In the wake of the events of September 11, many organizations may return to their facilities to find disarray. Due to electrical problems, debris, air conditions and other products of the World Trade Center attack, your organization may be faced with the job of recovering and reestablishing the deployment of your PCs and networks.

Here are some steps you can take to protect your Technology:

### DUST AND DEBRIS
Make sure that all dust and debris are cleared from contact with all electrical devices. Do not hose down computers or servers if you think there may be a chance of recovering them - instead use a damp cloth to clean the exterior of the device. Keyboards, exposed ports and ventilation holes should blown out or in some other way cleared as well as possible.

### USEFUL TOOLS
- Damp rags
- Static-free cloths
- Compressed gas duster cans (aerosol-type cans that are designed to blow out keyboards and other tight spaces)

### ELECTRICAL CONCERNS AND PRECAUTIONS
Remember, your computers are all electrically powered and so there is a danger of operating these devices in an electrically unstable environment. For those who have lost power facility-wide, it is recommended that you wait at least 24 hours after service restoration before attempting to power up any computers, including servers. Make sure to use a UPS (Universal Power Supply) in order to 'clean up' the electrical current coming into your computer systems. Additionally, there are devices inside computers which can store large amounts of electricity for long periods of time, even if the computer itself hasn't been plugged-in in a long time. Therefore you should be extremely cautious while working with any and all electrical devices, as they could be "live" even if unplugged.

### USEFUL TOOLS
- Rubber gloves (to insulate while coming in contact with potentially charged devices)
- UPS (Universal Power Supply)

### DATA LOSS/DATA RECOVERY
Just because your computer doesn't work, doesn't mean your data is gone forever. In some circumstances, the information stored on a hard drive can be partially or completely recovered, depending on the physical integrity of the device itself. Even if your CPU, memory, CD-ROM drive or video card is shot, your data might still be there. If there is any question as to the potential for recovery of information, do not discard a computer - even if it appears to be physically destroyed.

If your organization employs a backup system, secure the media onto which mission critical data has been backed up. If possible, make additional copies to have on-hand in the event that a device fails some time down the line.

### USEFUL TOOLS
- Screwdrivers
- Portable media drives such as Zip, Jaz or tape drives off-site
- Functional computers
DO NOT TURN ON YOUR COMPUTER if it appears to be dusty or contaminated!

Technology Help is Available.

NPower NY is working with a group of technology assistance providers, funders and corporate donors all of whom are very eager to help non-profit organizations whose technology has been affected by the World Trade Center disaster.

We need to compile a list of each groups’ technology needs, to best assess how we can assist your organization. To provide us with this information please contact NPower NY at:

September11@NPowerNY.org
or
212-677-9622

NPower NY
257 Park Avenue South
New York, New York 10010

Phone: 212-677-9622
Fax: 212-677-9248
Email: September11@NPowerNY.org
Web: www.NPowerNY.org

Attn: Non-Profit Organizations
How to Recover Technologically

What to do if your Internet Service Provider is Down
Please note that many email providers offer alternative access through their websites. For example, AOL accounts are accessible through AOL.com.

Numbers to Call
- AOL Time Warner: 800-827-6364
- Bluelight: 866-24-Kmart (5627)
- Earthlink: 800-890-5128
- Eclipse Internet Access: 800-483-1223
- Excite@Home: 650-556-5000
- Gateway: 800-846-2301
- Globix: 800-4-GLOBIX (4562)
- I-2000 Inc: 800-464-3820
- Metanet Inc: 718-454-7410
- MSN: 800-386-5550
- Net Access Corporation: 800-638-6336
- One Pine: 212-439-4399
- Prodigy: 800-213-0992
- Promenet: 212-645-5080

If you do not have computers available to you, you can still access the Internet
There are a couple options available to you:
- Public Libraries - Local libraries often have computers available for the public use.
- Public Schools - Some schools will have computer labs open to the general public in the evening hours.
- Internet Café - An Internet Café is a great place to obtain access to computers! There is usually a small fee for the computer/Internet usage, but the fees are usually reasonable. Some also have reference material and classes that you can participate in. Check out the examples below and try one out.

Brooklyn
- Computer Café : 435 7th Avenue, Brooklyn, New York 11215 Phone: 718-788-4745

Manhattan
- Cyber Café - Soho: 273 Lafayette Street, Corner of Prince Street, New York, NY 10019 Phone: 212-334-5140; HRS: M-F 8:30am to 10pm Sat-11am to 10pm Sun-11am-8pm
- Cyber Café - Times Square: 250 West 49th Street Between 8th Ave and Broadway, New York, NY 10019 Phone: 212-333-4109; HRS: M-F 8:30am to 10pm Sat-11am to 10pm Sun-11am-8pm
- Internet Café : 82 East 3rd Street Between 1st and 2nd Avenues New York, New York Phone: 212-614-0747; HRS: 7 days.11 am to 2 am
- Log On Café : 41 E 30th Street New York, New York Phone: 212-889-1555

Queens
- Jackson Heights Cafe Internet: 8917 37th Avenue, Flushing, NY 11372 Phone: 718-505-0594

Community Organizations
Some organizations offer assistance in locating where you can go to get access to computers and the Internet! Take a look into the following two organizations.
- Community Technology Center’s Network (CTCNET): 372 Broadway Street, Cambridge, MA 02139 Phone 617-354-0825; Email: sronan@ctcnet.org
- ConnectNet.org: Phone: 866-583-1234

Computer Company Contact Numbers
- Cisco: 800-553-2447
- Compaq: 800-OK-COMPAQ, option 7
- Comp USA: 877-777-8324
- Dell: 888-782-3355
- Gateway: 800-846-2301
- Hewlett Packard: 800-633-3600
- IBM: 800-IBM-CALL
- Sun Microsystems: 800-872-4786
- Toshiba: 800-457-7777