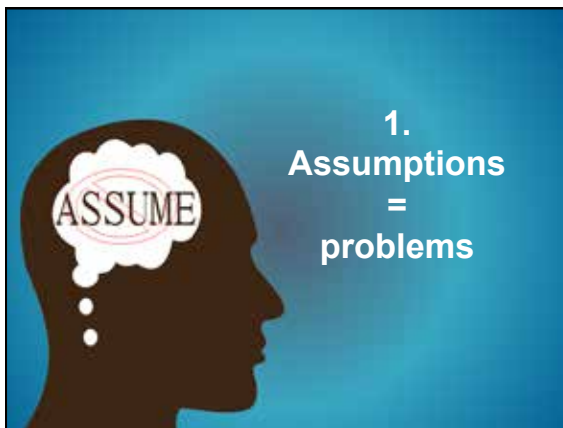
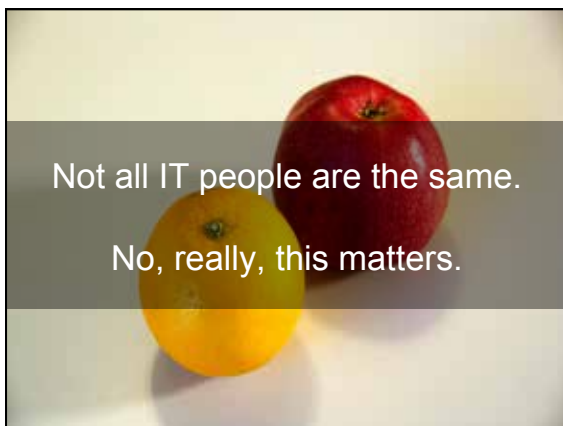


What Your Tech Wants You to Know



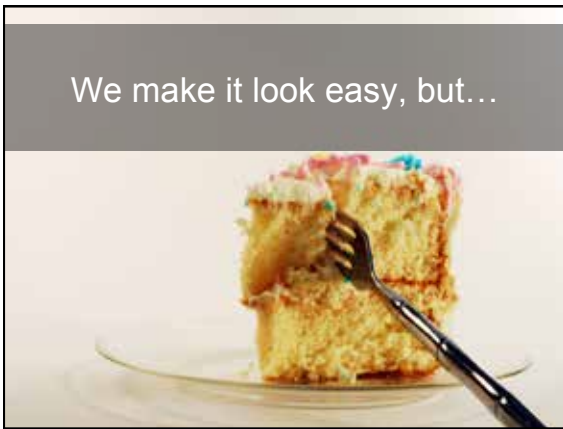




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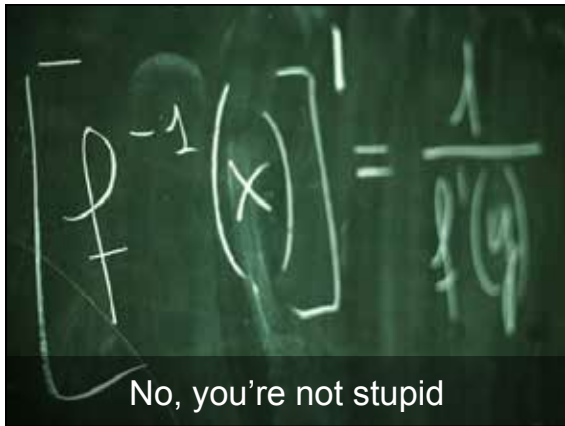


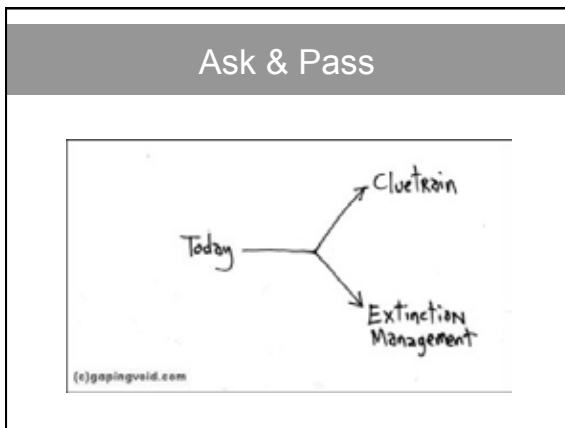




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What Your Tech Wants You to Know

“The computer is down!”

- The ILS software temporarily lost network connection
- A workstation lost network connection
- All workstations lost network connection
- A workstation will not boot
- An unexplained message appeared on a workstation
- A given website will not load
- Someone has disconnected the display from the workstation, or almost any other possible occurrence.

**“Take the time to explain your problem.
If your explanation is one sentence,
it’s probably not enough.”**
--IT guy at Stanford University



A picture is priceless

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What Your Tech Wants You to Know


What to include?

