



Avoid losing your files when using library computers

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

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 the Documents folder, save a copy for yourself elsewhere (e.g.: USB key; e-mail 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.

DOs	DON'Ts
<ul style="list-style-type: none"> ▪ Save your file to the Documents folder BEFORE editing/working on it. ▪ Do save your completed work to the Documents folder, then copy it to your USB key or e-mail it to yourself as an attachment. ▪ Do eject your USB key before removing it (see instructions below). 	<ul style="list-style-type: none"> ▪ Don't work on a file directly from your USB key. ▪ Don't work on a file that is not saved in the Documents folder. ▪ Don't remove your USB key without properly ejecting it (see instructions below).
USB keys	HOW TO REMOVE YOUR USB KEY
<ul style="list-style-type: none"> ▪ Save (choose Save as) or copy the file in the Documents folder before you start working on it. ▪ Save your file (in the Documents folder) as you work. ▪ Close the file when you are finished. ▪ Copy the file from the Documents folder to your USB key or e-mail it to yourself as an attachment. 	<p><i>Removing your USB key without "stopping" it may cause you to lose files or have corrupt files. To safely remove your USB key, do as follows:</i></p> <ul style="list-style-type: none"> ▪ Click once (left click) on the arrow icon in the taskbar (bottom right side of the screen) to show hidden icons, including the USB icon.  <ul style="list-style-type: none"> ▪ Right-click on the USB key icon and select "EJECT". ▪ A message saying it is safe to remove the storage device will appear; you can now safely remove your USB key without loss or corruption of data.
E-MAIL ATTACHMENTS	MS OFFICE FILES ON WEB PAGES
<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"> ▪ Save (choose Save as) the file in the Documents folder. ▪ Save the file as you work and at the end of your work in the Documents folder. ▪ Close the file when you are finished. ▪ Copy the file from the Documents folder to your USB key or e-mail it to yourself as an attachment. 	<p><i>Don't double-click files on Web pages to open them.</i></p> <ul style="list-style-type: none"> ▪ Right click on the file link. ▪ Choose "Open in new window" option. ▪ Save (choose Save as) in the Documents folder. ▪ Copy file from the Documents folder to your USB key or e-mail it to yourself as an attachment. <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

<i>PROBLEM</i>	<i>EXPLANATIONS & SUGGESTIONS</i>
I cannot open files from my USB key.	<p>This could be due to one of three problems:</p> <ol style="list-style-type: none">1. 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. Next time: If you want to use an USB memory key on our computers, you must disable the encryption system before you come to the library.2. 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. Next time: Use a memory key that is compatible with Windows USB device drivers.3. Your USB key was not removed properly. Next time: See instructions on how to work with a USB memory key on the other side of this handout.
When I insert my USB key, “Scan and Fix” comes up.	<p>You may be prompted to scan and fix a removable disk (USB key) before using it in Windows. This is caused by Windows detecting errors in the USB key’s contents or if the USB key was not ejected properly the last time you used it. It is therefore important to always properly eject your USB key from your computer (see section called “How to remove your USB key”).</p>
I was working on my file, but I don’t know where it’s saved.	<p>If you were working on a document that you opened from your web-based e-mail account (e.g., Hotmail) on Internet Explorer 9 and you forgot to save it to the Documents folder, you may be able to find your file again. Here are the instructions: http://library.concordia.ca/services/computers/recovering_saved_files.pdf.</p>

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

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