

UAMS NW Technology Quick Tips

Check Voicemail

1. Click the **Messages** key.
2. Enter password
default = 00extension
3. Press #



Check non-main extension OR check voicemail from outside system

1. Click the **Messages** key or dial (479) 684-5100
2. Press * (if you clicked the **Messages** key)
3. Enter your **ID** (extension)
4. Press #
5. **Follow Steps 2 and 3 on Check Voicemail**

Basic controls: 1 = listen to new messages / 3 = delete

Phone Usage Video Tutorial

http://www.cisco.com/assets/cdc_content_elements/flash/voicemail/7970_tutorial/index.htm

Important Links

UAMS NW Website: <http://northwestcampus.uams.edu/>

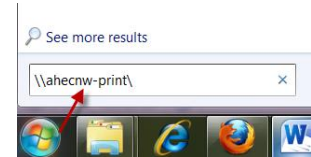
Regional Programs - Northwest:
<http://regionalprograms.uams.edu/regional-centers/uams-northwest/>

UAMS Employee Self Service: <https://enterprise.uams.edu/iri/portal>

Add a Printer On Your Local Machine

Windows 7: Step 1

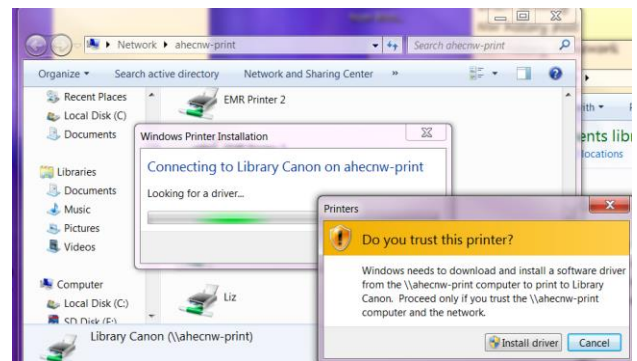
Type \\ahecnw-print in your search bar.



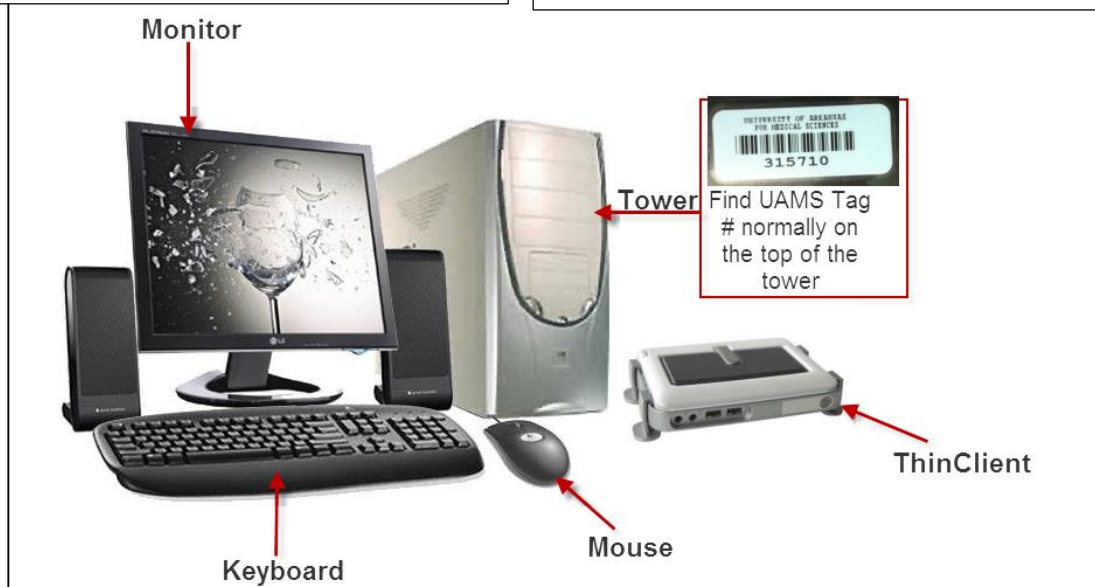
XP: Step 1

Click **Start** then **Run** and type \\ahecnw-print

2. Press your **Enter** key on your keyboard.
3. A list of all the UAMS NW printers will appear.
4. Double click to add the printer of your choice.



Once everything is done installing, this printer will be added to your list of printers to choose from.



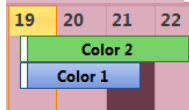
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Email Quick Facts

Online Archiving is available: Contact IT for Assistance setting up.

Online Archiving allows access to archive through Webmail.

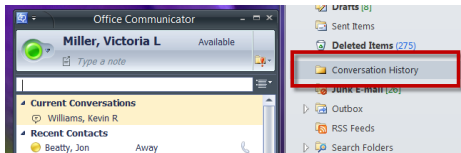
Events in your calendar can be color coded using **Categories**.



You can keep **Office**

Communicator conversations and they will be stored in your Outlook inbox in

Conversation History.



Scheduling at UAMS NW

1. Gather the needed information regarding your meeting/class including:
 - Meeting Chairperson, title, date, time
 - Preferred room
 - Technology needed

2. Email, NW Scheduling:

Email: northwestscheduling@uams.edu

2. Once scheduled, NW Scheduling will send a confirmation email to the Meeting Requestor and Video Support (if IVN)

Once Scheduled, you can view your rooms at <https://reserve-a-room.uams.edu/rooms>

Click "Northwest Campus" on the blue right Filter area.

C.R.A.C.K. DOWN on Computer Problems

Having Problems?

Check wires to make sure everything is plugged in

Reboot machine

Ask a friend if they are having the same problems

Still not fixed?

Contact IT by Phone or Email

Remember...

Keep your computer updated and don't be afraid to ask IT for training.

DOWNload things from trusted sources only.

Contact IT: Who, What, How

Who: Contacting the IT Helpdesk will get you the best services from UAMS IT when you are having computer related problems.

For What: Do you have Computer, Printer, Internet, Email, or EMR problems to just name a few?

How:

→ **By Phone**

1-800-547-8680 / 501-686-8555 (LR IT)

OR EXT. 855 for Local NW IT

Immediate response from a member of the UAMS IT Team allowing a quicker response time for those immediate needs.

→ **By Email**

helpdesk@uams.edu = Easier request with a delay in response time from the UAMS IT Team

Who: Video Support

For What: IVN Problems

→ **How – By Phone:** 501-686-8666