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

1. **UninFORMed!** If you are having trouble seeing one of your Outlook forms you may need to clear your Forms cache. If you receiver a Message that reads, "Could not be opened. Outlook will use Outlook form instead. The form requested to view message cannot be displayed. Contact Administrator." or similar message.

    Please follow these steps in Outlook:

    On the menu at the top click on the word "**Tools**" (make sure you do not have an email open)

    Click on the word "**Options**"

    Click the tab that reads "**Other**"

    Click on the "**Advanced Options**" button

    Click on the "**Custom Forms**" button

    Click on the "**Manage Forms**" button

    Click on the "**Clear Cache**" button

    To get out click **Close, OK, OK, OK**

    You may need to shut down Outlook and bring it back up. If this does not work please contact the IT Division at 6396.

2. **Security!** Reminders to **only** use the current form located in Outlook Forms for *Form 0051 System Access Request* and *Form 0053 Request for Removal from System(s)*. Do not use any other outdated copies you may have obtained previously. Additionally **BE SURE TO HAVE THE FORM SIGNED BY THE APPLICABLE APPROVING AUTHORITY BEFORE SUBMITTING TO THE IT DIVISION.**

3. **EMAILBOX FULL!** If all of a sudden you cannot send any emails, and/or you no longer receive any emails that people have indicated to you that they have sent, your email box may be full. Each account is allotted so much space. If you exceed it one of the above items may happen. First delete any emails you no longer need in your SENT & your DELETED folders. If you really need some or all of them MOVE them to your Personal Folders. The same goes for your INBOX folder, move retained messages to your Personal Folders. Remember the file size of attachments count too, so if you have many photo’s or documents attached your mailbox may fill up quickly.
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).