

## **Helpful Holiday Hints from the Central Texas College Information Technology Division**

Central Texas College will be closed for winter break starting December 20, 2018. Normal operations will resume January 3, 2019. Over the course of the break, you may receive telephone calls or e-mail messages from customers who are not aware that the campus is closed. Changing your voice mail greeting and activating *Outlook's Auto Response* is a good way to inform others that their questions may not be answered immediately.

Likewise, the IT Division recommends that all users reset their passwords and register with Quest One Password Self Service, which will let you reset your Windows login password if you get locked out. Please note that **your Windows password is also used to sign into Outlook, Etrieve, and Jabber**, in case you plan to check these during the holiday break. Once you change your Windows password, your new password will be used to sign into the above mentioned applications.

Please remember to also log off your computer instead of locking it or shutting it down. Logging off will allow scheduled, automatic updates to occur over the break.

A helpful holiday checklist has been added below. If you need help with a specific tip, click the following link for a step-by-step guide.

1. Set up an *Auto Response for MS Outlook* (email). ([Click here](#)).
2. Change your telephone greeting. ([Click here](#)).
3. Change your password before you leave for the holiday. ([Click here](#)).
4. Log off your computer. Do **NOT** shut down or lock your computer.
5. Activate your *Quest One Password Self Service* account and set your security questions. ([Click here](#)).
6. Print out a copy of the *Quest One Password Self Service Guide* to keep at home. This guide will show you **how to register with Quest One Password Self Service, reset/change/unlock your password, and change your security questions.** ([Click here](#)).

If you have any questions or concerns, please contact the [IT Help Desk](#) at (254)501-3103.

**\*Please note: The IT Help Desk will be closed during the holiday break.**

Happy Holidays!