1. <u>Right</u> click on your desktop to produce the following pop-up menu …

View	>
Sort by	>
Refresh	
Paste	
Paste shortcut	
Undo Delete	Ctrl+Z
New	>
Display settings	
Personalize	

2. Choose "**New**" and then "**Shortcut**" ...
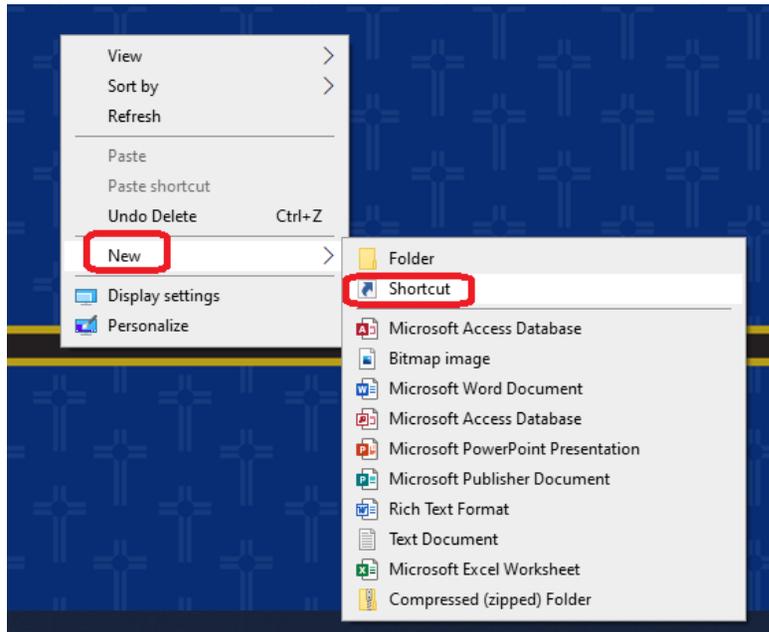
The following window should appear .....

3. Type https://help.archatl.com on the 'location' line and then click "**Next**" ...

×

← 🗔 Create Shortcut

What item would you like to create a shortcut for?

This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.

Type the location of the item:

https://help.archatl.com   Browse...

Click Next to continue.

Next   Cancel
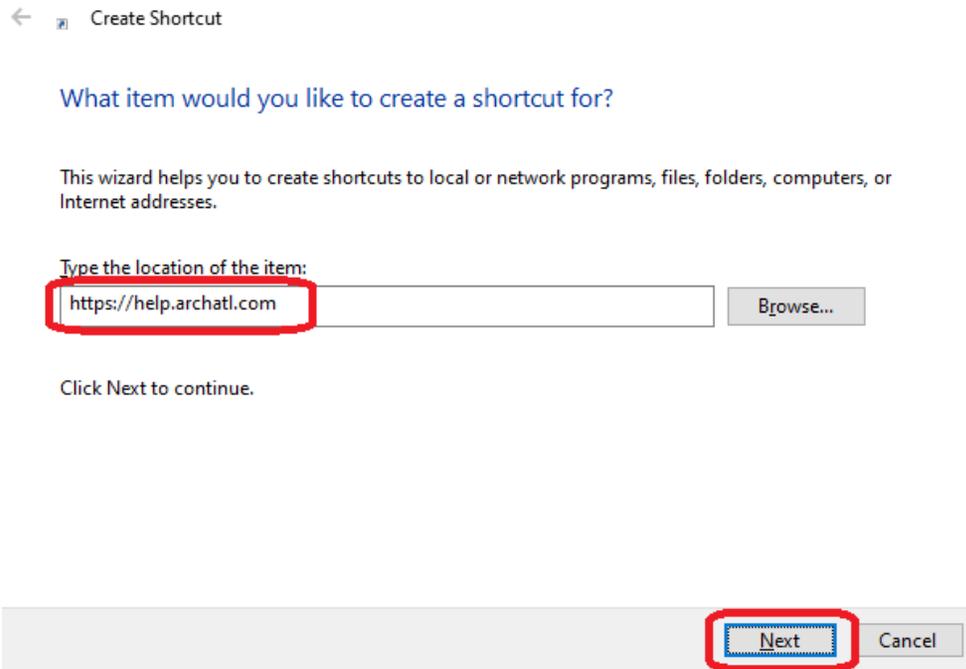
The next window will look like this ...

×

← 🗔 Create Shortcut

What would you like to name the shortcut?

