Notes From THE HELP DESK

NPower NY to Review Computer Labs & Curriculum

Recently, three branches of the YMCA of Greater New York were chosen to participate in a technology program with The Partnership for After School Education (PASE), and NPower NY. This Technology Strategy project was open to all non-profits in the New York area which run after school programs. The key goal of this project is to give us a snap shot of our Public Lab technology with recommendations for improvements and cutting edge trainings for staff that encourage effective use of present and future technology.

Because of this partnership the YMCA of Greater NY has received a membership to NPower NY for all 16 branches and off-sites to use. Some of the benefits of this membership include; access to free technology assistance, invitations to educational and networking events, eligibility for in-kind donations of computers, monitors, printers and software, access to technology reports and white papers, and so much more. Check them out at **www.npowerny.org**

What is an Operating System?

You call the help desk because your computer has just malfunctioned. In an attempt to help you the helpdesk guy/gal asks you, "What operating system does your computer have?" Stumped and puzzled you look at the screen in front of you and try to come up with the best possible answer. But, the truth is that you don't know. Here are some explanations to help you.

An operating system is a *MASTER CONTROL PROGRAM* that operates the computer (AKA the "OS"). In other words it is a program that allows your computer to boot up, work, and run. It is what dictates how your computer will show your icons, menus, and your background on the main screen (AKA "Desktop"). It even makes the arrow that you are moving with your mouse.

There are a couple of OS's in the market. Companies like Apple, Unix, and Sun Microsystems all have there own OS. But, the most common OS that everybody knows and is familiar with, the one that owns 95% of the world's computer market, is Microsoft's Windows OS series.

There are several versions of Windows OS. Installing any of them on a computer requires a license from Microsoft. The YMCA uses and supports only two versions the Microsoft platform; "Windows 2000 Professional" and "Windows XP Professional"

The best way to tell the difference between the two just by looking at the main screen is to look at the "*start*" button at the bottom left. Windows XP will be green while Windows 2000 is white. If you are more familiar with computer operations you can right click on "*My Computer*" and select "*properties*". The first screen tab will have the information about your computer including the OS version you are running.

BTC of The Month

This month's pick for "Branch Technology Coordinator of the Month" is Marianne DeMarco. Marianne is Communications and Technology Coordinator of Cross Island YMCA, and has worked extensively in Membership and Business offices there. She is diligent in making sure the Cross Island staff always has working computers and that the PC Lab is open for those that come to learn. Marianne's knowledge of the network at Cross Island is extensive and she has a pleasant and positive attitude towards work - even while helping IT's technical support team resolve problems over the phone. Marianne is a great asset to Cross Island and the Association.

Call for Help

(212) 643-6806