

Phone Log.txt

. LOG

10:44 AM 1/28/2013

Brandon, Fiscal Services (x2151),

Sandee (226-9741), used join.me to help set up Citrix.

12:36 PM 1/28/2013

Nancy Webb (x2377), how to access Q drive. Called back and left VM.

12:47 PM 1/28/2013

Brandon Gross (x2151), student worker, unable to log on to network. See w/o 13054.

1:41 PM 1/28/2013

No answer at x2151. Called Tim Tucker who found Brandon. Account set.

2:09 PM 1/28/2013

Sandra Nevara (x6241) trying to printout transcripts. She says that when she updates a record and saves, it should generate a printout immediately. w/o

2:17 PM 1/28/2013

Victor (772-3345) how to print rosters.

3:48 PM 1/28/2013

Nancy Hurt (459-4874), problems uploading PowerPoint to My Courses. It might be the file size is too large.

9:22 AM 1/29/2013

Vicki (x3263), evening instructor having problems logging on win7 classroom. Sounds like slash going wrong way.

11:48 AM 1/29/2013

Scott Oto, Solano Community College, want code for online schedule list (Class Finder).

12:57 PM 1/29/2013

Lisa Campbell (x2645), grade book

1:57 PM 1/29/2013

Janet (x2520) Q re Google Drive/Email.

Ann M (x2104), Wi-Fi not working, oh wait, it's working now.

2:13 PM 1/29/2013

Dorrae (x2028), calling re: problem printing W-2s. Spoke with Janice. Rodolpho has already put in a ticket. (Dorrae also put in a ticket, but Janice closed hers.) I called Rod and he's going to look into it.

4:22 PM 1/29/2013

Trudy (x2286), testing electronic timesheets. Do part-timers have accounts automatically? Not without a comp access sheet.

10:33 AM 1/30/2013

Gatye Steil (x4547), moved files from Citrix Desktop to her P drive.

Nancy (x2377) Q re possible spam.

11:05 AM 1/30/2013

Michelle (x2555), help w/signature in Outlook.

11:26 AM 1/30/2013

Carla (x2275), email invites. User error.

Phone Log.txt

11:28 AM 1/30/2013

Beth Johnson (x2578) email attachments are arriving corrupted. Removed some software that isn't standard. If still a problem she'll do a w/o.

12:11 PM 1/30/2013

Kim (x2326), payroll, pay taxes online. Q re alert. It's ok.

3:11 PM 1/30/2013

Bill Snider (x2729), returned his call and left VM.

3:16 PM 1/30/2013

Sharon (x2219), adding logo.

4:53 PM 1/30/2013

Diane Stevens () room 4111. No login instructions.

11:09 AM 1/31/2013

Lisa Campbell (x2645), returning call.

Misty (540-208-1579), Quick Source Learning, checking in.

11:17 AM 1/31/2013

Mark Webber, Q about switching between windows in PPT presentation. Also sharing files in My Courses, .docx unable to be downloaded by Mac user. Upload as PDF.

12:43 PM 1/31/2013

Janet Hagood (x2520), Google Drive Q. Called back and left VM.

12:57 PM 1/31/2013

Pam (x2794), My Courses, trying to add an instructor to Dawn Santos' class. They're in, but don't have access to e-mail. Unable to LANDesk. w/o

Mark Sensenbach (x2384), unable to log on. Paul is heading over there.

1:28 PM 1/31/2013

m basti (x2700) Q re browser error with Firefox (use IE) and something else.

2:14 PM 1/31/2013

Donna Bower (927-1567), got rid of Large Mail search folder. Stepped her through bringing it back.

2:40 PM 1/31/2013

Jim (x2618), unable to bring up internet in classroom. 7175. It was a connector in the wall. Frank can come back.

4:19 PM 1/31/2013

Jill (x2520), Google Docs,

9:29 AM 2/1/2013

Lacey (x2205), one of two screens is black. w/o

10:12 AM 2/1/2013

Mary (x3284), room 9100, Firefox 18.0.1. w/o 12908.

11:12 AM 2/1/2013

Julie (x2777), it's working. Q is Java ok? Yes.

