

Technical difficulties result in time-out

I recently got electronically put in time-out.

After numerous failed attempts to log into a secure message from an email link, I was locked out and directed to call the National Help Desk.

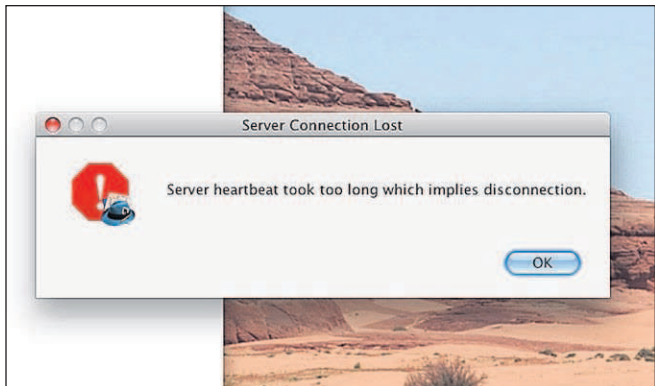
I don't even understand why such an email — which requests the information be printed in the newspaper — needs to be sent in such a secure fashion.

If I had known the hassle I would go through, I wouldn't have dialed the phone. After I provided my name and company information, Mrs. Help Desk asked how she could assist me.

After describing what led to the call, it's apparent she had no clue what I was talking about. I repeated my dilemma with extra details. Mrs. Help Desk then asked if she could access my computer remotely.

I said, "No." But it probably sounded more like, "Nooooooooo!!!" (Similar to John Belushi in the old "Saturday Night Live" sketches). Realizing I sounded a bit annoyed, I added that she didn't have the ability to do that.

Mrs. Help Desk asked if she could put me on hold for up to three minutes. I'm not sure why she



Just say it, the system experienced a glitch and you have to shut down.

Connection trouble

Apologies, we're having some trouble with your web socket connection.

We've seen this problem clear up with a restart of your browser, a solution which we suggest to you now only with great regret and self-loathing.

Error messages of this sort are preferable when dealing with system glitches.

stressed the three minutes — maybe she was hoping I would just hang up.

I should have. The thing is, I had gotten locked out of an account that's primarily used by our records editor. I didn't want this to become Renee's headache after she returned from vacation.

When Mrs. Help Desk returned from her more-than-three-minute break, she said since I wouldn't let her remotely access my computer, she couldn't help me.

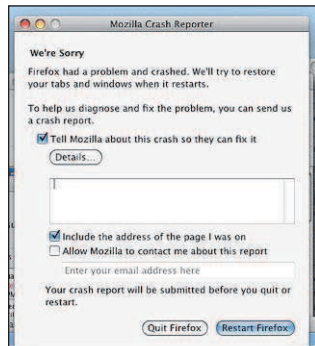
I replied, "It's not that I won't let you — not that I would — but you can't because you don't have access to my system."

Luckily, all Renee had to do was change the password when she returned — how secure is that!?

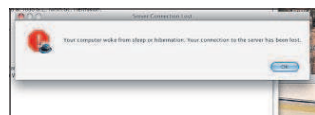
Dealing with technical glitches gives me a headache. I think the writer of



The elusive "bug reporter" meant I had 10 seconds to save before losing my work.



At least they're apologetic.



Proof that my computer suffered from narcolepsy.



Embarrassing indeed — for the fifth time today.



How do I know this message isn't trying to trick me!?!?

error messages could help in lowering people's blood pressure by the way they word the messages that end up popping up on computer screens — like this "connection trouble" one that I received in December:

"Apologies, we're having some trouble with your web socket connection. We've seen this problem

clear up with a restart of your browser, a solution which we suggest to you now only with great regret and self-loathing."

Error messages that make no sense are most irritating to me. After experiencing a glitch in an old

news system, the message box asked, "Do you really wish to quit Newsedit?" I detested that message because I had no choice. I had to quit. And I prayed my work would still be there when I logged on again.

One of the most baffling messages I received on several occasions was, "Your computer woke from sleep or hibernation. Your connection to the server has been lost."

Seriously, I could be typing away and that message would pop up on my screen. I think my computer had narcolepsy. Instead of technical support, I think it needed to see a doctor who specialized in sleep disorders.

Growing up in an analog world, I'm an old dog trying to learn new tricks when it comes to all things digital.

Tammy Malgesini is the community editor. Her column, Inside my Shoes, includes general musings about life. Contact her at tmalgesini@eastoregonian.com or 541-564-4539.



Tammy Malgesini INSIDE MY SHOES

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STUDENT OF THE WEEK

Trevor Riedmann
Pilot Rock High School

Trevor is an outstanding student in many areas, but excels in academics. He is the president of National Honor Society and did a wonderful job as emcee of the NHS Initiation and Awards Night. His love is theater and has taken the lead role in many plays during his four years of high school; he takes the stage by storm. Trevor is the senior class president and has held a class office every year. His quick smile brightens a room and PRHS will miss it as he pursues his college endeavors. Congratulations Trevor!

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