

FAC/STAFF FAQs:

1. I am unable to login to my computer. What's happening?

A. You may be in one of the following situations:

- You may not be typing the correct password. Sometimes we forget our password has changed and we type an old password
- Remember Windows, ISIS, ESS, BOLT, Email, Wireless, Remote Access... passwords are all linked, if you reset one, this resets the password for all of those systems.
- "caps lock" is enabled on you keyboard when it should not be, or vice versa. We all have done this at some point. Our passwords are "case sensitive".
- Keyboards (wired or wireless) sometimes "short circuit" and the keys entered may not be the same as you type. If no one is looking over your shoulder, type your password in the username field, just to make sure that what you are typing is what the keyboard is entering.
- If the login has been attempted 5 times with the wrong user/password the account gets locked out for 10 minutes. If you get an error that says your account is locked just wait 10 minutes and try again.
- If you bring a wireless device (laptop, handheld, smartphone, tablet, etc) and your password has change since the last time it connected to our network, it may be locking you out by trying to get in to the network with the old password.
- Maybe you just need to reset your password. You can do this by going to this page: <http://password.bloomu.edu>
- The most up to date password information is here: <http://www.bloomu.edu/technology/passwords>

2. I am unable to reset my password using the online form at <http://password.bloomu.edu> or the Forgot my password link on the windows logon.

A. Call us, we may have the wrong info on file. 570-389-4357

3. I have an issue with BOLT.

A. The most up to date info on BOLT is here:
<http://departments.bloomu.edu/imdc/boltinstructorsupport.html>

4. I can't print. What can I do?

A. You can try the following

- Make sure the printer you are trying to print to was selected when you sent the print job.
- If you clicked on a printer icon to send the print job, make sure the printer you are trying to print to has been selected as the default printer. (Go to Start=>Devices and Printers => printer should have a green checkmark, if not, right click it select set as default printer)
- Make sure the printer you are trying to print to is ON and the power cable is plugged-in on both ends.

- Make sure the printer is "online" (Go to Start=>Devices and Printers => should not be grayed out)
- If you are using the printer locally (a USB cable goes from the back of the printer to the back of the computer) make sure the USB cable is plugged-in properly, unplug and plug back in both ends of the cable and restart both the printer and the computer.
- If you are using a network printer (a network cable goes from the back of the printer to a wall network jack) ask other users to print to that printer.
 - If others can print to it then just restart your computer
 - If others cannot check both ends of printer cables going to power and network jack and then reboot the printer.

5. I can't login to a computer because it displays this error: "The security database on the server does not have a computer account for this workstation trust relationship. What should I do? Can I avoid it?"

A. The computer has not been used for 30 days. Call us to fix it. But if you want to avoid this, just make sure all your computers are logged on to at least once a month. You can create an outlook appointment reminder for this.

6. How long are emails kept on the server?

A. Click here to learn about our email retention policies and other [Email Support Information](#).

7. Should I turn my computer off every night?

A. Yes, it is recommended.

8. I was assigned a laptop and I want to take it with me. Is there anything I should keep in mind before I leave?

A. Test it before you leave to make sure everything works as expected. Don't let your laptop run completely out of charge, it shortens the life of your battery.

9. Is my email secure? Is my personal data secure?

A. Click here to learn about [email, data security and phishing scams](#).

10. What are all these drive letters and how should I use them?

A. Click here to learn about [Network Drives](#)

11. Where can I use the wireless network?

A. Coverage is pretty good throughout campus but there are some blank spots. Click here to get more [wireless information](#)