Periodically the Information Technology (IT) Division will provide items of interest to inform and help college personnel with IT matters.

1. **Damage!** Please be aware that moving college telephones around the college to different jacks may cause damage to the phone or the phone equipment. The same applies in bringing telephones from home or plugging in laptops with modems into college telephone lines. This may also damage the laptop. Contact the IT Helpdesk at extension 6396 before attempting any phone connections. Most empty jacks on campus have nothing connected to them. (Read that again as "Most").

2. **Security!** Reminders to keep your passwords to yourself and to have shredded any paperwork that reflects student or faculty and staff personal information including Social Security numbers. Requests to add individuals access to Nexus or email? Submit Outlook Form 0051 System Access Request. To terminate access submit Outlook Form 0053 Request for Removal from System(s).

3. **Voicemail....** Receive a voicemail message that you don't want to listen to, or it only contains noise or a dial tone? Just press STOP (Use the star (asterisk) key) and then press 6 to delete it. Want to get right to the message and not listen to whom it is from? Press the "1" key.

4. **HELP!** Please send all requests for installs, moves, and changes as well as repairs for computers and accessories and telephones by selecting the Outlook Form 0018 IT Service Request form. Send to helpdesk@owc.edu or call extension 6396 (729-5396).

"Welcome Back!!!!!"