

HELP

Orval A. and Ann T. Opperthausen Laptop Help Desk

VOLUME 5, ISSUE 1



# NEWSLETTER

JULY/AUGUST 2009

DESK

## IMPORTANT DATES

### Fall 2009 Student Distribution

Thursday, August 20	10:00 a.m. - 4:00 p.m.
Sunday, August 23*	11:00 a.m. - 4:00 p.m.
Tuesday, August 25	2:00 p.m. - 6:30 p.m.
Wednesday, August 26**	12:00 p.m. - 6:30 p.m.

\*Freshman move-in day

\*\*First day of classes, Fall 2009



### Fall 2009 Faculty Distribution

Tuesday, August 18	1:00 p.m. - 6:30 p.m.
Monday, August 24	2:00 p.m. - 5:00 p.m.
Wednesday, August 26	12:00 p.m. - 6:30 p.m.

## HELP DESK HOURS

*Fall 2009 Help Desk hours begin*

*Monday, 8/31/2009*

### Extended September Hours

Monday - Thursday  
8:00 a.m. - 7:30 p.m.  
Friday  
8:00 a.m. - 4:30 p.m.

### October Hours

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

\*Hours subject to change

## WELCOME NEW STUDENTS

Dear Parents and New Students:

Welcome to Lawrence Tech! We are very excited to have you here! One of the most exciting aspects of attending Lawrence Tech is picking up your university-issued laptop or tablet! Each fall semester we distribute up to 3000 laptops to students and faculty! As an undergraduate student, you are eligible to participate in the laptop initiative. Laptop Distribution will be held in August according to the schedule enclosed and will begin in the Atrium of the Buell Management Building.

Prior to picking up a laptop, students should:

- Register for classes
- Pay a \$500 (refundable) security deposit
- Sign the online laptop agreement in Banner Web
- Obtain a Lawrence Tech photo ID at the One Stop Center

These steps may be completed in advance of the distribution dates to help expedite the distribution process. When signing your laptop agreement, please be sure to read it carefully, fully understanding the terms and conditions prior to electronically signing. The laptop agreement is in effect for up to one school year, from Fall 2009 through the end of Summer 2010 based on your continuous enrollment at LTU.

For example, you must be enrolled for the Spring 2010 semester (which begins January 2010) to keep your laptop beyond December 2009. Additionally, if you do not register for Summer 2010 classes, the laptop must be returned the week of final exams Spring 2010. Again, failure to remain enrolled requires the return of the laptop. Laptop return dates are always the week of final exams, (see dates in this newsletter) with the last day of finals being the last day to return laptops without a late fee. Late fees are currently \$20 per business day. Additional terms and conditions apply, and we encourage you to read the agreement carefully.

This newsletter has been designed with new students in mind. Please read it carefully to gain valuable information pertaining to your laptop and Lawrence Tech's Help Desk services. If you have any questions or concerns, please feel free to email [helpdesk@ltu.edu](mailto:helpdesk@ltu.edu) or call 248.204.2330 for assistance.

You may also contact Charlene Ramos, Director of Help Desk Services, at 248.204.2334 or [charlene.ramos@ltu.edu](mailto:charlene.ramos@ltu.edu).

Welcome to LTU!!

Charlene Ramos  
Director Help Desk Services

## LAPTOP RETURN PERIODS 2009 - 2010

Location: C203, Student Computing Center, Taubman Center

Fall 2009

December 14 - December 18

Spring 2010

May 3 - May 7

Summer 2010

July 23

## USING LTU NETWORK PRINTERS

PUBLIC PRINTERS	
PRINTER NAME	LOCATION
C203	Help Desk
S202	Student Lounge in the Science Building*
E152	Engineering Building Computer Lab
M113a	Library
APTN1	North Housing
APTS	South Housing

\*New this Summer

In order to print one of the LTU network printers, you must be on campus and logged onto the network for printers to be accessible. To install a network printer, follow these steps:

1. Click on **Start**
2. Click on **Run**
3. In the Run command box, type: \\calcium
4. Double click on the printer icon to install the printer
5. If you know the name of the printer you want to install, you can enter it directly into the command box: For example, to install printer C203, enter the command: \\calcium\c203.

