



Western Regional Center

National Oceanic & Atmospheric Administration

U.S. Department of Commerce



OCIO Systems Support Seattle IT Updates - January 2011

Help desk hours

- The OCIO Systems Support Division (SSD) - Seattle help desk can be reached by either calling x6377 or sending an email to SeattleSSD.HelpDesk. Help Desk assistance is available from 8am to 4pm each day; however, with recent and upcoming retirements you may notice a slightly longer response from our group. Rest assured, we will respond to your requests as soon as we can.

Calling directly to a specific team member or dropping into our office will not necessarily get you faster service. Schedules and workload for each member are variable and the person assigned to help you might not be the first person you contact. The help desk phone and email will be the fastest way to get your problem resolved.

Remember to power machines off at night

- SSD is constantly updating security patches, and software programs on your machines. Many of these patches require a reboot to complete, but rather than force your machine to reboot in the middle of your work, we wait for you to reboot your machine at the end of the day. A few people have gotten into the habit of just logging off of their accounts, then logging in the next morning. This does not allow all the patches to finish. Please shut down your machine at the end of the day.

If you have any questions, please call the Computer Helpdesk at 6377.

January Tech Tips

- **Email maintenance**

Microsoft Outlook has two locations where you can store messages. Your network email account and your Personal Folders area. In the past some users have moved old email to their Personal Folders area, which is not accessible from the web mail system. A few users also created an Archive profile within Outlook. If you have done either of these, you need to move the messages back to your network email account. Anytime you store messages or files on the local hard drive you take the risk of losing that information. We will be unable to retrieve these messages or files if your hard drive fails or we need to replace your PC.

Please take the time to move email messages from both the Archive profile and the Personal

Folders areas back to the network. You can create an "Archive" or "Old Email" folder to move them to. You will want to move these one folder at a time and give the system the time to update before performing other tasks within Outlook. Depending on the size of the folder this could take several minutes. Please be patient.

This is also a good time to clean your Trash folder and Sent folder.

If you have any questions, please call the Computer Helpdesk at 6377.
Previous Tech Tips located at www.wrc.noaa.gov/systems/techtips.htm

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