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

1. **Unable to make official toll or long distance phone calls after 5:30 pm until 6:30 am from college phones?** Email the helpdesk and we will provide you with the means to make those calls if necessary.

2. **Take care of your eyes!!** Ideally your computer monitor should be 5 to 9 inches BELOW eye level. This brings your eyelids downward, maintaining the healthiest blink rate. Make sure there’s no glare on your screen. For every 20 minutes of screen time, look at something 20 feet away for 20 seconds to maintain your eyes’ focusing system. Long periods of time using computers and PDA’s can lead to eyestrain, dry eyes and blurred vision.

3. **If you constantly receive Outlook messages that your mailbox is full you may need some help with mailbox management.** The helpdesk can show you how to make use of folders, personal folders and let you know that sent, deleted, and large attachments may be your culprit. By using mailbox management your Outlook program will load faster on campus and off-campus. You also will be able to find messages easier.

_Helpdesk, extension 6396 (or dial HELP) - helpdesk@owc.edu Use college form 18 (IT Service Request) to make requests for service, installation or help._