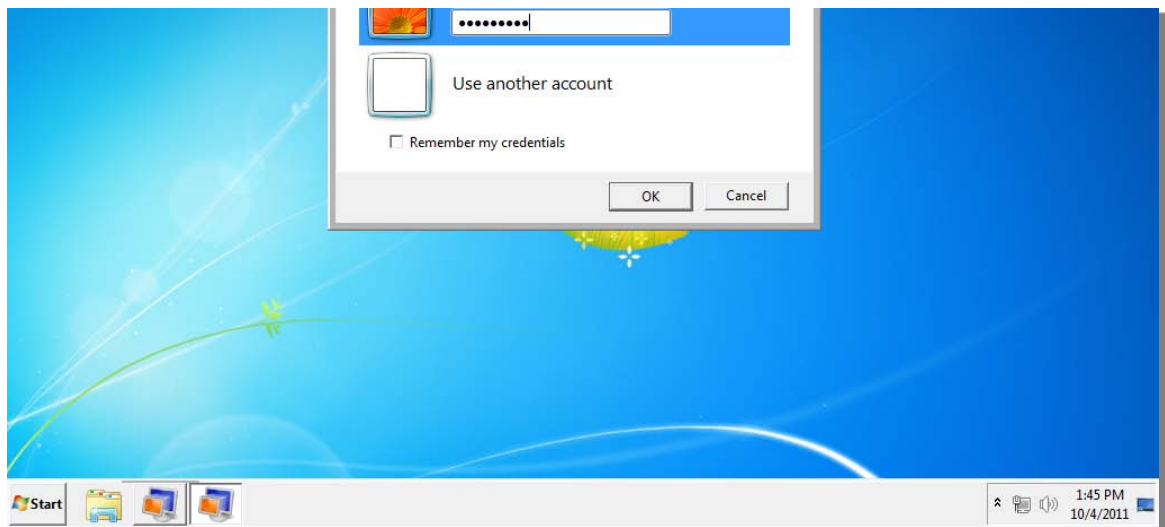
At the top of the BRITS Desktop the trec toolbar is hidden under the RDP toolbar. The Pin/Unpin (display/hide) feature can be used to switch between the toolbars/applications. The Pin/Unpin for the trec toolbar and the RDP toolbar operate the same.



3.4 The Microsoft Windows Taskbar

The Microsoft Windows Taskbar

The Microsoft taskbar will display at the bottom of the screen as it does on other applications. This taskbar will be displayed during running of the RTS application. Two RTS icons will be displayed on the taskbar; one remaining there permanently. If you accidentally close out RTS, click on the remaining RTS icon to restart the application.



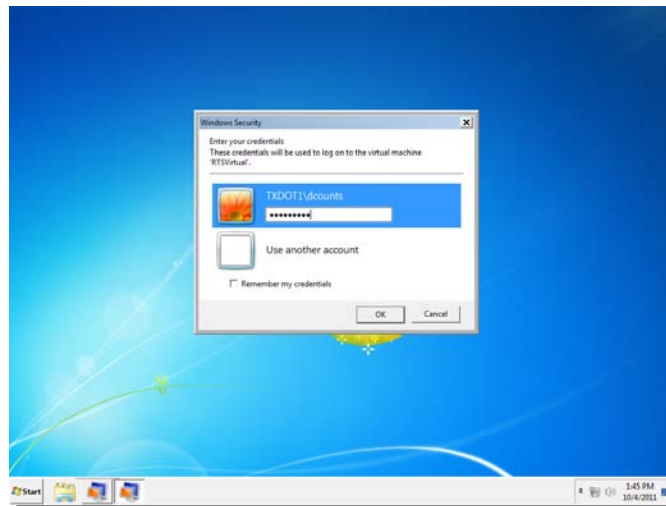
4 Log On and Log Off RTS

4.1 Logging On to RTS

After you log on to RTS you will see a new log on screen. You will need to enter your RTS Password. If you are sharing computers on the “Use another account” button to sign in as a different user.

If the workstation will be used by more than one user with a different login, do not check the box for “Remember my credentials”.

Click “OK” to continue



Tip: Occasionally, the cursor may lose focus when entering a password. If this happens, you can use your mouse to click inside the password field then enter your password and click “OK”.

If the Start button is not visible at the bottom of the screen at the time you log on, press Ctrl + Esc to display the taskbar button in the Windows List.

4.2 Log Off RTS

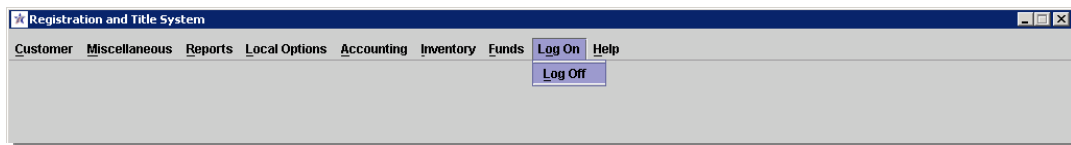
While the process of logging off the RTS workstation has not changed, it is important to note that at the end of the day you should **log off the workstation**, but **do not shutdown the workstation**.

