

Computer Team Minutes

Thursday, September 25th, 2025, at
1:00p.m.

Introductions

Please state your name and your Computer Position

Chairperson: Youa Thao

Secretary/Notetaker: Melissa Pappas

Attendees: Melissa Pappas, Michelle Newell, Aado Perandi, Keri Levin, Andrew Ward

Updates from Administrators:

- Cleveland: No admin currently
- Hamline: No admin currently.
- Montreal: o problems with the computers. The business Internet needs to be cancelled. A wi-fi adapter is needed for the office computer.
- Dunedin: No admin currently.
- Wabasha: Two computers and printer are working fine. No issues now.
- Ravoux: No problems with computers. The office printer is not working very well.
- Seal: Everything is working fine. One person is still turning the monitor off almost every day. No other problems besides occasional non-residents using the computers.
- 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. She is got the McDonough office computer and printer connected and updated. The family sites might need to start paying for their own Internet.
- **New Tickets**
No new tickets except for spam ones.

Updates from IT Contractor and PHA IT

Melissa Pappas:

Updates

I did site visits at Valley, Mt. Airy, Neill, Edgerton, Dunedin, Roosevelt, Central, Hamline so far. Got the printer at Roosevelt connected by Ethernet to the network. Only one computer is hooked up there because they don't have wi-fi and there aren't enough working Ethernet connections in that room.

The big issue is the new Comcast Internet at some of the hi-rises. There is still confusion about canceling the previous service. Hamline still doesn't have the new service (wiring is needed there and Wilson, I believe.) They do have working Internet now.

Edgerton has the new equipment, but it appears their gateway was set up for Ethernet only. Valley had working service and earlier this week their Internet stopped working. After spending several hours on calls with various Comcast reps I found out that their service had been disconnected because of non-payment. (They were told they owed \$185.00.) There should be no payment Nuon this service. The reps I talked to didn't know about the deal with PHA. They tried to convert Valley's account to a courtesy account but were unsuccessful. I was told they would have to wait until October 1st to try and set up a new account. (The current one would be totally disconnected then.)

Montreal is supposed to be credited for their early termination fee. I question whether or not that will happen. I am also concerned other hi-rises may have their service disconnected. Marcus just said to call the customer service number, which I did. It was difficult because we don't have account numbers or the phone number associated with each hi-rise account. (Device Mac ID might work depending on who you talk to.)

PHA IT

Craig R. Was not in attendance this month.

Youa Thao:

No major updates this month. There haven't been any issues with Councils so far. Marcus should hopefully be at the October meeting.

Next meeting: October 23rd at 1:00p.m.