

~~HELP~~



NEWSLETTER

NOVEMBER 2008

~~DESK~~

HELP DESK HOURS

New hours start Monday, November 15, 2008

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



All other times by appointment.

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.

<i>Printer Name</i>	<i>Location</i>
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	8:30 a.m. - 9:30 p.m.
Friday	8:30 a.m. - 7:30 p.m.
Saturday	10:30 a.m. - 4:30 p.m.
Sundays (hours added later in the Fall and Spring Semesters - call for hours 248.204.3000)	

END OF SEMESTER

LAPTOP RETURN DATES

Location: C203, Computer Help Desk, Taubman Center

Students who are graduating, withdrawing, or transferring at the end of the academic term must return their laptops during the posted laptop return dates.

December 15 – December 22, 2008

Late fees of \$20 per business day will be charged if the laptop is returned after the return period.

Students: If you have final exams after the return deadline, an exception will be made for you to return your laptop one business day following your last exam without any penalty.

Adjunct Faculty must return their laptops the day after grades are due.

Please back up your data prior to returning your laptop!

COMING SOON!!

Remote Password Capabilities
See back for details.



USED MPC LAPTOPS FOR SALE!



The T-3000 laptop comes with:

- 1.6 GHz Centrino Processor
- 512 MB DDR SDRAM
- 15-inch LCD display
- 10BaseT PCMCIA network card 10/100 MHz
- And much more!!

To purchase a laptop, contact Eliot Sippola at 248.204.2337, esippola@ltu.edu.

Remote Password Management Tool - myPassword - Coming January 5, 2009

On January 5, 2009, IT Services will introduce a new self-service password management service: myPassword.

myPassword allows Lawrence Tech users to change or reset their computer/email password from any location with an Internet connection. Before using this service, users must create a profile consisting of two selected security questions and answers. These questions and answers will be used to verify your identity before you can use the myPassword service. After your profile has been created, you'll be able to reset your password from any location by correctly answering your security questions. You will not be required to come to the Lawrence Tech Computer Help Desk to have your password reset.

Getting Started

To set up a myPassword profile, open a web browser. Internet Explorer, Firefox, and Opera are all supported. The myPassword address (URL) is mypassword.campus.ltu.edu

Click the 'Edit my Profile' button. You need to know your current password to create a profile. Select and answer the two security questions and click the 'Update' button. After your profile has been created you can change your password or reset your password if you've forgotten it.



Figure 1 - Login to create your profile



Figure 2 - Select your security questions

Changing your password

To change your password, click the 'Change my Password' button. Login using your current ID and password. You may choose a system generated password or create your own password. Click the 'Generate' radio button to use a password automatically created by myPassword.

You may review different passwords by clicking the 'Generate Password' button. Each time the 'Generate Password' button is pressed, a different password is returned. If you wish to use one of these passwords, click the 'Change Password' button.

If you wish to create your own password, click the 'Enter' radio button and type your new password twice, once in the 'Password:' input box, and again in the 'Confirm:' box. The password must contain a minimum of six characters and must be different from the last seven passwords you have used. Then click the 'Change Password' button.



Figure 3 - Generate or create your new password

After your password has been reset, you may close the browser, or navigate to another page.

Forgot your password?

If you have forgotten your password, or if your password has expired, click the 'Reset my Password' button. In the User Name: box, type your computer login ID for example:

vm000626599

- Be sure that 'CAMPUS' is selected in the 'Domain:' box.
- Then click the 'Logon' button.
- Answer the first security question listed in the box and click 'Continue.'
- Answer the second security question listed in the box and click 'Continue.'
- Then use a system generated password, or create a new password of your own.

Please note that myPassword will not change your Blackboard or BannerWeb passwords. At this time, the myPassword service will only change or reset your computer login and email password.

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

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