FACULTY LAB GUIDE
CCS Campus Safety

**Ford campus**: (313) 664-7444  
**Taubman Center**: (313) 664-1444

*(If using a campus phone, simply dial the last four digits of any campus phone number.)*

**Web links**

- **CCS Home**: www.collegeforcreativestudies.edu  
- **Blackboard access**: bb.collegeforcreativestudies.edu  
- **CCS Email**: mail.collegeforcreativestudies.edu (or click the link on the Blackboard website)

**Help Desk (for CCS lab computer problems)**

- **Link**: helpdesk.collegeforcreativestudies.edu (or click the link on the Blackboard website)  
- **Call**: (313) 664-7818

**Imaging Center (Taubman Center, room 631)**

(313) 664-1507  
Monday-Thursday: 8:00am-10:00pm  
Friday: 8:00am-3:00pm

**Audio-Visual Checkout/Media Center (Ford campus, room W109)**

(313) 664-7647  
Monday-Thursday: 8:00am-10:15pm  
Friday: 8:00am-5:00pm

**24-hour Computer labs**

- Room C201 (**Ford campus**)  
- Room 630 (**Taubman Center**)
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General Information

Lower Level labs and Flexible classrooms
Each campus has a 24-hour lab with Mac and PC computers, printers, and scanners. On the Ford campus, room C201 is the 24-hour lab. At the Taubman Center, room 630 is the 24-hour lab.

Items found in the labs will be turned over to the Campus Security Office located on each campus. The Academic Technologies Department is not responsible for lost items.

Login information
Every faculty member is provided with a login username and password for email, Blackboard, and computer and network drive access for most labs on-campus. Your username is also the same as the first part of your CCS email address, and is typically your first initial and last name. For example, if your username is ‘bsmith’, then your email address is ‘bsmith@collegeforcreativestudies.edu’.

Your username and password should have been provided to you once your record was processed through CCS Human Resources. If you lose your login information, call the Help Desk at (313) 664-7818. To change your login password, go to page 14 in this book.

Lab Proctors
Lab proctors are on duty during class hours. If a proctor is not doing rounds, he/she may be found in the Audio Visual Center on the Ford Campus or in the 24-hour lab on the Taubman Campus. They enforce lab policies and keep the labs clean. Lab proctors are not personal tutors; they are able to troubleshoot general issues and can help students submit tickets to the Help Desk when additional help is needed.

Imaging Center
The Imaging Center offers a variety of print services to the CCS community. It is located on the 6th floor of the Taubman Center in room 631, and its hours are Monday-Thursday, 8:00am-10:00pm, and Friday, 8:00am-3:00pm. For more information, click the “Imaging Center” link within the “Campus Offices” page on Blackboard. You may contact the Imaging Center at (313) 664-1507 or by emailing ic@collegeforcreativestudies.edu.

Please be aware that at the beginning of each semester, the Imaging Center will be extremely busy. Black and white copying is available for faculty (self-serve) in the Adjunct faculty office space located on the 2nd floor of the Kresge-Ford building, room C205. The Imaging Center will accept files from staff and faculty through fillable PDF forms that can be found on the “Imaging Center” link within the “Campus Offices” page on the CCS Blackboard website (bb.collegeforcreativestudies.edu).

Some color services are available at a discounted price for staff and faculty. If color prints or posters are being charged to the department, an 8-digit budget code number is required in order for the job to be processed. The appropriate account number can be obtained from your Department Administrator. For more information, click the “Imaging Center” link within the Campus page on Blackboard.

Help Desk
The Help Desk refers to an online feature where you may submit tickets detailing computer problems in the CCS labs. Click on the Help Desk link along the left column on the CCS Blackboard website, and login to create and submit a ticket. You may also call the Help Desk directly at (313) 664-7818.
Monday through Friday, 8:30am to 10:15pm, and Saturdays 8:00am to 4:00pm.

