

Computer Team Meeting 1/17/19

Attendees: Melissa Pappas, Ron Sexton, Diane Anastos, Gerard Forys, Laurie Wrycza, Bill Hughe, John Cardoza

The current help desk address was purchased last year. We need to decide if we want to continue with a help desk email or not.

There have been 30 or 40 emails to the help desk so far.

Using something like Freshdesk or Spiceworks web helpdesk was suggested. Using gmail might be easier for Diane and Julia.

It was decided to change it to something like phahelpdesk@gmail.com.

Having the email through the Presidents Council website is an option too.

The current email address will stay as is until mid-February.

Exchange has an issue where the printer only prints one copy even if a different number is input.

There also are times when the computers shutdown because of updates.

The passwords on the computers will be changed soon. Who should do this was discussed. (Aaron or the Peers).

Leaving the passwords as they are was suggested. Diane will talk to Julia about this.

PCs for People offers computer classes at their office on a Marshall Ave. They also are willing to do classes at the hi-rises.