Computer Team
3/17/16

Attendees: Willis Newell, James Thompson, David Owens, Yasmine Aminou, Keri Levin, Clarence Severson, Gerard Forys, Melissa Pappas, Aaron Smothers, Julia Hupperts, Ron Sexton

Issues:
Front still has issues with people outside the hi-rise accessing the wi-fi.
Mt. Airy needs Word. Office 2016 is in the process of being purchased. It should be available in a couple weeks. Each hi-rise will get two licenses for Office 2016.
Mt. Airy also has an issue with people not closing the browser when they finish using the computers.
Making up a flyer with instructions for closing the browser was suggested. (It's possible people think minimizing the window is closing it.
Requiring reboots was also suggested.
There also is someone turning off the wi-fi.
There are issues at Central with the wi-fi signal dropping on several computers.
Updating the NIC cards in the computers was suggested.
Rebooting the router was also suggested. That needs to be done periodically.
There is a resident at Central that has possibly been changing passwords and has been hogging one of the computers. (He locks the computer when he gets up and no one else can use it.)

Upcoming Changes:
Starting in April there will be a new help desk system rolled out. Posters will be provided to each site to be posted. Residents can call or email in tickets.
Any time you fix something on your hi-rise computers you should create a ticket for it. Freshdesk is the system that is being used for ticketing.
Tickets should be created for major issues, not routine things like updates.
Tickets should also be created for Internet related issues.
You don't even Ned to create a ticket for every single issue. Just make sure you update Aaron regularly.

Programs on hi-rise computers need to be standardized. Aaron needs a list of all 3rd party programs on the computers.