It is imperative that you contact the Help Desk whenever there is a computer problem in the CCS labs. Once a ticket has been created, it will be forwarded to a technical staff member for resolution. You will be notified by email once the problem has been resolved.

Details on how to create a ticket via the Help Desk can be found on page 26 of this booklet.

**AVC**
The Audio-Visual Center provides technical equipment and support for faculty and staff. On the first floor of the WBFII Building, the AVC is located in room W109. Its hours are 8:00am-10:00pm on Monday-Thursday and 8:00am-5:00pm on Fridays. You may contact the AVC on the Ford campus at (313) 664-7647.

Through the AVC, faculty may request equipment such as cameras, projectors, and DVD/VCR/TV carts for class purposes. All staff/faculty are required to pick up reserved equipment from the AVC (with the exception of TV carts, which are generally delivered to your class). Equipment is limited, so please submit all audio/visual requests to the AVC at least two weeks in advance to ensure that the equipment you need is available.

All rentals must be returned to the AVC before 10:00pm on Mondays-Thursdays and 5:00pm on Fridays. Faculty may also make reservations for using the editing suites and the Stages located in the WBFII Building.

Reservations can be made in the AVC or by emailing avc@collegeforcreativestudies.edu.

Additionally, the AVC provides technical support for the projectors and other audio-visual equipment located in classrooms and for auditorium events. (Please review the next section if you plan on hosting an event at CCS.)

**Hosting CCS Events**
Please note that any event you plan on hosting needs to be cleared through the Institutional Advancement department and scheduled using the CCS scheduling calendar. Once cleared, please complete and submit the Event Notification Form, located under the Institutional Advancement link within the “Campus Offices” page on the CCS Blackboard website.

All lecturers must be available 45 minutes prior to the presentation time for a run through and to check the set up of necessary equipment.

Any requests made less than two weeks in advance may negatively impact the support and technology available for your event.

**Software training**
To schedule and arrange for individual or departmental training on Blackboard, Luna, email, Adobe Connect, or any other campus-wide application, please contact Laurie Evans at (313) 664-1501.
General Policies Summary:

There are absolutely no food or drinks allowed in the labs. It is imperative to enforce this policy during your classes.

The Imaging Center will not copy from books, magazines, or other published materials for copyright reasons.

All persons speaking during a videotaped event are required to sign a release form provided by the AVC.
Getting started in Mac OS X

When you begin to use one of the Macintosh computers, you should see a login screen. Log in by clicking on the default Student account. No password is necessary.

Basic OS X

Once you've logged in, note the various parts of the screen, which should be similar to the above interface.

The Dock is a pane that pops up on the bottom of the screen, displaying shortcuts to internet browsers such as Firefox, Safari, and utility applications such as System Preferences. Click the Applications folder to quickly access the majority of the computer's installed programs.

The applications available on each computer vary from lab to lab, so check which programs are installed before settling on a machine.

Saving your files

It is imperative that you save your files on a regular basis. *Always* make sure that your work is backed up to:

- your network home storage
- your own storage media

To temporarily store your files onto the computer itself, drag them to the Documents folder, whose shortcut is in the Dock, **OR** into the ThawSpace drive on the desktop.

Please note that any files saved outside of these areas on the computer will be deleted upon logout **OR** reboot! Due to security software, all personal settings are regularly reset upon logout or reboot, and all files stored **outside** of the ThawSpace drive will be deleted.
Note: Lab computers are publicly used, so any files stored on the local computer are NOT secure from deletion or tampering by others.

Saving to your network home space

You should see two shortcut icons on the desktop, one that connects to one of your personal home drives and the other denoting the campus’s network shared drive.

Each student and faculty user has two home folders, one available for saving work on each campus. Work saved in a user’s home folder on one campus will not be available on the other campus.

On the Ford campus, the “Jockamo65” server stores your home space and the shared space. At the Taubman Center, the “BigRock” server stores your home and shared space.

