

MH / DD / SAS

*"Caring People, Caring for People"*

## Information Technology Newsletter

### *Log Off Procedures*

All Remote Desktop users should make sure and log off at the end of each day. Logging off properly ensures that all setting changes will be saved and that valuable system resources are not being used unnecessarily. To log off, do the following:

1. Go to "Start Menu".
2. Click on "Log Off (USER NAME)".
3. When prompted, click on the log off button to complete the log off.
4. Your Remote Desktop Session window will close automatically.

If you have any questions or issues, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net).

### *Information Technology Issues*

The IT Department needs to be notified immediately of any PC, server, website, phone, cell phone, or BlackBerry device that isn't working properly.

Track-It is the quickest and most reliable way to receive technical support and report IT-related issues. Please e-mail all requests for technical support to [trackit@umhs.net](mailto:trackit@umhs.net). Don't forget that all requests for support sent to [trackit@umhs.net](mailto:trackit@umhs.net) **must** include the most efficient way that you can be contacted to resolve your technical issues. Following this procedure greatly speeds up problem resolution.

### *Confidentiality*

The Information Technology Policy can be found on Sharepoint at the following location:

***Shared Documents>Policy and Procedure Master > Administrative Policies>Information Technology***

Among other things, this policy states:

#### Confidentiality:

Each staff member will strictly adhere to all HIPAA rules and regulations when working with client data on all computer systems. No PHI will be transported via unsecured methods; such as flash drives without encryption or unsecured laptops.

If you are currently storing documents on any of the above unsecured methods, outside of your remote desktop session, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net). These unsecured documents can be quickly transferred to your "My Documents" folder on the remote Desktop to bring them into compliance with Universal MH/DD/SAS's Policy.

Additionally, if you need access to remote desktop from any external location, it can be granted on a case by case basis.

Thank you for your adherence to this policy.

### *Contact the IT Department*

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

Leslie W. Cothren  
839 Wilkesboro Blvd

Lenoir, NC 28645

Cell (828) 292-4299 — [lcothren@umhs.net](mailto:lcothren@umhs.net)