

## IT Training

### ***Responsibility agreement form for room rental/usage***

Failure to comply with the training room Policies and Responsibilities may result in fines and loss of privileges to the BICC training rooms.

#### **Trainer Responsibilities**

1. Complete and submit the reservation form for our records, or use the GroupWise e-mail system to reserve the room (External trainers must fill out our online reservation form).
2. Schedule a 15-minute orientation session (if a new trainer) with an IT Training staff member. Call 494-6677.
3. BICC Training rooms are kept locked when not in use. It is the trainer's responsibility to make arrangements ahead of time to borrow a key. Call 494-6677.
4. **DO NOT** remove or change any computer settings the workstation. This includes:
  - a. Printer Settings – **DO NOT DELETE DEFAULT CLASSROOM PRINTER SETTINGS**
  - b. Display Settings\*; e.g., wallpaper, screen saver, desktop font
  - c. Start Menu Settings\* – do not add or remove without the permission of the IT Training Manager
  - d. Desktop icons\* – do not add or remove without the permission of the IT Training Manager
5. You may temporarily make changes to these settings; e.g., change the desktop font for a student with impaired vision, **AS LONG AS YOU CHANGE BACK TO THE ORIGINAL SETTINGS AFTER THE CLASS SESSION.**
6. **DO NOT UPDATE EXISTING SOFTWARE.** These workstations **MUST** stay standard with the current OHSU workstation configurations; e.g., **DO NOT UPGRADE THE INTERNET BROWSER.**
7. Clean up the training room after class. This includes:
  - a. Removing any files/software programs or resetting any modifications that have been added as a result of teaching the class.
  - b. Removing all shortcuts created for the class.
  - c. Removing or fixing any modifications to the audio visual equipment.
  - d. Turning off the computers.
  - e. Turning off the audio visual equipment; i.e., the high-intensity multimedia projector.
  - f. Wiping clean all white boards, including the ones at the entrances to the training rooms. This may mean getting a wet towel to wipe them down.
  - g. Removing all training materials. (Additional training materials can be kept in the training storage room if necessary.)
  - h. Removing items or trash left by class participants or caterers.
  - i. Closing and locking all classroom doors.
  - j. Returning training room keys (if borrowed from IT Training) to an IT Training staff member.

I agree to comply with the above mentioned policies.

Date: \_\_\_\_\_ Name (signature): \_\_\_\_\_

## Tips & Troubleshooting in the training rooms

### *Logging into Novell using training room accounts:*

- User ID: See label on the monitor (e.g. ed12)
- Password: See label on the monitor (e.g. ed12)
- Context: training.bicc.edu.hill.ohsu

### *If you are unable to log in using training room accounts:*

1. Check to make sure CAPS lock is not on. The passwords are case sensitive.
2. Check to make sure the context, user ID and password are properly set.
3. Check to make sure all cables and plugs are securely connected to the machine and the wall, power strips, outlets, etc...

### *Powering on the projector:*

1. Turn on the trainer workstation first
2. Aim the remote at the projector and press the button the projectors remote control. Listen for the fans to come on.

*Note: In BICC 120 you may need to make certain the projector switch (at the projector itself) is set appropriately. Set to wall closed if the adjoining wall with 121 is closed, and wall is open if both rooms are being used as one large classroom and you wish to project the trainer machine in 121 on both screens.*

### *Powering off the projector:*

1. Aim the remote at the projector and press the power button. You will be prompted to turn off the projector. Press the power button again to complete the power down.

*Note: You should hear an increase in the fan noise as the projector goes into cool down mode.*

### *No image on the trainers monitor or the projector:*

1. Make sure the monitor is powered on (the small button on the front of the monitor)
2. Make sure that the projector is powered on (see above).
3. Check to make sure the signal splitter box is powered on. This is a small tan box that the trainer's monitor is plugged into.

### *You are unable to print to the class printer:*

1. Check to make sure the printer has paper and is powered on
2. Check to make sure the small grey JetDirect device is plugged in and connected to the printer and the network via a network cable.
3. Check to make sure you have selected to print to the training room printer from your applications.
4. You can reboot the JetDirect device by unplugging the power cord to it, waiting 30 seconds and then plugging it back in.

If you are in need of assistance and have attempted to resolve the commonly encountered problems listed above, please **contact IT Training at: 503-494-6677**.

If you are unable to reach an IT Training staff member, please **contact the HelpDesk for support at: 503-494-2222**.