

2020

Monitor's Handbook

Sun City Anthem Computer Club

Last Updated on January 1, 2020

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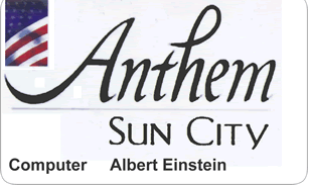

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Information You'll Need to Know Before You Start Your Very First Shift

Topic #1	You'll Need Your SCA Activities Card to Enter the Computer Club	 <p><i>Sun City Anthem Community Assoc.</i> 2450 Hampton Rd., Henderson, NV 89052 702-614-5871</p> <p>ALBERT EINSTEIN EX 12/31/17 RC 00000X101</p>
Topic #2	If You Are Opening the Computer Club, You'll Need Your Electronic Access Card	 <p><i>Anthem</i> SUN CITY Computer Albert Einstein</p> <p>Tip: When you first receive your Electronic Access Card, test it out to make sure it actually opens the door.</p>
Topic #3	Please Arrive 10 to 15 Minutes Early for Normal Shifts, and 30 Minutes Early For Any Thursday Morning Shift	Please make sure you always arrive 10 to 15 minutes before your official shift begins... or 30 minutes early for the Thursday morning shift. Classes begin promptly at 9:00 am and the rooms need to be prepped and ready before students arrive. Keep in mind that those same students need to get into the Classroom a minimum of 10 minutes <i>before their class</i> begins in order to receive credit for the course.
Topic #4	There is No Food or Drink Allowed in the Computer Club	The only exception is bottled water; which is permitted.
Topic #5	Only Another Monitor, Class Instructor, or Board Member Can Relieve You	<p>If you need to use the restroom, you can only leave the Computer Club in the care of another Monitor, Class Instructor, or Board Member.</p>  <p>You can find the Board Members listed here: www.computer.scaclub.org/club/info/board. All individuals who qualify, who are <i>not</i> on duty, but are simply visiting the Computer Club are strongly encouraged to wear a "Monitor" lanyard around their neck so that the Monitor on duty knows who he/she can ask for assistance with the room.</p>
Topic #6	If You May Be Late for a Shift...	Please alert the Monitor currently on duty by phoning them at (702) 614-5871. Tip: Be sure to put that phone number in your cell phone in case you are on the road when you realize you're going to be unavoidably delayed.

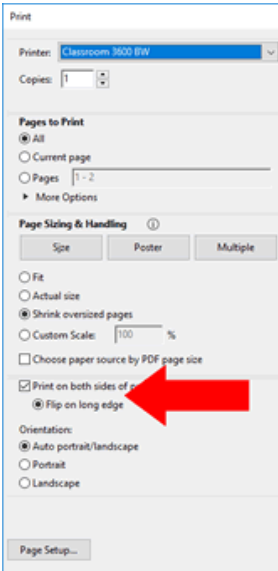
Topic #7	Please Read the New Members' Frequently Asked Questions (FAQs) Document	You'll need to know at least as much as the members before you begin your first shift at the Computer Club.
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How to Open the Computer Club - Note that You Will Only Need to Open the Computer Club If Yours is the First Shift of the Day


Topic #8	Scan Your Electronic Access Card to Enter the Laboratory	<p>Hold your Electronic Access Card to the scanner mounted on the right wall near the Laboratory door. You will hear a beep, see a flash of green light, and then be able (for just a moment) to open the door.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
Topic #9	Step into the Laboratory and Toggle the Switch to Unlock the Door	
Topic #10	Make Sure that the Open/Closed Sign Displays "Open"	
Topic #11	Turn on the Lights in Both the Laboratory and the Classroom	

