

Oct/Nov

# UNIVERSAL

2008

M H / D D / S A S

*“Caring People, Caring for People”*

## Information Technology Newsletter

### *E-mail Signature*

Many people have had issues with needing to change or add to their e-mail signatures. For instructions on adding or modifying your signature, you can find the instructions on Sharepoint. Please click on “Shared Documents” and then click on “Information Technology Information”. From there, the document is entitled “To Setup an Outlook Email Signature EXCHANGE”. The instructions are simple and easy to follow. If you have any issues, feel free to send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) for prompt attention.

### *Track-It!*

Track-It maintains the ultimate “to-do list” for all information technology related requests. Track-It is the quickest and most reliable way to receive technical support. Please e-mail all requests for support to [trackit@umhs.net](mailto:trackit@umhs.net). Don't forget that all requests for support sent to [trackit@umhs.net](mailto:trackit@umhs.net) **MUST** include the most efficient way that you can be contacted to resolve your technical issues. Also, the VNC number is always a great piece of information that will speed up the delivery of technical support. To find the VNC number of the PC you are having trouble with, minimize all open windows (including Remote Desktop sessions). Look in the bottom right corner beside the clock for the VNC icon. Hover the mouse over that icon and a 12-digit number will appear—include that number in your e-mail request for assistance.

### *Tech Tips! 411*

Did you know that 411 services aren't always free? In fact, the company has been bombarded with charges from employee usage of these services. Instead of dialing 411, which can be very expensive on landlines and cell phones, please choose one of the following options:

1) Use the Internet. Many times, just typing the name and city of the person you are looking for into Google will result in the phone number and address of the person. If not, there are many other 411-type services, such as [www.whitepages.com](http://www.whitepages.com).

2) Use **GOOG-411!** Google now offers a toll-free number for 411 services. To use the service, just dial 1-800-GOOG-411 (**1-800-466-4411**).

Don't just save the company money, use these ideas at home to save yourself money as well!

### *SPAM*

We recently implemented a SPAM filter on our company e-mail to help cut down on the number of frivolous e-mails being delivered. If you feel that you've missed an e-mail you were expecting, please e-mail [trackit@umhs.net](mailto:trackit@umhs.net) with details. The SPAM filter can be reviewed to ensure that all e-mails are delivered without delay.

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

Leslie W. Cothren

524 Mulberry Street

Lenoir, NC 28645

Cell (828) 292-4299

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