Note: Use external media (flash drive, portable hard drive etc. ) to transfer files between campuses.

Double-click the “Home” icon to connect to your home drive. Log in using your personal username and password, then click Connect. You should see a folder labelled with your username inside the Home drive. To copy files to your network home space, drag your files from the computer into your home folder.

Similarly, double-click the shared icon to access the shared drive, logging in with your personal login info. Each academic department has a folder assigned to it, and instructors may create subfolders within their department folder for course purposes.

Note: To set up a folder to which students can submit work for your class, please contact Laurie Evans in Academic Technologies at extension 1501.

Additionally, the “File Transfer” on the shared drive is an open access folder for all students and faculty.

Important: The File Transfer folder is only for temporary storage, and is cleaned out every Friday at 5:30am!
If there are no shortcut icons to your network drives available on the desktop, you may also manually connect to your home drive.

To connect to your home drive on “Jockamo65” (Ford campus only), click the Go menu and select “Connect to Server”.

In the “Server Address” field, type in 172.16.128.5, and hit Connect. A dialog box should pop up where you may enter your username and password. Click Connect.

In the next window, select “Home” and click OK. The network icon will then appear in your Finder window.

To connect to the shared drive on “Jockamo65”, use the same address and hit Connect. Log in with your username and password, but select “Shared” instead. Click OK.

To connect to your home drive or the shared drive on “BigRock” (Taubman Center only), use the address 172.24.128.5 instead. After logging in, select either “Home” or “Shared” in the dialog box, then click OK.

When you are finished, drag the network icon to the trash to eject it. Failing to eject your network home drive will leave your files open to others!

Administrative server space

While the “Jockamo65” server mainly pertains to students and faculty, CCS administrative staff have access to space on alternate servers. On the Ford campus, the staff home and shared spaces are stored on the “BoxCar” server, while the Taubman campus hosts the “MagPie” server.

To manually connect to “BoxCar” from a Mac, choose the Go menu and select “Connect to Server”. Type in 172.16.0.106, and hit Connect.

Type in your username and password in the following dialog box, and click Connect. Choose whether you wish to connect to your home space or the shared space, as both are accessible from the same address. Click OK.

In the Taubman Center, type in 172.24.0.5 to access your home and shared spaces on the “MagPie” server. Again, please note that this server space is only available on the Taubman campus, whereas data stored on the “BoxCar” server is accessible only on the Ford campus.
Saving to your own storage media

To save to your own media, presumably a USB/Firewire drive, power on your drive if it has an external power source, and plug the media in via the appropriate port. A disk icon should appear on the desktop. Drag your files onto the disk icon to save them to the drive.

When finished, be sure to drag the disk icon itself to the Trash icon to eject the drive properly. Failing to perform this step may result in corruption or loss of your data.

Logging Out

Once you have backed up your files to your own media or your network home drive, be sure to log out once you are finished using any public lab computer. To log out, click the Apple menu located at the top-left corner of the screen, and select “Log Out”.

Note: Any files stored on the computer outside of the ThawSpace drive will be deleted upon logout or reboot! Save to your own media or home space.
Getting started in Windows

When you begin to use one of the Windows lab computers, you will need to login using your username and password.

To log in, enter your personal user name and password and click ‘OK’ (or hit Enter). You should proceed to the desktop.

If you cannot log in,

- Check to see that your caps lock key is off. (All characters should be lowercase.)
- Make sure that the login screen says “Log on to Novell Network”. If it says “Log on to the computer”, click the “Novell Logon” link instead, located in smaller letters shortly under the password field.
- Make sure that the computer’s ethernet cord is connected securely on both ends.
- If you need to verify your login username and password, please call the Help Desk at (313) 664-7818.

To use one of the installed applications, either double-click its shortcut on the desktop or click the Start button, then Programs, to access the full list of available applications.