How to Begin Your Shift

<p>Topic #12</p>	<p>Scan Your SCA Activities Card at the Monitor's Desk</p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><i>Sun City Anthem Community Assoc.</i> <small>2450 Hampton Rd., Henderson, NV 89052 702-414-5000</small></p> <p>ALBERT EINSTEIN EX 12/31/17 RC 00000X101</p>   </div> <p>Tip: You are credited each time you work a shift. However, you need to scan your SCA Activities Card no earlier than 20 minutes before your shift is scheduled to start, and no later than the end of your shift in order to earn that credit.</p> <p>Note that you can see (on both the Sign-In computer and the Monitor's computer when you are on the www.computer.scaclub.org website) who is officially logged in as the current Monitor on duty.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;">Today's Monitors</p> <table style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #e0f0e0;"> <td style="padding: 2px;">12:15pm - 03:30pm Mary Lamb (On Duty)</td> </tr> <tr style="background-color: #fff9c4;"> <td style="padding: 2px;">03:30pm - 06:30pm Harold Karey (Scheduled)</td> </tr> </table> </div>	12:15pm - 03:30pm Mary Lamb (On Duty)	03:30pm - 06:30pm Harold Karey (Scheduled)
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03:30pm - 06:30pm Harold Karey (Scheduled)				
<p>Topic #13</p>	<p>Log into the Website</p>	<p>Use the Monitor's computer to log into the website at www.computer.scaclub.org. You want to be ready to start processing payments when you begin your shift.</p>		
<p>Topic #14</p>	<p>Check Printers/Copiers and Mentally Catalog Which are "Out of Service"</p>	<p>Make sure that all printers and copiers have sufficient paper. As you do so, mentally catalog which printers and copiers are labeled as being "Out of Service." You will need to check again at the end of your shift to determine whether any members placed an "Out of Service" sign (located in a drawer within the Monitor's desk) on a unit without notifying you.</p>		
<p>Topic #15</p>	<p>Make Sure All Computers are Turned On</p>	<p>If any computers are turned off, you can turn them on by pressing the On/Off button that is barely recessed on the lower right side, on the back of the screen.</p> 		


Topic #16	Make Sure Plenty of Copies of the Class Schedule are Printed Out	<p>The printed class schedule is in a plastic rack, on top of the Monitor's desk.</p> <p>If you need to print out additional copies of the class schedule, use the Monitor's computer... on its desktop click the Education icon, double-click to view the contents of the folder named "Class Calendar" then double-click the PDF named for the current month.</p> <p>When queuing this document to the printer, be sure to select "Print on both sides of paper" and "Flip on long edge."</p> 
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How to Gracefully End Your Shift

Topic #17	Find and Report any Newly "Out of Service" Printers and Copiers	Look for any new "Out of Service" signs on the printers and copiers. If you find any, use the Information  Contact Us link on the website to notify the Computer Club officials, choosing the category labeled "Monitor: Printer Supplies and Issues," specifically describing the problem and identifying the Printer or Copier by location and name; such as "Lab 6200."
Topic #18	Use the Monitor's Computer to Log Yourself Out of the Website at www.computer.scaclub.org	

How to Close the Computer Club - Note that You Will Only Need to Close the Computer Club If Yours is the Last Shift of the Day

Topic #19	Make an Announcement Ten Minutes Before Closing	Ten minutes before your shift ends, make an announcement in both the Laboratory and the Classroom that the Computer Club is closing.
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Topic #20	Make Sure All Computers Are Powered On and are Operating as <i>Windows</i> Computers (as opposed to Macintoshes) and Recess any Protruding Keyboards or Chairs	It is critical that all computers remain turned on; that way the automatic updates can run on them at night.
Topic #21	Turn Off all Overhead and Under-Cabinet Lights in the Classroom and Laboratory	
Topic #22	Make Sure that the Open/Closed Sign Displays "Closed"	
Topic #23	Toggle the Switch to Lock the Door	
Topic #24	Double-Check that the Classroom and Laboratory are Both Empty	
Topic #25	Take Your Belongings and Exit the Club	
Topic #26	Test Both the Laboratory and Classroom Doors to Make Sure They Will Not Open	

