




# Avoid losing your files when using library computers

**ALWAYS** save your file to the My Documents folder BEFORE editing/working on it.

**NEVER** edit/work on your file directly from your USB key or CD/DVD or when opening an attachment to an email.

**FILES ARE DELETED** from library workstations every night (files on library laptops are deleted once you have logged off), so once you are done editing your file in My Documents, save a copy for yourself elsewhere (eg: USB key; email yourself the file as an attachment).

**You are responsible for your computer files.** Library computers and laptops are shared by many users and are set up to allow the proper use of the software installed and to respect your privacy.

<i><b>DOs</b></i>	<i><b>DON'Ts</b></i>
<ul style="list-style-type: none"> <li>▪ Save your file to My Documents BEFORE editing/working on it.</li> <li>▪ Do save your completed work to My Documents, <u>then</u> copy it to your USB key or CD/DVD.</li> <li>▪ Do eject your USB key before removing it (see instructions below).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Don't work on a file directly from your USB key or CD/DVD.</li> <li>▪ Don't work on a file that is not saved to My Documents.</li> <li>▪ Don't remove your USB key without properly ejecting it (see instructions below).</li> </ul>
<i><b>CD/DVDs &amp; USB keys</b></i>	<i><b>HOW TO REMOVE YOUR USB KEY</b></i>
<p><i>Never edit files directly on your USB key or CD/DVD.</i></p> <ul style="list-style-type: none"> <li>▪ Save (choose Save as) or copy the file to My Documents before you start working on it.</li> <li>▪ Save your file (in My Documents) as you work.</li> <li>▪ Close the file when you are finished.</li> <li>▪ Copy the file from My Documents to your USB key or CD/DVD, or e-mail it to yourself as an attachment.</li> </ul>	<p><i>Removing your USB memory key without "stopping" it may cause you to lose files. To safely remove your memory key, do as follows:</i></p> <ul style="list-style-type: none"> <li>▪ Click once (left click) on the icon in the taskbar (bottom right side of the screen) that represents the USB drive.</li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>▪ A message to stop or safely remove USB Mass Storage Device will appear immediately to the left of your mouse pointer. Click once directly on top of this message.</li> <li>▪ A message saying it is safe to remove the memory key will appear; you can now safely remove your USB memory key without loss of data. If you get a message saying "try stopping the device later", close all your files and then remove the key.</li> </ul>
<i><b>E-MAIL ATTACHMENTS</b></i>	<i><b>MS OFFICE FILES ON WEB PAGES</b></i>
<p>Don't open an attachment directly from e-mail; <u>you risk losing any work you do on that file.</u></p> <ul style="list-style-type: none"> <li>▪ Save (choose Save as) the file to My Documents.</li> <li>▪ Save the file as you work and at the end of your work in My Documents folder.</li> <li>▪ Close the file when you are finished.</li> <li>▪ Copy the file from My Documents to your USB key or CD/DVD, or e-mail it to yourself as an attachment.</li> </ul>	<p><i>Don't double-click files on Web pages to open them.</i></p> <ul style="list-style-type: none"> <li>▪ Right click on the file link.</li> <li>▪ Choose "Open in new window" option.</li> <li>▪ Save (choose Save as) to My Documents folder.</li> <li>▪ Copy file from My Documents to your USB key or CD/DVD, or email it to yourself as an attachment.</li> </ul> <p>Double-clicking will open the file inside the Web browser window or inside a frame which will not have a toolbar or menu bar to allow you to save the file.</p>

## *Troubleshooting*

<b><i>PROBLEM</i></b>	<b><i>EXPLANATIONS &amp; SUGGESTIONS</i></b>
<b>I cannot open files from my USB memory key.</b>	<p>This is due to one of three problems:</p> <ul style="list-style-type: none"><li>▪ Your USB key has an encryption system to protect stored files. The application needed to open the files is not (and cannot be) installed on library computers.<ul style="list-style-type: none"><li>○ <b>Next time:</b> If you want to use an USB memory key on our computers, you must disable the encryption system before you come to the library.</li></ul></li><li>▪ Your USB key requires a non standard Windows driver (you may see an error message saying “Searching for drivers”). For security reasons, driver installations are not permitted on library computers.<ul style="list-style-type: none"><li>○ <b>Next time:</b> Use a memory key that is compatible with Windows-2000 and Windows-XP USB device drivers.</li></ul></li><li>▪ Your USB key was not removed properly.<ul style="list-style-type: none"><li>○ <b>Next time:</b> See instructions on how to work with a <b>USB memory key</b> on the other side of this handout.</li></ul></li></ul>
<b>I cannot open an attachment in my Hotmail account.</b>	<ul style="list-style-type: none"><li>▪ This happens sporadically and is a problem with Hotmail servers.</li><li>▪ Try retrieving the attachment again in 5 or 10 minutes. The delay may cause you to connect to a different Hotmail server, which will allow you to retrieve your file.</li><li>▪ <b>Next time,</b> if you have this problem regularly, consider using another Web e-mail services such as <i>alcor</i>, <i>Yahoo Mail</i> or <i>Gmail</i>.</li></ul>

**For more information, contact us - <http://library.concordia.ca/help/questions/>**

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