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

1. **Make changes now to your email address and college web address in your signature block in Outlook and elsewhere.** Remember @nwfstatecollege.edu and www.nwfstatecollege.edu will not work after July 1, 2010.

2. **Speakerphones provide convenience.** Unfortunately, convenience for you could come across as arrogance to the other person. You risk giving the impression that the other person is too unimportant for you to use the handset. If you're on hold, or navigating a menu system, or doing anything else not requiring a live person, a speakerphone is okay, as long as you keep the volume down. However, once the live person answers, disable the speakerphone and pick up the handset.

   If you must use a speakerphone with the other person, get permission first and identify all the people at your end. It’s best to use a conference room and to shut the door. Keep in mind that when you use a speakerphone at your cubicle, you risk disclosing your personal life to your co-workers.

3. **Updated college network management software** now shows real time data for Internet usage categories such as “Productivity Loss”, “Network Bandwidth Loss”, “Security Risk”, and “Legal Liability” by user. Please be prudent in your usage of the college network and remember to review college policies at [http://owcc-r-06/aup/aup.htm](http://owcc-r-06/aup/aup.htm).

*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.