

WELCOME BACK!

We're happy to welcome everyone back for a new academic year here at LTU!

By now, you should have received your LTU laptop at this semester's Laptop Distribution. The event was a great success, as over 2000 laptops, including our exciting new inventory from Lenovo and Apple, were distributed amongst students and faculty.

We hope the start of the semester was pleasant for everyone, and we wish you a successful, interesting, and exciting semester.

Sincerely,

Your Team Distribution (Team HD)

FALL 2007**Help Desk Hours**

| | |
|-----------|-------------|
| Monday | 8:00 - 6:30 |
| Tuesday | 8:00 - 6:30 |
| Wednesday | 8:00 - 6:30 |
| Thursday | 8:00 - 6:30 |
| Friday | 8:00 - 4:30 |

The Lenovo Stylus

(For use with the new Tablets)

**Say "What" Again!**

Stylist? Stylust? Styliis?

It's **STYLUS !!!**

One guess for the plural:

-That's right: **Styli**

Don't Lose It!

Take excellent care of your Lenovo Stylus!
The cost for a replacement is \$50.

Use It!

Make use of this helpful tool by taking notes in Microsoft Journal, writing reminders, or simply for browsing the internet! If your Stylus tip wears out, swing by the HD, and we'll be glad to replace it!

Did you know?

Holding the "eraser" button at the top of your Stylus while clicking an icon induces the "Drag" function, enabling you to drag and drop objects.

IMPORTANT!**All Campus Anti-Virus Update!**

All LTU desktop and laptop users must uninstall and reinstall the Sophos anti-virus application if you see this icon in your system tray:

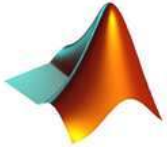


1. Uninstall Sophos by going to the **control panel** and click on **add/remove programs**. Next scroll down to the **Sophos** programs and **remove** all Sophos applications. Next **reboot** your computer and open up the web browser.
2. Type <http://defiant.ltu.edu>
(read instructions thoroughly)
3. Scroll down and click download and install

Call the Help Desk if you need assistance!

Just A Tip...

If by chance you have lost your student ID card, give the help desk a call. It is possible we have it. (248) 204-2330



Matlab Trouble?

If Matlab fails to start and/or locks up on startup, follow these procedures to alleviate the problem:

1). Open the file C:\Matlab\toolbox\local\userpath.m with Notepad.

2). In lines 13 and 16, remove the "-a" :

```
[rc p] = dos('startdir $documents/MATLAB -a');
```

The line should now read;

```
[rc p] = dos('startdir $documents/MATLAB');
```

Matlab should now start successfully.

Madness?

Don't go around kicking people in the chestplate about your passwords, my King. Just remember these few points:

Campus and Webmail:

Username: ab000456789

password: you created it at distribution or it's your birthdate by default mmddyy

Blackboard:

Username: ab000456789

password: 000456789 or you changed it

BannerWeb:

Username: 000456789

Pin: you created it at first logon. (Default: birthdate mmddyy)

Setting up Outlook

1. Open Outlook
2. Go to **Tools**, and click on **Email Accounts**
3. With the "Email Accounts" window open, select "Add a new e-mail account" and click **Next**.
4. For LTU Webmail, select **IMAP** and click **Next**. Note: If installing other E-Mail accounts, IMAP might not be the correct choice. Consult your Email Service Provider.
5. Enter your **Name**, **E-Mail Address**, **User Name**, and **Password** in their respective fields. In the **Incoming mail server (IMAP)** field, enter "**postoffice.ltu.edu**". In the **Outgoing mail server (SMTP)** field, enter "**mail.ltu.edu**."
6. Click on "**More Settings...**"
7. Feel free to change the name of your newly created account to something recognizable.
8. Click on the "**Outgoing Server**" tab.
9. Check the "**My outgoing server (SMTP) requires authentication**" box.
10. Click **Ok**.
11. Click **Next**.
12. Click **Finish**.

NEW EMPLOYEES



Hi my name is Linda Ridella! I have over 25 years of customer service and administrative background experience. In my free time I enjoy spending time at home with my kids and relaxing. I am an active member of the LTU staff senate and chair of staff member of the moth committee. I am also working on my A+ certification. I can't wait to see you all!



My name is Eliot Sippola! I graduated from Eastern Michigan University in 2006, where I received my BBA with a focus in Management. My work interests are Technology and Finance. In my free time I like to go running, camping, and doing outdoor activities. I also enjoy buying and selling merchandise on eBay and researching stock trading opportunities. I have a strong customer service background. Come see how I can help you today!

Help Desk Staff Directory

C203 A. Alfred Taubman Student Services Center

248-204-2330.

Director :

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

Operations Specialist:

Ammar Abdulahad (abduhad@ltu.edu).....ext. 2335

Technicians :

Ann Grusin (grusin@ltu.edu).....ext. 2331

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Eliot Sippola (esippola@ltu.edu).....ext. 2337

Linda Ridella (ridella@ltu.edu).....ext. 3702