

Getting Started with your Mott Family Network Computer

Support Options

- If you require assistance, Mott Staff can call the Mott Computer Help Line for you
 - This support is provided by VOLUNTEERS - Monday-Friday, 8am-5pm ONLY
 - PLEASE BE PATIENT- someone will assist you as soon as our other duties allow

Using the Computer

- The **computer** should already be turned ON
 - If not, please TURN ON using the button near the top of the computer box
 - PLEASE DO NOT TURN THE COMPUTER OFF!
- The **monitor** power button is in the bottom-right corner of the screen
 - Feel free to turn off the monitor if you wish

Logging In to the Computer

- You will need to enter your username and password to use the computer
- See the unit clerk to get a username and password if you do not already have one
- **PLEASE BE VERY CAREFUL WHEN ENTERING YOUR PASSWORD!**
 - If you type your password incorrectly 3 times your account will lock!

Login Problems

- If you get a message that your account has been **LOCKED**
 - WAIT 20 minutes – then try your password again
- If you get a message that your password is **INCORRECT**
 - Inform the unit clerk and ask to have your password reset
- If you get a message that your account has been **DISABLED**
 - Inform the unit clerk or a nurse who will call for assistance

Sound on the Computer

- You will need to use headphones in order to hear sound on the computer
- Headphones should be plugged into the available extension cable
 - This cable is bundled with the keyboard/mouse cables behind the bed
 - Do not plug directly into the computer – the cable will be too short
- You may bring in your own headphones to use with the computer
- If you do not have headphones, see the unit clerk to request a set to borrow
 - PLEASE RETURN HEADPHONES TO THE CLERK WHEN YOU LEAVE!

Additional HELP Resources

- For additional information please see the Help manuals posted in your room:
 - Computer Guide
 - Family Laptop Guide
- Also available from the unit clerk:
 - Saving to a Disk – Instructions for using the CD Burner software