



# information Technology Quarterly

Vol. 2 No. 11

April 2000

John Mahoney, Director, Information Technology

## Information Technology Launches Training Center Web Site

Information Technology is pleased to announce the launch of the IT Training Center web site. This site contains training related information that was previously located on the county-wide publish "O" drive (**o:\infotech\training**), as well as additional new information and material.

The site is broken down into five different categories: Class Information, Technical Support, Documentation, IT Quarterly Newsletters and E-mail.

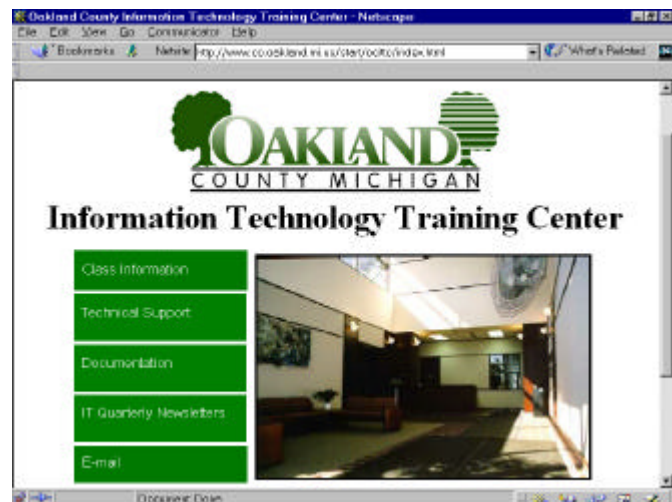
❑ **Class information** includes general information about the classes offered at IT, class descriptions, current class schedules and registration form.

❑ **Technical Support** provides the IT help desk telephone numbers and the hours that it is available as well as information on how to request computer software assistance.

❑ **Documentation** has information on frequently asked questions and procedures for County standard software.

❑ **IT Quarterly Newsletters** includes the most current issue of the newsletter as well as an archive of all past issues and an index.

❑ **E-mail** is provided so that you are able to contact IT Training Center personnel. By clicking on the E-mail link, a new e-mail message will appear automatically addressed to the Training Center.



To access the IT Training Center web site:

1. From the **Oakland County Start Page** ([www.co.oakland.mi.us/start/start.html](http://www.co.oakland.mi.us/start/start.html)), click the **Employee Tools** link.
2. Click the **Information Technology Training Center** link. **Note:** To add this location to your Bookmarks, select **Bookmarks...Add Bookmark**.
3. Choose from **Class Information, Technical Support, Documentation, IT Quarterly Newsletters, or E-mail**.

**Note:** Many of the files are saved in Adobe Acrobat (.PDF) format. You may need the free viewer from the Adobe web site ([www.adobe.com](http://www.adobe.com)) to view the content of some files.

We hope that you will find this new web site helpful, more accessible and easy to use. If you have any questions or comments, please contact Lisa Corpus at (248) 858-1681.

# Reveal Codes in Microsoft Word?

by Matt Pawlowski, Software Help Desk

We are now several months into the new year and several months into the migration to the Microsoft Office suite. One of the features missed most by long time WordPerfect users is the availability of Reveal Codes. While Microsoft Word does not offer Reveal Codes, there are several features that can give you formatting information about your document; **Show All** and **What's This?**.



**Show All** can be activated by clicking on the ¶ button on the **Standard** Word toolbar. When depressed, all non-printing characters, such as tabs, spaces and page breaks will be visible in your document. These characters can be hidden by again clicking the ¶ button.



**What's This?** can be activated by clicking **Help...What's This?** from the Word menu bar or by pressing the **Shift + F1** keys. While activated, the mouse pointer will have a question mark attached to it. You can click anywhere in the document and view formatting information for the selected paragraph. **What's This?** can be deactivated by pressing the **Esc** key.



## Area Code Finder

The North American Numbering Plan Administrator (NANPA) web site provides an up-to-date listing of area codes for the United States and Canada.

With area codes constantly being changed or added, this site may save you some time trying to track down the latest area code.

To view United States area codes,

1. From the NANPA web site ([www.nanpa.com](http://www.nanpa.com)), click the **Area Code Maps** link.
2. Select a state by clicking on the map or the alphabetical list provided.

