

## Computer Team Minutes

Thursday, May 22nd, 2024, at  
1:00p.m.

### Introductions

Please state your name and your Computer Position

Chairperson: Youa Thao

Secretary/Notetaker: Melissa Pappas

***Attendees: Melissa Pappas, Youa Thao, Khadar Osman, Aado Perandi, Andrew Ward, Michelle Newell***

### Updates from Administrators:

- Cleveland: No admin currently
- Hamline: No admin currently.
- Montreal: No problems to report.
- Dunedin: No admin currently.
- Wabasha: Two computers and printer are working fine. No issues now.
- Ravoux: No problems with the computers or the Internet. (There was a recent issue with someone trying to unjam the printer,
- Seal: Everything is working fine. One person is still turning the monitor off almost every day. There also are still occasionally people making a large number of copies.
- Front: No admin in attendance. The previous admin stepped down. They still need to get their computers back out in the community room.
- Wilson: No admin currently.
- Exchange: No admin currently.

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
- Michelle Newell: No updates this month. No new tickets this month. The McDonough council computer password is being reset.
- **New Tickets**  
No new tickets right now.  
The Comcast changeover should be starting in the next few weeks. (Possibly around the 28<sup>th</sup>.)

## Updates from IT Contractor and PHA IT

Melissa Pappas:

### **Updates**

I did site visits at Central, Hamline, Neill, Valley, Mt. Airy, Dunedin, Edgerton so far. I did troubleshooting on a printer jam issue at Dunedin. (The issue was that they had the toner cartridge in the printer without the drum unit.). Mt. Airy still needs one mouse. Hamline and Valley also need one mouse. (Valley also needs a keyboard for one computer.)

Montreal had a ticket submitted because the printer needed toner. We should work on a system where there is a contact person at each hi-rise for things like that. (Either the admin or a board member.)

### PHA IT

Craig R. Was not in attendance this month.

Youa Thao:

Please be patient with new officers who are still getting used to things. (So expect tickets for things like printers being low on ink.)

Putting up a posting for a contact person for ink and toner issues is up to the individual councils.

**Next meeting: June 26th at 1:00p.m.**