8:55 AM 2/4/2013

Denise (x3178), PC not on in 6304. Called Denise and she spoke with Janice, who was sending over a tech.

Amanda (x2296), cafe, No internet connection.

Phone Log.txt

Susan Lloyd (x2770) Q re weird files. She was trying to open a PDF in Word.

BethAnn (x4506) downloading roster for grade book. Please call back.

10:23 AM 2/4/2013

Nikki (x3283) facilities, Cuesta home page, accreditation link, picture of 3300/3400, Accreditation news blue boxes, broken links.

Merlyn (x3120), FP not publishing. Rebooting.

BethAnn (x4506). Left VM asking her to call.

10:58 AM 2/4/2013

Victor (x772-3345) how to use Citrix and My Courses.

~~12:07 PM 2/4/2013~~

~~Merlyn, need assistance in publishing Word doc.~~

12:36 PM 2/4/2013

Joe V (x2583), unable to publish. w/o.

2:49 PM 2/4/2013

m basti (x)FTP problems.

Dawn Brown (400-5774), locked out after redoing password. AD looks fine. IM'ed Lori. Didn't accept secret questions. Changed password to password123 and recommended that she change the password asap.

3:09 PM 2/4/2013

Richard (x3914), created CPAC calendar via Outlook (shared calendar). Log into CPAC Calendar account.

3:17 PM 2/4/2013

Pam Peachey (x2797) student in My Courses. Can't get Luminis to work

3:35 PM 2/4/2013

Barbara G (528-5126), old Citrix account is still active. Yes, but e-mail is getting forwarded to her personal email.

4:11 PM 2/4/2013

Pam's having problems installing the PowerDVDPoint program. Can't LANDesk. She's bringing laptop over.

4:48 PM 2/4/2013

Janet (x2520), student email not forwarding. It got turned off.

9:32 AM 2/5/2013

Colin (x3223), Athletics, screen went half black and the screen appears sideways or upside down. w/o 13205

11:33 AM 2/5/2013

Susan Lloyd (x2770) want to e-mail scanned document to students. I stepped her through the process.

12:22 PM 2/5/2013

Ron (x3287), can't delete e-mail. I LANDesk'ed and it started working.

1:38 PM 2/5/2013

Nohemy (x2161), finding archive.pst.

3:37 PM 2/5/2013

Carla (x2275), Q re page breaks.

Phone Log.txt

9:45 AM 2/6/2013

Anthony K (x2678), Lisa DeFraga, both getting "CPIP Notification: Login user request failed for sctssb". So is Sean. Called Steve Budke.

10:08 AM 2/6/2013

Mary Hastings (x2323), copy course content.

10:17 AM 2/6/2013

Mark Tomes (x2223) downloaded Citrix Receiver to iPhone. In past got into SARS; now nothing types in when trying to log in. w/o. Unable to LANDesk. Unable to access Banner on office Mac. Firefox, "missing plug-in". Stepped through downloading Java plug-in. Needs Admin password. Room 3337. Creating w/o for him.

10:58 AM 2/6/2013

Alma (x2283), Q posting myCuesta announcement.

11:33 AM 2/6/2013

Karen Reamer (x4225), adding student to re-entry group, unable to paste everything from Word. Doesn't work pasting into Notepad either. Sounds like a memory problem on the computer. Try restarting. Can't LANDesk MJAWW68-DN3026.cuesta.org

11:46 AM 2/6/2013

Joe (x2583), index.htm is not uploaded. updated w/o 13185 requesting that Robert fix.

Marie Larsen (x2580) can't send e-mail, mailbox full. Called but she's with students. She'll call back.

11:57 AM 2/6/2013

Karen (x4225) still unable to paste everything copied from Word. Forwarded message to Paul Borza.

12:07 PM 2/6/2013

Marie Larsen, how to resort back by size, oh she fixed.

1:36 PM 2/6/2013

Julie Hoffman (x2777), can't get on academic server. Left VM explaining what's going on.

Sandee M (x2310), mail not working on iPad.

