

UNIVERSAL

MH / DD / SAS

“Caring People, Caring for People”

Information Technology Newsletter

TrackIT!

Please continue to submit all requests for technical support via our “one-stop” email at trackit@umhs.net. Usage of TrackIt has helped the IT Department in many ways. We have a handle on our problem areas, problem computers and our inventory. By using TrackIt, you are helping us to develop trends and see where we face the most technical trouble as a company. Thank you!

Remote Desktop Connection

All Universal MH/DD/SAS employee’s (except for Corporate) should now be using the Remote Desktop Connection for accessing email and completing Microsoft Word, Excel and PowerPoint documents. Any documents that you have stored on your local computer or the network hard drive at your location should no longer be used. If you are using documents that are NOT on your Remote Desktop Connection, please contact the IT Department at trackit@umhs.net to get those files moved to your “My Documents” folder.

E-mail

All e-mail is now being sent and received using our Exchange Server in the corporate office in Lenoir, NC. This gives us access to a global address book. If you haven’t noticed the global address listing, take a moment to create an email and click the “To:” button on the new e-mail. This will pull up a listing of all users in the company’s active directory. This provides everyone with a quick and efficient way of finding an e-mail address for all of your co-workers!

Tech Tips! Passwords

The most common complaint we hear concerns forgotten passwords. As computer users in the healthcare industry, passwords are your first line of defense against protecting private client data. Most UMHS users have at bare minimum three passwords. 1) Remote Desktop, 2) OnTarget Remote Desktop and 3) OnTarget Password. Some users have passwords for various LME’s. We understand that this can be very frustrating to our users. The best advice that can be given is to simplify. If password selection is allowed, try to select a strong password containing letters, numbers and symbols. Then you can reuse that password anywhere possible. Never make a password that contains your name, your children’s names or birthdates. If password selection is not allowed (as in most cases), passwords can be written. To prevent unauthorized use of your passwords, develop a code for writing down your passwords. I typically write significant characters and leave blanks for things I would remember. Make sure you never write down your user name and password in the same place!

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