Procedure for Using the Computer Club When It is Officially Closed and Locked

Topic #27	Scan Your Electronic Access Card to Enter the Laboratory	Hold your Electronic Access Card to the scanner mounted on the right wall near the Laboratory door. You will hear a beep, see a flash of green light, and then be able (for just a moment) to open the door.  
Topic #28	Step into the Laboratory and Toggle the Switch to Unlock the Door	


Topic #29	Make Sure that the Open/Closed Sign Displays "Open"	
Topic #30	Scan Your SCA Activities Card at the Monitor's Desk	<div data-bbox="695 239 1000 426" data-label="Image"> <p>Sun City Anthem Community Assoc. 2450 Hampton Rd., Henderson, NV 89052 702-914-9900</p> <p>ALBERT EINSTEIN EX 12/31/17 RC 00000X101</p> </div> <p data-bbox="690 447 1395 953">You are now officially the acting Monitor for the Computer Club. Any Computer Club member may enter; following their normal procedure to Sign-In. Unlike a normal shift, however, the decision of whether to process payments is entirely at your discretion. In addition, you are permitted to keep the Computer Club open for just a minute, or for as long as you prefer. If you intend to stay only for a short time, please do let any arriving Computer Club members know; just as a courtesy. If another Monitor wants to assume responsibility for the room, please go with them to make sure that their Electronic Access Card successfully opens the Computer Club door... you want to hear a confirming beep and see a confirming green light.</p>

The Monitor's Desk

Topic #31	The Left Computer on the Monitor's Desk is Only to be Used for Sign-In's	<p data-bbox="690 1062 1395 1331">This computer is connected to the scanner that every member uses to sign themselves into the Computer Club. Try to avoid changing the volume of the speakers on this computer; although it is loud, it is set so very intentionally so that the Monitor on duty can hear each person entering the club and scanning their SCA Activities Card, even if they are physically a distance away from the Monitor's desk.</p> <p data-bbox="690 1352 1395 1551">If this computer does not respond to a member attempting to scan their SCA Activities Card, check to make sure that the cursor for that computer is positioned in the "Membership ID" field. If it is not, try pressing the Tab key on the associated keyboard in order to move the cursor to the "Membership ID" field.</p> <p data-bbox="690 1572 1395 1671">If the Club Sign-In Screen is not visible at all on the computer, double-click the club icon located in the upper right corner of the screen.</p> <div data-bbox="695 1688 805 1787" data-label="Image"> </div> <p data-bbox="690 1803 1395 1902">If you are still unable to see the Club Sign-In Screen, turn off that computer, wait for 30 seconds, then turn it on again.</p>
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Topic #32	The Right Computer on the Monitor's Desk is the Monitor's Computer and is for Processing Member Payments, and for Your Personal Use
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Monitor Shifts


Topic #33	Normal Shift Hours are...	<p>Monday, Tuesday, Wednesday:</p> <p style="padding-left: 40px;">9:00 am - 12:15 pm</p> <p style="padding-left: 40px;">12:15 pm - 3:30 pm</p> <p style="padding-left: 40px;">3:30 pm - 6:30 pm</p> <p>Thursday:</p> <p style="padding-left: 40px;">8:45 am - 12:15 pm</p> <p style="padding-left: 40px;">12:15 pm - 3:30 pm</p> <p style="padding-left: 40px;">3:30 pm - 6:30 pm</p> <p>Friday, Saturday:</p> <p style="padding-left: 40px;">9:00 am - 12:15 pm</p> <p style="padding-left: 40px;">12:15 pm - 3:30 pm</p>
Topic #34	Always Arrive Early for Your Shift	You should arrive at least 10 minutes prior to the start of your shift.
Topic #35	How to Volunteer for a Shift	<p>Log into our website at www.computer.scaclub.org and (in the upper navigation menu) click Calendars  Monitors. You see a calendar of the current month's Monitor shift assignments. You can click to scroll to the next or previous months by clicking Next >> or << Prev. Locate the open assignment (displayed in yellow) for which you would like to volunteer and click it.</p> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">12:15pm - 03:30pm</p> <p style="text-align: center;">Monitor Assignment</p> <p style="text-align: center;">Unassigned</p> </div> <p>Double-check the date and time, then click Enroll to lock in responsibility for that shift. Please note that the Computer Club does sponsor a yearly "thank you" luncheon for our Monitors; if you would like to participate in that annual event, you will need to complete a minimum of 10 shifts within the calendar year.</p>

