Computer Team Agenda

Thursday, December 28, 2023, 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, Aado Perandi, Keri Levin, Andrew Ward, James Mueller, Michelle Newell, Joe Furst

Updates from Administrators:

- Cleveland: **No admin in attendance.**
- Hamline: **No admin in attendance.**
- Montreal: **No problems to report. All computers are working fine.**
- Dunedin: **All computers are working but one is asking for a password on the resident account. Derrick will be working with James on this.**
- Wabasha: **one computer needs a new wi-fi adapter. One computer has a bad power supply and monitor.**
- Ravoux**: No computer problems. The office computer is working better now.**
- Seal: **Everything is working fine. There are still issues with people eating by the computers and turning off computers. Also, with a new resident leaving messes by the computers.**
- Front: **No admin in attendance. The previous admin stepped down.**
- Wilson: **No admin in attendance.**

Update from Computer Peers:

- **Closed Helpdesk Tickets**
  o Melissa Pappas: I have been in contact with the Neill board about the printer concerns and will check the printer when I go there next month. I have also been in contact with the resident who had Internet questions.
  o Michelle Newell: Mt. Airy community center has had their office computer installed.

- **New Tickets**
   No new tickets lately. Just the Neill printer.

Updates from IT Contractor and PHA IT

Joe Furst:

Finding out our familiarity with TeamViewer was discussed. That program is installed at the family sites. There is a free version of TeamViewer but it has a lot of limitations and is only supposed to be for personal use on one network. There are also similar programs like Anydesk.

PHA has a number of microcomputers that could be used at the hi-rises. These computers would work with Windows 11. We would need Windows 11 licenses though. The computers have Windows 10 Pro now. Waiting to upgrade to Windows 11 might be good. The new interface and other changes might cause issues with users. Trying eleven on one computer might be a good way to try it out. Windows ten will be supported until 2030.

Joe will give the computers to Beth to distribute. They will probably be in the Ari office. The computers don't have keyboards or monitors with them.

These computers have Intel i5 processors and 8 gigabytes of RAM. Locking the computers might be an issue. Hopefully the computers can be locked somehow. (They are the size of a modem and could be easily walked off with if left unlocked.)

Printing issues:

Having the printer connected by cable to one computer only was suggested. That is more stable than wi-fi printing. It's also more secure. Good signage would need to be posted so people would know which computer can be printed from.

Internet issues:

Restarting the router monthly was suggested to help prevent bottlenecks. Setting a password that is changed every 90 days is another suggestion.

Updates

Youa Thao:

Computer Literacy classes are still being worked on. Possible ideas are having classes at certain sites, having classes each month on a certain day that is posted at the sites. Having people who are interested in classes register and then setting up classes for them might be the most workable idea.

Helping people with varied questions might be difficult. Things like using home Internet, Using Facebook, using features on their phone or tablet.

Having a way for people to ask questions that could be answered and added to the knowledge base would be helpful.

Depending on how many people have questions, there might be multiple classes in a year.

Next Meeting: January 25th at 1:00p.m.