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M H / D D / S A S

"Caring People, Caring for People"

Information Technology Newsletter

Reminders

As we move into 2010, I wanted to pass along a few reminders for everyone:

- The power on all PC's should be left turned on. This allows all computers to do any updates from Microsoft, the Anti-virus software, etc.
- Even though the power should remain on, please remember to log off your Remote Desktop session any time you are leaving your PC for more than 15 minutes. This ensures that your documents and e-mail are safeguarded and protected. Logging off your session also ensures that critical updates to your session are saved.
- Speaking of Remote Desktop, if you receive any errors at login, please make a note of those errors and send them via e-mail to trackit@umhs.net.
- TrackIt! is the most effective way to gain support from the IT Department. Please send e-mail to trackit@umhs.net with a brief problem description, the VNC number of your PC (also known as the IP Address), and the most effective way to contact the person having the issue. If you're unable to send an e-mail to trackit@umhs.net due to connectivity issues, please feel free to contact me by phone at (828) 292-4299.
- Company provided cell phones need to have their roaming capabilities updates at least once every 30 days. This is done by dialing *228 from the phone. Press option 2 at the greeting.

Reminders

- Many people throughout UMHS have company provided Verizon Wireless cell phones. If you have a company provided cell phone, or any Verizon Wireless phone, calls to other employees that have Verizon Wireless phones are free of charge on the mobile-to-mobile calling feature. Please utilize this to save the company money on long distance charges. A full list of company cell phone numbers can be found on Sharepoint at Shared Documents/Forms Master/Cell Phone List.
- Dialing 411 from any cellular phone is very expensive. Please make sure that you only dial 411 if absolutely necessary. All business listings can be found, free of charge, by calling Google's 411 service at 1-800-466-4411.
- Universal MH/DD/SAS has Employee Purchase Plans (EPP) with both Dell and Verizon Wireless. The discounts with Verizon Wireless can be as much as 22% off of monthly service, even on existing wireless accounts. If you would like more information on either EPP, please send an e-mail to me at lcothren@umhs.net and I will be glad to assist!

Contact the IT Department

trackit@umhs.net

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