Topic #36	How to Drop a Shift	<p>Log into our website at www.computer.scaclub.org and (in the upper navigation menu) click Calendars ➡ Monitors. You see a calendar of the current month's shift assignments. Locate the shift assignment (outlined in pink) which you apparently need to drop, and click it.</p> <p>Double-check the date and time, then click Drop to release responsibility for that shift.</p> <p>If the dropped shift will occur anytime within the next 7 days, please attempt to find another Monitor who can volunteer for that shift.</p> <p>If the dropped shift will occur within the next 2 days and you are not able to find another Monitor to volunteer for that shift, please reconsider your decision to drop it. The Computer Club cannot open without a trained Monitor on duty.</p>
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The Basic Responsibilities of the Monitor on Duty



Topic #37	Stay Primarily at the Monitor's Desk in the Laboratory	
Topic #38	Make Sure All Visitors Sign-In	Members must Sign-In by placing their SCA Activities Card face-up below the scanner on the Monitor's desk. When the scanner has successfully scanned their card number, you will hear a beep and a "Thank you." If anything else occurs, please refer to the procedures covered under Topic #51, Topic #52, Topic #53, Topic #54, and Topic #55.
Topic #39	Process Membership Payments and Double-Check that their Contact Information is Current	Please refer to the procedures covered under Topic #53 and Topic #54.
Topic #40	Assist Members as Needed	
Topic #41	Pay Attention to What is Happening in the Laboratory and in the Classroom (If a Class is <i>Not</i> Currently In Session)	<p>Pay particular attention to what printer and copier resources are being used, and stop any member who is deliberately misusing them. Remind any such member of the 10 page per day limit on printing and copying.</p> <p>When you are logged into the website at www.computer.scaclub.org you can (in the upper navigation menu) click Information ➡ Security Cameras to help you keep an eye on who is doing what without physically needing to step into the Classroom.</p>

Topic #42	Make Sure Members Follow the Posted Rules, Which are...	<ul style="list-style-type: none"> • Keep Things Quiet. No noisy conversations, no cell phone use. With the exception of training that is taking place behind the closed door of the Classroom, there should be no commotion. • Don't Rush the Printers. Wait until the printer has finished printing or copying to fish out the newly printed or copied pages. • No Food or Drink is Allowed. Bottled water (with a cap) is fine. • Copies and Printouts are Limited to a Total of 10 Pages (Sheets of Paper) per Member, per Day. • Do <i>Not</i> Turn Off the Computers. Prior to closing any web browser, simply log out so that your login credentials and any personal information on that website is not accessible to the next person who sits down at that particular computer. • Trial Members May <i>Not</i> Sit In On Classroom Sessions.
Topic #43	Label (but do NOT Turn Off) Any Printers or Copiers Experiencing Trouble, or that Require a Print Cartridge; then Submit a Trouble Ticket Notifying the Computer Club Officials	<p>Use the Information ➡ Contact Us link on the website to notify the Computer Club officials. Please specifically identify the Printer or Copier by location and name; such as "Lab 6200." Please do NOT turn the printer <i>off</i> as that would prevent our hardware personnel from being able to remotely troubleshoot and re-enable the device without having to physically come into the computer club.</p> <p>Note: Please do <i>not</i> put an "Out of Service" note on any printers/copiers that are just <i>low</i> on toner... only do so when they are actually <u>out</u> of toner.</p>

