

# 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!

### Sharepoint

At this point, everyone in the company should have access to Sharepoint from their computers. If you do not have access to Sharepoint or do not know how to use Sharepoint, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) as soon as possible.

### IT Rules and Regulations

New IT rules and regulations were sent out to everyone in November. The items included in the rules were established to improve work efficiency, network reliability and stability of the computers in general. Highlights of the rules and regulations include making sure UMHS's documents are safe and HIPAA compliant. Please find all of the rules attached below. If you are not in compliance with any of the rules, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) as soon as possible.

### Tech Tips!

As we get closer to the holidays each day, please remember the Employee Purchase Plans (EPP's) that we have in place. You can purchase computer hardware, software, gadgets, and cell phones among other things at a discounted rate. If you need further information, please see the "Universal EPP" document attached below and located under shared documents on Sharepoint.

### IT Department Contact Information

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

Robert Baker  
1038 Lenoir Rhyne Blvd SE  
Hickory, NC 28602  
828-446-4717  
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Morganton, NC 28655  
828-292-4299  
[lcothren@umhs.net](mailto:lcothren@umhs.net)

# Information Technology Rules and Regulations

- Stationary is prohibited in email. All UMHS email accounts must use a plain, white background. If you have something other than a plain, white background; send an email to [trackit@umhs.net](mailto:trackit@umhs.net) if you need assistance removing the stationary.
- All UMHS accounts must **only** have the following as the signature on every outgoing email in Times New Roman 12 point font:

Employee Name  
Employee Title  
Company Name  
Company Address/Location  
Company Phone Number  
Company Cell Phone Number (if applicable)  
Company Fax Number  
Company Web Address (www.umhs.net)  
Protected Health Information Message (Arial 10 point font copied from below)

CONFIDENTIALITY NOTICE: Any Protected Health Information (PHI) contained in this email including all attachments is confidential. PHI contained in this email belongs to the organization sending the data and is legally privileged. PHI is intended only for the use of the individual or organization identified as the recipient. The recipient of PHI is prohibited from disclosing, copying, distributing or using the information except as permitted by current law governing privacy of information issues. Such PHI must be destroyed after its stated need has been fulfilled, or in accordance with a properly executed Business Associate Agreement, unless otherwise prohibited by law. If you have received this email in error, please notify the sender immediately for return instructions. Thank You.

If you need assistance setting up your signature, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net).

- All files created on UMHS computers must be stored in the “My Documents” folder or your shared folder on the network drive. There should be no files stored on the desktop or anywhere else on the PC. The back-ups that are in place copy those locations only; so if you store files on your desktop, there will be no backup of those documents.
- The Internet is a tool for UMHS employees. Using it for tasks not related to UMHS can cause problems including viruses, spyware and other damage. Please limit Internet usage to official UMHS business. Personal sharing sites such as mspace.com, ebay.com, etc. are not to be visited on company computers.
- Streaming audio/video from the internet or through any media player is prohibited. This kind of activity eats the bandwidth of Internet connections and makes official company business slower throughout the network.

- Using personal email accounts on UMHS computers could cause liability issues for the company. Checking personal email accounts on UMHS computers is prohibited.
- It is imperative that Anti-Virus software is running at all times on your PC. You will be able to tell if the Anti-Virus software is running by looking in the lower right corner, beside the clock, for a yellow shield. If the yellow shield is there, the Anti-Virus software is running. If it is not there or it has a red line drawn through it, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) for assistance in correcting this issue.
- VNC must be running on your PC at all times. To see if VNC is running on your PC, look for a “VNC” icon in the lower right corner beside the clock. If it is not running, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) to have it installed.
- Installing software on your computer is prohibited. Any software not related to official UMHS business should be removed from your PC. Examples are: Webshots, Weatherbug, Instant Messengers, etc. If you have any non-company software installed, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) for assistance with removal. All software installation must be approved by the IT Department prior to installation. When running routine maintenance, the IT Department will remove any software that has not been pre-approved.
- UMHS has standard software that we use. Some of these are as follows:
  - Internet: Internet Explorer
  - Email: Outlook 2003 (or later version)
  - Word Processing: Word 2003 (or later version)
  - Presentations: PowerPoint 2003 (or later version)
  - Spreadsheets: Excel 2003 (or later version)
  - Anti-Virus: Symantec Corporate Edition Anti-Virus (Vers. 10)


If you are using any other software for any of these items, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) for assistance using the correct software package.
- All computers should be left on at all times. Virus updates, Windows updates and other pieces of software oftentimes update in the middle of the night. Please log off the computer when you leave but leave the power on. Please turn off the monitor prior to leaving.
- All user accounts on UMHS computers must have a password. If your computer does not require you to type a password when logging in, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) for assistance with getting one setup.

- Any staff changes or movement of computers within UMHS should be reported immediately to the IT Department by sending an email to [trackit@umhs.net](mailto:trackit@umhs.net). Inventory and location of all equipment must be kept up to date at all times.
- Thumb drives (flash drives, etc) CANNOT be used to store client data. Violation of this policy is a violation of HIPAA. If you are using a thumb drive to store any data send an email to [trackit@umhs.net](mailto:trackit@umhs.net) immediately for assistance in securing those files.

# Exclusive Savings for Universal Mental Health Employees

Save 6% on your monthly access

## America's Choice<sup>SM</sup> Calling Plan

America's Choice <sup>SM</sup>				
Monthly Access	\$39.99	\$59.99	\$79.99	\$99.99
Monthly Access with 6% Discount	\$37.59	\$56.39	\$75.19	\$93.99
Monthly Home Airtime Allowance Minutes	450	900	1350	2000
Night & Weekend Minutes	UNLIMITED			
National  Calling Minutes	UNLIMITED			
Domestic Long Distance*	✓	✓	✓	✓
Home Airtime Per-Minute Rate After Allowance	45¢	40¢	35¢	25¢
<small>                     * No roaming or domestic long distance charges when calling from within the America's Choice Coverage Area. *Airtime charges apply.                      • Domestic roaming is 69¢/minute (including domestic long distance charges).                      • National IN Calling available on calls to or from any of our over 40 million customers from within the America's Choice Coverage Area. (For map information, see verizonwireless.com)                      • Unlimited National IN Calling minutes and Unlimited Night &amp; Weekend minutes are a promotional offer. See Important Calling Plan information below.                 </small>				

### Motorola V60s

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Phone offers require 2-year service agreement. While supplies last.



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(mail-in rebate)

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Ask about **250 Text Messages** for **\$4.99** per month

See Calling Plan brochure for more details.

Contact Name: **Judy Seamone**

Contact # **828-265-6677**



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## Dell EPP

UNIVERSAL MENTAL HEALTH

EPP Member ID# PS61631452

Call 800 695 8133 or visit [www.dell.com/epp](http://www.dell.com/epp)

## CDW EPP

UNIVERSAL MENTAL HEALTH

EPP access number – 25C65FEB

<http://www.cdw.com/epp>