



TechTalk

MCC Information Technology Services Monthly Newsletter

November 29, 2007, No. 9

IT HELP DESK

M-TH 7:45am-8pm
FRI 8am-4:30pm
SAT 8am-1pm
ext. 8457 Press 0

ANGEL Issues

ext. 8457 Press 1

AV Equipment

ext.8457 Press 2

Get the Message!

Voicemail. What to do about those messages that are so long they lull you to sleep; or those left by the ‘speed talker’; or by the person who leaves a callback number right at the start of the message? Good news! There are **phone options** to make your listening easier!

While listening to a message:

To *increase* speed, press **1** to pause, then **4**.

To *slow* speed, press **1** to pause, then **7**.

To *back up* 5 seconds, press **3**.

To *jump ahead* 5 seconds, press **9**.

To *repeat* message, press **6**.

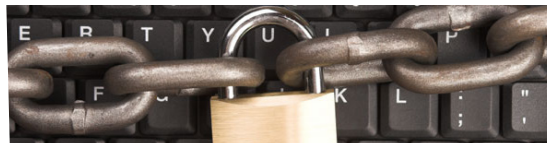


Have a question? We'll answer it in this newsletter! Email: AskIT@mchenry.edu

Or go to Tech Tutorials at: <http://www.insidemcc.mchenry.edu/PD/Tutorials/Tutorials.htm>

Student Password Resets: NEW on E-Tickets!

Now MCC faculty and staff can send student password reset requests via InsideMCC! During Help Desk business hours, you can send in a student password reset request via InsideMCC’s “Submit a Help Desk Ticket”, and a technician will reset it within 10 minutes. Just log in, type in the student number(s) and initials, then click “Next” to send it. If the student can’t log in after waiting 10 minutes, call ext. 8457 to get additional technical help. *Remember: Students can always bring a picture ID to the IT Help Desk in A110 to have their passwords reset.*



Ask IT

Q: What do I do if I have a guest speaker who needs to log in to the computer?

A: If you have a guest speaker who needs to use MCC computer equipment, please **call the Help Desk at ext. 8457** several days ahead of time to get a “generic” log in, log-in help, equipment reservations, and any other security-related procedure done. *Connecting personal equipment to the MCC network is prohibited.*

FACULTY! All classrooms will be using the **new Microsoft Office 2007 suite** this Spring semester - make an appointment **now** to test your lessons, presentations, and websites on the new computer setup! **Contact Tracey Naleway at ext. 7583 to arrange a time to test new software.**

Tech Tip! If a program freezes up, press Ctrl-Alt-Del and click on “Task Manager”. Select the program, and click “End Task”. After it closes, X out of the window and reopen the program.

HELP DESK E-TICKETS

InsideMCC has what you need! If you have computer problems, issues with printing, software installations, or need student passwords reset, you can get it done online. Go to **InsideMCC**, under Information Technology, and click “**Submit a Help Desk Ticket**”. Then log in with your normal user name and tell us what you need!

General Help Desk Request Student Password Reset Request



This newsletter compiled and edited by S.E. Sieber