

June-July

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M H / D D / S A S

*"Caring People, Caring for People"*

## Information Technology Newsletter

### *New Anti-Virus Software*

During the month of August, Symantec Corporate Edition antivirus software will be uninstalled on all company PC's. This reactive software is being replaced with a much more robust, proactive antivirus software entitled Vipre.

Every PC will be addressed individually to change out this software package. In the course of this software replacement, other PC issues will also be addressed, where necessary. If you have any known issues that you have not yet sent in as a problem, please send the request to [trackit@umhs.net](mailto:trackit@umhs.net).

End users may notice some minor changes in regards to Vipre. The icon in the lower right corner will look different. Occasionally you may be asked to complete a "deep scan". Once installed, if this software asks you to complete a "deep scan", please click on the icon to allow the software to complete that scan.

### *Information Technology Issues*

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.

### *Track-It Enhancements*

Track-It is a piece of software that our company uses to streamline electronic equipment and requests for help. The reason this software is so important is that it allows us, as a company, to track a piece of equipment's history. If a computer continually has the same problem over and over, that will be noted in the history. The computer is closely tied to the end user. That's why it is so imperative that IT is notified of all moves and changes.

With the latest version of the Track-It! Software, there are some exciting changes for end users. When you send a request to [trackit@umhs.net](mailto:trackit@umhs.net), within a few minutes you should receive an e-mail with the subject "New Work Order XXXX has been created from your e-mail". That e-mail recaps the problem that was originally sent to Track-It! It also includes new links at the bottom which will create an e-mail back to the system. By clicking those links and sending the e-mail back to the system, you can add further comments to the original work order, get a status update on a single work order, or get a status update on your work order history.

### *Contact the IT Department*

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

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