



Apple Computer Problems

**This subject relates to Apple Computers.*

Ucol computer systems are divided up into two. This section relates to the problems faced by the users of the Apple Computers.

Access Problems

- After a while when your password expires or must be reset, you must use a PC to change it. You also have to note, the new password must be between 5 and 7 characters. If it is more or less than this, the Apple computers will not accept it and you won't be able to login.
- If there are any printer problems with the Laser printers or if your document is not passing correctly from the Apple computers to the printer queue, please contact Studio Support (ex 7602) in the library.
- If the computer has taken money off your account but not printed out your document, please tell Studio Support. They will check the printing account in the Student Resource Centre to see if a reimbursement is in order.
- If you have not received printing credit for your course, you will need to contact your lecture or course supervisor. They are the only people who can notify the printing system about the course credit needed on your account.
- Also from time to time, the Apple server loses its connection with the student computers (e.g. you will lose folder access on your logon). If you think the Apple server is down, please contact Studio Support. They will get in contact with the right people to restart the server.

Note

Any problems with the information contained within this document, please contact 7602 Studio Support, e-mail HelpDesk (Student) for online help or see us at the Main Library Desk at the bottom floor of Block 6.