Open the ‘My Computer’ icon on the desktop to access various drives, including network drives. The “H:” drive pertains to your network home space, and the “S:” drive pertains to the shared drive, which is hosted by the “Jockamo65” server on the Ford campus and the “BigRock” server on the Taubman campus.

Each faculty member has at least two home folders, one available for saving work on each campus. Each home folder is limited to 5GB of space. Data saved in your home folder on one campus will not be available on the other campus.
(Administrative staff will find their default home and shared spaces set to the “BoxCar” server when on the Ford campus, and the “MagPie” server when on the Taubman campus.)

Note: To transfer your files between campuses, back them up to external media (a flash drive, portable hard drive, optical media, etc.). Details on how to do so are in the following “Saving to your own media” section.

**Saving your files**

It is imperative that you save your files on a regular basis. Always make sure that your work is backed up to:

- your network home storage
- your own storage media

If you need to temporarily save your files onto the computer, save them in the “My Documents” folder, located inside the Student folder on the desktop.

**Do not save files or folders anywhere else; they are automatically deleted once you log out of your account or the computer is rebooted.**

Note: Lab computers are publicly used, so any files stored on the local computer are NOT secure from deletion or tampering by others.

**Saving to your network home storage**

To save your files to your home directory, double-click the My Computer icon on the desktop (or, select it in the Start menu). Open the H: drive, and simply drag your files onto the drive.

You are responsible for maintaining your network storage contents. Your files may become corrupted if they go beyond your 5GB storage limit.

To check your space usage, right-click on the H: drive itself, and select Properties from the pop-up menu. Click the “Netware info” tab (in Vista, it is the “Novell info” tab) in the subsequent window. The “Space restriction” and “Space available” fields should display how much space you are allocated and how much is remaining, respectively.

Note: For instance, with a space restriction of 5GB (roughly 5,000,000 kb), if your space available is 3,000,000 kb remaining, you have roughly 3GB left before your home drive is “full”.

Also, for temporary or course-related purposes, you may save files to the shared drive. To
temporarily backup files, save them to the **File Transfer folder** within the shared (S:) drive.

**Note:** The File Transfer folder will be cleaned out every Friday at 5:30am! Back up your files to your home drive or own media before then.

Faculty may have folders created to which students can submit course work. For information or help with this, please contact Laurie Evans in Academic Technologies at extension 1501.

Also, for temporary purposes, you may save files to the shared drive. To temporarily backup files, save them to the **File Transfer folder** located on the “Jockamo65” shared drive (or the “**BigRock**” shared drive at the Taubman Center).

**Note:** The File Transfer folder will be cleaned out every Friday at 5:30am! Back up your files to your home drive or own media before then.

**Saving to your own media**

**USB flash drives**

The recommended option for quickly transferring your data is to use a USB flash drive. Plug your drive into an available USB port, and the drive icon should show up inside the “My Computer” icon, on which you may copy and backup your files.

Do not unplug the drive from the computer before ejecting it properly. Right-click on the drive icon and select ‘Eject’, or right-click the device icon in the system tray and select “Safely remove hardware”. In the following dialog box, select your USB drive from the window and click “Stop”. Once Windows reports a safe ejection, you may remove the drive.

**External hard drives**

Refer to the company’s instruction manual and technical support first to format your external hard drive properly or to diagnose problems.

**Powering on an external drive while it is connected to the machine may damage the connection port.** To avoid this, first plug the drive into an electrical outlet and turn it on; then connect it to the computer through an available USB or Firewire port.

The drive should appear as an icon within the “My Computer” window, on which you may copy and backup your files.

Again, **do not unplug the drive from the computer before ejecting it properly.** To eject it, right-click the drive icon and select Eject from the pop-up menu or right-click the device icon in the system tray and select “Safely remove hardware”. Now you may turn it off and disconnect it from the machine.
Logging Out
To log out from the computer, click the Start button and select “Shut Down”. Within the subsequent pop-up window, select “Log out”, and hit OK.

