

Computer Team Meeting

7/22/21

Attendees: Melissa Pappas, Diane Anastos, Youa Thao, Gary Laskowski, Michelle Newell, Gy Chajili, Richard Castonguay, Terry Hogan, Andrew Ward, Keri Levin

PHA updates

Please remember to fill out your time sheet each month and submit it to your Treasurer when you get your stipend each month.

There should be a sign in sheet in the computer area for residents. (It is not your job to police residents or force people to use the sheet.)

Helpdesk Tickets

We are using the trial version of Freshdesk now. Help desk emails are now being forwarded to Freshdesk.

The free version of Freshdesk is working well so far. There also is a version called Fresh Service that is more helpdesk oriented. It costs \$19 per month per user. That is being looked into as well. We have a two week free trial of the Fresh Service.

Computer Admin training

The Computer Admin at Wabasha still needs training. Gary volunteered to do it.

Faronics Training

The training will be July 24th at 10:00a.m.

Computer Peer training will be August 7th at 10:00a.m.

Computer rep updates

Seal computers are fine. No problems to report.

Cleveland computers are mostly fine. One has an issue Terry is looking into.

One of Dunedin's monitors is cracked. (PC 3) The manager is aware of that and recent break in issues. Dunedin is still working on getting a new printer

Hamline's computers are working fine.

Gy checked the computers in the Mt. Airy family site lab. There is one monitor with slight damage.

The Mt. Airy hi-rise computers are working. The optical drive on one computer is not working.

Neill computers are working fine. The office computer has been re-imaged.

The family site labs are open again now.

There is an issue with a couple computers at the McDonough Lab.

Next Meeting: August 26th by Zoom