Type a name for this shortcut:

New Internet Shortcut

Click Finish to create the shortcut.

Finish   Cancel
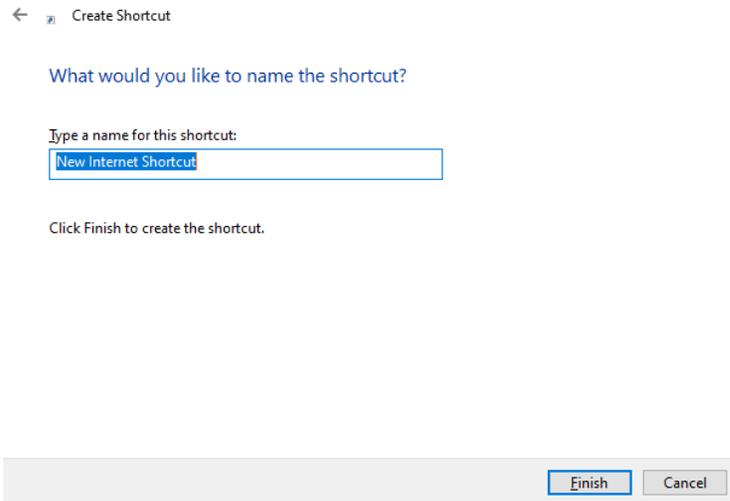
4. Replace the words "New Internet Shortcut" with "**AoA IT Helpdesk**" as shown below and then click **Finish** …
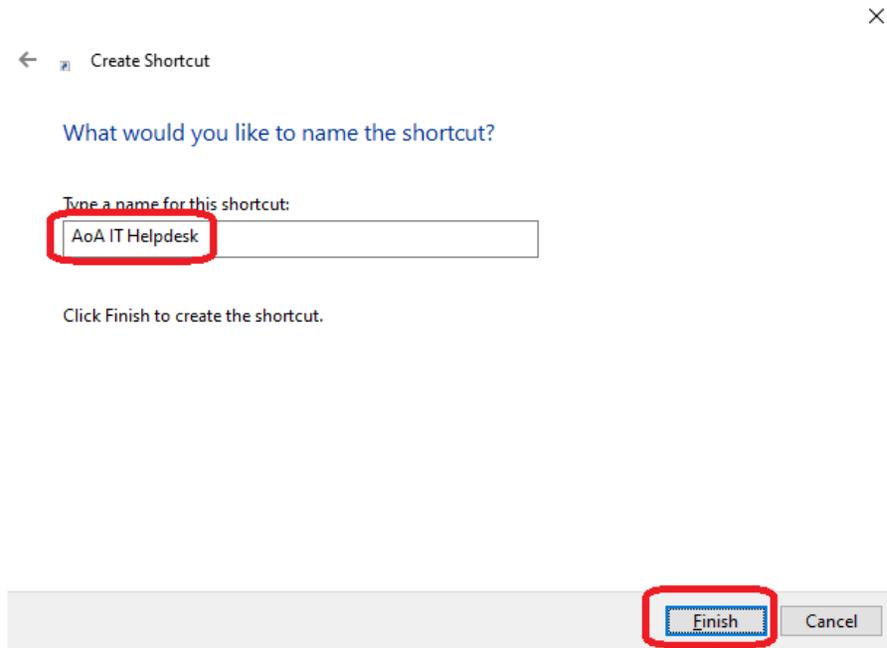
5. You should now have a shortcut on your desktop called "AoA IT Helpdesk" that when clicked on, will take you directly to the IT Helpdesk ….
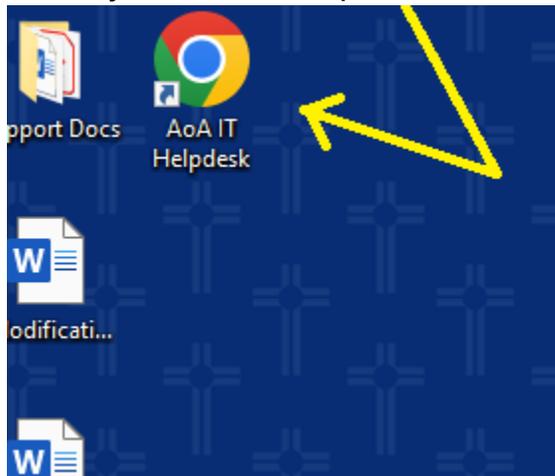
Note: Depending upon what browser is your default browser, the icon may look a little different. In this example, Chrome was the default browser on the system