

Remember to click the Refresh button in the middle of the screen before and after class.

Q) I need software installed*.

A) Go to <http://it.usu.edu/classrooms/htm/support> and fill out the form.

* Information Technology will make a good faith effort to install the requested software. We may not be able to install certain types of software if incompatibilities arise or the software requires a significant reconfiguration of a machine such that it negatively impacts performance and/or overall user experience. A determination of this nature will be made by Information Technology.

Q) I need data stored permanently** on this machine.

A) Go to <http://it.usu.edu/classrooms/htm/support> and fill out the form.

** Permanently means that data will reside on the machine for a single semester and then be removed when the computer is refreshed. Data is not guaranteed for an entire semester, nor is data backed up.

Q) I want to store data temporarily*** on this machine.

A) Copy your data to the D drive. This can be found by opening My Computer on the desktop.

*** Temporarily means that data is subject to erasure by anyone using the machine. Data is not guaranteed to be stored nor is data backed up.

Q) I need technical assistance.

A) Click the 'I Need Assistance' icon on the screen to chat with a technical support specialist, or to fill out a form. You can also call 797-6666 to request technical support during business hours of Mon-Friday 7am-9pm.

Q) What is the 'Installed Programs' folder for?

A) That is where we store the software installed on the machine.

Q) What is the 'Permanent Data Storage' folder for?

A) That is where data is stored for those instructors who have requested semester data retention on a computer.