

Computer Team 2/18/16

Attendees: Aaron Smothers, Julia Hupperts, Ron Sexton, Gerard Forys, Clarence Severson, Melissa Pappas, Keri Levin

New ticketing system:

A new ticketing system using Freshdesk is being implemented.

You can email in tickets or call in to report issues. Posters will be posted in the hi-rises and there will be a link on the Presidents Council website.

If someone calls in a ticket it will go to voicemail and will generate a ticket in Freshdesk.

Computer inventory:

An inventory of computers at all hi-rises is being done.

Passwords are being changed on all computers. Going forward they will need to be changed when an officer leaves the board. Passwords will only be given out to QB peers who go to multiple hi-rises. Otherwise only Julia, Aaron, and Melissa will have access to them.

A reminder was given that computers are resident council property and that residents messing with things should be reported.

Moving computers:

A question was asked about how difficult moving computers would be. Unless the computers are being moved to another floor there should be no issue. (That type of move would require rewiring. Moving computers in the same area should have no such issue.)

Aaron is working on coordinating with TechDump to recycle old computer equipment from the hi-rises. It will likely happen in March.

There is no charge for recycling this way.

Computer home pages:

What site should be the home page was discussed. Several hi-rises have their own websites set as the homepage.

Having the Presidents Council website as the homepage is preferred.

All computers should look as similar as possible.

New computer rules are being worked on.

Having a link to the online rent payment system on the Presidents Council website was suggested. That can be added easily.

Computers should be rebooted once or twice a day.

There were security concerns reported at Edgerton. The passwords were just changed so there shouldn't be a problem now.