NYSID IT
FAQ about Computer Usage at NYSID

• Technology Discounts for Students, Instructional Videos and general instructions can be found on the NYSID portal under Resources: NYSID Resources

• I want to leave a computer on overnight to render.
Computers at 70th St will automatically log off users at midnight. Fill out this form if you want to render overnight: Overnight Rendering Application Bring it to the IT office. Note that the IT department is not responsible for the computer that is left on after 8:30am.

• I want to purchase my own plotting paper.
The portal has a link to buying plotting paper: Where to Buy Plotter Paper

• I have my own plotting paper and I want to use it in a plotter.
Come to the IT office and we will gladly assist you.

• I want to retrieve data from my network drive from previous semesters.
Fill out this form: Data Retrieval Form NOTE: you need to provide your own USB drive.

• AutoCAD just crashed. Will I lose all my work?
AutoCAD automatically generates a backup file while you are working. If AutoCAD crashes, try reopening AutoCAD and the backed up file should be presented to you. If you have trouble finding the backup file, contact us and we will gladly help.

• Printer issues; for example, unable to click on printer properties and no notification for successfully sending a print job to the printer.
Click on the icon called "Fix printer connections". Press "Ok" on all the boxes that pop up. Log off the PC and log back on again.

• Unable to connect to the WiFi on a Windows laptop.
Open up Internet Explorer (NOT Microsoft Edge). Click on "Continue to this website". Log in there.

• I can't find the laser cutter ctb file.
Hit the Start Button at the bottom left of your screen. Go to Computer. Go to TEMPLATES(T:). Find and open the folder called Laser cutter ctb. Copy the laser cutter.ctb file into the STYLESMANAGER folder opened from AutoCAD.

• Want to see if you can run the AUTODESK applications on a personal computer? Minimum Computer Specifications for running AUTOCAD can be found here: [Minimum Specifications for AutoCAD](#) NOTE: We highly suggest using a Windows machine to prevent conflict issues between MacOS and Windows.

• Need help with other computer related issues?
You may visit the IT office in the Lobby(in the main lobby at the bottom of the main staircase), or call the help desk via the school phone or submit a ticket to https://helpdesk.nysid.edu