

IMPORTANT DATES

May 21 - August 15

Help Desk Summer Hours

Monday - Thursday

8:00 a.m. - 5:00 p.m.

Friday

8:00 a.m. - 4:30 p.m.

Fall 2007 Faculty Distribution

Tuesday, August 21 10:00 a.m. - 7:00 p.m.

Monday, August 27 10:00 a.m. - 7:00 p.m.

Tuesday, August 28 10:00 a.m. - 4:00 p.m.

Monday, August 20

Fall 2007 Help Desk Hours - begin

Monday - Thursday

8:00 a.m. - 7:30 p.m.

Friday

8:00 - 4:30 p.m.

Fall 2007 Student Distribution

Wednesday, August 22 10:00 a.m. - 7:00 p.m.

Thursday, August 23 11:00 a.m. - 8:00 p.m.

Sunday, August 26 11:00 a.m. - 5:00 p.m.

Tuesday, August 28 10:00 am. - 4:00 p.m.

Wednesday, August 29 11:00 a.m. - 7:30 p.m.

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! And this year, some new students will receive tablet notebooks! 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*

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 2007 through the end of Summer 2008, based on your continuous enrollment at LTU.

For example, you must be enrolled for the Spring 2008 semester (which begins January 2008) to keep your laptop beyond December 2007. Additionally, if you do not register for Summer 2008 classes, the laptop must be returned the week of final exams Spring 2008. Again, failure to remain enrolled requires the return of the laptop. Laptop return dates are always the week of final exams, 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 Help Desk services. If you have any questions or concerns, please feel free to email helpdesk@ltu.edu or call 248.204.2330 for assistance.

You may also contact Charlene Lilla, Director of Help Desk Services, at 248.204.2334 or charlene.lilla@ltu.edu.

Welcome to LTU!!
The Help Desk Staff

LAPTOP RETURN DATES 2007-2008

Location: C203, Student Computing Center, Taubman Center



Fall 2007

December 17– December 22

Spring 2008

May 5 - May 10

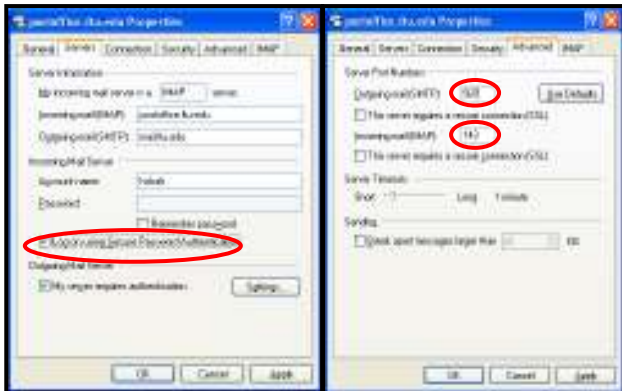
Summer 2008

July 24

OFF CAMPU S E-MAIL ACCESS

Yes, it is possible to send email OFF campus. Using Outlook Express, follow these steps:

1. Open Outlook Express and right click on **postoffice.ltu.edu**
2. Click **Properties**, and then click on the **Servers** tab
3. Check the box by **My Server Requires Authentication**
4. Click on the **Advanced** tab
5. Type **587** in the Outgoing Mail area and **143** in the Incoming Mail area



6. Click Apply
7. Click OK
8. Log out and then back into Outlook Express for the changes to take effect

For a demonstration go to:

http://ltu.edu/computer_center/laptopbook.asp

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

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 the University 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.

CHANGING YOUR PASSWORD

If you would like to change the password you use to log onto your computer and into your LTU email, follow these steps from your **Windows XP Desktop**:

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 must take your Student ID to The Help Desk in C203 and have your password reset.

