

# Information Technology Quarterly

## Save Money With Free Directory Assistance

*by Gloria Logan, Internal Services*

You can make free directory assistance calls from your cell phone or land phone by calling **1-800-FREE411**. FREE411 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 the 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 government listings. For additional information, please visit their web site at <http://www.free411.com>.

### Inside This Issue

Save Money With Free Directory Assistance .....	1
New Training Opportunities at Information Technology .....	2
Unwanted Telemarketing Calls .....	3

## New Training Opportunities at Information Technology

The Information Technology (IT) Training Center provides invaluable training in the County's standard software. (Windows, Microsoft Office Suite, Adobe Acrobat, etc). Instructor-led and on-line classes are available, offering two unique training experiences.

Beginning August 2008, the IT Training Center will be offering classes in **Adobe Acrobat 8.0**. The instructor-led Adobe Acrobat 8.0 class will cover a range of topics including:

- Accessing Information in PDF Documents; Browsing a PDF Document; Navigating to Specific Content Within a PDF Document; Conducting a Simple Search; Extracting Content from a PDF Document.
- Creating PDF Documents; Creating a PDF Document from a Word Document; Creating PDF Documents Using the Print Command; Creating PDF Documents from Web Pages; Creating PDF Documents Using Acrobat ; Creating a PDF Document Using Email Applications.
- Modifying PDF Documents; Manipulating PDF Document Pages; Editing Content in a PDF Document; Adding Headers and Footers.
- Adding PDF Navigation; Using Bookmarks; Working with Links; Defining Articles.
- Working with Multiple PDF Documents; Organizing PDFs into a Collection; Controlling Access to Multiple PDF Documents; Searching Multiple PDF Documents.
- Reviewing a PDF Document; Adding Review Tools to a PDF Document.



Please note that students that have previously attended training for Adobe Acrobat 7.0 do NOT need to attend training for Adobe Acrobat 8.0, unless training in one of the new features is needed.

The IT Training Center web site, <http://www.oakgov.com/ittrain>, contains all the information needed to utilize the classes offered at the IT Training Center including:

- Full course descriptions of all classes for your review.
- The complete quarterly IT class schedule.

*Continued on page 3*

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- Registration forms and instructions on how to enroll in instructor-led classes.
  - Information on Element K Online Training.
  - Information regarding off-site training for non-standard software.

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 [training@oakgov.com](mailto:training@oakgov.com). Your name can be placed on a waiting list. When any class has a waiting list of six or more individuals, Information Technology will attempt to open an additional class.

To register for a class, open and print the **Registration Form**, complete and submit it to the Department of Information Technology, attention **IT Reception Desk** (it is necessary to obtain a supervisor's signature to attend a class). You can send the form via inter-office mail or by faxing it to (248) 858-1006.

For additional training information and questions, please contact [training@oakgov.com](mailto:training@oakgov.com) or call the IT Reception Desk at (248) 858-0810.

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## Unwanted Telemarketing Calls

*by Gloria Logan, Internal Services*

Periodically, a telemarketing firm will begin randomly calling County telephone numbers. It is virtually impossible to anticipate where these calls originate from; therefore it is difficult to block these calls. The recommended procedure is to make sure your phone is registered with the National Do Not Call Registry.

### To Register:

1. Go to <https://www.donotcall.gov>.
2. Click the **Register A Phone Number** button.
3. Enter your **phone number** and **email address**.
4. Click the **Submit** button.
5. Confirm your information and click the **Register** button.
6. A **confirmation email** will be sent from [Register@DonotCall.gov](mailto:Register@DonotCall.gov) to the listed email address. To complete the registration process, **open** the email and **click on the link** provided.
7. You will be directed back to <https://www.donotcall.gov> where your registration will be completed.

For additional information on the National Do Not Call Registry, please visit <https://www.donotcall.gov>.

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