



NEWSLETTER

JANUARY/FEBRUARY 2009



REGULAR HELP DESK HOURS

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

All other times by appointment

HELP DESK SPRING BREAK HOURS

March 9 - March 13

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



Have a safe, enjoyable spring break!!

LAPTOP/TABLET ACCESSORIES

All laptop accessories will need to be returned with laptops/ tablets. Any parts that are not returned will result in charges to the student account..



Stylus: \$75

Power Adapter: \$50

Laptop Bag: \$25

External CD/DVD Drive: \$100

* Mac charges are available at the Help Desk.



MyPassword Self - Service Password Management Tool

If you've ever been away from campus or traveling on university business and couldn't login to your LTU email because you forgot your password, or the password expired, you know how inconvenient it can be to try and have it reset. Now there's a solution.

IT Services has introduced a self-service password management tool: **myPassword**.

myPassword allows users to change or reset their computer and email passwords from any location with an Internet connection. Users will not be required to visit the Computer Help Desk to have their passwords reset.

To get started, visit the myPassword web page: <http://mypassword.campus.ltu.edu> and click the 'Edit my Profile' link. Select and answer two security questions and you're ready to start using myPassword.

Please note: If you need help to reset your Blackboard password or BannerWeb PIN, please continue to contact the Computer Help Desk in person at C203 Taubman Student Services Center, by phone 248.204.2330, or by email, helpdesk@ltu.edu. myPassword will only change your computer login and email password.

LAPTOP/TABLET BATTERY CHARGING STATION

If your battery is dead, please stop by for a fully charged laptop battery to get you through your class.



This is for the Lenovo T60s, X60s, and X61s

PUBLIC PRINTERS

Printers are named to match their building and room locations. For example, printer S110 is located in room 110 of the Science building.

Printer Name	Location
C203	Help Desk
E152	Engineering Building Computer Lab
APTN1	North Housing
APTS	South Housing
M113A	Library*

To add a printer, E152, for example:

Start → Run → \\calcium\E152

*LIBRARY HOURS	
Monday - Thursday	8:30a.m. - 9:30p.m.
Friday	8:30a.m. - 7:30p.m.
Saturday	10:30a.m. - 4:30p.m.
Sundays	CLOSED

RECALIBRATING YOUR BATTERY

To get the most useful life out of your Lenovo battery, you should recalibrate your battery.

There are two methods for recalibrating your Lenovo Battery. The easiest way is to fully charge then fully discharge your battery. You must do this for at least 3 power cycles. Once you perform either of these functions, you should have notably longer periods of battery usage. Follow these steps to recalibrate your Lenovo T60 Battery:

1. Start → Control Panel → Power Options
2. Click the Power Manager Tab
3. Launch Power Manager
4. Click the Battery Information Tab
5. Click the Battery maintenance Button
6. Click Perform Reset - under the Battery gauge reset
7. Click continue
8. Click OK

This will take you back to the Battery Information tab - here you may watch the progress of the reset. Do not disconnect the AC adapter until the reset is complete.

SPRING 2009 LAPTOP RETURN DATES

Location: C203, Student Computing Center, Taubman Center



5/4/2009 to 5/8/2009 Final exam week
 5/14/2009 Last day for non-teaching faculty

REMINDER: NEVER LEAVE YOUR LAPTOP IN YOUR CAR!



Not only does it invite theft, but the cold temperatures in winter can cause the screen to shatter. Protect

yourself by keeping your laptop in your personal possession at all times.

VITRC Blackboard Information



VITRC has updated their site with lots of information for faculty, and students!

Go to: <http://www.ltu.edu/vitrc/bb7.asp> and look around.

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

Director:

Charlene Ramos (cramos@ltu.edu).....ext.2334

Operations Specialist:

Gonca Eren (gonca.eren@ltu.edu).....ext.2332

Technicians:

Ann Grusin (grusin@ltu.edu).....ext. 2331

Cherie Davis (cdavis@ltu.edu).....ext. 2353

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