



# Help Desk Newsletter

Volume 2 Issue 5  
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## NEW HELP DESK HOURS

Effective February 5, 2007 the Help Desk hours are changing to better reflect the demands of our users. Please take note that we will be closing one hour earlier.

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

## REDUCED SPRING BREAK HOURS

During Spring Break, March 12 through March 17, the Help Desk will have reduced hours.

Monday	8:00a.m. - 5:00p.m
Tuesday	8:00a.m. - 5:00p.m
Wednesday	8:00a.m. - 5:00p.m
Thursday	8:00a.m. - 5:00p.m
Friday	8:00a.m. - 4:30p.m

## HAVE YOU PICKED UP YOUR LAPTOP?

Students: If you have not picked up your laptop, please do so as soon as possible! Laptops are available in the Help Desk, C203.



Please make sure that you bring your Student I.D. card and that 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

### Graduate Students

Laptops are now available for distribution to graduate students. A \$95 per credit hour fee applies. You may email helpdesk@ltu.edu or call 248.204.2330 for more information.

## PROTECT YOUR COMPUTER

If you are worried about security threats or annoyed by the pop-ups or slow computer performance caused by spyware or unwanted software, you may consider installing Windows Defender, a free program from Microsoft that detects and removes spyware and helps you stay productive by minimizing interruptions caused by pop-ups.

This application has been installed on a number of our laptops. Recently the old version of Windows Defender expired, causing the display of an error message every time you logon to your computer. To get rid of this error message you need to download and install the new version of Windows Defender. Go to:

<http://www.microsoft.com/downloads> and type Windows Defender in the search box to download the last version.

*If you need assistance, please contact the Help Desk at helpdesk@ltu.edu or call 248.204.2330.*

# UPDATING WINDOWS XP

## UPDATING WINDOWS

1. If you have Windows updates ready to be downloaded and installed, a little **yellow shield** will appear at the bottom, right-hand corner of your screen on your Windows taskbar. **Double-click on this shield.**

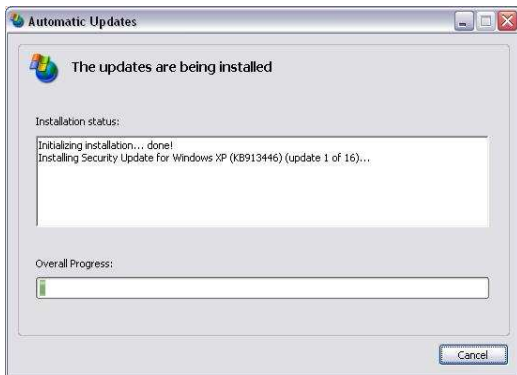


2. With the "Automatic Updates" window open, click "Install."



3. Click "I Accept."

4. Wait for the download to be completed



5. When the download is complete, choose to either restart your computer immediately to finish your update, or to close the window. Note: A restart is *necessary* to implement your updates.

# MEET THE NEW HELP DESK EMPLOYEE



Please help us welcome Cherie Davis, new staff technician, to the Help Desk. Cherie completes her BS in Business Systems Information Technology (BSIT) here at Lawrence Technological University this year. She brings with her eight years of experience in helpdesk support which includes hardware, software, implementation, asset management and some network administration. Cherie is very excited to learn and meet new people here at LTU and is thankful for the opportunity.

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

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

**Operations Specialist:**  
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David Center (dcenter@ltu.edu)  
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