

# Info Bytes

Technology Services Division of Student Affairs

## Technology Services New Look

By Maria Laitan

Technology Services is kicking off the summer with not only a new look but also a new, easy to remember web address: <http://techservices.umich.edu/>!

The new website offers an informative “how to” section with documentation, movies and links to helpful guides. Another area to find tips and tricks is under the Infobytes Newsletter link. It is here that you can access current, as well as, past editions that are packed with tips and bits of news.

If you’ve ever wondered what kind of projects keep the designers busy you can view an expanded portfolio highlighting some of the department’s most recent work. A few examples include: Michigan Ticket Office (MUTO), Student Organization Account Services (SOAS) and Greek Life. While you are there stop to check out who we are on our employee bio section.

For anyone who needs to report a security incident, you can find IT security reporting procedures and contact information under the IT Security Reporting link. There is also valuable information on our information specialists at Campus Information Centers. If you are ever looking for answers regarding U of M or the Ann Arbor area CIC is definitely the place to go. Under the Campus Information Center link you will find all of CIC’s contact information.

An addition to the Technology Services website is our featured Web applications. These applications are interactive sites designed to help visitors search, schedule and organize data. For example, UM\*Events and Workshop Builder are both web applications featured on the website.

Check back frequently to catch updated information, news and innovative applications!

### Special points of interest:

- Wolverine Access
- Lazy Summer Days
- Jeff Brake
- Keep your PC Clean

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## Updating Contact Information in Wolverine Access



*"Wolverine Access web site has an easy way for staff to manage their contact information."*

By Amy Armstrong

Recent tragedies have brought up the important point of having current contact information for both students and staff. The Wolverine Access web site has an easy way for staff to manage their contact information, including phone numbers, addresses, and emergency contacts.

Everyone is encouraged to go to Wolverine Access at <https://wolverineaccess.umich.edu> and click on Employee Business. Login with your unickname and password and navigate to the Personal Information section. The Emergency Contacts section lets you update phone numbers, names and preferred order of your emergency contacts. You can also update any home address and/or phone number changes in this section.



Campus  
**Information**  
Centers

## CIC: Lazy days of summer

By Jen McGowan

Summertime in Ann Arbor tends to be slower-paced and a little more relaxed, but the frantic days of September aren't too far away. At the Campus Information Centers, we spend our summer days updating all of our information so that we're ready to go when the school year begins. Every summer, we completely update our online Campus Rolodex, for example - we even print out a hard copy every summer in case the power goes out right when we need it. We make sure our website has the most recent information on it, and we also take the time to update our staff training manuals during the summer. It's much easier to concentrate on accuracy in details when everything else in the office is a little bit calmer.



## Meet the Staff

**Name:** Jeff Brake

**Job Title:** Interim Director, Technology Services

**What you do:** I explore current technology trends and make sure that we're always looking to the future and not just fixing problems with our current systems. With technology you have to always be thinking of what might be coming, instead of just looking to what is available right now. I'm particularly interested in the interaction of technology and education and how we can utilize them to better help our students.

**How long have you been at UM?** Working on year 13, but I took a personal leave to be a missionary for a year in Siberia.

**What is your favorite job memory?** Reading the Velveteen Rabbit to students at LeaderShape. It is one of the most incredible pieces of literature in our time. Have you explored what it means to be Real in your life?

**What do you like to do in your free time?** I love being outside (hiking, biking, running, walking, mowing the lawn). I practice speaking and reading Russian quite a lot. I'm a learner at heart, so I'm usually reading 2 or 3 books and a couple different magazines. I try to live life on purpose, so I work with youth and try to help them to think about the future and plan to live their lives the same way.

**What's your favorite computer tip or trick?** I don't like to use the mouse much, so I use keyboard shortcuts all the time. If you want to open windows explorer, hold the windows key and E. If you want to hide all your programs and see the desktop, hold the windows key and D. If you want to close a window, hold alt + F4. These are just a few of my favorites.

**List a few of your favorite web sites:** [www.flickr.com](http://www.flickr.com) (photos), [www.lifehacker.com](http://www.lifehacker.com) (personal productivity), [www.43folders.com](http://www.43folders.com) (productivity), [www.aadl.org](http://www.aadl.org) (books and movies for free), [www.archive.org](http://www.archive.org) (the internet archived), [www.liveplasma.com](http://www.liveplasma.com) (a universe of information connected), [www.wikipedia.org](http://www.wikipedia.org) (the largest online encyclopedia)... I could keep going.

**Where were you born?** Traverse City, MI

**What is your college degree?** BA- Linguistics, MA- College Student Personnel

**If you won the lotto what would you do?** I'd probably find some way to save the money and use a small portion of it to make some repairs to the house. And I'd travel. New York, Hawaii, Australia, Iceland, and China are on the list.

**Favorite movie?** Too difficult to choose. Dead Poet's Society is a long-time favorite.

**Favorite Book?** The Velveteen Rabbit. That was difficult. I've been an avid reader for 25 years. I like almost all fiction. Nonfiction makes me either sleepy or revs my brain too much.

**Do you have any special talents?** Given any three everyday objects, I can use them to tell a moral lesson.

**Do you speak any foreign languages?** Yes, I can speak Russian, converse in German and I know some American sign language too.

**Favorite quote:** "A ship in the harbor is safe, but that's not what ships were made for."

### Who To Contact

If you are having problems with Mpathways, please call the Help Desk at 936-7000.

If you are having problems with your username or username password, please contact the ITCS Accounts Office at 764-8000.

If you suspect system or university wide problems, you can call the Help Desk and listen to their recorded message at 764-HELP. Any system problems will be on their recording. [www.itcs.umich.edu](http://www.itcs.umich.edu)

## Cleaning Computers: Give your PC some TLC

*The following article was taken from Association of College Unions International's (ACUI) newsletter, [The Union Wire](#).*

Not only does cleaning improve the physical look of a computer, but also prolongs the life of the computer. According to [www.computercleaningguide.com](http://www.computercleaningguide.com), computers should be cleaned every three to six months. The Web site gives a brief list of materials needed to successfully clean a computer in about 20 minutes: screwdriver, can of compressed air, cleaning liquid, cotton swabs, and paper towel. Also, most importantly, be sure that a computer is turned off before beginning the cleaning process.

### Keyboard

If you've ever peered between the keys of your keyboard, you've probably seen lint, dust, and even crumbs. Maybe you've even had one key that was jammed or stuck. According to the Computer Cleaning Guide, "Cleaning your computer keyboard will not only result in sticky-free keys, but also ensure that your keyboard will continue to function properly by removing dirt, dust, and other particles that can damage the keyboard's circuits."

Here's how to do it:

- Unplug keyboard from computer and gently shake upside down to rid of any excess dirt. To ensure that all loose particles are out, spray the compressed air between keys.
- Take a small portion of cleaning liquid and place it on a paper towel. Use your finger to gently cleanse the top of each key.
- Apply cleaning liquid to cotton swab and use to clean between keys.
- Let the keyboard dry before plugging it back into the computer.

Stay tuned for next cleaning tip for your Mouse, which will be in the July edition of Infobytes.

Technology Services  
Division of Student  
Affairs

530 South State Street  
3410 Michigan Union  
Ann Arbor, Michigan

Phone: 734-647-0271  
Fax: 734-647-1483

Email:  
[techservices@umich.edu](mailto:techservices@umich.edu)