

Computer Team Minutes

Thursday, December 18, 2025, 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, Keri Levin, Michelle Newell, Andrew Ward, Aado Perandi, Khadar Osman

Updates from Administrators:

- Cleveland: No admin in attendance.
- Hamline: No admin currently.
- Montreal: No problems to report. All computers are working fine except one. Keri is working on that.
- Dunedin: No admin currently.
- Wabasha: Two computers are down because the hdmi adapter was taken from one and the wi-fi adapters were taken from both. Everything else is working fine.
- 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. The Hamline office computer is pretty slow. The Internet at McDonough should be up and running now.
- **New Tickets**
No new tickets right now except for possibly spam ones. (There seems to be more spam ones as of late for some reason.)

Updates from IT Contractor and PHA IT

Melissa Pappas:

I did site visits at Mt. Airy, Neill, Valley, Exchange, Hamline, Central, Cleveland so far this month. No major issues except for continuing problems with the new Internet service. The Montreal early termination fee issue is still being worked on. PHA will have to handle the wiring at Hamline and Wabasha. It is uncertain whether that will happen or not. I am continuing to sign older computers up for extended updates and to update newer ones to Windows 11. (I did one at Valley this month and will do the other two next month. I also did one at Neill.)

Updates

Youa Thao:

It was recommended to send emails to Comcast for issues with the Internet rather than just calling them. This will give you a paper trail if you need it.

Also, the Internet issues are between your hi-rise and Comcast. PHA can't really do much or get involved.

Marcus should be at the January Presidents Council meeting.

Next meeting: January 22nd at 1:00p.m.