

UNIVERSAL

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“Caring People, Caring for People”

Information Technology Newsletter

TrackIT!

Please continue to submit all requests for technical support via our “one-stop” email at trackit@umhs.net. This is the quickest and most efficient way to receive help from Universal's Information Technology Department.

Remote Desktop Connection

Universal's IT Department has begun implementing remote desktop connections for all of our employees. Some people get extremely confused by what exactly we mean by “Remote Desktop Connection”. Your local computer is the first desktop you see when you login to your PC—from there you can access a Remote Desktop Connection. When you access a remote desktop, you are accessing a work area on a server in another location. Our servers reside in the corporate office in Lenoir, NC. As we begin to get everyone switched over, you'll notice that you must work on all of your documents (Word, Excel, etc) on the Remote Desktop as well as your email. Those of you that have access to OnTarget will also be using a Remote Desktop to access their servers located in Charlotte, NC. Even though we use the same technology, OnTarget and Universal's internal servers are two completely different systems. If you have questions, please let us know.

Cell Phone UPDATES!

*Please remember to do a roaming update on your Universal cell phone at least once every month. Mark this on your calendar as a task that should be completed on the 1st day of each month. To do this, dial *228 from your Verizon Wireless phone (or any service provider) and listen for the prompts. On the Verizon Wireless network, you'll dial a 2 when prompted to update your roaming capabilities. This is important for all cell users, but especially important to those of you that have Blackberry's! Each month on the first work day after the 1st of the month, the IT Department will begin updating your Service Books on your Blackberry. This just ensures that it will continue to operate as it is designed to operate.*

Tech Tips!

You may hear us tech guys talking and using our Acronyms—so here's your chance to learn the language:

RDP = Remote Desktop Protocol.

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