

To Whom Should I Go for Help With My Mac?

Frequently Asked Questions

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TABLE OF CONTENTS

For Which Issues Should I Contact IT?	1
For Which Issues Should I Contact Dustin?.....	1
Which Issues Should I Solve on My Own?	1

For Which Issues Should I Contact IT?

- Broken or damaged hardware (any physical hardware that isn't working properly)
- Network password problems (except for password resets, unless documentation provided is insufficient)
- **DVD/VCR**-related audio, video or playback problems

For Which Issues Should I Contact Dustin?

- Questions or problems with files stored on the local device
- Software questions
 - Office for Mac
 - RenWeb
 - KeyNote
 - Etc.
- Local user account/login questions
- Questions about how to use the MacBooks or iPads
- **AppleTV**-related audio, video, or playback problems

Which Issues Should I Solve on My Own?

IT has provided documentation to cover various issues, and this can be found here:

<http://www.christianunified.org/resources/staff-dashboard>

- Accessing shared folders (S: drive)
- Using AirPlay
- Connecting to a wireless network
- Changing your password
- Printing on a Mac
- Setting up email