To view Canadian area codes,

1. From the NANPA web site ([www.nanpa.com](http://www.nanpa.com)), click the **Area Code Maps** link.
2. Click the **Canadian Area Code Map** link.
3. Select a province or territory by clicking on the map provided.

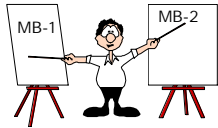
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## “O Drive” Updates

The county-wide publish drive, commonly referred to as the “O Drive”, has had recent updates to two commonly used areas; MB forms and PC, phone and fax relocation services.

### Management & Budget



There are updated MB forms on the “O” drive from Management & Budget. The forms can be referenced under the direc-

tory path “**o:\mgmtbdgt\forms**”. These forms coincide with the Oakland County Business Regulations (**travelreg.doc**), which have also been updated.

All old forms must be discarded and replaced with the new forms for any person using an MB-1 Approval and Cash Advance Request for Travel form (**MB-01.xls**) or MB-2 Travel Expense Voucher form (**MB-02.xls**). This is effective April 1, 2000.

If you should have any questions regarding this matter, please contact Renee Longstaff at (248) 858-5489.

### Information Technology

Instructions for moving PCs and phone/fax lines are now located under the directory path “**o:\infotech\standard\moves.doc**”.



Please refer to these instructions to ensure that your move is done in a timely manner. Please note that moves require two weeks notification to Information Technology. This will allow us to provide the best service to everyone.

To ensure that you are accessing the most current information and up-to-date forms, it is a good idea to open the files from the “O Drive” each time rather than saving the file to your local hard drive and accessing it from there.

If you have an “O Drive” file that you have added or modified and want to announce this county-wide, via Broadcast e-mail, please send your request to Lisa Corpus.

## Murphys Law for Computing

- ☺ The first place to look for information is in the section of the manual where you least expect to find it.
- ☺ When computing, whatever happens, behave as though you meant it to happen.
- ☺ When you get to the point where you really understand your computer, it’s probably obsolete.
- ☺ When the going gets tough, upgrade.
- ☺ For every action, there is an equal and opposite malfunction.
- ☺ To err is human...to blame your computer for your mistakes is even more human; it is down right natural.
- ☺ He who laughs last probably made a back up.
- ☺ If at first you do not succeed, blame your computer.
- ☺ A complex system that does not work is invariably found to have evolved from a simpler system that worked just fine.
- ☺ A computer program will always do what you tell it to do, but rarely what you want to do.



# Microsoft Office Integration, Access and Word - Part 2

By Marc Macelli, Training Center Instructor

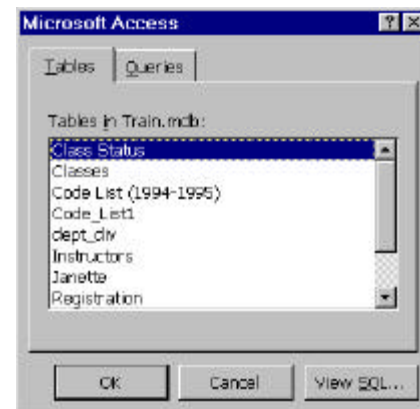
Most Microsoft Office users know that Office programs share data easily. For example, Access can export data from a table or query to Word or Excel. Data from Access can also be used in Word Mail Merges. The Mail Merge command can create form letters, envelopes, or labels using data from a Word table or Access table or query (Excel worksheets can also be used). Mail merges can be performed from within Word or Access.

This article is not intended to fully describe mail merges in detail, only to show how Access tables or queries can be used as a data source. For more information on Mail Merges, consult the online help in Word or Access or take the Intermediate Word 97 class.



To create a mail merge within Word using Access data:


1. From a blank document within **Word**, click **Tools...Mail Merge**.
2. Click the **Create** button and choose **Form Letters, Mailing Labels, or Envelopes**.
3. Click the **Active Window** button to use the new blank document for your Main document.
4. Click the **Get Data** button and choose **Open Data Source**.
5. Change the **Files of type** drop down arrow to **MS Access Databases (\*.mdb)**, or you will not see your Access databases.
6. Double click the database that contains the table or query that you wish to use.
7. A **Microsoft Access** tabbed dialog box will display listing all of the **Tables** and **Queries** in your database. Click the **table** or **query** you want to use as your data source.
8. Click **OK**.
9. A Microsoft Word dialog box will display, click the **Edit Main Document** button.
10. Set up the Main document by clicking the **Insert Merge Field** button on the **Mail Merge** toolbar to insert merge codes into your document.



