CCS Student Lab Guide
A guide to using computers and lab equipment in the labs
Sept. 2016
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
CCS Blackboard site: 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 Help Desk 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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Rules

• Have your student ID badge at all times.
• Absolutely no food or drinks in the labs.
• Deleting files from computers or the shared drive that do not belong to you is strictly prohibited. Students who do so may be subject to disciplinary action.
• Maintain overall cleanliness.
• Treat Academic Technologies proctors and lab equipment with respect. Any failure to do so will result in a loss of lab privileges.
• Any detrimental use of lab computer equipment will not be tolerated.
  o No illegal/pirated/pornographic files or software, or programs that download such material
  o Pilfering lab hardware/software
  o Willfully damaging equipment, jamming or ripping out connections
• Pay attention to signs and heed announcements as they are posted.

Student Responsibilities

• Questions about learning how to use various software applications to complete your course work should be directed to your instructors.
• You are solely responsible for backing up your own files. CCS is not responsible for any lost work. Also note:
  • Files may be deleted at the discretion of the Academic Technologies department from any CCS computer and the network shared drive due to illegal, corruptive, or otherwise detrimental activity.
  • Files may be deleted from network or other drives (except your home drive) when disk space gets low. Signs will be posted notifying students when this will take place.
  • The contents of your Home Folder will be completely deleted at the end of the academic year in May, following the close of classes. Notices will be posted and email reminders will be sent to your CCS email with the specific date. Be sure to back up your files before the deletion date.
Computer Labs
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 student is provided with a username and password for email, Blackboard, and computer and network drive access for most labs on-campus. Your username and password should have been provided with your admissions information.

If you lose your login information, go to the Academic Technologies office in room W002 located in the WBFII building or in room 616 at the Taubman Center. Be sure to have your student ID with you.

Lab Proctors
Lab proctors are on duty during class hours. If a proctor is not doing rounds, he/she may be found in the Ford campus or Taubman Center 24-hour lab. 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.

Help Desk
The Help Desk is an online feature where you may submit tickets detailing technology problems in the CCS labs. To submit a ticket go to the CCS Blackboard website (bb.collegeforcreativestudies.edu) and click on the Help Desk link.

It is imperative that you create a ticket via Help Desk whenever there is a technology 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 in the “Accessing the Help Desk” section of this booklet on page 20.

AVC
The Audio-Visual Center provides equipment rental services and support for the Audio-Visual editing suites, the sound recording/editing suites, stages and studios, and the Production Studio. Reservations can be made through the AVC. The center is located in room W109 on the Ford campus. Its hours are 8:00am-10:15pm Monday through Thursday and 8:00am-5pm on Fridays.
Getting started in Mac OS X

When you begin to use one of the Macintosh computers, you should restart the computer. When it boots back up, you will see a login screen. Log in by entering your CCS username and password.

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 Chrome, and utility applications such as System Preferences. Click the “Launchpad” application 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 own storage media
• your network home storage

To temporarily store your files onto the computer itself, drag them to the Thawed Space 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 Thawed Space 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 connects to one of your personal home drives on the network, and the other connects to the campus’s network shared drive.

Please note that every CCS student has *two* network home folders, one on each campus. Each home folder is limited to 5GB of space. Work saved in a student’s home folder on one campus will *not* be available on the other campus.

On the Ford campus, your home and shared drive are stored on the “Jockamo” server. At the Taubman Center, the “BigRock” server stores your home and shared space.

Note: The best method for file transfers between campuses is external media (flash drive, portable hard drive, optical media, etc.).

To connect to your home drive, double-click the “Home” icon. Within the login window that pops up, enter your 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 user folder.

You may save your files into this folder up to a limit of 5GB, which is backed up by the server.

You are responsible for making sure to delete old files so that you do not exceed your 5GB limit. Any files that cause your home directory to go beyond your space limit may become corrupted.

To check how much space you are using, open the “Home” icon, click your user folder once to highlight it, and select “Get Info” from the File menu in the menu bar.

Also, for temporary or course-related purposes, you may save to the shared network directory.
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, then disconnect your drive. Failing to perform this step may result in corruption or loss of your data.

Lab printing

CCS uses print management software to regulate printing in most labs. The Papercut software will load at login, displaying a window in the top-right corner of the screen.

When printing from a lab computer to a lab printer, you will be prompted to log in and authenticate your print jobs. For more information, consult the “Using the Papercut system” documentation, located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.

