

Help Desk FAQ

Revised 9/12

How do I log onto the computers?

Enter your username and then your password provided. If this is the first time you are logging on you will be required to change your password. Please select a password that is easy to remember and is eight characters long and containing both letters and numbers.

I tried that, it still does not work what do I do?

Please contact the Help Desk, by email (helpdesk@bloomfield.edu) or telephone(ext 1224) you may also stop by to visit us in Talbott Hall on the Mezzanine level.

I tried to install my own software in the lab but I can't get it working? Why?

Unfortunately you cannot install personal software in the computer labs. If the software is required for a class it is installed already, if by chance it is not installed please contact your instructor and ask them to contact Help Desk regarding this issue.

What is the policy on cell phones, food, and drink in the labs?

Please refrain from using cell phones in the lab, if you need to make a call save your work, log off the computer and make the call outside of the lab. We also request that you do not eat or drink near any of the computers.

Is there a lost and found? I left something in the lab!

The lost and found is located in the Security office in 229 Liberty.

Can I bring my own laptop into the lab? Can I connect it to the network?

You can bring your personal laptop to the lab but you will only be able to print from the designated workstations. You can connect your laptop to the campus wireless network by stopping by the Help Desk and signing up.

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Where are the public computer labs?

There are two public computer labs on the B.C. campus one is located in the Library in room 209 and the second is located in the Library in the Pollock Lab.

When are the computer labs open, how late are they open?

The Labs in the Library are open during Library Hours.

Where can I save a file to?

In the labs, both public and classroom, you have multiple options to save files. You can either save the file to a USB thumb drive, a USB external hard drive, and you can save it to your personal "H" drive. Unfortunately it is impossible to save data on the local computer because once the computer restarts, it will erase all personal data rendering it irrecoverable.

I need help in a lab who do I turn to?

In the public labs we have a staff of work study students who are trained on the software installed on all the lab computers. They can also assist with the general computer issues.

Can you help me with my software/program?

Yes, Bloomfield College will gladly schedule a time with you to work on an issue you are having with any software provided by the IT department