Note: You can only add a printer if you have permission to use it.



[my.ltu.edu](http://my.ltu.edu)

## CHANGING YOUR PASSWORD

If you would like to change the password you use to log onto your computer follow these steps from your **Windows XP Desktop** when you are on campus:

1. Press **Ctrl + Alt + Delete**
2. Select **Change Password**
3. Type your current password in the **Old Password** box
4. In the **New Password** box, type in the password you have chosen. You must choose a different password from the last seven that you used. It must be a minimum of 6 characters (alphanumeric)
5. In the **Confirm Password** box, type the new password again to verify.
6. Click **OK**



If you have forgotten your old password, you should take your Student ID to The Help Desk in C203 to have your password reset.

## PHOTO IDs AVAILABLE IN THE LTU OSC

If you lose your student photo ID card, there is a \$10.00 replacement cost for the card. If your student ID card is damaged, then you will need to present the old, damaged card to have the fee waived. To obtain a replacement student photo ID card, you should do the following:

### *If you lose your card:*

- Be currently registered for classes
- Visit The DTE One Stop Center for Enrollment Services and pay the fee
- Take the receipt to the Photo ID station, located around the corner from the One Stop Center to obtain your new card

### *If your card is damaged:*

- Be currently registered for classes
- Present the damaged card at the Photo ID station, located in the One Stop Center
- Obtain your new card

## WEBMAIL BY GOOGLE

We're pleased to announce that Lawrence Tech is partnering with Google to bring you a new email system. This summer, Lawrence Tech will implement Google Apps for Education (Gapps), a suite of collaboration tools including email, shared calendars, chat, document sharing, and more.



There are lots of advantages to using Gapps. Here are just a few:

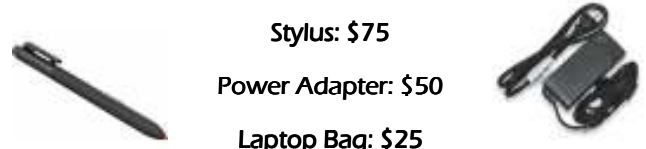
- Access email from anywhere with an Internet connection
- Store up to 7 GBs of mail
- Easily share multiple calendars
- Google search technology is built in
- Chat with others from your email window
- Client based video chat is available
- Improved spam blocking
- Store and share documents with others

We know that you'll enjoy the improved performance, reliability, and exciting new features that Gapps provides.

Further information and instructions are available at <http://helpdesk.ltu.edu/email>

## 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.



\* Prices subject to change

## STOLEN LAPTOPS

Each person reporting a theft or missing and presumed stolen laptop must file a police report in the jurisdiction in which the laptop is alleged to have been lost or stolen. The police report must include the make, model number and *manufacturer's serial number*. It is the responsibility of the user/victim to provide a copy of the police report to LTU Business Services in the One-Stop Center. LTU will not obtain copies of the police reports filed by users/victims. LTU Business Services will forward copies of the filed police reports to the Help Desk and Campus Safety. Each person reporting a stolen laptop must meet with the Director of Campus Safety and Security (248.204.3945) to discuss the details of the incident as reported to the police. A new laptop may not be obtained until this meeting has taken place. The \$500 security deposit on account will be retained by Lawrence Tech when a laptop is stolen and all steps above are followed. If no police report is filed, the full cost of the laptop will be charged to the account. To obtain another laptop, a \$500 security deposit must be on account, and paid at the One-Stop Center.

## IT SERVICE AND MAINTENANCE FEE

Each semester, at time of registration, all undergraduate students will be assessed a non-refundable \$50 IT Maintenance and Service fee. This fee covers all IT related services on campus, including most printing, wireless services, network connectivity, laptop maintenance costs, warranty repairs on laptops and more. If a laptop or tablet is accidentally damaged, students must fill out an accident report at the Help Desk. Intentional damage or loss will be charged based on a set fee schedule.

