IT Matters 1.4

1. **REQUEST FOR MAINFRAME ACCESS:** If you, or someone who works with/for you, require access to OWCC mainframe applications, the Microsoft Word form, necessary to start this action, is located at http://owcc-r-04 then select Forms, then Information Technology, then 'System Access Request'. A quicker way is http://owcc-r-04/FormsDept-MIS-01.htm. Also on this page is the form necessary to remove someone from access or partial access. Please note that these forms have just changed and should be used in lieu of any previous forms.

2. **SECURITY:** Please review the college policies and guidelines for ensuring network and mainframe security including the information provided in 'Guidelines and Responsibilities for Network Usage' http://owcc-r-04/OWCC%20Intranet%20Documents/index.htm. Protect your password information and do not share it with others.

3. **SENDING EMAIL:** Before transmitting email to someone, especially large groups of people, check the following:
   (a) **Spelling** (If your email doesn't automatically run spell check when you send it, and you want it to, please send an email to helpdesk@owcc.net),
   (b) Did you answer **Who, What, Where, When, and How** when appropriate?,
   (c) Are all of the addressees within your **intended community of interest**? You may want to build your own distribution list,
   (d) Have you made the message **readable** and **presentable**? Remove previous, unneeded **FROM/TO** information and extraneous punctuation from **REPLIES** and **FORWARDS** (like >), include your name and email address in the body (some email systems strip the **FROM** address), check the size of the font and avoid using all capitals.

4. **HELPDESK:** Have a urgent problem with your PC, network, telephone system or mainframe connectivity and can't remember the helpdesk phone number? Just dial **H-E-L-P** (or 4 3 5 7).