Note: Any files stored on the computer *outside* of the “My Documents” folder will be deleted upon logout or reboot! Save to your own media or home space.

Changing your login password
To change your CCS login password, open a web browser and navigate to the CCS Blackboard page. Click the “Password Reset” link in the Quick Links section.

Alternatively, you may navigate to the web address: http://pwreset.collegeforcreativestudies.edu

Click the “Change Password” link. Type in your username and current password, then click Login. In the next window, type in your new password twice, then click the “Change Password” button.

This will change your password for the CCS network login, CCS email, and CCS Webadvisor systems.
Using the wireless network

If you have a laptop with wireless network capability, the College for Creative Studies offers wireless network services on both CCS campuses. Any changes in accessing the wireless network will be noted in updated documents, which are available in the lobby of the lower level of the WBFII Building on the Ford campus or at the Academic Technologies office located at the Taubman Center.

The default network for the Ford campus is named “CCS Wireless”, which any wireless-enabled laptop should pick up automatically. It offers 128-bit WPA encryption. Please note that using an encrypted network does not guarantee privacy or security. If you plan on entering personal or sensitive data online, you are much more secure using a wired connection.

These encryption services require the use of a wireless password for authentication purposes.

Obtaining the wireless password
To connect to the CCS wireless network, you will need a password. For security reasons, this password is only available on Blackboard, once you log in with your username and password.

Log on to the Blackboard website (bb.collegeforcreativestudies.edu). Navigate to the My CCS tab --> My Organizations module and click on All Users.

Then choose Documents --> Technical Support. Click on the “Read more” link for CCS wireless. The password will be displayed on the page which opens.

Note: If there are any problems obtaining the wireless password from Blackboard, you can obtain the password from the Academic Technologies office. Come to room W002 in the WBF II building on the Ford campus or room 616, the Academic Technologies office, at the Taubman Center. Make sure you have your CCS ID badge.
Wireless setup for a Mac laptop

As above, click the AirPort symbol in the menu bar and select “Turn AirPort On”.

As it loads available networks, you should see an entry named “CCS Wireless” if you are on the Ford campus.

Select it, and type in the password in the following login box. Click the “Remember this network” checkbox to connect automatically next time. Click OK.

Your Mac should now be connected to the network. Alternatively, you may open the System Preferences and select “Network”, then double-click “AirPort” to set various wireless options, such as choosing which wireless networks to connect to first in your personal “Preferred networks” list (under “Advanced” options).

Wireless setup for a Windows laptop

If your laptop has network capability through a wireless card, make sure that the card is turned on. There may be a physical switch on the card, or you can hold down the Fn (function) key and press F2, which toggles the wireless card on and off on certain models. Also ensure that the wireless card is not disabled through the operating system.

Right-click on the network icon in the system tray on the bottom-right corner. In the pop-up menu, select “Open Network and Sharing Center”, which should pop up in the next window. Click the “Connect to a network” link.

“CCS Wireless” should be an available option. Select it and enter the wireless password.

Wireless connection issues

If you receive a weak signal, you may need to move around to be in optimal range. You may also receive a weak signal if there are numerous people connecting in the same room at the same time, as they may be sharing the same wireless router. If connectivity issues persist, create a Help Desk ticket detailing the lab room or on-campus area you were located in when attempting to connect to the wireless network.
Blackboard is a web-based resource site where you can find up-to-date information on events, policies, and current announcements.

Blackboard provides links to campus offices, forms, and course sites for each class taught at CCS.

To access the CCS Blackboard site, open a web browser on any computer and navigate to the web address: http://bb.collegeforcreativestudies.edu

In the login section, enter your username and password, and click the Login button.

Once logged in, your display should be similar to this image. (Note the “Quick Links” buttons along the left side, allowing you to connect to such resources as the Help Desk and Campus Email.)

Along the top of the page are an array of tabs through which you may access different resources. The “My CCS” tab is your main page, which is broken down into sections called modules. Other tabs, like “Campus Offices” and “Bookstore”, respectively display contact and general information about these departments.

