

Changing Your E-mail Password & Other FAQ's

Email

1. What is the website to connect to the new email?
 - a. <https://dwa.nwoca.org>
 - i. Some people miss the “s” after http. You must enter this letter.
2. What is my username?
 - a. First initial + last name@wcesc.org
 - i. jdoe@wcesc.org (Example: Jane Doe)
3. What is my default password?
 - a. First initial + last name 2011
4. Can I change my email password?
 - a. Yes. Login to the email system. At the top, click “Options”. On the left side of the screen, click “Change Password”. When done entering old and new passwords, click “Save” at the top of the screen.
5. Can I import all of my old contact lists, distribution lists, or personal contacts?
 - a. No. This system will not support the input of old lists.
6. Can I see all WCESC users?
 - a. Yes. You can click on “Address Book” at the top of the page to see all @wcesc.org users.
 - b. You can also click on “Mail”, then “New Message”. In front of the address box, you should click “To...”. The list presented is every person with a @wcesc.org email address. Click the forward and back icons in the top right side of the screen to advance through the list.
7. I cannot open email attachments. It says “open as web page.”
 - a. You must log off the system and select “This is a private computer” to be able to open/save attachments in their original form.
8. I cannot remember what I changed my password to. Who can fix it?
 - a. NWOCA controls and manages the email system for us. Wood County ESC staff cannot change your password for you. Send an email to mail_staff_hw@nwoca.org to request it be reset. If you cannot email, call the office and have another ESC employee email the request for you.
9. My name is misspelled. Who can fix it?
 - a. NWOCA controls the names and spellings. Send an email to mail_staff_hw@nwoca.org for spelling corrections.
10. I've tried to log in, and am not sure what my password is. Am I locked out?
 - a. Probably. The new email system allows THREE attempts at your password. If you enter it incorrectly, after three times the system will lock your account for one hour.

New Computers

1. Should I keep my computer on all day and night?
 - a. No. Shut your computer down each day. This saves on power, clears RAM to make your computer run faster, and allows the system to update as needed.
2. Should I keep my computer plugged in all time?
 - a. The computer's battery has a limited amount of times it can recharge itself. Once it is fully charged, unplug the computer and run on battery until it is nearly out of power, then unplug it until charged again. Doing this will keep the battery's life much longer.
3. My wireless seems to be off, yet I know for sure that there is a wireless signal around me.
 - a. If wireless is off, check to make sure you did not turn off the switch on the front of the computer. If it is switched to the left, then your airport card is turned off. Ensure it is switched to the right to use wireless.
 - b. If the switch is to the right and you still do not have a wireless signal, make sure you are in an area with a wireless signal, and hold down the Function F5 key. This should open your wireless signal software and allow you to turn on your airport card.
4. I changed my password to the computer and now I cannot remember it. What can I do?
 - a. Nothing. At this point the computer is completely dead. The computer has one account with administrator privileges. If you change the password and cannot remember it, you've rendered the computer useless. Please do not change this password.
5. I cannot get my printer hooked up to the computer.
 - a. First make sure you have the USB wire connected directly to the printer. Second install the software from the computer if you have it. If not, then go to the web site of the manufacturer and find the printer drivers for windows 7 in their support information. Simply follow the directions to install printer software.
 - b. Do not remove Konica printers, as they are setup for office use when at the ESC.