You will notice that after you log off the RTS workstation and the log on screen remains idle, the log on screen refreshes every few minutes.

When leaving for the day, as a reminder:

Log Off RTS:

1. Go to the RTS “Main Menu”
2. Click “Log On” to access the drop down menu
3. Click “Log Off” from the drop down menu

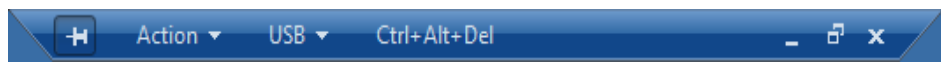


When leaving the RTS workstation for short periods of time (breaks, lunch, etc.), be sure to lock your computer.

4.3 Locking the Workstation

To Lock the Computer:

1. Access the RDP toolbar
2. On the RDP Toolbar click “Ctrl+Alt+Del” to open the Windows Security box



3. Click “Lock Computer”
4. Click “Log Off” from the drop down menu



Windows Security Box

5 Using Flash Drives

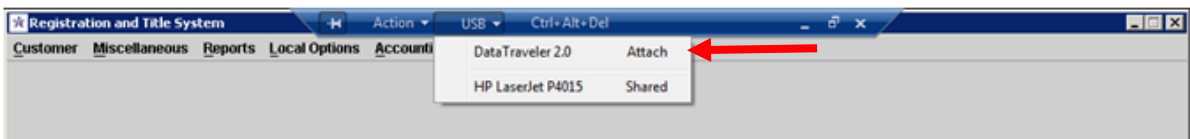
The new RTS Workstations will not be equipped with diskette drives. It will be equipped with four USB ports on the front of the CPU for easy access. If your county continues to accept diskettes it will be up to the County to determine how to handle the process going forward.

5.1 Attaching the Flash Drive

The process for using the flash drives to transport data between the Dealer and Subcontractor and the County begins on the RDP toolbar.

To “Attach” the flash drive

1. Insert the flash drive into any of the USB ports on the computer
2. The computer will make a sound indicating a device has been plugged in
3. Click the “USB” tab on the RDP toolbar
4. Click “Attach” on the drop down menu
5. The computer will make a sound confirming the computer recognizes the flash drive and the drop down menu will show the name of the flash drive with the word “Attach” beside it
6. Follow the standard process for downloading data from RTS



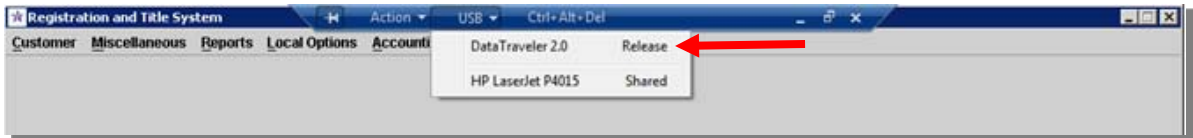
5.2 Releasing the Flash Drive

To “Release” the flash drive:

1. Access the RDP toolbar
2. Click the “USB” tab
3. Click “Release” from the drop down menu

- The computer will make a sound indicating that the flash drive can be safely removed

It is important to note that if any printers are attached to the workstation they will appear in this drop down too.



Caution: Do not select any other peripherals from the drop down menu, specifically printers. To select a printer from this screen will “release” the printer and disable it. In the event this happens please call the RTS Helpdesk at 1-877-933-2020.

7.8 Appendix H – RTS Equipment Upgrade Job Aid (Users)



Texas Department of Motor Vehicles

Quick Reference Tips

New RTS Features

Logging On RTS

1. Enter a password, *or*
click "Use another account when a different user"
2. Click "Ok"

To View the Start Button

1. Hover the mouse pointer in the blue area at the bottom of the screen
2. Press "Ctrl + Esc"

Note: If the cursor loses focus when entering your password, click inside the password field then enter your password. Click "OK"




Logging Off RTS

1. Go to the Main Menu and Click "Logon"
2. Click "Log Off" from the drop down menu and the application returns to the Log On screen

Leaving your Workstation – Breaks and Lunch

Press "Ctrl+Alt+Del" tab on the RDP Toolbar (not the Keyboard command) then click on "Lock Computer"

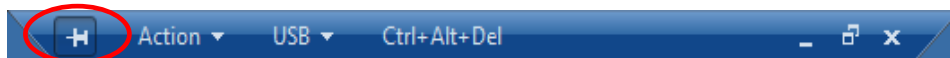
Do not:

- Check the box next to "Remember my credentials". Checking the box limits the workstation to only one user.
- Use the commands on the toolbar to  minimize  maximize or  to shutdown/close RTS.

The BRITS Toolbar

Pin or Unpin the RDP Toolbar:

Click on the Push Pin tab to unpin the RDP toolbar, which uncovers the **trec** toolbar and hides the RDP toolbar. Hover over the Push Pin tab to re-pin (display) the RDP toolbar.



Closing the trec Toolbar:

1. Click on the "X" to close the trec toolbar (if applicable)



2. To re-pin the RDP toolbar, move the mouse pointer to the top edge of the monitor and hold the mouse pointer for approximately 2-3 seconds until the RDP toolbar re-appears then click on the Push Pin.