The “My Courses” module on the “My CCS” page displays the courses you are currently teaching.

Please note that these courses are “unavailable” by default, which means that your students cannot see them when they log in to Blackboard. Be sure to make the course available when you are finished setting it up.

To make it available, click the link of the course. You will be sent to the interface of your course site, which displays any Announcements you’ve posted, provides space for you to upload course materials, and allows you to enable various Blackboard course tools.
In the “Control Panel” section, click the “Customization” link, then select “Properties” in the pop-up menu. The Properties page will display.

Under the “Set Availability” caption, you should see the “Make this course available to users” phrase. Click “Yes”, then click the Submit button, which is located both at the top and the bottom of the page.

Within the Control Panel of your course site, you may customize your course’s appearance and content. Additionally, you may customize other areas of your Blackboard experience.

For formal training on how to customize your Blackboard pages and how to set up your course sites, contact Laurie Evans at (313) 664-1501 or levans@collegeforcreativestudies.edu.
Getting Started in WebAdvisor

WebAdvisor is a secure web interface that allows students and faculty to access information contained in the college’s administrative database. Faculty members will primarily use Webadvisor to check their course schedule and roster and submit mid-term and final grades.

Log in via the CCS Blackboard website, then click on the “Webadvisor” button under “Quick Links”. The Webadvisor page lists a series of links such as “Grading”, “Class roster”, etc.

Click one of these links, and Webadvisor will prompt you to log in again, at which you will type in the same username and password that you used for Blackboard. Click “Submit” to continue.

Note: If you are not prompted by a Webadvisor login screen, you may need to explicitly click the “Log in” button.

Once successfully logged in, you may click “Faculty menu” to access all of your available options.

The menu page displays your options:

- Class Roster,
- Grading,
- Search for sections,
- My class schedule

The class schedule and class roster links display the list of courses you are teaching and the list of enrolled students per class, respectively. The Search for sections link allows you to navigate through all of the courses available at CCS.

Faculty are required to submit midterm and final grades, and can do so by accessing the Grading link.

After clicking the Grading link, you will be prompted to enter the current term (i.e., Fall 2011). You may leave the Start and End Date fields empty as long as the term is filled in.

After clicking OK, select whether you are entering midterm or final grades and choose which course you are entering them for. The following screen will display the class roster, on which you may enter a letter grade in the corresponding entry next to each student. Once finished, click Submit, and repeat this process for the rest of your courses.

Make sure to log out of WebAdvisor when you are finished. WebAdvisor will also log you out automatically after 30 minutes of inactivity.

Note: It is imperative that you enter your grades on time. The grading feature will be turned on at least a week before grades are due. Once the due date passes, this feature will be turned off.
If you are not able to log on to Webadvisor:
- Check that you are using the same username and password that you used to log in to Blackboard.
- Make sure the Caps Lock key is not on, as usernames and passwords are case-sensitive.

On the login screen, if you receive a “You are not authorized to access the requested process” error:
- You should still be able to login successfully. Once logged in, click the “Main Menu” link. A list of roles should appear (Student, Faculty, etc.). Click on “Faculty”, and the appropriate menu of options will appear.

If you still have problems accessing Webadvisor:
- Make sure cookies are enabled in the internet browser you are using.
- Check to make sure that you are using the latest version of your internet browser. Additionally, some browsers, such as the AOL browser, may not work with our Webadvisor setup. Recommended browsers include Firefox, Safari, and Internet Explorer.
- Make sure that the time and time zone settings on your own computer are correct.

If you are still experiencing problems or have questions regarding using Webadvisor, please contact Laurie Evans at (313) 664-1501 (or ext. 1501, using an on-campus phone).

Getting Started with CCS E-Mail

To access your CCS email account, navigate to the web address mail.collegeforcreativestudies.edu within any web browser, or click the “Campus Email” button in the “Quick Links” column on the CCS Blackboard.

