

### Computer Reminders/Procedures:

1) If you need help with your computer, ***call the Helpline. (663-5853)*** If the problem cannot be solved over the phone, the Helpline staff will enter a work order so I may take a look at it personally. Valuable resources are expended staffing the Helpline. This is the proper procedure, please take advantage of it as my time at the schools is limited to 3 or 3 ½ hours per site per week. I need a work order *before* I can perform *any* computer services for you.

2) ***Please do not play or allow students to play any Internet games!*** If it is on the Internet and it is *any* type of game then it falls under this category. These types of games will definitely cause your computer(s) to run slow and/or crash. Much of my time is spent removing files/programs that are installed because of these Internet games. Many staff members have been without a computer after it crashed when a student was allowed to play one of these games. This could be avoided if they are not used. If you have any questions/concerns, please feel free to send me a GroupWise email.

3) Do not bring in any computer related equipment from home. Due to various laws, liabilities, and regulations we do not allow home computer equipment to be used in the schools. If you have something you wish to *donate*, please see me or call the Helpline. We have strict standards for what donated equipment we accept. Every donated piece of equipment, while it looks enticing, requires additional time and/or resources to support and maintain.

4) Please do not move any computer equipment around the building (to a different room/area) without seeing me *first*. For insurance and research purposes, we keep an inventory on all computer equipment and locations. Some computer equipment cannot be moved due to power/network restrictions.

5) If you receive an email telling you to delete a file or modify your computer in any way ***do not do it*** or at least contact me or the Helpline ***first*** ! I have seen many people render their computers useless even though they may have had the best intentions. Please do not try and take computer matters into your own hands, it could save *a lot* of time down the road.

6) Please make sure your computer is turned/powered off *every* day. Not only will this save lots of energy costs (usually in the neighborhood of \$3000/\$5000 per school per year), but it will vastly prolong the life span of our computers. The computers that we use were not made/intended to be run 24/7 .

### Helpful Computer Hints:

1) If you are experiencing computer trouble the ***first*** thing you should do is ***restart your computer***. This will generally solve 80% of all problems. This holds true for printers as well. Restarting a computer will "give it a quick rest" and "wipe the slate clean" so to speak. If this doesn't help, ***call the Helpline***.

2) Having too many programs open at once or leaving programs open for long periods of time without use may cause your computer to run slow and/or crash. By only having open what you need when you need it, your computer will run much more efficient and shouldn't crash/lock-up as often.

3) Preview your print jobs *before* printing them. Sometimes the print jobs may not turn out as expected. This especially holds true when printing from the Internet. By previewing things first, you can catch any errors and save the costs of an unwanted print job.

If you ever have a quick question, please feel free to send me a GroupWise email. Unfortunately, sometimes I am too busy to stop and chat in the hallway. I hope this helps out. The above should help ensure the best and most efficient support for the upcoming year.

Sam Espich  
Micro Computing Technician  
Technical Services  
Madison Metropolitan School District

Helpline: 663-5853