Gina (x2137), working on Word doc, sent as attachment, put on Citrix Desktop. Moved to P for her.

2:38 PM 2/6/2013

Dennis Judd (x4256), LANDesk not working!!! MJDGBWZ-DN3201.cuesta.org

4:33 PM 2/6/2013

Carla, trying to schedule 3145.

10:02 AM 2/7/2013

Nancy (x2719) email getting moved. Unable to LANDesk.

12:37 PM 2/7/2013

Nancy Webb (x2377) Word and Excel problem. Nancy will call me back.

Janet Hagood (x2520), Google Drive, returned call and left VM.

Jon (266-4337), filtering.

2:39 PM 2/7/2013

Edith Tway (x2506), keypad not working. Keyboard making beeping noises. Try restarting computer. If that doesn't work, try replacing keyboard.

Phone Log.txt

2: 43 PM 2/7/2013

Janet (x2520) upload Excel file into Google docs. Showed how to convert to PDF.

8: 57 AM 2/8/2013

Louise (805-610-9252), in SF, help installing Citrix on Mac. Firefox. Stepped through

Kathryn Z (595-2383) Can't log on to "myCuesta"/email.

10: 13 AM 2/8/2013

Mary Hastings (x2323), can I copy the files for her? Not today, but on Monday perhaps.

2: 00 PM 2/8/2013

Kathryn Z (595-2383) Can't log on to "myCuesta"/email. Left VM.

2: 17 PM 2/8/2013

Vicki (x3263), Haila broke leg, that's why she didn't make class.

4: 06 PM 2/8/2013

Tiffanie (x2219) e-mail attachment displaying in message. Change Format to HTML.

4: 35 PM 2/8/2013

Mr Fonts (459-3001)

BJ (x3288), Cuestonian office, trying to make PDF, sent to Steven Booth.

8: 59 AM 2/11/2013

Haila (995-2752), broke leg. Can't get into Citrix. Vicki will be bringing in her Macbook Air for us to set up. w/o 13294

9: 14 AM 2/11/2013

Dave Becker (771-8008, or cell 234-7474), "error in connection file \users\david becker... \ica... cannot find connection smart card. Error #11" Firefox. Per Steven Boothe's recommendation, downloaded Receiver. It worked.

11: 18 AM 2/11/2013

Steve (602-797-2751), KnowledgeNet.

11: 35 AM 2/11/2013

Alma (x2283), who posts pics at top of www? Lana or Shannon.

11: 42 AM 2/11/2013

Janet (x2520) report from Banner, text file. Open in Excel. Showed search & replace.

1: 30 PM 2/11/2013

Steve from Ricoh (818-470-1856) wants to test printer in room 3341. After trying to help, I forwarded him to Robert.

1: 58 PM 2/11/2013

Haila (995-2752) downloaded Citrix Receiver, logged in (hhafl ey/sdf6yui) and installed (bandito2). Someone will come and pick up her laptop.

2: 37 PM 2/11/2013

Tiffanie (x2219), how much for a new computer and iPad. Emailed Steven Boothe and Linda D.

2: 55 PM 2/11/2013

Tiffanie (x2219), high-end Windows desktop. Reply all to e-mail.

4: 55 PM 2/11/2013

Susan (x2318) aqarchiving. She needs to move archive to P:, she'll call me tomorrow.

Phone Log.txt

9:04 AM 2/12/2013

Jill Peterson, how to create an ñ (Alt-164).

9:56 AM 2/12/2013

Chris Stubendorff (831-239-7768), helped set up Spam rule. Can't FTP; Academic down.

11:46 AM 2/12/2013

Edie Morales (x3138), upgraded computer missing. Won't be ready until 19th.

12:01 PM 2/12/2013

Kelsey Kehoe (x2213), printer installed yesterday, Ricoh. Emailed Kelsey contact info for Steve from Ricoh and e-mailed Robert asking about status.

12:54 PM 2/12/2013

Jamie (860-589-0220) Information Week for Jay. I chased them away.

12:59 PM 2/12/2013

Maria Calloway (904-3675), EOPS. Stepped through setting up Citrix with join.me.