**Note:** For **Labels** or **Envelopes** an additional screen will be provided to fill out the address information and select the envelope or label options.

11. Merge your data by clicking the **Merge to New Document**  button.

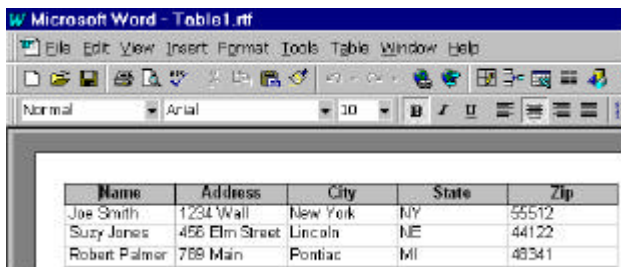
To create a mail merge within Access:

1. From the **Database Window** within **Access**, select the **Table** or **Query** that contains the data you wish to merge.
2. From the menu bar, click **Tools...Office Links...Merge It with MS Word** to start the **Microsoft Word Mail Merge Wizard**.
3. Click the **Link your data to an existing Word document** or **Create a new document and then link your data** button.
4. Click **OK**.
5. This will create a **Main document** in **Word**. Set up the Main document by clicking the **Insert Merge Field** button on the **Mail Merge** toolbar to insert merge codes into your document.
6. Merge your data by clicking the **Merge to New Document**  button.


To export a table or query to Word:

1. From the **Database Window** within **Access**, select the **Table** or **Query** that contains the data you wish to merge.
2. From the menu bar, click **Tools...Office Links...Publish It with MS Word**.

Word will automatically create, save, and open a rich text format (\*.rtf) file that contains your data (see sample below).



Name	Address	City	State	Zip
Joe Smith	1234 Wall	New York	NY	55512
Susy Jones	456 Elm Street	Lincoln	NE	44122
Robert Palmer	789 Main	Pontiac	MI	48341

If you have any problems and need further assistance, please contact the Software Help Desk at (248) 858-8812. 

## GroupWise - Sending Broadcast Messages



For several years now, Information Technology has been distributing Broadcast e-mail messages to designated department contacts. These department contacts serve as the single point of contact for notification of county related matters (i.e. scheduled system down times, scheduled electrical outages, blood drives, etc.).

The Department Contact list has saved network traffic by eliminating the need to send over 2,700 GroupWise messages to all users whenever a matter arises.

If you have a need to send a message to all GroupWise users, **please do not send the message yourself**. Sending the message yourself could cause GroupWise to run extremely slow or shut down GroupWise completely. This affects everyone using GroupWise county-wide.

Instead, send your request to Lisa Corpus or Janette McKenna at Information Technology. Requests should be from a supervisor, manager, or department head. Please include the exact message that you would like to distribute and specify the date you need the message sent.

**Note:** Please send your request at least one to two days in advance of the date you want the message sent.

The broadcast message will be sent after hours or during a slow time in network use. The message will be sent to all department/division contacts who will post the message for their employees.

Thank you for your assistance in keeping the network running smoothly. If you have any questions please contact Lisa Corpus at (248) 858-1681 or Janette McKenna at (248) 858-0893.

# Information Technology Training Center Quarterly Update

The training schedule (April - June 2000) is available for your review on the **Information Technology Training Center** web site ([www.co.oakland.mi.us/start/ocittc/index.html](http://www.co.oakland.mi.us/start/ocittc/index.html)). Listed below are the training files that can be found under the **Class Information** section. These files are saved in Adobe Acrobat (.PDF) format and are read-only so please feel free to open the documents, view and print them as needed.

- ◆ **Class Descriptions** - complete listing of courses offered and prerequisites for attendance
- ◆ **Class Schedule** - current training schedule
- ◆ **Registration Form** - course registration form

If you cannot find a class listed on the schedule that you need to take, or the dates and times are not convenient for you, please contact the Information Technology receptionist at (248) 858-0810. Your name can be placed on a waiting list. When any class has a waiting list of six or more individuals, IT will attempt to open an additional class.



