Fortres Grand

What is Fortres Grand software?
This is a program installed on the computers to manage usage time limits.

What is the time limit for hi-rise computer use?
This varies by site. In most cases it is between one and two hours. (1 ½ and 2 hours seem to be the most common.)

Why is a time limit necessary?
This is somewhat less of an issue now, but in the past there were problems with people using computers for excessively long periods of time. This meant that computers weren't available for other residents to use when they needed to.

Why does the mouse not work on the screen with the Computer Use Protocol?
This happens because of a bug in the Fortres Grand software. If a computer is set to log directly into an account without a password, it causes the software to glitch. This manifests in the mouse pointer not showing on the screen and the inability to click on the 'accept' box. (There is no password on the Resident account on hi-rise computers. If a computer gets set to log into this account directly, the aforementioned glitch will happen.)

How do I fix that glitch when it happens?
To permanently fix this, the Computer Admin or a Computer Peer will need to temporarily turn off Deepfreeze and set the computer to default to the account selection screen. In the meantime, you can press ctrl+alt+delete to bypass the first screen and use the computer. You may have to hold down those keys for a few seconds or press them several times before this works.
If you notice a computer with this issue, you should let your Computer Admin know. If your site doesn't have an admin, you should submit a Helpdesk ticket.