

MH / DD / SAS

*“Caring People, Caring for People”*

## Information Technology Newsletter

### *Remote Access*

Everyone at Universal MH/DD/SAS uses Remote Desktop Protocol (RDP) to access their e-mail, documents, and other applications. RDP access is a click away in our offices, but did you know that it's always a few keystrokes away while using other networks as well?

All you need is three key pieces of information and a connection to the Internet. Those three key pieces of information are as follows:

1. IP Address of Server: 24.181.200.210
2. User name: This is the user name you use every day to login. It's typically RLRGROUP\firstnamelastname.
3. Password: This is the password you login with every day.

RDP can be found on any Windows-based computer. It's typically found in ALL PROGRAMS>ACCESSORIES>Remote Desktop Connection.

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

One of the goal's of Information Technology is to make your job easier. With that said, remote access is a quick, easy way to access information on the go and on your schedule!

### *OnTarget 5.0*

As of today, 9/13/2010, UMHS transition to OnTarget 5.0. Using the new web-based software requires changes to be made to each computer that needs access. If you are in need of access to OnTarget 5.0 and have not been able to get to the site, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) with your VNC number so that the appropriate changes can be made.

### *Reminders*

- The IT Policies included in Universal's Policy and Procedure manual include very important information that addresses IT standards, computer user expectations, and cell phone policies. This policy is on Sharepoint at Shared Documents>Policy and Procedure Master>Administrative Policies>Information Technology.
- For IT Support, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) with a problem description, the VNC number of your PC, and contact number. If you're unable to send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) due to connectivity issues, please feel free to contact me by phone at (828) 292-4299.

### *Contact the IT Department*

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