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

1. Protect your passwords and try using longer passwords that have symbols, numbers and capitalization in them. Protect your college laptop personal PC/laptop from theft, viruses, and hacking especially when working with college data.

2. Be prudent in the use of the ALL_NWF catch-all email address. Items for this email address should be college related and appropriate to this large group. In some cases a lesser sized email group may be the one you need.

3. Think you receive too much spam or junk mail? On average, for every 2 messages of this type you receive, the college spam/junk filters block another 8 of them.

4. 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.

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