1:26 PM 2/12/2013

Toby (878-1561), trying to get to G: via Citrix.

3:53 PM 2/12/2013

Tiffany (x2219), permission to write in calendar. Needs to have Anthony G call me so I can step him through giving permissions.

4:07 PM 2/12/2013

Anthony G, set up permissions.

Called Tiffany and got her working.

9:40 AM 2/13/2013

Bill Snyder called for help x2729. Returned call and left VM.

10:07 AM 2/13/2013

Peggy Hudson (x3251), Excel trying to sum but not include hidden rows. Couldn't do it.

10:18 AM 2/13/2013

Greg (x2730), Q re setting up FrontPage to Publish.

10:22 AM 2/13/2013

Peggy Hudson (x3251), left VM re: SUBTOTAL.

11:16 AM 2/13/2013

Dave Sanchez (x2189), need to set up printer.

11:41 AM 2/13/2013

Peggy Hudson (x3251) printing Q

1:03 PM 2/13/2013

Peppe (x2509) Kelsey, print jobs in the queue for 3341. Got rid of mine and Peppe's still failed. Something's still wrong with the printer setup.

8:39 AM 2/14/2013

Dorrae (x3136), Firefox giving errors in accessing Banner PROD, "no cert", "java plug-in old", "plug-in performed an illegal operation". Try IE.

9:11 AM 2/14/2013

Alma (x2283), looking for Linda. Passed to Maria.

9:20 AM 2/14/2013

Phone Log.txt

Bill (x2729), returned his call. He'll call me back in 3 min.

2:53 PM 2/14/2013

Bret Allen (215-4725) Citrix. Windows 7, helping e-mail students.

Kimmie Harrington, "certificate has error". Click Yes and move on. Steve is aware.

4:48 PM 2/14/2013

(310-937-1536) can't prorate Red Hat. Will e-mail Maria.

9:34 AM 2/20/2013

Whit Donaldson (610-4587), transferred to Lee (x2802).

9:38 AM 2/20/2013

Del (610-3278), changed password for FTP (NOTE: no uppercase or special characters?!?). Wasn't working on his FTP client, some application we don't support. I stepped him through setting up FTP client but Del kept saying it wasn't working. Apparently it did, but he didn't get a message that connection was successful. I told him we only supported certain FTP clients, though he was free to use whatever he wanted.

10:30 AM 2/20/2013

Tony Hertz (x550-6172) complaining that students' email wasn't getting forwarded to his home e-mail. I tested and it worked. Problem is probably students sending to wrong e-mail address. Division Assistant also told Tony he wasn't "in her database, but he is now". I don't know what she's referring to.

12:53 PM 2/20/2013

Richard (x3914) password for website. Pointed him back to the instructions.

1:36 PM 2/20/2013

Tiffany (x2219), flash drives. Is NewEgg ok? yes.

4:02 PM 2/20/2013

Dave (x2756) see w/o 13371. Unable to LANDesk so I couldn't see his mail.

9:30 AM 2/21/2013

Alizon (x2465), class 1100, netflix, digital rights error. Steven Boothe is heading over. Oh, now it's Mando.

9:57 AM 2/21/2013

Nanette (x2294) cert error. Argos. It's OK to go on.

11:11 AM 2/21/2013

Diane Swayer (x2206), with the demise of general services, where should forms and other web pages go? Purchasing handled by Fiscal Services (Tim Tucker), Shipping/Receiving/Mailroom/Reporgraphics > Bookstore (Trudy or Vicki?), Telecom > Campus Police (?).

11:34 AM 2/21/2013

Amy (x6220), how to change the author of a document.

4:06 PM 2/21/2013

Claudia (x3119), change to website, trying to Publish with FP. I don't know what I did but it's working now.

4:13 PM 2/21/2013

Claudia (x3119), password not working again. I forced the password (healing2HEALING) in via RADMIN. It worked.

4:27 PM 2/21/2013

Alma (x2283), computer access for Karen Boriack, supposed to have access to PsychTech student info via Banner. When accessing it asks for username and PIN. w/o.