USING LTU NETWORK PRINTERS

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. The printer names are synonymous with their location, with the exception of M138 which has been moved to C203 in the Student Services Center. Most printers require permissions, however, C203 is a public printer. To install a network printer, follow these steps:

1. Click **Start, Printers and Faxes**
2. Click **Add a Printer** to start the *Add Printer Wizard*
3. Click **Next** to begin
4. Make sure the **Network Printer** option is selected
5. Click **Next**
6. Click **Find a Printer** on the *Specify a Printer* option
7. Click **Next**
8. Click **Find Now** on the *Find Printers* option
9. Scroll down the list and click on and highlight the desired printer
10. Click **OK**
11. Select either **Yes or No** on the *Default Printer* option
12. Click **Next**
13. Click **Finish**

PHOTO IDs AVAILABLE IN THE HELP DESK

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:

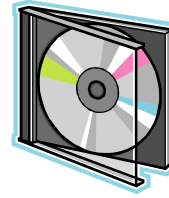
- Be currently registered for classes
- Visit The DTE One Stop Center for Enrollment Services and pay the fee
- Take the receipt to the Photo ID station, located in the Help Desk area

If your card is damaged:

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

BACKING UP DATA

It is very important that you frequently back up the data on your computer on a regular basis. Unfortunately, computers tend to crash, and having your data backed up will save you a lot of time and trouble. Nero 6 (<http://www2.nero.com>) is the burning software that is installed on your laptop. The process of burning a data CD follows:



1. Open Nero SmartStart from *Start* menu on your desktop
2. Select the *Data* category and click on *Make Data Disc*.
3. Nero *Express 6* starts automatically and the compilation window for data opens
4. Click *Add* open the window for selecting files
5. Select desired files; click *Add* to transfer them to compilation
6. Once you have finished adding files, click *Finished* to close the window and return to the *Nero Express 6* screen
7. All the files you have added appear in the compilation window. Click *Next* to advance to the burning window
8. Before burning the disc, make the final settings displayed on the screen
9. Click *Burn* to begin writing to the disc. Once the process starts, you will see information about the current status.
10. Click *Next* to advance to the selection window
11. Select the desired option or close *Nero Express 6*

LAPTOP AND TABLET DAMAGE CHARGES

Each fall semester, students participating in the laptop program will be assessed a non-refundable \$100 Maintenance and Service fee. This fee covers all laptop maintenance costs and ALL accidental damage charges. The Extended Warranty program will no longer be available.

If a laptop is accidentally damaged, students must fill out an accident report at the Help Desk, but they will not be charged for repairs. Intentional damage will be charged based on a set fee schedule. Warranty repairs will continue to be covered by our vendor.

MEET THE HELP DESK STAFF

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

Charlene Lilla, Director, Help Desk Services



Charlene received her BS from Eastern Michigan University and is working toward her MBA from Lawrence Tech. She has served as Director of Help Desk Services for two year, served as Manager of IT Planning & Administration for one year, and worked for three years as a Help Desk Technician. She is responsible for all aspects of

Help Desk operations with special focus on the laptop initiative including laptop distribution, troubleshooting computer needs, and student and faculty account setup. Her goal is to provide consistent high-level service to our constituents as outlined in LTU's Common Service Philosophy.

Ammar Abdulahad, Operations Specialist



Ammar Abdulahad received his Bachelor's degree in Electrical Engineering in 1999. He is currently pursuing a second Bachelor's degree in Computer Engineering at LTU. Ammar spent three years in Lyon, France before relocating to the United States in 2004. He is fluent in English, French, and Arabic. Ammar is responsible for laptop distribution and inventory control and has worked tirelessly to improve our procedures. He is a valuable asset in the department. He's very excited to be working here at the LTU Help Desk.

Ann Grusin, Staff 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 back in an exciting and fast paced environment. She enjoys working with all the wonderful students and faculty at Lawrence Tech.

Gonca Eren, Staff Technician



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.

Cherie Davis, Staff Technician



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.	
Director :	
Charlene Lilla (clilla@ltu.edu).....	ext. 2334
Operations Specialist:	
Ammar Abdulahad (abdulahad@ltu.edu).....	ext. 2335
Technicians :	
Ann Grusin (grusin@ltu.edu).....	ext. 2331
Gonca Eren (geren@ltu.edu).....	ext. 2332
Cherie Davis (cdavis@ltu.edu).....	ext. 2353
Jamie Nunnery (jnunnery@ltu.edu)	ext. 2349
Student Employees:ext. 2330	
Sejla Corbo (scorbo@ltu.edu)	
Tristan Maerz (maerz@ltu.edu)	
Matt Riley (mriley@ltu.edu)	
Chris Lilla (chlilla@ltu.edu)	
Jeremy Wedlow (jwedlow@ltu.edu)	
Christopher Andrecovich (candrecovich@ltu.edu)	
Tony Williams (twilliams@ltu.edu)	
Robert Kujawa (r_kujawa@ltu.edu)	
Robert Reichel	