

January

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MH/DD/SAS

"Caring People, Caring for People"

Information Technology Newsletter

LME Information Systems

Some of the LME's have made changes to their systems resulting in Universal MH/DD/SAS employees no longer being able to access items necessary for their jobs.

If you have access (user name and password), but are still unable to access the computer systems at any LME, please send an e-mail to trackit@umhs.net to have your computer updated or changed to be able to access the LME's information system.

If you need access to an LME and do not have the necessary user names or passwords, please send an e-mail to trackit@umhs.net and the user name request will be sent to the LME and/or the appropriate staff member within our organization to request that information.

Track-It!

Track-It is the quickest and most reliable way to receive technical support. Please e-mail all requests for technical support to trackit@umhs.net. Don't forget that all requests for support sent to trackit@umhs.net **MUST** include the most efficient way that you can be contacted to resolve your technical issues. Track-It immediately creates an e-mail notification of the created worked order.

Also, please be aware that anytime you change offices that this information must also be e-mailed to trackit@umhs.net. We have a precise inventory of equipment along with assigned users that must be kept up-to-date.

Employee Purchase Plans

Verizon Wireless and Dell offer Universal MH/DD/SAS employees money-saving opportunities on their services, equipment, and accessories.

Current Verizon Wireless customers can take advantage of the 22% discount by going to www.verizonwireless.com/getdiscounts to apply. Please make sure that you use your UMHS provided email address when applying for the discounts. Verizon will use the email address to verify that you are an employee of our company.

If you are not currently a Verizon Wireless customer, but would still like to take advantage of the 22% discounts on equipment and plans, you must contact Judy Seamone, Universal MH/DD/SAS's account representative. She can be reached at (828) 265-6677 or via e-mail at judy.seamone@verizonwireless.com.

To take advantage of the Dell EPP, go to www.dell.com/epp. When prompted, enter EPP member number PS61631452.

Contact the IT Department

trackit@umhs.net

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