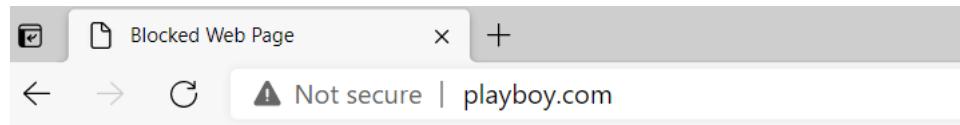


The IT Department has compiled a list of frequently asked questions to assist staff. These are the most frequent questions that we receive from staff.

1. My computer is acting strange and I can't do something that I was able to do before.
 - a. Try restarting the computer, then retry the operation. If this fails, submit a trouble ticket, <http://vtrackitwinser/TrackItWeb/SelfService>. See the General Information heading in this document for group logins and the password, http://voyager/forms/info_tech/NewWorkOrderSystemInstructions.pdf
2. How long can we expect to have a trouble ticket resolved?
 - a. Please see the Department's Service Level Agreement for details, http://voyager/forms/info_tech/service_level_agreement.pdf
3. How do I reset my password?
 - a. For Windows, press <Ctrl> <Alt> & <Delete>, then select the "Change a password" option (**Note:** If you are working on a Desk, this should be done on a back-office computer)
 - b. For all other systems, contact the IT Help Desk(x6252)
 - c. For UKG and Halogen , contact the HR Department (x6235)
 - d. For Serenic [NAV](#), contact Financial Services (x6172)
4. How do I get into UKG and Halogen?
 - a. From Voyager, <http://voyager/>, or use these links:
 - i. UKG, <https://secure6.saashr.com/ta/6110990.login?rnd=VCO>
 - ii. Halogen, <http://vhalogen:8080/Halogen/welcome.jsp>
5. How do I send a larger file (30 MB) than what is allowed by the mail server?
 - a. Use the WinZip application to compress\zip the file. If the file is still too large, contact the IT Help Desk(x6252) for assistance. If you are sharing the file with someone inside of the District, you can copy the file to the shared media drop location, <\\vmediadrop\mediadrop>. This link is also available on [Voyager](#), labeled Media Drop.
6. How can I backup my files?
 - a. You can either copy the files onto a District-provided USB jump drive or copy them onto your staff share (G drive) or personal drive (H drive). The servers are backed up daily and backups are kept for 30 days.
7. How can I convert a document?
 - a. To a different format, such as WordPerfect
 - i. Use an online conversion site, <http://www.zamzar.com/conversionTypes.php> or contact the IT Help Desk(x6252) for assistance.

- b. To a PDF
 - i. From within the document, select File, Save As, and change the Save as type: to PDF.
 - c. Convert PDF to Word or Excel
 - i. Open Word\Excel, then open the PDF document and follow the prompts.
 - d. The following URL allows you to convert, edit, compress, and sign and protect PDF files, <https://www.adobe.com/acrobat/online/convert-pdf.html>
8. How can I connect my District laptop to the internal wireless network?
- a. Personal devices can access the Public Wi-Fi network. District owned laptops and tablets are already configured to use the District's internal wireless network and can access Voyager, e-mail, and other resources. If you are unable to connect to the wireless network, restart the laptop and try again. If the problem persists, contact the IT Help Desk(x6252).
9. How can I access my e-mail from a different staff computer?
- a. Use the Outlook Web Access client. From any staff computer, open your web browser and type "email/" or visit Voyager, <http://voyager/index.cfm?dep=4&pg=4> , and select "Web Based Email" under the Help section.
10. What do I do when I think my computer has been infected with a virus/malware?
- a. For staff computers, disconnect the network cable or disable the wireless connection and contact the IT Help Desk(x6252) immediately. Do **NOT** turn off the computer!
 - b. For public computers, simply restart the computer.
11. What should I do if a virus is detected on a Public computer\patron flash drive?
- a. The computer will remove the infected file(s) from the flash drive automatically
 - b. Reboot the Public computer and try the operation again
 - c. If the problem persists, staff should:
 - i. Take the computer out-of-service;
 - ii. Call the IT Help Desk(x6252) to report the problem;
 - iii. Submit a work request, using the Tier 1 designation
12. Why can't I access a website?
- a. The site is blocked by the District's web filter. When this happens, the message will indicate that the site is blocked.



Web Page Blocked!

Your access to the following website was blocked:

URL: playboy.com/

Blocked Reason: Category - Pornography

- b. If you believe that a site should not be blocked, contact the Youth Services Manager to determine if the site should be unblocked.
 - c. There is a problem with the website, try to access the site using a different browser or another computer to confirm
 - d. There is a problem with the computer that you are using, try to access the site using a different computer to confirm. Contact the IT Help Desk(x6252) to confirm.
13. How can I retrieve a deleted file?
- a. If the file was stored only on the local computer:
 - i. Open Computer and Navigate to the folder that contained the file or folder, right-click it, and then click Properties then select the Previous Version tab
 - ii. Select the version of the file that you would like to restore and select Copy
 - iii. Restore to another location, such as your desktop or another folder.
 - b. If the file was saved to the server, contact the IT Help Desk(x6252) to restore the file from a backup
 - c. If the file was backed up to a USB drive, restore the file from the USB drive
14. Why won't my pop-up window open?
- a. Pop-up blocker is enabled by default. To disable Pop-up blocker:
 - i. From Firefox, select Tools/ Options/ Privacy and Security / Uncheck the "Block Pop-up windows" option
 - ii. From Chrome, click Settings / Privacy and Security/Content/ and change "Pop-ups and redirects" to "Allowed"
 - iii. From Edge, click on the 3 dots on right side of browser bar/ Cookies and site permissions/change Pop ups and redirects to "Allowed"

15. How do I change the input on the monitor?
 - a. The District's monitors have multiple input sources. If your computer is on and you don't see anything on the screen or you see a message that "No input was detected" and the LEDs are orange, the input source may have been changed. Press the right arrow button, once and wait a couple of seconds. If there is no change, repeat pressing the button and waiting until the image reappears and the LED shows green. Also, check that the brightness setting is not set too low for the screen to display its content.

16. How do I change the orientation on the screen?
 - a. Press and hold the <Ctrl> and <Alt> keys, then press the <Up Arrow> key

17. How can I tell if the wireless network is down?
 - a. The access point on the wall has LED indicators. If the indicators are red or off, contact the IT Help Desk(x6252).

18. How do I report unwanted e-mail messages (i.e. SPAM)?
 - a. Open the message in Outlook and save it as an Outlook Message Format file, then forward the attachment to complaints@lvccld.org. See this link for additional details, http://voyager/forms/info_tech/spam_procedures.doc

19. What are the network password requirements?
 - a. All passwords must be at least seven characters long, and contain at least one uppercase character (A through Z), one lowercase character (a through z), one number (0 through 9), or one special character (for example, !, \$, #, %).

20. Can I connect my personal device, i.e. smartphone, USB drive, etc. to my District computer?
 - a. No, personal devices can present a security risk to the network.

21. What can I do if my trouble ticket is not being handled promptly?
 - a. Contact the IT Director (x6250) or the Assistant IT Director (x6266) to discuss the issue.