- Tell the truth
- Is it reproducible?
- What happens if you try another computer or browser?
- Screenshot and/or actual text of error message
- Don't just say it's broken, say HOW it's broken



We go **here**

4.
How to
Think
Like an
IT
Person

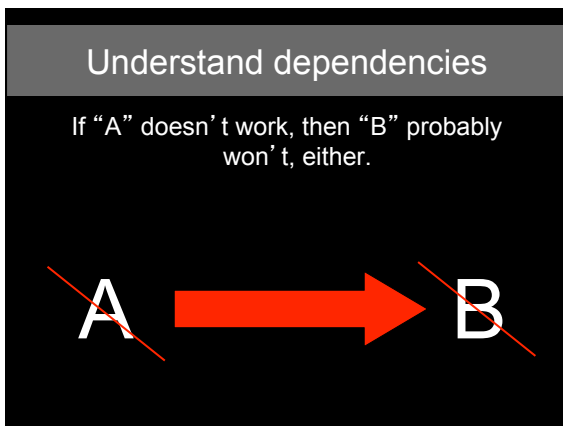


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What Your Tech Wants You to Know

Simple things count

- Check power, cables and paper
- Is the computer frozen, or just the program?
- Recognize that printing directly from the Web or from an email is often a losing proposition

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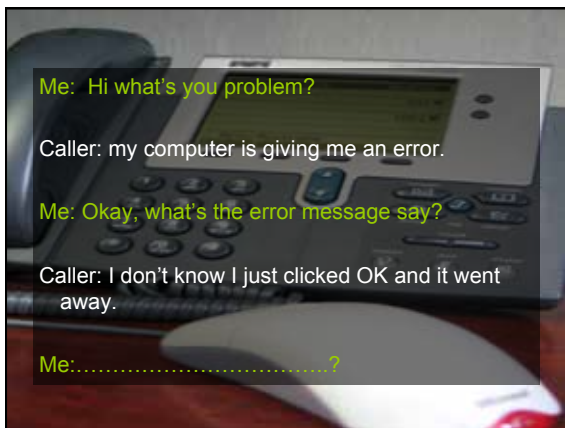
Skills to learn

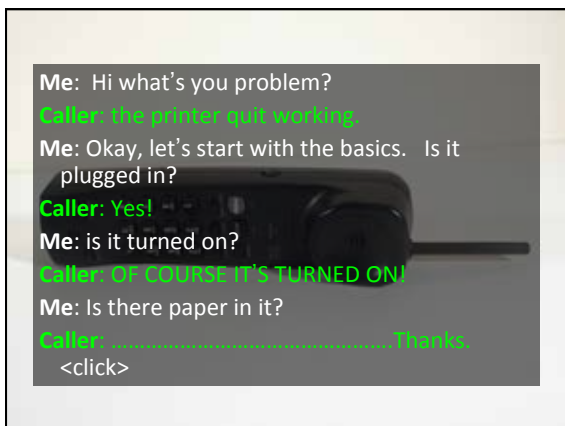
- Check & clear the print queue and the printer's buffer
- Copy & paste from the keyboard
- Which emails are scams

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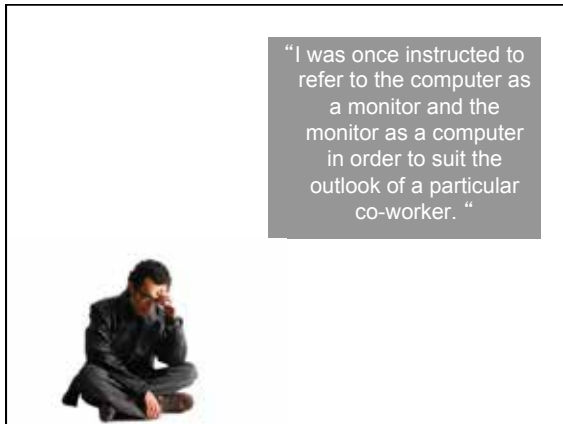




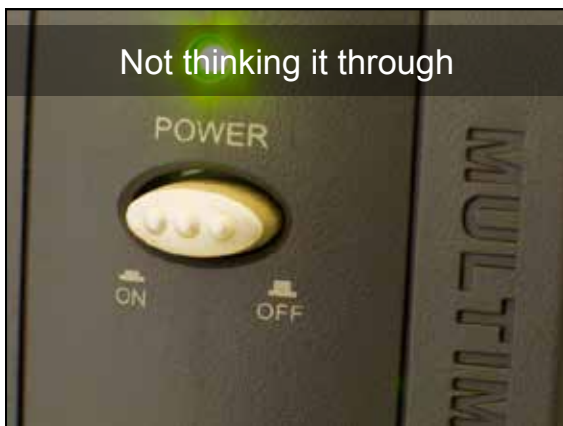


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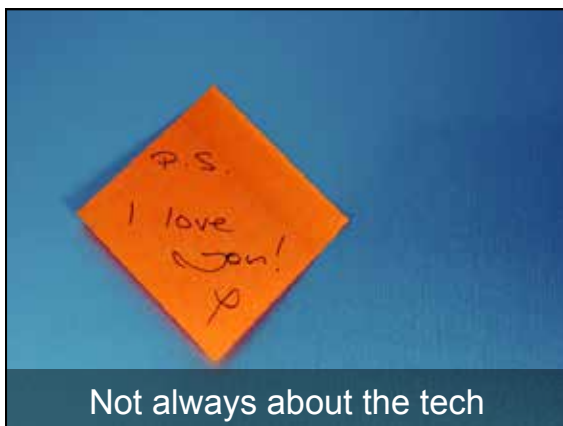


