

# UNIVERSAL

M H / D D / S A S

*“Caring People, Caring for People”*

## Information Technology Newsletter

### TrackIT!

Please remember that all Information Technology (IT) needs must be submitted via TrackIT. TrackIT requires no software to be installed on your PC and can be accessed from any PC anywhere. Simply compose an email addressed to [trackit@umhs.net](mailto:trackit@umhs.net) and include the following items:

1. **Your name and location.**
2. **Nature of your problem.**
3. **Your contact information including a phone number where you can be reached.**
4. **VNC# of your PC (located in the lower right hand corner of your PC beside the clock with an icon labeled VNC).**

Once you submit the problem it automatically generates a work-order and notifies the IT Department instantly. Please help us to make this work order system work for you. The more information you can include in your email the better!

### Cellular Phones

Overcharging of a cell phone battery is our number one issue with cellular phones and Blackberry's throughout the company. PLEASE make sure that you only charge the phones when they need to be charged. Charging them consistently overnight or for long periods of time will eventually destroy the battery.

### Sharepoint

Sharepoint is Universal's Intranet. We are able to share documents and other information via the internal network. The IT Department is working diligently to get everyone access to Sharepoint. If you or a coworker needs immediate access to Sharepoint and it is not available to you, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) as soon as possible!

### IT Department

### Employee Discount Programs

We have employee discount offers with CDW, Dell and Verizon Wireless! Make sure to contact your supervisor, Rob Baker or Leslie Cothren if you have any personal PC hardware, software or cell phone needs and you do not have the discount information.

### Contact Information

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

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