Windows 10: Frequently asked questions

Why are Office macros not working?

For reasons of security, macros in Word and other Office applications are disabled by default. You can enable them via the Trust Center. In Word or Excel, click File > Options > Trust Center and then [Trust Center Settings]. Then choose *Macro settings*, edit your preferences and close all windows.

How can I change my default printer?

1. Click the Start button and then in the left column the Settings button (cogwheel).

2. Go to Devices > Printers & scanners and make sure the check box *Let Windows manage my default printer* is switched off.

3. Now, click the printer that you want to be your default and then click the [Manage] button, followed by [Set as default].

Where is my Outlook signature?

Your mail signature is not automatically migrated to Outlook 2016. You can restore your signature(s) as follows:

1. In Outlook, open a mail message with your signature and cut or copy this signature.

2. Click *New mail > Signature > Signatures*.

3. In the signatures window click [New], type a name for the signature and paste the signature in the *Edit signature* field. If you wish, you may also set the signature defaults in the top right corner of the signature window. Finally, close the Signatures window with [OK].

How can I connect a functional (shared) mailbox?

This is explained in the helpdesk portal: go to helpdesk.universiteitleiden.nl and search for 'functional mailbox'. The frequently asked question on this subject contains a user manual.

Why am I sometimes asked to log in again?

If you are using a laptop as your workplace, Outlook and other Office applications may ask you to log in again after your laptop entered its energy saving mode. This may also happen after switching to an other network. In these cases, please add the prefix vuw\ to your username. For instance, if your username is johnsonj, then log in with vuw\johnsonj and your usual ULCN password.

How can I enable the Flash player?

Flash support will stop by the end of 2020 and therefore, more and more browsers are blocking the Flash Player. You can (temporarily) enable the Flash player in most browsers, as explained below.

- See [Enabling Flash Player for IE in Windows 10](#) for more information on Flash content in Internet Explorer.

- For Google Chrome, you can refer to [Use Flash Player in Chrome](#).

- In Firefox, you can only enable the Flash Player after the ISSC helpdesk has authorised you to do so. For Firefox on any operating system, please refer to [Enabling Flash Player in Firefox](#).

- See [Enabling Flash Player in Edge](#) for more information about Flash player in Edge.

How can I customise the Start menu?	The new start menu is more interactive than the start menu in Windows 7. It still contains a list of applications and files, but it also offers a panel with colourful tiles. In that panel you can add your often used applications. [Read more on customising the Start menu.](#)
What is the Action Center?	The Action Center in Windows 10 features an overview of recent system messages, for instance about the network or safety. The new Action Center also allows you to add buttons for quick system settings. [Read more on the features of the Action Center.](#)
Can I use Microsoft cloud services?	Windows 10 is often mentioned together with Office 365 and Onedrive. The university will offer these Microsoft services later on, after Windows 10 has been made available on every workplace.