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

1. **Want to read previous issues of IT Matters?**

Go to your Outlook Email client. Click on PUBLIC FOLDERS at bottom of the folder list, then ALL PUBLIC FOLDERS, then OWCC Public Bulletin Board.

If you use Outlook Web Access, click on PUBLIC FOLDERS from the list on the left, then OWCC Public Bulletin Board.

2. **Need a reference guide on how to use your phone or voicemail?**

See: [http://itsupport.owc.edu/telephony.html](http://itsupport.owc.edu/telephony.html)

3. **How do I get computer, network, printer or telephone support?**

Within Outlook go to forms and choose the **Information Technology Service Request Form 18**. Emergencies, password problems? Call the helpdesk at extension “HELP” (4357) or call 6396.

4. **Information Security**

Be aware of your surroundings, including those around you. Place no longer needed items in the shred bins that contain privacy information. Keep your password information to yourself, don’t allow others to use your passwords. Remember to submit **Outlook Form 51 for System Access** requests for access to Nexus (Mainframe), the College Network and Email. Form should go thru your supervisor and the system manager and they will route to IT. If someone LEAVES or changes positions don’t forget to submit **Outlook Form 53**, Request for Removal from System.

5. **Off-Campus use of College owned equipment.**

Fill out and process **Outlook Form 47** (Off Campus Equipment Use Authorization) if you take college owned accountable equipment off campus.

6. **Use of Personally owned computer equipment on the College Network?**
If you bring personally owned PC's, laptops or other equipment that connects to the college network (including wirelessly) be sure it has a current version of anti-virus software running on it and that all of the latest updates to the computer's operating system and applications are applied. Please do not hook up any personal wireless access points to the college network. Lack of current anti-virus or software updates may lead to breaches in the college network.

Helpdesk, extension 6396 - helpdesk@owc.edu