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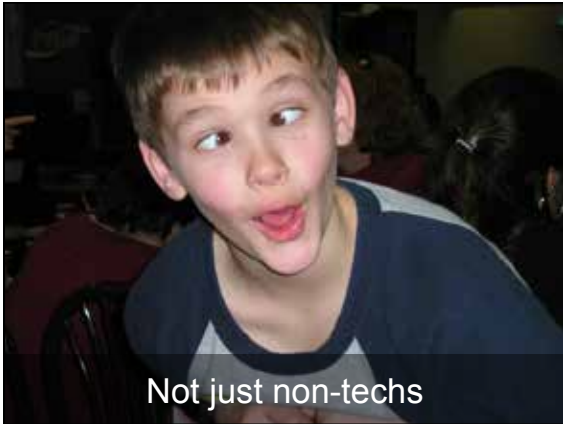




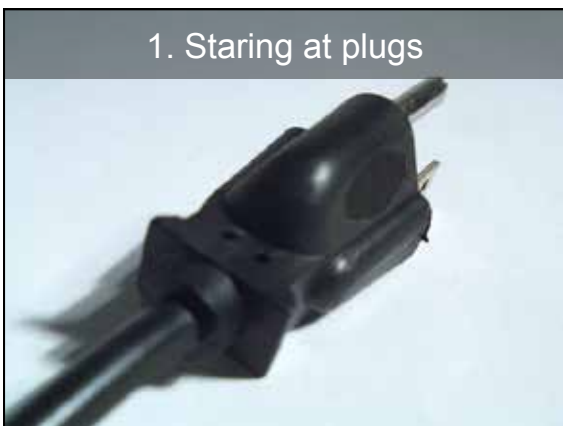


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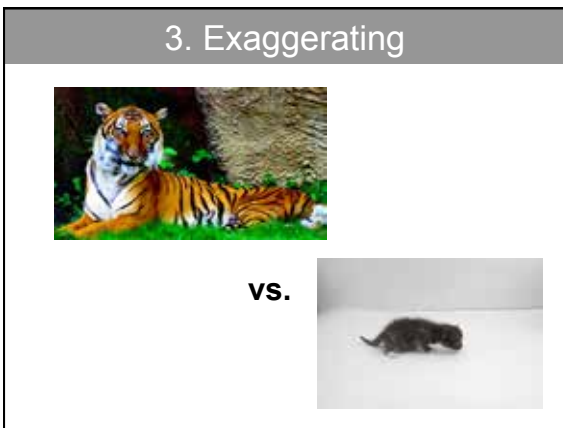




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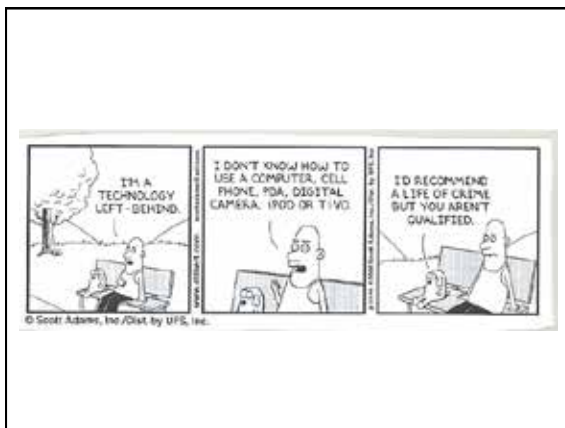




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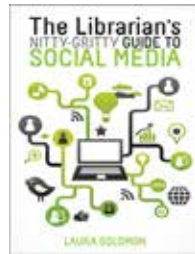




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(Absolutely shameless plug)



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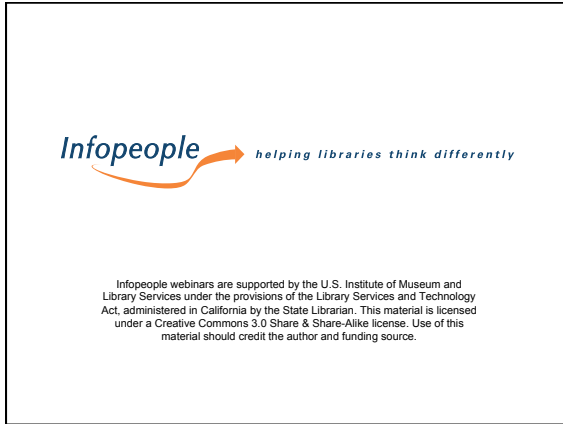
<http://www.meanlaura.com>



<http://www.slideshare.net/laurasolomon>

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