Phone Log.txt

8:42 AM 2/22/2013
Gaye for Janice.

8:42 AM 2/22/2013
Lana (x3923), chatting about academic.

Nanette (x2294) how to zip and send a folder.

Alma (x2283), forgot to add to w/o.

Mary (x3283) safety committee channel.

Brent (541-3255) on G and on flash drive,

10:32 AM 2/22/2013
Peggy (x3251), access denied, "java.security.AccessControlException: access denied (java.util.PropertyPermission java.runtime.version read)". Downloaded/installed latest version of Java.

10:45 AM 2/22/2013
Stephanie (x3161), website not working

Tim Tucker (x2960), helped move purchasing web info to his website.

1:01 PM 2/22/2013
Jessica (x3279), for Frank.

1:10 PM 2/22/2013
Linda (x2152) LANDesk Q.

1:19 PM 2/22/2013
Janel (x3129) receiving a bunch of undeliverable messages from folks she hasn't sent to. Explained.

1:54 PM 2/22/2013
Mary (x3284), safetydocs channel links are broken.

Frank (x3127) receiving a bunch of undeliverable messages from folks she hasn't sent to. Explained.

2:16 PM 2/22/2013
Kevin transferred to Nikki.

2:18 PM 2/22/2013
Gaye (x2324) to Jay.

2:20 PM 2/22/2013
Carol Jansen (x835-1172), getting spam forwarded, even though her spam rule is first. Appears that spam is going to Junk Email folder in Outlook. Weird. She'll call when on campus Wednesday.

2:36 PM 2/22/2013
Nancy (x2377), posted on G. How to prevent changes? PDF.

4:16 PM 2/22/2013
Frank (x3127), Q regarding broken links on www. w/o or call Lana.

10:00 AM 2/26/2013
Jessica (x3283) FacServ, board policy link doesn't work. Emailed a response.

Nancy Mann, Bio (x2719) laptop not accepting password. Sending w/o. She's OK now.

Phone Log.txt

Elaine Sherr (543-9222), trying to send e-mail to student in Eng 201a, "e-mail stock folder account not defined", Abraham Slezak. Call after 10:30. I called and stepped her through using join.me. It worked for me, even though Elaine claims she did everything the same earlier.

Ron McCarley (x2445), got e-mail w/temp password for webpage. "Account and password not good match". Reset his password manually.

Derek Levoy, helped set up spam rule and show how to deal with large mail.

1:25 PM 2/26/2013

Karen Reamer (x6225), adding the Commencement Channel. Can't LANDesk.

1:56 PM 2/26/2013

Kimberley (x2522), student locked out of myCuesta. Who is his "system administrator" to whom he should contact? Try A&R.

2:46 PM 2/26/2013

Gaye (x2143) for Jay.

3:32 PM 2/26/2013

Denise (x3178) large Phillips screwdriver? Yes.

3:48 PM 2/26/2013

Daniella (352-0145), Mark Miller, need help organizing data on 3 computers for AHC. Determine backup. Small LAN controlled by a fellow in Irvine.

9:01 AM 2/27/2013

Marilyn Cleaves (x4536), computers in room N-2411 (NC) appear offline. Passed VM to Paul B.

9:03 AM 2/27/2013

Nancy Steimas (550-4764) Moodle, suggested she call Michele M, Cynthia W. or Lee M.

Denise returning screwdriver.

9:20 AM 2/27/2013

Dan (x2291), can't get DVD to play on screen, room 2502. Called Mary at x3283.

9:57 AM 2/27/2013

m. basti (x2700) FP help. Helped set up WS_FTP, and installed Filezilla.

Tawny (x3289) getting on academic, lead. Changed password to l1e2a3d4SHIP

10:53 AM 2/27/2013

Sharon (x3116) page break in Excel.

11:06 AM 2/27/2013

Michael (x2454), room 7134, Ricoh MFP, Paul radio'ed Steven to head over there.

12:47 PM 2/27/2013

Marie Larsen (x2580) "lost" Outlook icons. Changed from Mail view to Folder view.

3:00 PM 2/27/2013

Del (x4410) academic passwords, libt110

Ali (x2336), trying to jump our dead golf cart.

