

# UNIVERSAL

M H / D D / S A S

*“Caring People, Caring for People”*

## INFORMATION TECHNOLOGY NEWSLETTER

### *TrackIT!*

Please remember that all Information Technology (IT) needs must be submitted via TrackIT. TrackIT requires no software to be installed on your PC and can be accessed from any PC anywhere. Simply compose an email addressed to [trackit@umhs.net](mailto:trackit@umhs.net) and include the following items:

1. **Your name and location.**
2. **Nature of your problem.**
3. **Your contact information including a phone number where you can be reached.**
4. **VNC# of your PC (located in the lower right hand corner of your PC beside the clock with an icon labeled VNC).**

Once you submit the problem it automatically generates a work-order and notifies the IT Department instantly. Please help us to make this work order system work for you. The more information you can include in your email the better!

### *Upcoming Events*

- Company-wide access to Sharepoint!
- Outlook Web Access for easier access to email!
- Remote Desktop Connection (RDP): simplified document storage, backup and access to email from any computer company-wide!

### *Cellular Phones*

Periodically cellular phones and Blackberry's need to be updated with the latest roaming information. At least once every 30 days, every cell phone/Blackberry user should dial \*228 and listen to the prompts. UMHS cell phone/Blackberry users (Verizon) should press the number two when prompted. \*228 can be used on any cell phone/Blackberry provider's network and is advisable at least once every month.

### *Tech Tips!*

Keeping your UMHS PC and your home PC free of viruses and spyware should be at the top of your to-do listing! Spyware and viruses can cause damage to any PC and are oftentimes cause extreme slowness. If you are experiencing any difficulty with your UMHS PC; including slowness and/or pop-ups, you should report it immediately to the IT Department through our email address at [trackit@umhs.net](mailto:trackit@umhs.net).

### *IT Department*

### *Contact Information*

[trackit@umhs.net](mailto:trackit@umhs.net)

Robert Baker	Leslie Cothren
1038 Lenoir Rhyne Blvd SE	301 E. Meeting St. Ste 3
Hickory, NC 28602	Morganton, NC 28655
828-446-4717	828-292-4299
<a href="mailto:rbaker@umhs.net">rbaker@umhs.net</a>	<a href="mailto:lcothren@umhs.net">lcothren@umhs.net</a>