



Help Desk Newsletter

Volume 2 Issue 7
April / May 2007



IMPORTANT DATES

May 7 - May 11

Laptop Return: Laptops due by 4:00 p.m. May 11

Summer 2007 Laptop Distribution

Wednesday, May 9 4:00 p.m. - 8:00 p.m.

May 21 - August 15

Help Desk Summer Hours

Monday - Thursday

8:00 a.m. - 5:00 p.m.

Friday

8:00 a.m. - 4:30 p.m.

Fall 2007 Faculty Distribution

Tuesday, August 21 10:00 a.m. - 7:00 p.m.

Monday, August 27 10:00 a.m. - 7:00 p.m.

Tuesday, August 28 10:00 a.m. - 4:00 p.m.

Thursday August 16

Fall 2007 Help Desk Hours - begin

Monday - Thursday

8:00 a.m. - 7:30 p.m.

Friday

8:00 - 4:30 p.m.

Fall 2007 Student Distribution

Wednesday, August 22 10:00 a.m. - 7:00 p.m.

Thursday, August 23 11:00 a.m. - 8:00 p.m.

Sunday, August 26 11:00 a.m. - 5:00 p.m.

Tuesday, August 28 10:00 am. - 4:00 p.m.

Wednesday, August 29 11:00 a.m. - 7:30 p.m.

LAPTOP RETURN INFORMATION

Location: C 203, MPC Student Computing Center, Taubman Center

Date: *May 7 - May 11 (late fee applies after May 11, 4:00 p.m.)*

This fall all students and faculty will be receiving updated software and in some cases, exciting new hardware! Because the Help Desk must reimage each laptop, and exchange some hardware, it is necessary to recall all laptops on campus this summer. We realize this may cause an inconvenience for some, but your cooperation and assistance is greatly appreciated. It is our goal to provide you with a fresh image, new hardware (in some cases), and provide to you a smooth and seamless distribution process this August. We very much appreciate your understanding during this time.

Please find below the laptop return schedule for students and faculty, with details regarding summer course registration. If a special situation presents itself, and an extension or other arrangements are needed, please contact Charlene Lilla at 248.204.2334 to discuss possible alternatives.

Students

If you **are not** registered for Summer 2007 courses, laptops must be returned by May 11 at 4:00 p.m. Failure to return your laptop will result in a charge of \$20 per day. (Students taking exams the weekend of May 11 will be granted an extension until Monday, May 14 without incurring any penalties.)

If you **are** registered for Summer 2007 courses, laptops must be returned by July 26th to avoid late fees.

Due to the changes coming this Fall, even if you are currently registered for Fall 2007 courses, your laptop must be returned according to the above schedule.

Adjunct / Faculty

If you are not teaching Summer 2007 courses, laptops must be returned by May 17, 2007. If teaching Summer 2007, laptops are due by July 31.

Administrators / Full - Time Faculty / Staff

The help desk will work with you on an individual (or departmental basis) over the summer to handle your laptop exchange.

REFWORKS

RefWorks is now available to all current Lawrence Tech faculty, staff and students. This 21st century web based research tool is a reference/citation manager that will help users save, organize and manage references collected during the research process. RefWorks is similar in concept to EndNote or Procite and citations saved in these products may be imported into RefWorks. To find out more about RefWorks, please visit the library website (<http://library.ltu.edu>). Anyone involved in research and writing will want to make RefWorks part of their tool kit!

ANTI - VIRUS UPDATE

If you have an LTU - issued laptop, it is now necessary to update your computer to the latest version of the **Sophos-Anti-Virus Software**.

To update the software on your own, go to <http://defiant.ltu.edu> and follow the directions. *If you are not comfortable updating on your own, please bring your laptop to the Help Desk as soon as possible.*

This update may not work for all laptops. It will depend on the anti-virus version that is presently on your computer. After you install the update, one of the icons below will appear at the bottom right of your screen. If the update has not taken, it will be necessary to bring your laptop to the Help Desk for additional assistance.



Good



Not Good

BACKING UP DATA

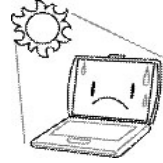
Reminder

It is important that you frequently back up your data. You should do that before turning in your laptop.

If you need assistance stop by the Help Desk and we will be happy to assist you with your data backup.



DIRECT SUNLIGHT AND EXTREME TEMPERATURES



- Avoid using or storing the notebook in extremely hot or cold areas, as a car on a hot day.
- Keep the notebook away from heaters and out of direct sunlight. Exposure to excessive heat may damage notebook components.
- If you have left your notebook in a hot place, let it cool down slowly to room temperature (with the LCD panel open) before using it.
- Should your notebook be exposed to excessively cold temperatures, allow it to warm up to room temperature before turning it on.
- Do not place the notebook near fire or other sources of heat.

Help Desk Staff Directory

C203 A. Alfred Taubman Student Services Center
248.204.2330.

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