Xerox Printing

Note that in the 24-hour labs, Xerox printers are available to print to, which require additional instructions and selectable options. For more information, consult the “Xerox Printing in CCS labs” documentation located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.

Web-based Printing

You may also print to the lab printers from your laptops or mobile devices using the Papercut web print system. For more information, consult the “Accessing Web-based printing at CCS” guide located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.
Logging Out

Be sure to log out once you are finished using the computer.

Failing to log out may leave your Papercut account and network home drives that you have logged into open for others! To do so, click the Apple menu located at the top-left corner of the screen, and select “Log Out”.

Note: REMEMBER, any files stored on the computer *outside* of the Thawed Space drive will be deleted upon logout or reboot! Save to your own media or home space.
When you begin to use one of the Windows lab computers, you will need to login using your username and password. (Some computers have a different setup, requiring that you hit the Ctrl + Alt + Del keys first to access the login screen.)

To log in, enter your CCS 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 computer’s ethernet cord is connected securely on both ends.
• Restart the computer by clicking the red power button’s pop-up menu located at the bottom-right corner, and select Restart.
• Come to room W002 in the WBFII Building on the Ford campus or room 616, the Academic Technologies office, at the Taubman Center to verify your login information. Bring your CCS ID badge.

To use one of the installed applications, click the Start menu at the bottom-left corner to access a short list of applications or select Programs to access the full list of available applications.

Open the “Computer” icon on the desktop to access various drives, including network drives. Depending on the campus, the “H:” drive pertains to one of your home folders, and the “S:” drive pertains to the campus’s shared drive.

Each student has two home folders, one available for saving work on each campus. Each home folder is limited to 5GB of space. Work saved in a student’s home folder on one campus will not be available on the other campus.
On the Ford campus, your home and shared space are stored on the “Jockamo” server. At the Taubman Center, your home space and shared space are stored on the “BigRock” server.

Note: To transfer your files between campuses, back them up to external media (a flash drive, external hard drive, 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 space
- your own storage media

If you temporarily save your files onto the computer, make sure to back them up to your home drive and your own storage media when you are finished. **Any files or folders left on the computer are automatically deleted once you log out of your account or the computer is rebooted.**

Note: Lab computers are publicly used, so make sure to log out of your account when finished. Leaving your account logged in exposes your network home files and Papercut funds to others.

Saving to your network home storage
To save your files to your home directory, double-click the 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. Please note 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 “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.

Also, for course-related purposes, your instructor may designate a class folder on the “Shared” drive to submit or retrieve course files, usually within an existing department folder. Your instructor will inform you of where this folder is located.
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 ‘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’ to eject the drive. Now you may remove it from the machine.

**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 “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. Now you may turn it off and disconnect it from the machine.

**Lab printing**
CCS uses print management software to regulate printing in most labs. The Papercut software will load at login, displaying a window in the top-right corner of the screen.

When printing from a lab computer to a lab printer, you will be prompted to log in and authenticate your print jobs.

For more information, consult the “**Using the Papercut system**” documentation, located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.

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Note that in the 24-hour labs, Xerox printers are available to print to, which require additional instructions and selectable options. For more information, consult the “**Xerox Printing in CCS labs**” documentation located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.

**Web-based Printing**
You may also print to the lab printers from your laptops or mobile devices using the Papercut web print system. For more information, consult the “**Accessing Web-based printing at CCS**” guide located in each of the 24-hour labs OR online via Blackboard > Campus Offices > Academic Technologies > Manuals, Documentation, and Forms.
Logging Out

Be sure to log out once you are finished using the computer.

Failing to log out may leave your network home drives that you have logged into open for others!

To log out from the computer, click the Start button and select “Shut Down”. Within the subsequent pop-up window, select “Log off”, then OK.
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” button 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 for lab computers, CCS email, and CCS Webadvisor systems.

Accessing the wireless network at CCS

To get the latest instructions for connecting your mobile device to the wireless network at CCS, open a browser and navigate to the CCS Blackboard page: bb.collegeforcreativestudies.edu.

Navigate to the Campus Offices tab > Information Technology Services > Connecting to the Wireless section, then click the link that relates to your mobile device.

The link will open an instructional guide to setting up your laptop, smartphone, or any other device to connect to the CCS wireless network.

If you have any issues, please contact the CCS Help Desk at (313) 664-7818 or create a Help Desk ticket by logging on via the CCS Blackboard page > Help Desk link.

