

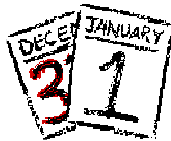


Help Desk Newsletter

Volume 2 Issue 4
December 2006



HAPPY HOLIDAYS FROM THE HELP DESK!



SPRING 2007 LAPTOP DISTRIBUTION

If you need to pick up a laptop for the Spring 2007 semester, you may do so at the One Stop Center in the Taubman Student Services Center during the following times:

Wednesday, January 10, 2007

4:00 p.m.—8:00 p.m.

Monday, January 15, 2007

11:00 a.m.—7:00 p.m.

Please make sure that you bring your Student I.D. card and make sure you have completed the following steps before picking up your laptop:

- You have registered for classes
- You have paid the \$500 security deposit
- You have electronically signed the online laptop agreement

Note: Graduate Students will be billed \$95 per credit hour.

IMPORTANT DATES

Friday December 22

Help Desk closes at 3:00 pm.

December 23 to January 1

University Closed

Tuesday January 2

Help Desk resumes regular hours

Wednesday January 10

4p.m.—8p.m. laptop distribution

Monday January 15

Spring 2007 classes begin

11:00a.m.—7:00p.m. laptop distribution

LAPTOP RETURN DATES FALL 2006

Location: C203, MPC Student Computing Center, Taubman Center

Date: Dec 18 – Dec 22 (late fee applies after Dec 22, 3:00 p.m.)

Monday-Thursday

9:00 a.m.—7:00 p.m.

Friday 9:00 a.m.—3:00 p.m.

Students: If you are not registered for Spring 2007 classes you must return your laptop by December 22 at 3:00 p.m.

Failure to return your laptop (if not registered) will result in a \$20 per day late fee. (Late fees apply to business days only.) Final exams held beyond Friday, December 22 will be accommodated with an email from the instructor.

All adjuncts not teaching Spring 2007 must return their laptops.

Please back up your data prior to returning your laptop.

CLEANING YOUR NOTEBOOK

Use the following information when cleaning your notebook:

- Before cleaning, turn off your notebook and unplug it from the wall outlet. Do not use liquid cleaners or aerosol cleaners. Use a soft cloth and denatured alcohol for cleaning the notebook case and LCD. Never apply the denatured alcohol directly to the LCD screen. Always apply the alcohol to the cloth first then wipe down the screen.
- Cleaning kits designed to clean DVD drives, Combo drives, and CD-ROM drives are available at most computer stores and should be used periodically.

Handling Spills

If you spill something on your notebook, do the following:

- Immediately turn off your notebook and unplug it
- Drain as much of the liquid from the keyboard as possible. Be careful not to let the liquid drip onto the LCD screen. Allow the notebook to dry for several days before trying to use it.
- If you spill liquid on an external keyboard or keypad, unplug it and drain as much of the liquid as possible. Allow the keyboard to sit at room temperature for a full day before trying to use it.

SELF MANAGED SPAM EMAIL FEATURE IMPLEMENTED

A new self service email management feature, to manage your email inbox, was implemented Thursday November 30, 2006. This new feature enables individual email users to manage their own email account. With this new feature you will be able to:

- Add individual email addresses to your Whitelist or Blacklist
- Enable a Quarantine function so that emails that are very likely Spam are not delivered to your email box but kept by our vendor and reported to you on a daily basis
- Have a daily summary email sent to you listing email that has been Quarantined and is being held for your review
- Download an Outlook plug-in that will enable you to report Spam and to train your email filter to better identify what is Spam and what is not Spam
- Change your email management password as often as needed

Documentation regarding creating a new account and using the above new features is available at http://www.ltu.edu/computer_center/laptopbook.asp. There are two links to the information, at the bottom of the page you link to (number 19):

1. Documentation as to how to create and manage your email account
2. Short Captivate video of the initial account creation process

As you fine tune your individual email account Spam filter the number of emails you receive that are Spam should decrease even more.

LTU continues to receive thousands of Spam email messages each day. In the last two weeks of November alone the Spam/Virus filters blocked 272,377 emails that contained a Spam message or a virus.

If you have any questions, please contact the Help Desk at 248-204-2330.

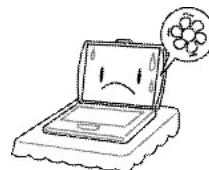
BACKING UP DATA



It is very important that you frequently back up the data on your computer on a regular basis. Unfortunately, computers tend to crash, and having your data backed up will save you a lot of time and trouble.

Stop by the Help Desk and we would be more than happy to assist you with your data backup.

OVERHEATING



- To prevent possible overheating to the notebook's processor, don't block the ventilation openings. Occasionally check the vents and remove any dust that has accumulated on the outside of the vents. Only push approved objects through slots in the notebook. If unapproved objects are pushed through slots, they may touch dangerous voltage points or short out parts, which could result in an electric shock or fire.
- To ensure that your notebook operates reliably, your notebook should never be placed on a bed, sofa, rug, or other similar surface.
- Do not place your notebook in an airtight bag while the notebook is in suspend mode or powered on. If you do, this will result in damage to the notebook. However, if you must put the notebook in an airtight bag, either shut the system down or use the hibernate option.

Help Desk Staff Directory

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248.204.2330.

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