**MEET THE HELP DESK STAFF**

The LTU Help Desk is comprised of a diverse staff of individuals committed to fulfilling LTU’s Common Service Philosophy. In addition to several student assistants, the following employees are in charge of all daily tasks that ensure our ability to provide the best service possible to LTU faculty, staff and students.

**Charlene Ramos, Director, Help Desk Services**



Charlene Ramos, Director of Help Desk Services, has been with Lawrence Tech for over 8 years. In addition to her current position, she has served as Manager of IT Planning and Administration and as Help Desk Technician. She received her BS from Eastern Michigan University and her MBA from Lawrence Tech. She is responsible for all aspects

of Help Desk operations with special emphasis on the Laptop program including laptop distribution, and laptop & desktop support for all students, faculty, and staff. She’s committed to providing consistently high-level service to our constituents as expressed in Lawrence Tech’s Common Service Philosophy.

**Gonca Eren, Operations Specialist**



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 the 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 as a technician, and was promoted to Operations Specialist July 2008. She has her A+ certification. She’s very excited to be working at LTU Help Desk.

**Ann Grusin, Technician**



Ann started working at the LTU Help Desk in May 2006. She graduated in 1976 from the University of Illinois, Urbana Champaign, with a BFA. She has been a Systems Assistant for the Bloomfield Township Public Library and an Information Analyst at the Georgia Tech Library and Information Center. She has worked most of her career in higher education and is excited to be in Lawrence Tech’s exciting and fast paced environment. She enjoys working with all the wonderful students and faculty at LTU.

**Cherie Davis, Technician**



Cherie is completing her BS in Information Technology (BSIT) from Lawrence Tech. She brings with her eight years of experience in help desk 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.

**Linda Ridella, Technician**



Linda has over 25 years of customer service and administrative background experience. In her free time she enjoys spending time at home with her kids. She is an active member of the LTU staff senate and chair of staff member of the month committee. She is also working on her A+ certification. She can’t wait to see you all.

**Eliot Sippola, Technician**



Eliot graduated from Eastern Michigan University in 2006, where he received his BBA with a focus in Management. His work interests are Technology and Finance. He has received A+ certification, Network+, Security+ and is working towards his MCITP. In his free time he likes to go running, camping and doing outdoor activities. He has a strong customer service background.

**Robert Reichel, Technician**



Robert started working at the Help Desk in June 2007 as a student assistant. November 2007 Robert accepted the full-time position of Help Desk Technician. He has received his Bachelors in Electrical and Computer Engineering from Lawrence Tech and is working towards his Masters in Electrical and Computer Engineering. He has received his A+ and Network+ certifications. Robert has learned a lot by

working with students, faculty and staff to resolve their computer issues.

**Ryan Reichel, Technician**



Ryan started working at the Help Desk in October 2007 as a student assistant. In August 2008 Ryan accepted the full-time position of Help Desk Technician. He graduated with a BSME from Lawrence Tech in July 2008 and is currently working toward a Master of Business Administration. Ryan has enjoyed working with faculty, staff and students and looks forward to making the best of this new opportunity.

<b>IT Services—Help Desk Staff Directory</b>	
<b>C203 A. Alfred Taubman Student Services Center</b>	
<b>248.204.2330</b>	
<b>Director :</b>	
Charlene Ramos (cramos@ltu.edu).....	ext. 2334
<b>Operations Specialist:</b>	
Gonca Eren (gonca.eren@ltu.edu).....	ext. 2332
<b>Technicians:</b>	
Ann Grusin (grusin@ltu.edu).....	ext. 2331
Cherie Davis (cdavis@ltu.edu).....	ext. 2353
Linda Ridella (ridella@ltu.edu).....	ext. 3702
Eliot Sippola (esippola@ltu.edu).....	ext. 2337
Robert Reichel (rreichel@ltu.edu).....	ext. 2336
Ryan Reichel (rmreichel@ltu.edu).....	ext. 2338