

## **Computer Team Minutes**

Thursday, November 20, 2025, at  
1:00p.m.

### **Introductions**

Please state your name and your Computer Position

Chairperson: Youa Thao

Secretary/Notetaker: Melissa Pappas

***Attendees: Melissa Pappas, Youa Thao, Keri Levin, Michelle Newell, Andrew Ward, Aado Perandi***

### **Updates from Administrators:**

- Cleveland: No admin in attendance.
- Hamline: No admin currently.
- Montreal: No problems to report. All computers are working fine. All computers have been signed up for extended updates. Montreal still is working on the issue with their early termination fee.
- Dunedin: No admin currently.
- Wabasha: Two computers and printer are working fine. One mouse needed replacing.
- Ravoux: Computers are working fine. No Internet issues either.
- Seal: Everything is working fine now. The only issue is non-residents using the computers and printer.
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin in attendance.
- Exchange: No admin currently.

### **Update from Computer Peers:**

- **Closed Helpdesk Tickets**
- Michelle Newell: No tickets this month. She has been working on the McDonough office computer.
- **New Tickets**  
No new tickets right now except for possibly spam ones.

### **Updates from IT Contractor and PHA IT**

Melissa Pappas:

I did site visits at Mt. Airy, Dunedin, Neill, Valley, Edgerton, Exchange, Hamline. Valley had working Internet again. I am still working on getting Edgerton's wi-fi setup. Hamline had no Internet now because of confusion about paying for service until the new Internet is installed. I have a list of the new account numbers now.

### **Updates**

Youa Thao:

There are still a lot of issues with the new Internet service. Marcus Mays will be invited to the December Residents Council meeting.

People should come with any questions they have about the new service.

You now need to use the Xfi app to access settings on the new gateway. You can re-enable the admin dashboard through the app if you want to.

Having one person in charge of the new Internet accounts would have been helpful.

**Next meeting: December 18th at 1:00p.m.**