Accessing web-based printing at CCS

To get the latest instructions for printing to any lab printer from your laptop or mobile device, open a browser and navigate to the CCS Blackboard page: bb.collegeforcreativestudies.edu.

Navigate to the Campus Offices > Academic Technologies > Manuals, Documentation, and Forms section. Click the “Accessing Web-based printing at CCS” link, which will download an instructional guide for printing to any lab printer from your laptop or mobile device.

If you have any issues, please contact the CCS Help Desk at (313) 664-7818 or create a Help Desk ticket by logging on via the CCS Blackboard page > Help Desk link.
To access the CCS Blackboard site, open a web browser on any computer and navigate to the web address:  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 the image on the right. (Note the “Quick Links” 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.

Some modules are permanent, such as the “My Courses” module, which displays the courses you are enrolled in.

Note: If your “My Courses” tab does not display all your courses, do not worry! It simply means that the instructor has not yet activated the Blackboard section for student access.

Aside from the permanent modules, your “My CCS” page is largely customizable. You may add new modules, remove modules you don’t want, and rearrange modules by clicking on them and dragging them to a desired location on the page.

Other pages, like “Campus Offices” and “Calendar”, respectively display contact and general information about the campus’s administrative departments, (i.e. Library, Security, etc.) and information about upcoming functions, lectures, or other local events of interest.

When your instructor has activated the Blackboard aspect of a course in which you are enrolled, it
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. Students may search and register for classes, check grades, access transcript information and degree audits, or check and pay account balances.

Log in via the CCS Blackboard website, then click on the “Webadvisor” button under “Quick Links”. The Webadvisor page lists a series of links through which you can search for classes, check your grades, etc.

Click “Login to Webadvisor” or any one of these links, and a window may prompt you to log in again, using the same username and password that you used for Blackboard. Click “Submit” to continue.

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

The menu page categorizes your options, which include:

- Registration (adding or dropping courses),
- Financial Information (checking paying your balance)
- Academic Profile (class schedules, transcript, degree-audit, and grades)

Make sure to log out of WebAdvisor when you are finished. WebAdvisor will also log you out automatically after 30 minutes of inactivity.
If you are not able to log on:
- Check that you are using the same username and password that you used to login to Blackboard.
- Make sure the Caps Lock key is not on, as usernames and passwords are case-sensitive.

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 (Continuing Ed, Student, Faculty, Staff). Select the role that applies to you, 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.
- Make sure that the time and time zone settings on your own computer are correct.

Getting started with CCS Email

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 website.

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

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 additional info, navigate to the “My Organizations” module within the CCS Blackboard website’s main page, and click on “CCS Email Help”. This will display a page with links to assist you with the Zimbra email system.

If you have any questions feel free to contact the Helpdesk at (313) 664-7818.
Troubleshooting

To report a computer or lab issue, 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 20 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

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 and erase all student files outside of the “Thawed Space” drive.

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 external hard drive needs to be plugged into an electrical outlet, do so and turn it on **before** connecting it 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 “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, and submit a Help Desk ticket to report this issue.

**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 dot under it and 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; otherwise, save your files to your own media, reboot the computer and re-login. It should load at login, so 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 “Printers & Scanners” 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 to a lab printer, 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 login. Try printing again.

If Papercut won’t load, 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. Open a browser to ensure that the network is working on the computer.

If the printer is not responding or has an error, power off the printer for about thirty seconds and turn it back on. Also, unplug and replug the network cable that is connected to the printer as well.

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 note whether there are any jobs that are stuck in the queue.

If so, or the printer is out of paper or toner, or you are otherwise having problems with the printer or the Papercut system, create a Help Desk ticket detailing the issues.

Accessing the Help Desk

The Help Desk is an online feature where you may submit tickets detailing computer problems in the CCS labs. The web address is helpdesk.collegeforcreativestudies.edu, or simply click the Help Desk link on the CCS Blackboard website (bb.collegeforcreativestudies.edu).

The Help Desk 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 “New Ticket” tab, and a ticket will appear in a pop-up window. (Make sure to enable pop-up windows in the browser.)

Make sure to select 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 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 Thawed Space drive on a lab computer will be DELETED upon logout or reboot!
- Reboot a computer before using it, especially if it is behaving erratically.
- Do not delete files from computers or the shared drive that do not belong to you. Students who do so may be subject to disciplinary action.
- 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.
- Copy your files to the desktop on the computer to *temporarily* work on them, and re-save the files frequently back 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.