

## Computer Team Agenda

Thursday, February 22, 2023 at  
1:00p.m.

### Introductions

Please state your name and your Computer Position

***Attendees: Melissa Pappas, Beth Pacunas, Gary Laskowski, Terry Hogan, Derrick Malone, Andrew Ward, Youa Thao, Tamera Zukauska, Aado Perandi, Michelle Newell, Keri Levin***

### Updates from Administrators:

- Cleveland: **No problems to report. Everything is working fine.**
- Hamline: **One computer won't connect to the Internet. The other computers are working fine. The printer needs ink.**
- Montreal: **No problems here. Computers have been updated.**
- Wabasha: **No problems here. They may have an Internet issue.**
- Ravoux: **Everything is working fine. There has been an issue with one resident not following the rules. They were banned for thirty days from using the computers.**
- Seal: **Computers are working fine.**
- Front: **community room computers are fine except for the one that was reported not working a couple months ago. The office computer is hanging on log in and won't load the desktop.**

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
  - Melissa Pappas: Did troubleshooting on a possible printer issue at Neill. Changed a setting so the printer wouldn't default to duplex printing. Checked a monitor that was reported not working. It turned out to be a loose power cord connection.
  - Michelle Newell: No tickets recently. Mt. Airy May have a non working monitor. They also need a new keyboard. Dunedin is still having an issue with their office computer.
- **New Tickets**
  - Beth Pacunas: No new tickets lately except for Front. (Also, the issue of someone viewing inappropriate content at Ravoux is still being worked on.)

### Updates from IT Contractor

Derrick Malone:

Derrick went to Ravoux and helped with recovering browser history on their computers. He went to Exchange as well. One of their monitors is down. Dunedin has one computer with an issue. He went to Wilson as well. No problems there.

## Updates

Beth Pacunas:

She has taken over Diane Anastos' job. She is still learning everything that is involved.

Youa Thao:

Do not give out any passwords.

Computer Administrator forms were sent out.

A reminder was given to keep good track of your work. This is important in the case of a dispute over your work.

Remind residents to sign in when using the computers.

Computer areas should be wiped down at least once a week. Contact Youa if you need more wipes for this.

If you experience issues with board officers or have disputes over stipends, you should let Youa know.

New computer admins need to get approval from the Resident Council. If you need to resign as admin, you need to let the Council know in writing. (Similar to what board officers do when they step down.)

**Next Meeting: March 23rd at 1:00p.m.**