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### **New My.OakGov.com Portal Is Launched**

The new My.OakGov.com portal was launched to all County employees on February 24, 2009. Now, when Oakland County employees log in to the County network and open their Internet browser, they should see the My.OakGov.com home page. If not, go to the Internet browser and type <http://my.oakgov.com> in the *Address* field to access the portal.

Accessing the portal is easy because My.OakGov.com uses the same login IDs and passwords as the County computer network. When logged in to a County networked computer, users are automatically logged in to My.OakGov.com.

My.OakGov.com has replaced the existing Intranet and OakSource. The new My.OakGov.com home page has *Applications* links which can also automatically log users into Webmail, the IT Service Center and other frequently used applications.

My.OakGov.com comes with a robust telephone directory to help users quickly find County employee phone numbers, email addresses and other contact information. If they need a print out - that can be done, too!

A universal Search function makes it easy to quickly find anything on My.OakGov.com. Prominent links to Human Resources and a comprehensive Directory also help users find what they are looking for.

If you have any questions, please contact the IT Service Center at 248-858-8812.

### **Using The Outlook AutoComplete Name Cache**

Microsoft Outlook remembers the people that you correspond with by using a feature called the AutoComplete Name Cache. Addresses previously entered in the "To:" field within a mail message can be recalled by typing the first few letters of a name or address in the "To:" field.

It is important to note that the addresses in the name cache are independent from addresses entered in the Contacts list. For example, Oakland County previously changed its email domain from *co.oakland.mi.us* to *oakgov.com*. When entering an address in the "To:" field, you may notice that although the email address in the Contacts list has been updated with the new domain name, Outlook is still suggesting the old *co.oakland.mi.us* address.

Addresses in the name cache cannot be edited but they can be deleted. The address will be re-added to the name cache the next time it is entered. The AutoComplete feature can also be disabled.

**Note:** Messages to addresses ending in *co.oakland.mi.us* will continue to be forwarded to the associated *oakgov.com* addresses to avoid the loss of potential important email. Senders should still be advised to use the *oakgov.com* address.

### To delete names from the name cache:

1. From the Outlook toolbar, click the **New** button to create a new message.
2. From within the **To:** field, type the first several letters of a recipient's name or email address to trigger the AutoComplete feature.
3. Using the up and down arrow keys, select a name or email address from the drop-down list and press the **Delete** key.

### To disable AutoComplete:

1. From the Outlook menu, click **Tools...Options**.
2. From the **Preferences** tab, click the **Email Options** button.
3. From the **Email Options** dialog box, click the **Advanced E-mail Options** button.
4. From the **When sending a message** section, click the check mark next to **Automatic name checking** to clear.
5. Click the **OK** button to close each open dialog box.

If you have any questions regarding Outlook, please contact the IT Service Center at [servicecenter@oakgov.com](mailto:servicecenter@oakgov.com) or create your own Incident by logging into the Service Center at <https://sc.oakgov.com>.

## **Email Auto-reply Function Has Been Enhanced**

The email Auto-reply feature allows you to automatically send a reply to incoming messages. This feature is useful when you are away from your mailbox for any length of time (e.g. on vacation). Due to a recent upgrade, you can now change your Auto-reply settings to send a reply inside the County and send a different reply outside of the County.

**Note:** The system replies automatically only to those messages that are addressed directly to the user. Messages sent through distribution lists are not replied to.

For complete instructions on starting or stopping an automatic reply, please review the instructions located at [http://www.oakgov.com/ittrain/assets/docs/wm\\_automatic\\_reply.pdf](http://www.oakgov.com/ittrain/assets/docs/wm_automatic_reply.pdf). If you have any questions, contact the IT Service Center at [servicecenter@oakgov.com](mailto:servicecenter@oakgov.com).

## **Free Directory Assistance Reminder**

Just a reminder that you can make free directory assistance calls from your cell phone or land phone by calling **1-800-FREE411**. FREE 411 is an advertisement supported service, with two advertisements per call.

### If calling from a land phone:

1. Dial **1-800-FREE411**.
2. You will be greeted with a voice saying "FREE411" followed by an advertisement.
3. Follow the prompts to obtain the number you are looking for.
4. If it is a 1-800 free connect merchant, the service will automatically connect you at no additional charge.

### If calling from a cell phone:

1. Dial **1-800-FREE411**. You can also add it to your contact list.
2. You will be greeted with a voice saying "FREE411" followed by an advertisement.
3. Follow the prompts to obtain the number you are looking for.
4. If it is a 1-800 free connect merchant, the service will automatically connect you at no additional charge or you can choose to have the number sent to you via text message. **Text messaging rates will apply.**
5. When you receive a text message, you will be able to scroll down to the phone number and press **send** to call directly from the text message.

1-800-FREE411 directory assistance provides complete business, residential and governmental listings. For additional information, please visit their web site at <http://www.free411.com/>.

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