

Computer Team Meeting

9/24/20

Attendees: Melissa Pappas, Diane Anastos, Gerard Forys, Gy Chajili, Keri Levin, Youa Thao, Aaron Smothers

PHA: Updates and safety protocols

Hi-rise computer labs should be open and working. Exchange and Wabasha hi-rises do not have their computer labs open yet. (The manager is still waiting to hear from PHA on whether it is allowed.) Hopefully they will be open in October.

Hi-rises need to work with management on keeping the computer areas safe and socially distanced.

Resident Initiatives is considering purchasing plexiglass dividers to put between the computers. Maintenance is going to make dividers for the family site computer labs.

Taking one or more of the computers out of service is another option if they aren't heavily used and separating computers isn't possible.

Computer labs should be cleaned daily. Getting wipes for electronics and disinfectant wipes for keyboards and mice would be good.

Youa and Diane will see if PHA has funds for extra protective equipment for hi-rises.

Wi-Fi passwords are not required except for hi-rises downtown or in busy commercial areas.

Updates from Aaron

He was at Edgerton today. Their router is working now. Valley's router needs OpenDNS settings to be reset. Their computer lab is still locked though. (Likely because of issues with their Resident Council.)

Parental controls may be redone. All accounts will be consolidated under one umbrella account. That should be done in October.

The ticket submission system will be changed. There will be a Google form available on the PC website and as a link on computer desktops. This should help people give more details when submitting a computer issue report.

A flyer with what information is needed and how to submit it can be posted by the computers in the computer labs. Maybe even a computer problem checklist that could be taped to the computers or computer desks.

Aaron will be going to all hi-rises and checking to see that content filtering is working at all of them.

Signs requesting people to restart the computers when finished could be posted.

Computer rep updates

Central's router keeps dropping the signal. A hard reset didn't fix the problem.

They are having issues with manual updates at Montreal. (Deep freeze might be causing this if it is set to manage updates.) Cleveland had that same issue as well. They just needed to turn on Windows Update manually.

Next Meeting: October 22nd by Zoom