



Orval and Ann Oppenheimer

# Help Desk Newsletter



## It's Laptop Return Time!

The Help Desk will be accepting laptop returns during the week of final exams, May 5–9, 2008 during the following hours:

|                  |                 |
|------------------|-----------------|
| Monday–Thursday: | 8:00 am–6:00 pm |
| Friday:          | 8:00 am–4:00 pm |

You must return your laptop during this time **IF**:

- You are leaving Lawrence Tech for any reason
- You have an MPC laptop and **are not taking** classes during the summer 2008 session
- You are an adjunct faculty and **are not teaching** classes during the Summer 2008 session. All adjunct faculty laptops are due by May 15, 2008 (*one day after grades are due*).

You may keep your laptop if you have a Lenovo laptop or tablet **AND** you are registered for Summer 2008 or Fall 2008 classes.



### HD Summer Hours

HD hours will be reduced over the summer beginning May 19:

Monday–Thursday  
8:00 -5:00

Friday:  
8:00 am-4:30 pm

### Quick Reminder

All laptop accessories will need to be returned with laptops. Any parts that are not returned will result in the user being charged the following:

- Stylus—\$50
- Power Adapter—\$50
- Laptop Bag—\$25
- External CD/DVD Drive—\$100

### NEW HELP DESK PRINTING POLICY

In order to move to a cleaner, greener, and more efficient campus, we have decided to release print outs manually in the help desk. To receive print outs, simply ask one of the help desk staff members to release your print outs after sending them to the C 203 printer. The process is mediated with a third-party program that enables quick and easy monitoring and release of any print job. Initiating this policy will have tremendous positive effects on the effort of environmental preservation at LTU.

### Borrowed Parts

All parts that have been loaned out need to be returned within a 24-hour period, as noted on the part borrowing form. Users who have not returned borrowed parts will be assessed charges.

## Symantec Anti-Virus Update

If your Antivirus Program Icon in the lower right-hand corner of your screen (system tray) displays a red circle with a line through, you will need to have it re-installed.

Please come to the Help Desk, and we'll be glad to assist you!

## Disposing of Media

Do you have old DVDs or CDs with confidential or personal data which you would like to dispose of? The IT Department will shred your DVDs or CDs for you. Just drop your media off at the Help Desk front counter, and we will dispose of it for you.



## Microsoft Office 2007 is coming!

The new image designed for the Academic year Fall 2008/Spring 2009 will feature Microsoft Office 2007. This will include all programs currently on the 2003 software package.

## Recycling Electronics?

Electronics contain many components that are harmful to the environment. Therefore, old electronics such as out-of-date CRT monitors, radios, speakers, amplifiers, or entire computers should not simply be discarded with regular trash.

Be sure to find a local electronics recycling company to fit your recycling needs.

Here is a great company close-by:

Recycling Authority  
20000 W 8 Mile Rd  
Southfield, MI 48075  
(248) 208-2270

## 75th Anniversary Open House

Come Join us during Open House week May 3rd!  
The Help Desk and the Office of IT Services will be hosting a variety of Activities, including the following:

- Karaoke Hosted by a Professional DJ Service
- Demo of LTU Laptops
- Guitar Hero at HD Front Desk
- Prize-Winning Games for Kids
- And other give-a-ways

The Help Desk event will take place at the LTU Help Desk (C203) on Saturday, May 3rd, from 12:00pm to 4:00Pm.

Hope to see you there!

**Help Desk Staff Directory**  
C203 A. Alfred Taubman Student Services Center  
248-204-2330.

**Director :**

Charlene Lilla (clilla@ltu.edu).....ext. 2334

**Operations Specialist:**

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Cherie Davis (cdavis@ltu.edu).....ext. 2353

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