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

1. **Keep a watchful eye on your College or personal laptop.** The FBI NCIC reports that thefts have increased 48% the last 2 years and it is estimated that 12,000 laptops are lost or stolen each **WEEK**!

2. **Don’t use simple passwords that can be easily broken.** Do not give out your userid and password to anyone. If need be, only give your password to people you personally recognize. Not sure? Call the helpdesk at 6396 to verify the requestor is authorized to have your password.

3. **All requests for computer, printer, telephone, and network support should be done on Outlook college form 18.** Emergencies may be phoned into the helpdesk at 6396. Please do not call the individual IT techs for support as this may delay response.

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