You’ll be presented with the email login screen. Type in your username and password and hit the “Log in” button to be transferred to your inbox.

Any email messages you have will appear in your mailbox. To view a message, simply double-click on it and it will open within the viewing window.

For full information on using CCS email, visit the “Merit Mail” Organization listed under “My Organizations” when you have logged into Blackboard. There you will find various tutorials on creating new messages, forwarding your email, or general account management.
Troubleshooting

To report a computer problem, submit a Help Desk ticket via the Help Desk link on the CCS Blackboard site, or call the CCS Help Desk at (313) 664-7818 (or ext. 7818 for on-campus calls).

Note: See the “Accessing the Help Desk” section on page 23 of this booklet for more information.

The following are general solutions for typical computer problems that may occur in the CCS labs.

Software issues

If the computer you are using is freezing, running slowly, or otherwise behaving erratically, make sure, if possible, that you save your files or back them up to:

• your own storage media,
• your network home space,

At the very least, copy your files to the “ThawSpace” drive (or the “My Documents” folder on a Windows PC). Then, reboot the computer.

Note: Due to the security software that is running on most CCS lab computers, rebooting the computer will reset all application settings. Any files stored outside of the “ThawSpace” drive (or the “My Documents” folder on a Windows PC) will be erased.

After reboot, if the application software you are using has problems opening or using your file, but opens other files with no problems, there may be issues in your file that need to be fixed. If possible, try copying the content into a new document, and save the new file. If editing or recreating your file does not yield results, revert to a backup copy.

If the problem persists even after reboot and is not due to issues with your files, submit a ticket through the Help Desk (see the end of this section) detailing the lab, computer name, and a description of the problem.

Mac fixes

Force quit: On a Mac, if the application you are running freezes or stops responding and you cannot quit the program normally, select “Force Quit…” from the Apple menu to terminate it (or press the Apple + Option + Esc keys simultaneously).

Afterwards, save your files to your own media or network home space and reboot the computer.

Windows fixes

Force quit: If you cannot exit the program normally, press the Ctrl, Alt, and Del keys simultaneously, then select “Start Task Manager”. Within the Windows Task Manager, click the Applications tab, and then select the program you wish to terminate. Click “End Task”.

Save your files to your own media or network home space and reboot the computer.
External hard drives/USB flash drives

If your device needs to be plugged into an electrical outlet, do so and turn it on before connecting to the computer. Otherwise, there's a chance that the computer port may be damaged from the device's power surge.

If your storage device is not communicating with the computer, do NOT disconnect it from the computer. Prematurely disconnecting any storage device that has not been ejected properly may damage it.

When connected properly on a Mac, your device should show up on the desktop as a disk icon. When connected to a Windows computer, it should show up as a drive icon within “My Computer”.

If not, do not disconnect the drive. Reboot the computer first; afterwards, log in to the computer and see if it shows up upon rebooting.

If the computer still doesn’t recognize the drive, shut down and power off the computer before retrying it. Sometimes completely powering off the computer can reset its data ports. If not, try connecting it to another computer.

CD drive won’t eject on a Mac
Tap the Eject key on the top-right corner of the keyboard, or drag the CD icon on the desktop to the trash to eject the disk. If these options do not work, restart the computer, then immediately click and hold down the left mouse button until the screen lights up to auto-eject the CD tray.

Cannot connect to the network or the internet
Check that the network cable is securely plugged into both the back of the computer and the network socket. If the connections are secure, try rebooting the computer.

Cannot print from a Mac
If you cannot print, make sure that the Papercut software is running. If the Papercut icon in the Dock has a bright dot under it or its window appears in the top-right corner of the screen, it is running. If not, click the icon in the Dock to load it, or save your files to your own media, reboot the computer and re-login: it should load at startup. Try printing again.

