

## **Computer Team Minutes**

Thursday, December 26th, 2024, at  
1:00p.m.

### **Introductions**

Please state your name and your Computer Position

Chairperson: Khadar Osman

Secretary/Notetaker: Melissa Pappas

***Attendees: Melissa Pappas, Youa Thao, Khadar Osman, Aado Perandi, Craig R., Andrew Ward, Keri Levin, Michelle Newell***

### **Updates from Administrators:**

- Cleveland: No admin in attendance.
- Hamline: No admin currently.
- Montreal: No problems to report except the modem needed to be replaced. That will be done today.
- Dunedin: No admin currently.
- Wabasha: Two computers and printer are working fine.
- Ravoux: Computers are working fine. No issues to report.
- Seal: Everything is working fine now. We do still have issues with non-residents using the computers and printer though.
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin currently.
- Exchange: No admin currently.

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

- **Closed Helpdesk Tickets**
- Michelle Newell: No tickets this month. Getting new items for the family site labs is still a work in progress.
- **New Tickets**  
No new tickets right now except for the printer install at Cleveland and the printer at Dunedin. Also, Montreal requested one of the modems the Presidents Council has in the office.

## Updates from IT Contractor and PHA IT

Melissa Pappas:

### **Updates**

I did site visits at Cleveland, Mt. Airy, Dunedin, Neill, Valley, Front. The computers at Front hadn't shown up online for a number of days before I went out there. I found that the one working computer they had had been put in their office because of thefts of other equipment. (Their printer had been stolen.) I set up one of the donated computers they had for their office after troubleshooting the existing office computer. (That computer had a memory issue and kept going to a BSOD every few minutes.)

I installed one of the donated computers at Cleveland and will be installing their new printer tomorrow. I did some troubleshooting on the modem at Montreal when I was there to do the Quickbooks. I also called Comcast and set up the appointment for the technician to come out.

### **PHA IT**

Craig R. was filling in for Joe this month. He will probably be attending our meetings more often going forward.

Youa Thao:

It is now required that anyone who resigns as Computer Admin must do so in writing. There have been disputes over stipends after resignations in the past.

Using zip ties to secure cords was mentioned again. This should make it more difficult to steal things like keyboards and mice.

A reminder was given that disrespectful behavior will not be tolerated.

Computers do need to be available for residents to use.

Windows 11 can be installed on older computers using the iso file and the program "Rufus" to create a bootable usb drive. This bypasses the TPM check and processor restrictions.

**Next meeting: January 23<sup>rd</sup> at 1:00p.m.**