Topic #44	If Any Computers Experience Trouble that You Cannot Resolve, Submit a Trouble Ticket Notifying the Computer Club Officials	<p>Use the Information ➡ Contact Us link on the website to notify the Computer Club officials. Please choose the category named "Monitor: Notes," and specifically identify the Computer; such as "CC123." The name of each computer is on the back of its screen. Also place an "Out of Service" sign on that computer.</p> 
Topic #45	Shred Abandoned Print Jobs	
Topic #46	Notify Members Who Left a Fax Original on the Fax Machine	Attempt to phone that person if you can glean who they are.
Topic #47	Label Incoming Faxes for Which We Do Not Know the Intended Recipient	Use a post-it or other note to indicate when the fax arrived, and what steps you have already taken to resolve it. After a few days, it will be discarded.
Topic #48	Thoroughly Document All Incidents	<p>A procedural cheat sheet for handling incidents is posted on the wall behind the Monitor's desk.</p> <p>The type of incident that needs to be documented may include a variety of situations, such as:</p> <ul style="list-style-type: none"> • A medical episode. • An injury. • Missing equipment. • A Computer Club door that was apparently left open when the club was supposed to be closed. <p>You will need to report the incident very promptly:</p> <p>(1) To the Computer Club officials; via the www.computer.scaclub.org website — click Information ➡ Contact Us, select the "Monitor: Incident" category, and include in your description the date and time the incident occurred, as well as a description of the incident itself.</p> <p>(2) To the Computer Club officials; via an Incident/Accident Report Form — in the left navigation menu, click Documents ➡ Monitor References ➡ Incident/Accident Report Form. Print 2 copies of the completed report; 1st copy goes to the Computer Club President.</p> <p>(3) To the Anthem Center Community Association Administration (the small office nearest to the main entrance of the building); give them the 2nd copy of the completed report.</p>

Topic #49	Notify the Club of any <i>Minor</i> Situations that do not Qualify as Full-Blown “Incidents,” Using the “Monitor: Notes” Category via the Contact Us Form	<p>The type of situation that needs to be documented may include things such as:</p> <ul style="list-style-type: none"> • A member who refuses to follow the posted rules. Please take a photo of that person so that the Computer Club officials can more easily identify them. • Any significant arguments that take place within the Computer Club. <p>You will need to report the situation to the Club via the www.computer.scaclub.org website — click Information ➔ Contact Us, select the “Monitor: Notes” category, and include in your description the date and time the situation occurred, as well as a description of the situation itself.</p>
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Admitting Guests and Members Into the Computer Club

Topic #50	A Member Can Bring <i>One</i> Guest In With Them Only If that Person is <i>Not</i> a Resident of Sun City Anthem	<p>To quickly glean whether the intended guest is a resident, simply ask them for their SCA Activities Card. If they have one, tell them they will need to sign up as a member, or sign up for a Free Trial Membership. You can then hand them a printed copy of the current class listings, with all New Member Orientation sessions circled in order to draw their attention to those classes. Note that Trial Members are not permitted to sit in on Classroom sessions at all, nor sit in the back of the Classroom during an active session.</p> <p>Guests are only entitled to short-term computer usage (such as printing a boarding pass) or sending a fax. They are not entitled to any of the other Computer Club’s resources or facilities. Tip: Seat the guest as close to your desk as feasible so that you can keep a close eye on what they are doing.</p> <p>The member who brought the guest into the Computer Club must physically stay with that person throughout the guest's visit.</p>
Topic #51	Members Can Only Enter If Their SCA Activities Card is Current	<p>If their SCA Activities Card is expired, send that person to the Anthem Center Community Association Administration (the small office nearest to the main entrance of the building).</p> <div data-bbox="797 1640 1102 1824" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><i>Sun City Anthem Community Assoc.</i> <small>2450 Hampton Rd., Henderson, NV 89052 702-914-5000</small></p> <p style="text-align: center;">ALBERT EINSTEIN</p> <p style="text-align: center;">EX 12/31/17 RC ➔</p> <p style="text-align: center;">00000X101</p>   </div> <p>Note that even if the Member has an active (paid) membership in the Computer Club, they must also have</p>