4:29 PM 2/27/2013

Lana (x3923), fixed files.

9:07 AM 2/28/2013

Jason for Janice.

Phone Log.txt

3:40 PM 2/28/2013

Merlyn (x3120), new computer, how to make links to doc in SharePoint.

3:47 PM 2/28/2013

Tiffanie (x2219), unit plan.

Spoke with Bruce Silverberg (805-788-0573) re: infected files.

Ron E, responding.

9:12 AM 3/1/2013

Nanette (x2294), unable to access web. She's rebooted but no change. Try another machine.

10:03 AM 3/1/2013

Derek (x4513) for Jay

10:20 AM 3/1/2013

Mike K (916-944-1503), how to upload to SharePoint.

10:45 AM 3/1/2013

Jeannie (x2217) for Jay.

11:57 AM 3/1/2013

Haila, Q re: tablets.

12:19 PM 3/1/2013

Mike K (916-944-1503) SP Logon Q.

1:37 PM 3/1/2013

Tiffanie (x4221), the IPPR is on Desktop. Logged on her machine and copied to drive P: \IPPR\

2:19 PM 3/1/2013

Janet Hagood (Fiscal Serv, x2520), installed Flash Player.

2:33 PM 3/1/2013

Kris Wayland (x3976), FTP password. Need to respond to letter sent out.

3:27 PM 3/1/2013

Caroline L (x3123), Citrix Desktop stuff. Moved to P and deleted from Citrix Desktop.

4:19 PM 3/1/2013

Bruce (x2697) virus status. It looks good. Close w/o.

8:57 AM 3/6/2013

Bea (x3936), mouse not working. Second call; it's working now.

Teddi Little (x6202), can't get into Banner. Unable to LANDesk. Oh, wait...she's in.

9:08 AM 3/6/2013

Judy (x4201), problems getting into Banner. Go through My Banner. It worked.

1:43 PM 3/6/2013

Kathy DeCou (x3189), trying to log into Banner.

Pan Peachey (x3166), how to log in to 2509, just type class number (2509) with no password.

9:07 AM 3/7/2013

Jesse for Paul S.

Phone Log.txt

9:14 AM 3/7/2013

Peggy (x3251) wants to open Excel in two windows. Open two copies of Excel.

9:18 AM 3/7/2013

Steve (305-3744) stepped through setting up spam rule.

9:49 AM 3/7/2013

Terri (x3171), wants to thank Linda.

11:28 AM 3/7/2013

Vicki (x2150), unable to set up FP to publish.

1:12 PM 3/7/2013

Carla (x2275) problem w/Excel, calculation error.

4:31 PM 3/7/2013

Nancy (x2377), Ricoh service rep re: driver for printer.

4:36 PM 3/7/2013

Amy Kayser (x2746), she *did* remove stuff from the Citrix Desktop.

9:18 AM 3/8/2013

Jennifer (439-2276), set up Spam Rule.

Karen (x6225), created Publisher flyer. Unable to LANDesk MJAWW68-DN3026. Also does not appear to have Acrobat. w/o. I stepped through creating PDF.

9:42 AM 3/8/2013

Ed (431-3212), Ricoh guy. Q: do they do firmware updates to printers or does CS?

Zack (x2749) create spam rule.

3:58 PM 3/8/2013

Kyle from CDW (312-705-2938) for Linda.

10:58 AM 3/11/2013

Derek Lavoie (x221-5254), developing web site for Cuesta Sustainability Resource Center (CSRC). Filling out web access form. I'll e-mail Lana and Janice.

11:18 AM 3/11/2013

Catherine (x2219), cost of data projectors. Send email to her and Tiffanie.

Laurie (x3157) called for something.

3:01 PM 3/11/2013

John (922-7909), mother-in-law, intensive care at French Hospital to Transitions. Right ventricular shut down. \$80.

3:19 PM 3/11/2013

Julie H (x2777 or 674-1654 cell), locked out of all sites. Planning & Budget. Can't upload or edit in ASC, but can view. P&B, can't edit there as well.

