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MH/DD/SAS

*"Caring People, Caring for People"*

## Information Technology Newsletter

### *Mobile Phone Updates*

Please remember to update your roaming capabilities once every 30 days by dialing \*228 on your cellular phone. This works for all carriers of cellular phone service and should be done regardless of the service provider. Employee's that have Universal MH/DD/SAS cell phones are required to complete this procedure at least once per month. If you need assistance, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net).

### *Track-It!*

Track-It is the quickest and most reliable way to receive technical support. Please continue to e-mail all requests for support to [trackit@umhs.net](mailto:trackit@umhs.net). Please remember 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.

### *Remote Desktop Connection*

All Universal MH/DD/SAS users should be converted to a remote desktop connection by this time. If you are still accessing data on a local PC without logging into a remote desktop, you must contact the IT Department as soon as possible to get this resolved. Files stored at the local PC level are not part of our daily backup procedures. Send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) to get this serious issue resolved.

### *Tech Tips! Office 2007*

Have you received a Microsoft Excel, Word, or PowerPoint document that you have not been able to open? If so, it may be because it was created in Excel 2007, Word 2007, or PowerPoint 2007. Microsoft has created a resolution to this problem called the "Microsoft Office Compatibility Pack". Once loaded, this downloadable addition to Microsoft Office 2003, will automatically convert files from the Office 2007 format to the Office 2003 format. If you experience this problem on a home computer, please visit <http://support.microsoft.com/kb/924074> for further information and to download the file.

Universal MH/DD/SAS users should not download any software to a Universal supplied PC—you must contact the IT Department for assistance. Universal's Remote Desktop Servers already have the necessary components installed. If you have problems with a document, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) for further assistance.

### *Contact the IT Department*

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

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