an unexpired SCA Activities Card. The dues that they paid to the Computer Club for the current year will not be refunded, nor their membership extended in any way due to an expired SCA Activities Card.

Topic #52

Troubleshooting an SCA Activities Card That Will *Not* Scan Successfully

Make sure the person is trying to scan the correct card... specifically their SCA Activities Card. If any result other than a successful scan occurs, troubleshoot it by first examining the ID Number on their SCA Activities Card.



Next, look for an Expiration Date on their SCA Activities Card.




<u>Card Has This Number Following the "X"</u>	<u>Card Displays an Expiration Date?</u>	<u>Action Required</u>
1	No	A
1	Yes	C
2	No	A
2	Yes	C
3	Yes	B
4	Yes	B
5	Yes	B
5	No	D
6	Yes	B
6	No	D

Action Required Codes:

A - No action is required.

B - Update the website to have it reflect the correct expiration date of their SCA Activities Card.

C - If their SCA Activities Card is expired, send the member to the Anthem Center administration offices to renew their SCA Activities Card. Otherwise, no action

		<p>is required.</p> <p>D - Send the member to the Anthem Center administration offices to obtain a replacement SCA Activities Card that uses an up-to-date ID Numbering system.</p>
<p>Topic #53</p>	<p>Processing Payments for New and Renewing Members</p>	<p>If a member attempts to scan their SCA Activities Card without their dues being current, you will hear an error message describing the problem. You will need to request and then process payment for their membership.</p> <p><u>Procedure To Process a Payment</u></p> <p>Ask them for their SCA Activities Card.</p> <p>Log into our website at www.computer.scaclub.org and (in the left navigation menu) click <u>Search Membership</u>.</p> <p>Use the Search box to search on the first 5 digits of the ID Number on their SCA Activities Card.</p>  <p>When you locate the correct member's record, click the button labeled <u>Process</u> for that individual.</p> <p>Manually compare the ID Number from their SCA Activities Card with the Anthem ID Number listed on the website. If it is not correct, click the <u>Update</u> tab and correct it before continuing on.</p> <p>Ask them if the email address listed on the website is still current. If it is not correct, click the <u>Update</u> tab and correct it before continuing on.</p> <p>Ask them if the phone number and street address listed on the website are still current. If either of those is not correct, click the <u>Update</u> tab and correct it before continuing on.</p> <p>Click the <u>+ Make Payment</u> Check the box labeled "Annual Member Dues."</p> <p>Select the appropriate radio button to indicate whether the payment you are processing is "Cash" or "Check." If it is by Check, make sure that check is made payable to "Sun City Anthem Community Association", then enter the Check Number in the "Check Number" box that immediately becomes visible.</p> <p>Click <u>Next</u>, then <u>Submit</u>.</p> <p>Click <u>Print</u>, specify that you want 2 printed copies, then</p>

click **OK**. Hand one printed copy to the member along with their SCA Activities Card. Paperclip the other printed copy to the cash or check, and slip that into the safe located in the lower cabinet that is just behind your chair.

If they are a new member, hand them a printed copy of the current class listings, with all New Member Orientation sessions circled in order to draw their attention to those classes, so that they can quickly become familiar with the Computer Club's various resources, rules, and processes. If time permits, for new members please strongly encourage them to enroll in the "New Members Orientation" class. The class is offered approximately once a month, and will give the new member all of the answers they'll need to use their new membership to its fullest advantage.

