

HD HOURS*January Extended Hours*

Monday - Thursday 8:00 - 7:30

Friday 8:00 - 4:30

Beginning February 4, 2008

Monday - Thursday 8:00 - 6:30

Friday 8:00 - 4:30

Spring Break

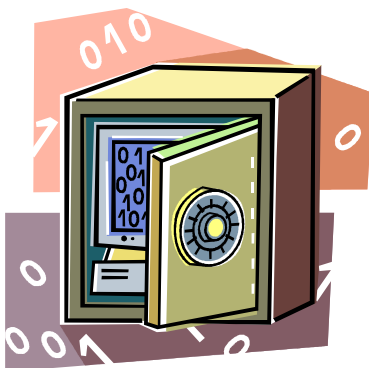
Monday - Thursday 8:00 - 5:00

Friday 8:00 - 4:30

Better Safe than Sorry!

Always make sure ALL your data is consistently backed up. This should include:

- Coursework
- E-Mails and Contacts
- Pictures, Music, and Videos
- Professional Documents (Resume, etc)



If you need any help with backing up your data, come by the Help Desk, and we'll be glad to assist!

IMPORTANT SECURITY UPDATE**Symantec Anti-Virus**

If your machine is still running Sophos AV, please follow these instructions to bring your machine in compliance with our new security measures which require every campus machine to have installed Symantec Endpoint Protection (or SEP).

1). Uninstall Sophos Anti-Virus (if applicable):

- Go to Control Panel > Add/Remove Programs
- Scroll down and remove all three pieces of Sophos Software. Do not restart.

2). Install Symantec Endpoint Protection:

- In your Internet Browser, go to the following address: <http://defiant.ltu.edu>
- At the bottom of the screen, click on "Download and Install."
- Follow install instructions. Please allow installation to finish. This will take several minutes.

3). Update and Enable SEP:

- After the installation, SEP will automatically update itself. Please allow this process to finish.
- A dialogue box requesting information will appear. Please enter first and/or last name.
- After the update is complete, hit "Finish."
- Check to make sure the golden shield at the bottom right-hand corner of your screen has a green dot over it. If this is not the case, right-click on the shield and hit "Enable."

By the Way... Dual Archie and Civil Image available!

If you are enrolled in a dual Architecture-Civil major, make sure you have the right image on your laptop. Swing by the Help Desk to get the image if this is not the case.



USING THE “TUNNEL”

When working off-campus with programs such as Matlab, Catia, and other software, you will need to connect to our tunnel. Please follow these instructions:

- 1). Go to: <https://tunnel.ltu.edu>
- 2). Enter your campus credentials to log on. Leave the Group field as it is.
- 3). If this is your first time logging on, you will be prompted to install an ActiveX control. A notice of this will appear at the top of your browser-window. Please click on the notice and choose “Install.”
- 4). Hit “Install” again when the security notice pops-up. Follow installation instructions and allow some time for the installation process.
- 5). When the program has successfully installed, a small key will appear at the bottom right-hand corner of your screen in the notification area.
- 6). You may now use any of the above-mentioned programs.
- 7). To disconnect, right-click on the key and choose “Disconnect.”

Important Password Info

Campus and Web mail:

Username: ab000456789

password: you created it at distribution or it's your birth date by default mm/dd/yy

Blackboard:

Username: ab000456789

password: 000456789 or you changed it

Banner Web:

Username: 000456789

Pin: you created it at first logon. (Default: birth date mm/dd/yy)

SETTING UP PRINTERS

Make sure you have all the printers you need this semester. You can do this easily by following these steps:

- 1). Go to Start > Run
- 2). In the command box, type in “\apollo\printer_name” where printer_name should be substituted by the printer you'd like to add.
- 3). Hit “OK” and the printer should load and install.

Here are some common printer names:

- “c203” - Helpdesk
- “m113a” - Library
- “e152” - Engineering Lab

NEW EMPLOYEE: Robert Reichel

My name is Robert Reichel. I am a senior here at Lawrence Tech working toward my bachelor degrees in Computer and Electrical Engineering. I'm currently working to obtain my A+ certification. I started working at the Help Desk back in June 2007 and have learned a lot working with students, staff, and faculty to resolve their computer issues. After work I enjoy heading over to the Ridley Field House and playing racket ball or working out. I'm into water skiing / wakeboarding and just got into snow skiing / snowboarding this year. I enjoy working here at the Help Desk and am excited about all there is to learn here.



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 (abdulahad@ltu.edu).....	ext. 2335
Technicians :	
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