

# GETTING HELP FROM THE TECHNOLOGY DEPARTMENT CHEAT SHEET

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## BEST METHODS... TO INITIATE A REQUEST FOR TECHNOLOGY ASSISTANCE

1. Enter a Track It Request.  
Click the icon on your desktop or if you do not have a Track It icon on your desktop open Internet Explorer and type <http://helpdesk.dcmoboces.com/tiweb65/scripts/trackit.asp> in the address location and press GO.  
**NOTE:** To save it as an icon on your desktop right click anywhere on the blue part of the login screen and choose CREATE SHORTCUT from the drop down menu. Click OK to create the shortcut on your DESKTOP. The icon will be called Welcome.asp. You can then right click on the icon and choose RENAME from the drop down menu to rename it Track-It Web.
2. Call Judy Hendrickson at the Help Desk at Extension 1207. Judy can troubleshoot the issue and if she cant solve it on the phone with you she will make sure it is assigned properly to get you the fastest assistance. Remote sites may reach Judy by calling 607-335-1207.
3. Walk your item in to the Help Desk in the Technology Repair Shop located in the Support Services Center at the DCMO BOCES Chenango Campus.
4. Although we prefer you do not interrupt a technician while they are working on other's requests, if you see a technician available you may ask them if they have time to help you.



### LOGGING INTO THE NETWORK

For many years we could just log into Novell during initial startup and get to the network.

Windows 2000 security and a need for BOCES staff to share PC's caused us to look for a different way to handle Log Ins.

We have set up almost all PC's to boot up to the Windows desktop using a generic DCMO BOCES login. This will bring the PC up for any user and give them the same desktop.

To get on the network you right click on the little Red N in the lower right hand corner of the screen. This will bring up a menu where you can choose Novell Login. This brings up the screen you are use to seeing on boot up. Once you enter your user id and password and press ENTER it will map all your network drives as usual.

5. If you have an **emergency** see your supervisor (or their secretary) about expediting your request through the Technology Department's Operations Manager.
6. If you have a non-urgent question, send an E-Mail to your technician. Techs check their E-Mail more than any other message system.
7. If you would like to learn something new make an appointment with your technician. Be sure to let them know exactly what you want to learn so they are prepared or can suggest someone else who might be better suited to meet your training needs.

**There is no such thing as a stupid question!** It is our job to help you do your job better. If something technology-wise is not working for you, ask us if there is a way we can help make it better. We may not always have a perfect solution but we may be able to make some adjustments that will help make your job easier.

**Don't let mistakes get you down. We all make them. Let us help you fix them!**

### When you call the Help Desk you should provide the following information:

- How long has the problem been occurring?
- What exactly were you doing when the problem occurred?
- Are others around you having the same problem?
- Are you getting any error messages? If so, write down any error messages exactly as they appear or do a printscreen and paste it into a Word document.
- Did you make any changes/install any software just prior to the problem?
- How soon do you need this problem fixed? Do you have any deadlines you are trying to meet?

See Other Side for Priority Information and Trouble Shooting Tips

**PRIORITIES** – Requests are usually handled on a “First Come-First Served” basis. However, there are times when high quantities of requests, long term projects, and/or emergencies pull staff away from working in this format. To help you understand how we prioritize requests during these times...

- Requests that affect the greatest number of people will often get priority over individual requests. For instance ... the network is down, an entire building is down, or an entire classroom is down.
- Requests with a specific deadline will get priority over other requests. For example a report due to the state on a specific date or a workshop setup needs to be done for a specific date. Make sure you let us know what your time requirements are and check the status with the Help Desk.
- Requests that have been prioritized by an administrator will be done first. If we are backlogged or have many requests for a particular department we often seek advice of your department administrator in prioritizing requests. Make sure your administrator is aware of your needs.
- Often we will offer a temporary solution until we can take the time to handle your needs completely. If there is a workaround we may put off your request for other requests for which there is no workaround especially during peak times.

### Understanding Network Drive Mappings

Drive mappings are simply pointers to folders stored out on the network. Every network user is assigned a network folder with the same name as their User ID. This is a sub folder of the USERS folder. To make it easy to access your folder we map the drive letter G to it when you login. Thus your home folder is often referred to as your “G Drive”.

You also have an H Drive mapping to the USER folder. This mapping is so that you can share files easily with others in your building. If someone has given you access to a folder on their G Drive you can access it by going to the H Drive. You will only see folders for those people who have granted you access and you will only be able to see the subfolders and items you have been granted access too.

**You must be careful because you will see your subfolder under H as well. These are not duplicate files. If you delete files in your folder from the H Drive you will have also deleted them from your G Drive.**

Remember drive letters are only pointers to folders out on the network. Since the H drive points to the Users Folder it is also allowing you to access your folder which is stored in the USERS folder.

Think of it as a file cabinet where the USERS (H) folder is the drawer and the USER ID(G) folder is the file within the drawer. If you remove a document from the USER ID folder. Will it still be in the USERS drawer?

## My computer isn't working...

### What should I do?

Before you call (or E-Mail) the Help Desk, rule out some simple problems by trying the following:

1. Make sure that every piece of equipment is plugged in to a working electrical outlet, and that any required power strips are turned on.
2. If you are using a power strip, you may need to push the reset button if it has been "overloaded."
3. Check all cables to see if they are all connected. Wiggle the wires if you are experiencing a poor connection.
4. If your machine is working, but just giving you some problems, reboot (shut down/restart) the computer to see if this fixes the problem.
5. If you can't run a network application, are you sure you logged into the network? Not sure, double click on my computer – Does it show a G drive? If not, follow the directions, on the front of this page, for Logging into the Network.
6. Is the computer giving you an error message? Read the message carefully to determine if it is something you can fix by simply doing what the message tells you to do.
7. If you can't get to the Internet do you have a network switch (a little box that your computer network cables are plugged into) in the room? If so, does it have power lights? If it has power lights, turn it off and back on to reset it. On some models this may mean unplugging it and plugging it back in. Still not working, check the cables on the switch and on the back of your PC to make sure they are plugged in tightly and have not been pulled out enough to break connection.

Not sure how to do something you need to do...Did you know that the Help Desk can, with your permission, remote into your computer and walk you through how to do it. This process is also called shadowing.