

HELP DESK FAQ's

General Computer Questions

My computer won't turn on?

Check to make sure all plugs are secure.

I can't log into my computer?

Check to make sure the blue Ethernet cable is connect to computer and plugged in wall jack.

My password is expired, can't log in?

Click on the "Forgot my password" link, or call Help Desk X4357

How do I change my password?

Press Control, Alt, Delete, then left click on change password.

My icons are missing?

Right click on desktop and left click on REFRESH.

How do I convert a document into a PDF?

FILE>PRINT>PDF CREATOR

Accessing Email from Home

How do I access my email from home?

Left click on STAFF tab on main EACS webpage, left click on EACS email, log in using novell username and password.

It will not let me into my email account?

Has your password expired?

I only see a blank white page when I try to log into my email from home?

If you are using Internet Explorer ver. 9, click on torn piece of paper in the address bar.



Groupwise

My headings are missing?

Right click on grey area where headings are normally located, left click on heading you want to display.

My mailbox is full and it won't allow me to send any emails?

Go to [TOOLS>CHECK MAILBOX SIZE](#) and archive or delete any old emails.

My folders are missing?

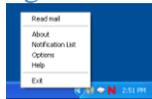
Left click on view and left click on Folder List

How do I change my signature?

Go to [TOOLS>OPTIONS>ENVIRONMENT>SIGNATURE](#)

How do I stop the Email Notifications from popping up on my computer screen?

In the lower right corner of your monitor (near your clock) there is an icon that looks like



a blue circle right click on this icon then left click on [OPTIONS](#), click on the [NOTIFY](#) tab and uncheck all boxes, click [OK](#).

NEW PHONES

My phone is not displaying the correct name?

Please contact the [HELP DESK X4357](#) with the extension number and correct name.

I do not know my phone passcode?

The new phone passcode PIN default number is 12345. Please contact the [HELP DESK X4357](#) with the extension number and correct name if 12345 does not work.

How do I make an outside call?

Press 8 and dial phone number.

How do I set up my voicemail?

From your phone, press the message envelope button 

It will prompt you to enter your initial PIN (Press 12345#)

You will be asked to say your first and last name the press #

Then Press 1 to record your standard message

NEXT, you need to change your PIN, please enter a 4 digit number for your phone PIN number. **DO NOT USE YOUR EXTENSION NUMBER.**

It will then tell you that you are listed in the directory, if you would like to change your status, press 1 **DO NOT PRESS 1**

Press # to continue

Instructions will then be given on how to access your messages. (Press 1 for NEW message, 2 to send a message, 3 to hear old messages and 4 to change set up options)

Once your personal greeting is saved, press 2 to enter your name in the directory. This is what people will hear when being transferred to your phone.

There is a red light on the top of my handset?

That means you have a voicemail. Press the message envelope button  and enter your PIN as requested.

How do I transfer a call?

Press the Transfer button  enter extension number to transfer to and hang up phone.

PROGRAMS

RDS Gradebook

My Reading Levels are not showing up?

Make sure the assignment date is within the grade period time window.

I have a student who just started and it won't let me submit grades?

If student does not need to receive credit, type NA in appropriate columns.

No grades are showing up for the Semester totals?

Check to make sure you have a grade scale selected for the Semester Total.