**Note:** Due to the lack of interest, the **Words Basics** class will no longer appear on the schedule; however, we are able to add this on an as needed basis.

Information Technology is pleased to announce the completion of two new training rooms located on the Information Technology lower level. The new training rooms will be used for PC software training classes starting in April 2000. For your convenience, the training room area is equipped with a separate break area and restrooms.

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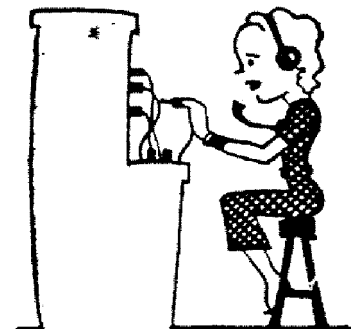
## New Toll Free Area Codes

*by Diane Brown, Chief of Telephone Communications*

On or about April 2000, two additional toll-free area codes, 866 and 855, will be added to existing toll-free 800, 888 and 877 options. Due to the explosion in the use of toll-free numbers by businesses that want to enhance their competitive edge, there is a need for these new area codes.

To reduce the cost of toll calls to the County, we ask that you use these toll-free numbers as "first choice" dialing.

If you have any questions regarding the use of these area codes, please contact Diane Brown at (248) 858-0159.





## Changing Your Netware Password Before Time Runs Out

For security reasons, you will be required to change your Netware password every **45 days**. Failure to change your password when prompted will result in a temporary loss of access to network drives, the inability to print to a network printer and the inability to use GroupWise.

When your Netware password is getting close to expiring, you will be presented with the following message:

<p><b>OAKLAND</b> <b>LOGIN-x.xx.xx-xxxx: The password for user (user ID here) has expired. You will have 5 grace logins left to change your password.</b> <b>Do you want to change your password?</b></p> <p><input type="button" value="Yes"/> <input type="button" value="No"/></p>
---

You can change your password immediately by clicking the **Yes** button.

<b>Change Password</b>	
Password expired for: OAKLAND\UserID	<input type="button" value="OK"/>
	<input type="button" value="Cancel"/>
Enter new password:	<input type="text"/>
Retype new password:	<input type="text"/>
Synchronize with:	<input type="text"/>

A **Change Password** dialog box (shown above) will open.

1. Type a new password in the **Enter new password** text box.

**Note:** Passwords must be at least five characters in length and can be a combination of either letters and/or numbers. Passwords are also case sensitive.

2. Retype the new password in the **Retype new password** text box.

3. Click **OK**.

Your password has now been changed.

If you click the **No** button, the next time you login, you will again be presented with the message that states that your password has expired. Each time you will have *one less* grace login left. If the message says you have 1 grace login left and you do not change your password, you will have to call the Software Help Desk at (248) 858-8812 to have your password reset to a temporary one.

## Virus Alert - Pretty Park.exe

The Pretty Park.exe virus has been detected on PCs in the county. This virus is spread, via e-mail, from infected users and is activated when the e-mail recipient opens an attached e-mail program file named "Pretty Park.exe". The attachment appears as an icon of the character "Kyle" from the animated television series "Southpark" (see below).

Once this virus is executed, it may display the Windows 3D Pipes screen saver. This virus will also affect your PCs booting process by preventing any executable files from running. This means that you will no longer be able to use the software applications on your PC until it is fixed by Information Technology technicians.

The VirusScan software that is loaded on your PC will detect this virus, but it will not resolve or clean the virus damage. If you receive a Pretty Park.exe file, do not open this file. If you have not opened the attachment you can safely delete it to prevent infection. If you have already received and opened this file, please contact the Software Help Desk at (248) 858-8812 for assistance.

### Pretty Park Aliases:

I-Worm.PrettyPark  
Pretty Worm  
PrettyPark

For more information on viruses and procedures for running the VirusScan software, visit the **IT Training Center** web site, **Documentation** section, at [www.co.oakland.mi.us/start/ocittc/index.html](http://www.co.oakland.mi.us/start/ocittc/index.html).



**Pretty Park.exe**



"We need access to Janet's computer, but how can we possibly guess what her password is?"

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*This newsletter is designed to share useful technology news and information with Oakland County Employees!*

*For comments, views, and suggested topics please contact Lisa M. Corpus*