Friday ShepNet Labs – Questions & Answers

Q: What are "Friday ShepNet Labs"?

A: ShepNet students occasionally need additional assistance in learning new PC technical skills, sometimes more than can be provided during class hours. In addition, some students are unable to replicate tasks that they have learned in class at home because their PCs may not be up to date, or have other issues that are prohibiting them from practicing what they have learned in class. To address this, ShepNet is now offering Friday ShepNet Labs where, exclusively, ShepNet students (past and present) can get one-on-one assistance with their particular PC problem or issue.

Q: When and where are these labs being held?

A: ShepNet Labs will be offered most every Friday throughout the year. The labs will normally run from 1:00 pm until 3:00 pm and be held in the ShepNet classrooms at Starmount Presbyterian Church. If no one is there by 2:00 pm, the Lab is then closed for the day.

Note: There will be no Friday ShepNet Labs during the month of December. A Friday Lab will also be cancelled if Guilford County Schools are closed that day for inclement weather. If a student has any question about whether a particular Lab will be held, they should send an email to Robert Dennis (shepnetvols@gmail.com).

Q: What type of assistance can a student expect to receive?

A: ShepNet volunteers (Instructors and Coaches) will be available to provide the following types of assistance:

- They will work with students' laptops to make sure the machines are up to date and running what is needed for safe surfing.

- They will do their best in attempting to remove spyware, adware, and viruses.

- They will help students walk through the Windows 10 set-up for a new laptop computer, and help transfer their files to the new machine.

- They will assist students with installing Microsoft or third-party software products that have been discussed or recommended in the ShepNet classes. Students will need to provide the "license key" for any licensed products they own (e.g. Microsoft Word).

- They will help students who are having difficulty understanding concepts and/or techniques taught in class by providing one-on-one training.

- They will also help students with whatever they are trying to do with their computers such as downloading photos, setting up email, using Microsoft Office programs, etc.

Q: What type of assistance is not provided?

A: (1) ShepNet is **not** a PC hardware repair shop. Should a volunteer determine that the student's laptop needs assistance beyond what they are capable of providing, they will advise the student of such and make recommendations on what the student should do next.

(2) ShepNet is **not** a repository or backup. The student is responsible for maintaining backups of all their personal files and information.

(3) ShepNet will not assist in the setting up or maintenance of any personal financial information websites or applications such as banking, finance tracking, tax preparation software, or stock market investment portfolios.

Q: What does the student need to bring to the Lab?

A: In addition to their laptop, students should bring their charging cord. They should also bring any files they wish to transfer on a USB flash drive. It is the responsibility of the student to know the passwords for any of their accounts. If they have an email account, there is a password for it. If they have a Microsoft account, there is a password for it. If the student needs assistance in installing licensed software discussed in class, they should bring the "license key" for any licensed products they own (e.g. Microsoft Word). If they need directions on how to accomplish something they were taught in class, it would be helpful if they would bring the class handouts with them. It is also advisable to bring a note pad to write down instructions if they are trying to learn how to use a program.

Q: What should a student do if they have a desktop rather than a laptop?

A: If the student has a desktop that requires technical assistance (e.g. running slowly, or encountering issues that are prohibiting them from practicing what they learned in class), ShepNet recommends that they take advantage of the ShepNet Kernersville Lab that can accommodate their needs. **Note**: For more information on the Kernersville Lab, students can click this link or reach out to Linda Collins (kshepnet@gmail.com).

If, however, the desktop student needs additional training or practice for topics discussed in class, the ShepNet classroom computers can be used for demonstrations and "hands on" learning.

Q: How does one reserve a spot at a Friday ShepNet Lab?

A: There is no appointment needed. The student simply shows up at a Friday ShepNet Lab convenient to them. The ShepNet volunteers work on a first come, first serve basis. A download or scan may be started on a computer for one person, and the volunteer may then work with someone else on another issue while that program runs. The volunteers try to work with everyone, so sometimes patience is required. Students should plan to arrive at the classroom sooner rather than later. They should not arrive at 2:30 pm or later and expect the volunteers to remain past 3:00 pm to assist them.
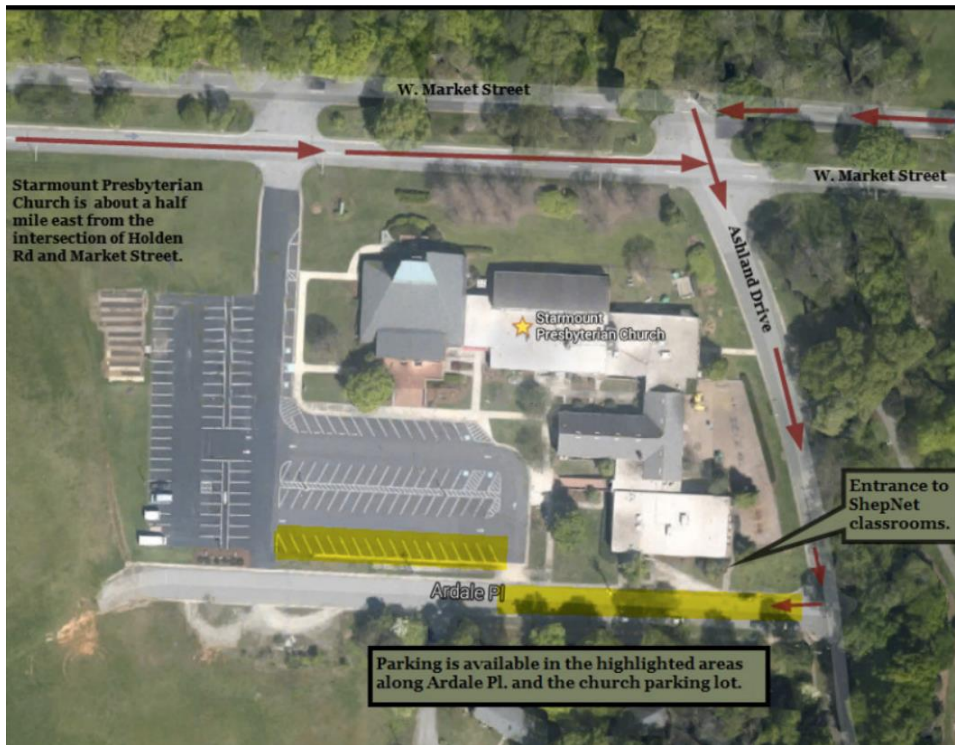

Q: What does it cost?

A: There is no cost to attend a Friday ShepNet Lab. The only requirement is that each attendee must be or has been a ShepNet registered student.

Q: Will assistance be provided for other devices such as Tablets or Smart Phones?

A: Initial support will focus primarily on Windows PC assistance. Depending on the success of the Labs, ShepNet may consider expanding the offering to include iPhones and iPads as well as Android Smart Phones.

Q: Where are the Starmount Presbyterian Church classrooms?

A: Starmount Presbyterian Church is located at 3501 W. Market Street in Greensboro. The entrance to the classrooms is at the rear of the church next to its playground on Ashland Drive. There is a posted sign indicating this entrance. Parking is available on Ardale and in the south portion of the church parking lot. There are 6 steps with a hand rail to the door. The door that you will enter has For Emergency Use Only posted, but no alarm will go off. Our classrooms are just down the hallway on the left. There is also an elevator accessible at the main office entrance if needed. Please refer to the picture below for location, directions and parking availability.

Q: How can one get more information?

A: Please contact Robert Dennis (shepnet.vols@gmail.com) if you have any additional questions or concerns.