If your print jobs are not reaching the lab printer even after authenticating and confirming your jobs through the Papercut system, open the System Preferences icon in the Dock and click on the “Print & Fax” panel. Double-click the printer you are trying to print to, and delete any print jobs that may be blocking the queue. Click “Resume Printer” if printing is paused, and resend the print job.

Also, make sure that the network cable is securely plugged into the back of the computer and the network port in the wall; unplug and replug it back in to be sure. Also, unplug and replug the network cable that is connected to the printer as well.
If the printer is still not responding, cut off the printer for about thirty seconds and turn it back on before resending the print job. If the printer is out of paper or toner, or you are otherwise having problems with the Papercut system, create a Help Desk ticket detailing the issues.

**Cannot print from a PC**

If you cannot print, make sure that the Papercut software is running. If its window appears in the top-right corner of the screen, it is running. If not, reboot the computer and re-login: it should load at startup. Try printing again.

If your print jobs are not reaching the lab printer even after authenticating and confirming your jobs through the Papercut system, click the Start button and select Settings --> Printers. Double-click the lab printer icon and try deleting any jobs that are stuck in the queue.

Make sure that the network cable is securely plugged into the back of the computer and the network port in the wall; unplug and replug it back in to be sure. Also, unplug and replug the network cable that is connected to the printer as well.

If the printer is still not responding, cut off the printer for about thirty seconds and turn it back on before resending the print job. If the printer is out of paper or toner, or you are otherwise having problems with the Papercut system, create a Help Desk ticket detailing the issues.

**Accessing the Help Desk**

If you are having immediate issues in your classroom, call the Help Desk at (313) 664-7818 (or extension 7818 from an on-campus phone). Otherwise, please submit a Help Desk Ticket by clicking on the Help Desk link on the Blackboard Quick Links Menu.

You may also navigate to the web address: [helpdesk.collegeforcreativestudies.edu](http://helpdesk.collegeforcreativestudies.edu)

The Help Desk is an online feature where you may submit tickets detailing computer problems in the CCS labs. Its home page displays a login box, where you may log in using your username and password.

Once logged in, you will be transferred to the Help Desk interface. If this is your first time logging in, you may be required to enter some basic contact information such as your name, phone number, and email address.

Click the “Create Ticket” button, and a ticket will appear in a pop-up window. (Make sure to enable pop-up windows in the browser.)
Enter the computer lab where the problem occurred and the type of problem, selecting the appropriate entries in the pop-down menus. For instance, for a problem with a scanner in Mac lab W004, choose “Mac” in the Category menu and “Mac Scanner” in the Category Option menu.

Please describe the nature of the issue to the best of your ability in the Description field, including the name of the computer as well (i.e. W004-A).

Finally, click **Submit** to create the ticket, and logout using the “Sign Out” link. Check your CCS email for updates, as you should receive confirmation once the issue has been resolved.
Here are some helpful tips:

- Save your files regularly to your own storage media or your network home drive.
- Any files saved *outside* of the ThawSpace drive (or the “My Documents” folder on a Windows PC) will be DELETED upon logout or reboot!
- Reboot a computer before using it, especially if it is behaving erratically.
- The File Transfer folder will be emptied every Friday at 5:30am! Backup all files that pertain to you before then.
- Maintain your network home directory by cleaning it out regularly, especially when you’re near your 5GB storage limit.
- Do not run or edit your files directly *from* a network drive, CD, a USB flash drive, or any other external media. It may cause the computer to run slower or crash, and the file may become corrupted or deleted due to a crash.
- When beginning to work on your files, copy them from your own media to the ThawSpace drive (or the “My Documents” folder on a Windows PC) before opening them. Back them up frequently to your own storage media.
- Respect all technical equipment.
- Make any reservations early, whether you are:
  - Checking out equipment,
  - Reserving time slots in the Audio-Visual suites
  - Rendering your files through the Renderfarm,
  - Requesting services from the Imaging Center or Audio-Visual Center
- Submit a ticket via the Help Desk link found on Blackboard to report problems.