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## TIPS & TOPICS

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### DMHAS PASSWORD MANAGEMENT - UPASS

DMHAS has selected the UPass application to provide an easy mechanism for our users to manage their password functions. So that DMHAS can maintain our HIPAA compliance, our user must change their password no less than every six months. With UPass users can quickly and securely change their password. The benefits of using this application are two-fold:

#### BENEFIT TO YOU:

- It puts you, the front-line user, in charge of changing or resetting a forgotten password.

#### BENEFIT TO ISD:

- It frees up Systems Administrator staff to perform other tasks.

ISD will be testing UPass in the coming weeks with their unit co-workers and will notify OOC staff when they will get their access to UPass.

### WORD TIP CHANGING TEXT CASE

1. Select the text for which the case needs to be changed.
2. Hold down the **Shift** key and press the **F3** key.
3. Repeat step 2 until the desired text case is displayed.

### FINDING ISD FORMS

If you need an ISD form for...

- Phone access or changes
- E-mail access
- Citrix
- Report requests
- Etc...

There are a couple of ways to get them.

- Take a **walk to ISD** and pick up the form(s) you need on the table near the Cultural Corridor entrance.

#### OR

- Open **Windows Explorer** (or MS-Word) on your computer, select the ISD Forms folder on Drive S:.

#### Coming soon, to a desktop near you....

A convenient link to ISD Forms on the OOC shared drive (S:) that you can copy to your desktop.



## GROUPWISE TIP - 4 SIMPLE THINGS YOU CAN DO TO CONTROL SPAM

1. **Delete junk e-mail messages without opening them.** If you don't know the sender and/or the subject seems odd (or missing), don't open the message! Sometimes even opening spam can alert spammers and get you on more spam lists.
2. **Forward all offensive or non-business related spam to Jim Grochowski (ISD Technical Support Manager).** These will then be reported to DOIT for filtering.
3. **Don't reply to spam.** This includes not responding to messages that offer an option to "Remove me from your mailing list."
4. **Don't forward chain e-mail messages.** Not only do you lose control over who sees your e-mail address, but you also may be furthering a hoax or aiding in the delivery of a virus.



## ISD INSTRUCTIONAL HANDOUTS

Did you know that there are numerous instructional handouts available to OOC staff located on OOC shared LAN drive (S:)?

In the **GroupWise** folder there are handouts that show you how to setup **Proxy Access**, **Share an Address Book** and **Scheduling Recurring Appointments**. The **Windows** folder has instructions on how to **Create a Desktop Webpage Shortcut**, **Typing International Characters** and **Creating a Watermark** are just a couple of handouts in the Word folder.

Instructional handouts are added to these folders from time to time. If you have a specific operational question on GroupWise, Word, Windows, etc. please e-mail them to [ISDTips.Topics@po.state.ct.us](mailto:ISDTips.Topics@po.state.ct.us) and we'll do our best to find (and publish) the answer.

## FRIENDLY REMINDERS

- Always log off when you are not using your computer.
- Never share your password with other user(s).
- Do not tell anyone your password.
- The Internet is to be used for DMHAS business only. It is not for personal use.
- All data files should be saved on the OOC LAN drives (U: or T:). DO NOT save data on your pc drives (A: or C:).
- DO NOT send client information (PHI) via e-mail.
- Do not install any software on your computer.
- Please refer to the Commissioner's Policy statement on computer use.

## EXCEL TIP - EXPANDING A NUMERIC RANGE WITH AUTOFILL

1. Enter the first numeric value in the range in a cell.
2. Place the cursor on the **AutoFill handle** of the cell (box in lower right corner of selected cell).
3. Hold down the **CTRL** key and click and hold the **left mouse button**.
4. Drag the mouse to the desired cell.
5. Release the **CTRL** key and left mouse button.

## COMMENTS OR QUESTIONS?

Please e-mail your comments or questions to [ISDTips.Topics@po.state.ct.us](mailto:ISDTips.Topics@po.state.ct.us)  
We look forward to hearing from you!