Lauren (x3108) for Linda.

Merlynn, problems with SharePoint. The link to file is not working. And she is unable to upload as well.

4:42 PM 3/11/2013

David Scott (x2494), room 7102, no internet connection. Steven B on it.

9:00 AM 3/13/2013

Dora (x2365), can't connect to network. I created w/o 13801.

Phone Log.txt

9:05 AM 3/13/2013

Martha Chivens (215-2434), unable to set up join.me on her Mac. She's coming in for help with grade book.

9:30 AM 3/13/2013

Kathy DeCou (x2287), problem with F: drive. Created w/o

11:29 AM 3/13/2013

Denise (x3178), do we have business card templates? Don't think so.

1:37 PM 3/13/2013

Jumi Kim, wants to download software (<http://www.rms.biz/>) to Mac laptop on Friday. w/o.

2:30 PM 3/13/2013

Frank (x3127), Q re: fixing forms channel.

8:49 AM 3/14/2013

Gaye, HR, present from Amy Pike

Lupe Beanway (x3138) Error when running PROD Banner INB, "FRM-92120: Registry file <https://scarecrow.cuesta.edu:4444/forms/java/oracle/forms/registry/Registry.dat> is missing." Created w/o for Lupe.

1:47 PM 3/14/2013

Carina (x2688), problems logging into academic. Fixed password and updated w/o 13650.

9:00 AM 3/15/2013

Nohemy for Jay.

10:01 AM 3/15/2013

Ed Wright (431-3212), from Ricoh, his managers says there are a couple printers at NC that need to be set up. Unable to reach Paul Borza. Spoke with Amy. She knows nothing. Gave Ed Amy's number and suggested he contact her once he gets specifics, like who emailed the request to his manager.

1:24 PM 3/15/2013

Kathy DeCou (x2287), left her VM. (x3189) Can get to F: drive, but when click on file goes to blank screen.

Returned Ed Wright's call.

9:15 AM 3/18/2013

Kathy DeCou (x2287), reopened and updated w/o 13802.

10:02 AM 3/18/2013

Susan Marsela (308-3045), multiple copies not happening now.

Nancy (x2377), InDesign files. w/o for InDesign.

11:13 AM 3/18/2013

Dave Becker (x2444), keyboard dead. Passed to Steven.

1:23 PM 3/18/2013

Nancy (x2377) checking to see if she needs to do anything for w/o 13875. No. She needs to begin work on the files pretty soon, though.

9:54 AM 3/19/2013

Mark Webber, problem formatting color of arrow. He'll call back at 11.

11:59 AM 3/19/2013

Phone Log.txt

Mark Weber, working with graphics in Word.

1:12 PM 3/19/2013

Elaine Shurr (543-9222) problems printing in Citrix. Make sure printer is on BEFORE getting into Citrix.

Kathy DeCou (x2287), still not working. Updated w/o 13802.

3:21 PM 3/19/2013

Jumi Kim (x2454) passed to Steven Boothe.

3:27 PM 3/19/2013

Denise (x3178) set up Publish in FrontPage on her office machine. Instructed how to use.

4:10 PM 3/19/2013

Salvatore (x2565), how to set Windows Explorer view for all folders.

4:38 PM 3/19/2013

Doug (541-9337), looking for Janice.

4:51 PM 3/19/2013

Carla (x2275), How to find the top 10 where three departments are voting 1-15. My suggestion: Enter 16 in the cells left blank, total each entry and sort smallest to largest.

9:00 AM 3/20/2013

Christine (x2108), can't get NPR streaming. Try another station and if problems call me back.

Lana, Q re: using SharePoint as a repository.

Mary (x3283) re: Filezilla, see w/o 13888.

9:34 AM 3/20/2013

Zack (x2749), room 6301, can't log on.

10:24 AM 3/20/2013

Sharon (x3116),

??? (466-8636) for Steven Boothe

10:47 AM 3/20/2013

Pam (x2797) Q re: PDF from HR. Unable to enter text; can only add comments. I can't LANDesk Pam; asked that she send me a copy of the PDF. I'm guessing HR locked the PDF.