

## Frequently Asked Questions about the Orientations ...

### ... and the Academic Computing Resource Center

#### ❖ Which orientations should I take?

Ask your instructor which computer system(s) your course will use. For additional assistance, refer to the back of the Orientation Schedule for a list of CNIT and CS courses and the systems they use.

#### ❖ How long does each orientation last?

Plan on 50 minutes. Duration can vary, depending upon the size of the group, the number of questions asked, and the kinds of problems that might arise. Fewer delays occur if students arrive on time and remember to attend the Windows Orientation (W) or the Macintosh Orientation (M) before they attend the Unix Orientation.

#### ❖ Am I required to attend more than one orientation?

ACRC staff recommends that you attend the hands-on orientations for any of the systems your course will use. Handouts are available covering most of the orientation topics. It is possible to familiarize yourself with some of the topics or to preview the topics before attending the hands-on orientations.

#### ❖ Do I sign up in advance for the orientations?

No, just line up outside the entrance to the lab at Batmale 301. The faculty monitor will call in the group once the area to be used has been cleared and prepared. (Please note that the UNIX Orientation (U) is open only to those students who have attended the Windows Orientation (W) or the Macintosh Orientation (M); show of attendance receipt is required.)

#### ❖ Will I need to show a current CCSF student identification in order to attend the orientations?

No, however after the last day to add classes, anyone using the ACRC is required to show current CCSF student identification and photo identification, like a driver's license, when lab personnel request that you do so.

#### ❖ Do I need to be registered in the class to attend orientations?

Ordinarily, it is not necessary to use your personal account(s) during the orientation sessions, so official registration in the computer class(es) is not required in order to attend. However, if you attend an orientation *after* the last day to add classes, you must use your own account during the orientation.

#### ❖ How can I find out about areas in the lab that might be reserved by classes and not available for my use?

PC Lab #2 (Hopper), and the Mac Lab (Jobs), the second and third rooms on the left as you enter the lab may be reserved by authorized classes. However, reservations of any of these rooms will create a greater demand for units in other lab areas. Check the Room Reservation sign posted at the door of each room. If you're not on campus and you'd like to find out before making the trip, call the Reception Desk at (415) 239-3492.

#### ❖ What kind of help can I get with my assignments in the lab?

Assistance is limited and usually impossible without textbooks, lecture notes, handouts, and/or assignments. Tutors can help with questions in their topic specialties. The Faculty Monitor can usually assist with some programming and software questions. Technical staff can help with hardware problems. Lab Assistants at the Reception Desk must remain at the desk but can offer limited assistance and can direct your question(s) to other lab personnel.

#### ❖ What if I forget my password?

If you have a CCSF student identification and a photo identification, like a driver's license, the passwords on your HP UNIX account, your Windows account, your Linux account, and your Macintosh OS X account can be reset. The Multimedia PC Account logins are only available from the instructor(s). Lab personnel are not allowed to make them available.

#### ❖ Do I have to sign in to use the lab?

You will need to sign in at the Reception Desk only if you intend to use Macintosh computers, Multimedia PC units, Laptop stations (wired or wireless), or the computers designated for General Use. You are required to show and to surrender your student identification at the Reception Desk when you sign in.

#### ❖ What kind of storage media should I get to save my work?

At the front of every ACRC computer are USB 2.0 ports for thumb drives. External USB zip and floppy drives may be borrowed from the Reception Desk with a photo identification (like a driver's license). USB 1G flash drives are available for loan from the Reception Desk to use for downloading and printing documents from laptop computers.

#### ❖ How long may I use my account?

Your HP UNIX account on hills is accessible until the end of the add period in the following semester. However, your Windows, Linux, and Macintosh accounts are accessible only until the ACRC closes at the end of the semester. If you want to keep copies or backups of any of your files, you *must* download them before the end of the semester. The ACRC has handouts available to assist with backing up your Windows and UNIX accounts.