



Help Desk Newsletter

Volume 2 Issue 3
November 2006



HAPPY THANKSGIVING FROM THE HELP DESK!

DID YOU KNOW THAT...

- the Help Desk has handled over 2500 incoming telephone calls since the semester began
- the Help Desk services over 2700 laptops that are with students, staff and faculty
- the Help Desk handles an average of 150 walk-in customers each week
- the Help Desk provided preventive maintenance on-site visits to over 100 staff and faculty members this Summer—watch for us again soon!



IMPORTANT DATES

Wednesday November 22

Help Desk Closes at 3:00 p.m. for Thanksgiving Break

Thursday November 23

Thanksgiving —Help Desk Closed

Friday November 24

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.

EMAIL TIPS FROM IT SERVICES

- Prevent "quota" errors by removing messages from your "Junk Mail" and "Sent Mail" folders on a regular basis.
- If you need to save some messages for a long term, move those messages to a folder on your local hard drive.
- When cleaning up unwanted email to gain back storage space, remember to delete messages from not only your INBOX but Sent Items folder, as well.
- Purge your trash folder regularly.
- Emails that are sent to large groups (Staff/Faculty/Students) should not contain large graphics or attachments. Attachments or graphics can be posted on www.ltu.edu and referenced by an URL listed in the email.
- When replying to an email, ask myself, "does everyone on the original email need to see your reply"? This saves many people the time it would take to read a reply and then decide they do not need it.
- Reset how often you retrieve new mail, from the email server, to 45 minutes. In a recent study, changing how often email is retrieved increased productivity of individuals because they were not interrupted so often to look at new email.
- You should also set up the "Archiving" function to remove really old messages.

If you need assistance with any of these tips, please contact the Help Desk at helpdesk@ltu.edu or call 248.204.2330.

NETWORK DRIVE SETUP

M: Drive

MAKING USE OF YOUR "M DRIVE"

The M:\ Drive is a personal drive (Network Drive) that can be very useful to you. Each student, staff, and faculty member on campus has his or her own personal M:\ drive that can be accessed both from on and off campus. This drive functions as a storage area where users can store up to 300 MB of data. It is highly recommended that you save your important projects/files on your M:\ drive or burn them to a CD to prevent file loss in the event of a hard drive failure or crash.

How to map M:\ Drive:

- Right Click on "My Computer"
- Click on "Map Network Drive"
- Scroll Down the Drive box and choose "M:"
- In Folder box type \\apollo\data\home\[your user-name] and hit enter.

To access M:\ Drive off-campus:

- In a web browser, type <https://home.campus.ltu.edu>[your name]
- When the security window pops up, click Yes to accept.
- In the next window, type in your user name and Password and click Yes.

N: Drive

MAKING USE OF YOUR "N (DEPARTMENTAL SHARE) DRIVE"

How to map N:\ Drive:

- Right Click on "My Computer"
- Click on "Map Network Drive"
- Scroll Down the Drive box and choose "N:"
- In Folder box type \\apollo\data\groups\[share drive name] and hit enter.

To access N:\ Drive off-campus:

- In web browser, type <https://groups.campus.ltu.edu>[share drive name]
- When the security window pops up, click Yes to accept.
- In the next window, type in your user name and Password and click OK.

SURGE PROTECTORS

Please make sure your campus printers are plugged into a surge protector! We have had number of disasters recently during power outages!

MEET THE NEW HELP DESK EMPLOYEE



Please help us welcome Gonca Eren, new staff technician, to the Help Desk. Gonca received her BS in Environmental Engineering from Istanbul Technical University and MS from Bogazici University, Istanbul, Turkey. After working for about a year as an engineer, she relocated to United States in 2001 and received her MBA from Wayne State University in May 2005. Gonca started working at the Help Desk in October 2006. She's very excited to be working at LTU Help Desk.

Help Desk Staff Directory

C203 A. Alfred Taubman Student Services Center
248.204.2330.

Director :

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

Operations Specialist:

Serdar Eren (seren@ltu.edu).....ext. 2359

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