After you have processed their payment, ask the member to scan their SCA Activities Card to log them into the system. If the scanned SCA Activities Card indicates that this member's membership has expired, you will need to return to their online record and update the Expiration Date associated with their SCA Activities Card so that it matches the date printed on their SCA Activities Card.

Topic #54

Processing Trial Members

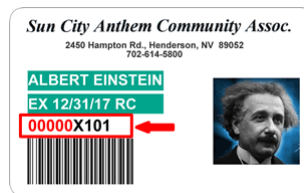
Procedure To Process a \$0 (Free) Payment

Make sure they have already completed the **Join the Club** process via the **www.computer.scaclub.org** website.

Ask them for their SCA Activities Card.

Log into our website at **www.computer.scaclub.org** and (in the left navigation menu) click **Search Membership**.

Use the Search box to search on the first 5 digits of the ID Number on their SCA Activities Card.



When you locate the correct member's record, click the button labeled **Process** for that individual.

Click the **Payments** tab, then click the button labeled **Payments+**. Check the box labeled "Trial Membership Fee."

Select the radio button labeled "Cash."


		<p>Click Next, then Submit.</p> <p>Hand them a printed copy of the current class listings, with all New Member Orientation sessions circled in order to draw their attention to those classes, so that they can quickly become familiar with the Computer Club's various resources, rules, and processes.</p> <p>After you have processed this \$0 payment, ask the new Trial Member whether they are staying today to use the Computer Club facilities. If they are not, do NOT have them scan their card as that would automatically deduct today from their 3 allowed visits... you don't want to waste that first free day if they are not really going to use the Computer Club today. If they <i>are</i> going to stay, however, you do need to have them scan their SCA Activities Card in order to log them into the system. If the scanned SCA Activities Card indicates that this member's membership has expired, you will need to return to their online record and update the Expiration Date associated with their SCA Activities Card so that it matches the date printed on their SCA Activities Card, then have them scan their SCA Activities Card again.</p>
Topic #55	Widows/Widowers Can Inherit the Remainder of their Spouse's Current Membership	Please use the Information ➡ Contact Us link on the website to notify the Computer Club officials, selecting "Help" as the category, and providing as much detail as you are able... regarding which spouses are involved, and to whom the remaining membership should be credited.


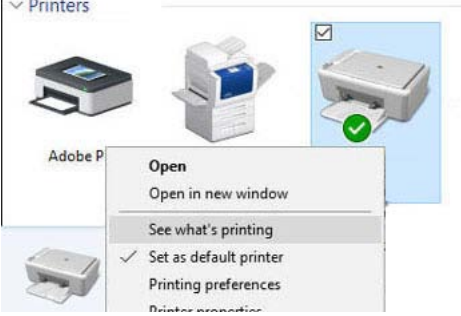
Resources for Monitors

Topic #56	Location of Paper Supplies	There is a key that opens the locked paper supplies; the key is located in the lower cabinet that is just behind your chair. The locked cabinet containing extra paper supplies is located in the Classroom on your left as you walk in, in the third lower cabinet.
Topic #57	Powering On and Off the Overhead Projector	<p>The Overhead Projector that is permanently affixed to the ceiling of the Classroom is most often used during training sessions. If an instructor for the upcoming class is running late or in a rush, you can be of assistance by warming up the Overhead Projector so that it is ready for use when the instructor arrives. To do so, use the key that is located in the lower cabinet just behind your chair to unlock the upper-left desk drawer of the instructor's desk in the Classroom. Use the remote control you find there; holding it as high and close to the Overhead Projector as you're able, then pressing the Power button <i>once</i>.</p> <p>You'll hear a faint click, and will be able to see a faint blue light on the underside of the Overhead Projector</p>

