

~~HELP~~



NEWSLETTER

MARCH/APRIL 2009

~~DESK~~

REGULAR HELP DESK HOURS

Monday - Thursday	8:00a.m. - 6:30p.m.
Friday	8:00a.m. - 4:30p.m.

All other times by appointment

SPRING 2009 LAPTOP RETURN DATES

Location: C203, Help Desk

Taubman Center



5/4/2009 to 5/8/2009 Final exam week

5/14/2009 Last day for non-teaching faculty

All students **not** enrolled for Summer or Fall must return their laptop. Enrollment for Summer or Fall by **May 13, 2009** will allow you to keep your laptop over the Summer without late fees.

Summer students **not** registered for Fall must return their laptop by **July 24, 2009** to avoid late fees.

NEW LIBRARY PRINTING PROCEDURE

In order to move to a cleaner, greener, and more economical campus, print-outs are being released manually at the Library. To receive print-outs, simply ask one of the Library staff to release your print-out after sending it to the M113A printer. This process is mediated with a third-party program that enables quick and easy monitoring and release of any print job. Implementation of this policy is already saving paper and money!

MICROSOFT UPDATES/ANTI-VIRUS TOOL

It is important to keep your machine up to date at all times to help mitigate potential security problems. To ensure you have the most recent Microsoft updates, open Internet Explorer, click on Tools / Windows Update. You will be directed to Microsoft's update site, where you will proceed with your updates. If you are using an LTU-issued laptop, tablet or desktop, Automatic Updates are turned on. To set Automatic Updates on a personal computer, follow these instructions:

To turn on Automatic Updates in Windows XP (SP2)

1. Click **Start**, and then click **Control Panel**.
2. Click **Automatic Updates**.
3. Choose **Automatic (recommended)**.

We also wish to ensure everyone is up-to-date with our Symantec Anti-virus product. If the Symantec Shield has a Green Dot in the System Tray/Notification Area then the Symantec Antivirus software runs a daily scan at 4:00 p.m. and a full scan at 3:40 p.m. on the 4th and 15th of each month. If you are connected to the network, and do not see the green dot, please contact the Help Desk for assistance.

If you have any questions or require any assistance, please contact our office at 248.204.2330 or by email at helpdesk@ltu.edu.

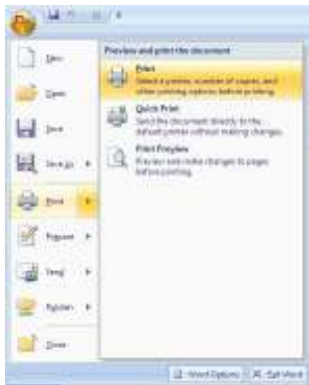
SERVICE REQUEST FOR IT

To help streamline your IT service requests, please email helpdesk@ltu.edu for all IT requests. This will help us resolve your issue efficiently. Please send requests to helpdesk@ltu.edu instead of LITLINK@ltu.edu and EDCC@ltu.edu



PRINTING DOUBLE-SIDED USING OFFICE 2007 (Windows XP)

1. Start by selecting **Print** from the Office Button menu.



2. In the **Print** window that opens up, select printer \\calciun\C203 (public printer) and then click **Properties**.



3. In the new window that opens up, select the **Finishing** tab and then mark the box for **Print On Both Sides**.



4. Now simply click on **OK** to save the settings and **OK** again to print the document.

Double sided printing is also available on APTS (South Housing), APTN1 (North Housing), M1 13A (Library), E152 (Eng. Building Computer Lab) printers.

PRINTING DOUBLE-SIDED ON MAC

1. Go to your **File** menu, and select **Print**.

To the right of the "Printer:" pull-down menu, you will see a button with an arrowhead. If the arrow is pointed down, click it to reveal more detailed settings for your printer.

2. Click the pull-down menu that either says **Copies & Pages** or has the name of the program you're using (e.g., **Microsoft Word, Safari**). Then select **Layout** from that menu.

3. Next to "Two Sided:", select **Long-Edge Binding**

4. Click **Print** to send the file

PLEASE HELP SAVE ON PRINTING COSTS!

TURN BACKGROUND PRINTING ON OR OFF

Printing presentations with color background can drastically slow down the print process and waste toner unnecessarily.

To turn off color background in your presentation select **Grayscale** or **Pure black and White**.



IT Services - Help Desk Staff Directory C203 A. Alfred Taubman Student Services Center 248.204.2330

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