

## FHS Novell Troubleshooting Tips

### Staff Use:

Question	Answer
1. What is my user name?	<p>1. In general we use the same naming conventions as the district when setting up internet user accounts: initial of first name, initial of middle name, first 5 letters of last name. If the middle name is unknown, we use "x". If someone else already has that user name, we may use "y".</p> <p><b>*New staff</b> without a login may use <b>fhsuser</b> and no password. Generic logins have restricted access to the computer.</p>
2. What is my password?	2. When the account is first set up, a default password is used. Contact a Tech Rep, a Tech Mentor, or Barbara Monis to find out if you do not know.
3. What if I forget my password?	3. If you forget your password, the site MCS (Cliff) has to reset it to a default password. Contact Barbara. Be sure to leave your login name.
4. What do I do when the message asks if I want to change my password?	4. <b>Change your password immediately.</b> Otherwise, you might use up all your "free" logins and will get locked out. You will then have to have your password reset to a default password. (See number 3 above.) You will be asked to change your password every 60 days. You cannot use the same password twice consecutively.
5. What if my user name is correct and my password is correct and I still cannot log in.	<p>5. Click on the Advanced Tab. Check your tree, check your context, and check your server.</p> <p><b>Instructional staff</b> uses the instructional server, the tree should be FRESNO-HIGH-TREE, the context should be Staff.FHS-INS.FUSD, the server should be FHS-INS.</p> <p><b>Administrators</b> use DP_TREE, FHS.HS.FUSD context, and FHS server</p>
6. Can I log into more than one computer at the same time?	6. <b>NO.</b> You must log off before you can login on another machine. From the start menu, select "log off".
7. What should I do when I am finished using the computer?	7. <b>You should log out every time you leave your computer for a period of time, and especially at the end of the day.</b>
8. Can I let students use my computer when I am logged in?	8. <b>NO.</b> You should not let students use your computer. However, if you do, you should log out and login with a student login. <b>Be prepared to be automatically logged off if computer is idle for 15 minutes. Remember to SAVE your work frequently.</b>

### Student Use:

9. How do students log in?	<p>9. Student logins at this time are generic. The user name convention is <b>fhsuser</b> with no password, context "student".</p> <p><b>PHASE TWO</b> Students will be given individual log ins based on their ID number. The logistics of setting these up, training staff and students has not yet been resolved.</p>
----------------------------	--