

September

UNIVERSAL

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MH/DD/SAS

*“Caring People, Caring for People”*

## Information Technology Newsletter

### *E-mail Security*

It is against company policy to e-mail any sensitive client data to an external e-mail addresses. Simply adding a password to a Microsoft Word document, Microsoft Excel document, or Adobe PDF file is not sufficient security for client data. E-mailing client information to internal e-mail addresses (any e-mail address within Universal's system) is the only approved method. Furthermore, password protection of documents presents IT and other users with a new dilemma. What happens when the person that password protected the document leaves? Please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) if you have further questions.

### *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. Also, the VNC number is always a great piece of information that will speed up the delivery of technical support. To find the VNC number of the PC you are having trouble with, minimize all open windows (including Remote Desktop sessions). Look in the bottom right corner beside the clock for the VNC icon. Hover the mouse over that icon and a 12 digits number will appear.

### *Tech Tips! Shared Calendars*

All Universal MH/DD/SAS's users now have access to Shared Calendars in Outlook. When you open Outlook, click on the "Calendars" tab to the left. With the Calendars tab open, you'll see two links, one that says "Share my Calendar" and one that says "Open a Shared Calendar" in the middle of the pane on the left side of the screen.

To allow your coworker's to be able to see the dates on your calendar, click "Share My Calendar". When the box appears, you will see the "permissions" tab. In this tab, you can add and remove permissions for everyone or individual users. You can allow people to open with read-only access or the ability to modify your calendar. To select an individual user to have access to your calendar, click the "add" button and select the user from the global address list. Once you have selected the user's name, you'll have the ability to modify their individual permissions.

After you have given the permissions to your calendar, the people with whom you have shared your calendar, can open it by clicking on "Open a Shared Calendar" and typing your name in the box that appears.

### *Contact the IT Department*

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