		<p>when you are standing directly beneath it.</p> <p>Note that the projector takes about 10 minutes to warm up, and will not respond to a second press of the Power button (to turn it off) until it has run through its warm-up cycle.</p>
Topic #58	Location of Miscellaneous Office Supplies	<p>Extra pens, pencils, paper clips, staples, etc. are located in an unlocked cabinet, in the Laboratory, just above the paper cutter.</p> <p>If you notice that any of these supplies are running low, please use the Information ➔ Contact Us link on the website to notify the Computer Club officials, selecting "Monitor Notes" as the category for your email.</p>

Troubleshooting the Hardware at the Computer Club

Topic #59	Do <i>Not</i> Noodle With the Printer or Copier Print Toner Cartridges	<p>For reasons of economy, all of the computers have default print settings of "print in black and white" and "print 2-sided" (a.k.a. "duplex"). The print toner cartridges themselves are hideously expensive and extremely delicate. When you notice that a printer or copier is <i>completely out</i> of print toner, please use the Information ➔ Contact Us link on the website to notify the Computer Club officials, but do <i>not</i> noodle with the print toner cartridges yourself.</p>
Topic #60	If a Computer Becomes Infected With a Virus, Simply Reboot that Computer	<p>Simply turn the computer off by pressing the On/Off button that is barely recessed on the lower right side, on the back of the screen. Wait 60 seconds, then turn it back on again. Simply restarting the computer causes it to self-restore to its previous working condition.</p> <div style="text-align: center;">  </div>
Topic #61	Do <i>Not</i> Swap Out Hardware Components from One Computer to Another	<p>For example, if the mouse on a computer is non-responsive, do not replace it with the mouse from another computer. Instead reboot the computer experiencing a problem, and try your test again. If that fails, use the Information ➔ Contact Us link on the website and the category labeled "Monitor: Notes" to notify the Computer Club officials.</p>

Topic #62	If Any Computers Experience Trouble that You Cannot Resolve, Submit a Trouble Ticket Notifying the Computer Club Officials	<p>Use the Information ➔ Contact Us link on the website and the category labeled "Monitor: Notes" to notify the Computer Club officials. Please specifically identify the computer; such as "CC123." The name of each computer is on the back of its screen.</p> 
Topic #63	How to Manually Cancel Files in the Print Queue	<p><u>On the computer that sent the print request(s):</u></p> <ol style="list-style-type: none"> 1. In the search box next to the Start button, type: <i>devices and printers</i> 2. From the resulting pop-up list, select "Devices and Printers." 3. Right-click the printer and select "See what's printing." 4. Choose and click "Cancel" to remove from that print queue any files that you no longer want to print via the selected printer. 

The Printers, Copiers, Scanners, and Fax in the Laboratory - Note That These are Listed Counter-Clockwise in the Order You'll Find Them in the Room - Closest to the Monitor's Desk is Listed First

Topic #64	6200 Black/White Printer	The 6200 pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The electronic on/off power button on the panel atop the machine.
Topic #65	6900 Black/White Copier, Fax, Printer, Scanner	This unit can do 2-sided (a.k.a. "duplex") printing, including making 2-sided copies from 2-sided originals. The 6900 pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The on/off switch is on the right panel, near the rear of the unit.
Topic #66	6700 Color Printer	The 6700 pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The on/off switch is on the right panel, near the rear of the unit.

The Printers, Copiers and Scanners in the Classroom - Note That These are Listed Counter-Clockwise in the Order You'll Find Them in the Room - Closest to the Instructor's Desk is Listed First

Topic #67	5500 Black/White Copier, Printer; and a Color Scanner	The 5500 pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The on/off button is recessed on its control panel.
Topic #68	8360 Color Printer	The 8360 pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The electronic on/off power button is on the panel atop the machine.
Topic #69	6200(C) Black/White Printer	The 6200(C) pull-out drawer for paper is located in the front of the unit and has a recessed hand-hold for opening and closing the drawer. The electronic on/off power button is on the panel atop the machine.