

UNIVERSAL

M H / D D / S A S

“Caring People, Caring for People”

Information Technology Newsletter

TrackIT!

TrackIT has been a very successful tool to the Information Technology (IT) Department. To use TrackIT, simply compose an email addressed to 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!

Computer/Phone Changes

The IT Department has every piece of computer equipment and phone equipment in an inventory system. If you plan to move a computer or phone, please have your supervisor send an email to trackit@umhs.net prior to that move so that IT can determine if we need to be on hand or not. Regardless, we must keep our inventory up to date so the notification to trackit@umhs.net is highly important.

Remote Desktop Connection

A Remote Desktop Connection (RDP) is a mobile profile that can travel with our employees. If you are an employee that travels from office to office on a frequent basis, you are a prime candidate for an RDP connection. It allows you to have access to your documents, email and profile no matter the office from which you are working. If you would like to be setup with an RDP connection, please send an email to trackit@umhs.net requesting access and the IT Department will determine the feasibility.

Tech Tips!

Many of Universal's computer users complain about slowness of their PC's at home. One of the most common reasons for sluggish PC's is related to the RAM. Either you do not have enough RAM to run the operating system AND the programs you want or there are too many programs running in the background eating up the precious system resources. One of the quickest solutions to the problem is to uninstall unnecessary programs that may be starting when you boot the PC.

IT Department

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