

MAY 2021

TECHNOLOGY INSIDER



Your monthly newsletter,
written for humans not geeks



Is working from home... working?

A quarter of people plan to work from home either permanently or more regularly when the pandemic is over.

No surprises there. Many people feel more productive when they work from home. And three quarters believe there are fewer distractions at home (when the kids are at school, anyway).

Here are five things we recommend you put in place for everyone who's going to be working from home, long-term:

1. **A dedicated working space:**

Trying to work in the same space as other members of the family is testing for everyone. Help your team to identify where they will work, and set up a proper work environment. This will also help them draw the line on the day's work when they leave their work space.

2. **Fastest possible internet:** Slow speeds are the biggest frustration. There are often options to speed

up internet speeds. Maybe you could subsidize them upgrading to a better service?

3. **Dedicated tech:** 62% of home workers would like their company to provide better technology to help them stay connected to what's going on in the business. From a data security point of view, you'll have a lot more control if you give them a business device to use only for work.

4. **Collaborative software:** Whether it's Microsoft Teams or other software, it's so easy these days for anyone working anywhere to stay up to speed on all relevant projects.

5. **Help them feel involved:** This can be as simple as sending pizzas to everyone's houses, so your team can have lunch together on a video call.

DID YOU KNOW?



Did you know...about spoofed Wi-Fi?

Do you usually connect to public Wi-Fi when you're in a coffee shop or shopping centre?

Next time you're about to do so... pause to consider whether the connection is genuine.

Cyber criminals create spoofed access points which sit between you and the real connection. Many people fall for these as they look just like the real deal.

But once you connect to a spoofed Wi-Fi network, these criminals have access to all the information you're sending and receiving on your device.

That could be passwords and login information, financial details, and even customer records.

It's estimated that around a quarter of all public access points are spoofed. **Think before you connect.**



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Technology update



Have you heard of deepfakes? The huge rise of this strange development in technology comes with a big question: What tech do we really need?

If you didn't know, a deepfake is a video or photo that's been created in the (scarily accurate) likeness of somebody else - usually a public figure such as a celebrity. Software can make an actor's face look like the famous person's face.

This raises all kinds of moral and ethical questions. There is a real potential for this kind of technology to be used in the wrong way.

And it's led us to think recently, have we gone too far in some areas? Is technology developing because there is a real need for things? Or are we being tricked into thinking we need them?

We'd love to hear your thoughts on this.

While we're on the subject, what future tech do you think they really need to hurry up and develop? What devices, gadgets or technology would really make your day-to-day life a lot easier?

Get in touch and let us know.

FUN TECH QUIZ

Do you know the answers to these (without firing up the Google machine?)

1. As of 2017, the Microsoft logo has four coloured squares which represent its four major products. Can you name these four products?
2. Which keyboard letter do we press with the 'control' button to undo an action?
3. Which web browser is the default on a new Windows 10 machine?
4. What's the umbrella term used to refer to a variety of forms of intrusive computer software including viruses, spyware, worms, and Trojan horses?
5. What hardware feature did Apple ditch on the iPhone 7?

The answers are below.

1. Windows (blue), Office tools (red), Xbox (green) and Bing (yellow) | 2. The letter 'Z' | 3. Microsoft Edge | 4. Mailware | 5. The headphone jack





INSPIRATIONAL QUOTE OF THE MONTH

"Technology is nothing. What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them."

Steve Jobs



Tech Fact #1

In 1994, the company that had a patent on GIFs tried to charge a fee for using them. The PNG was invented as an alternative, and so the company backed down

Tech Fact #2

During the first live iPhone presentation, Steve Jobs had to frequently switch phones behind his desk, otherwise it would run out of memory and crash

Tech Fact #3

In 2004, the @ symbol became the first new character to be added to Morse code in several decades. The new character, known as the "commat" consists of the signals for both A (dot-dash), and C (dashdot-dash-dot) with no space or break in between

MICROSOFT 365 TIP

If you like to keep your email neatly organized (we applaud you), here's a cool little trick.

Outlook can automatically file your emails for you. It's then down to you to read them in order of importance - or interest.

- Create a folder by hitting Ctrl + Shift + E
- Automate filing into the folder
- Right-click the email and click "Rules",
- Choose "Always move messages from"
- And select your new folder

YOUR OFFICE IS ON FIRE WHAT DO YOU SAVE?

A horrendous thought, and thankfully it doesn't happen to many businesses.

But say it did happen to yours. Nobody's hurt or at risk. What would you want to save from the office?

It has to be your data, right? After all, it is the most valuable asset in your business. Without it, there would be no business.

But what if you're too late? What if your server was the first thing to go? And of course, any paper files you had have gone up in smoke. What then?

Have you got a working backup to rely upon? Assuming you do, when was the last time it was checked, and the data verified? This really is a daily job.

Are there other things that you thought you'd get around to? Like creating an inventory of your devices. Or moving all your paper files online?

These are just a few of the jobs that you need to make a priority now if you want a solid disaster recovery plan. Because if a major problem strikes and you don't have a safety net, it really could be goodbye to your business.

For a short time, we're offering businesses a disaster recovery review. Our experts will look at your business's safety net. And tell you the things you need to implement to give you the best possible chance to bounce back from a crisis.

Visit www.personal.it.us to book a no-obligation 15-minute video call.



Let's chat on a video call



A big question for you: **Do you currently have an IT support company? And if so, how happy are you with them?**

If your answer isn't *"I'm so delighted I want to send them their favorite candy bars in the mail every day, and text them goodnight before I climb into bed"*, let's jump on a video call.

The pandemic has taught businesses just how important it is to get proactive, responsive IT support.

*We're now taking on new clients again.
Set up a 15 minute exploratory video call at
www.personal.it.us*



Get in touch with us:

CALL: 336.283.6234 | **EMAIL** info@personal.it.us

WEBSITE: www.personal.it.us

Q

A

QUESTION

My mouse has stopped moving. What do I do?

ANSWER

If your mouse freezes, or the cursor disappears, it can be really tricky to do anything. This is where keyboard shortcuts come to the rescue. Press "ALT" and "F4" together to open the shutdown menu, then restart your device. When it reboots, things should be working correctly.

QUESTION

I'm trying to upload a Word document, but it needs to be a PDF

ANSWER

Not a problem. In your Word document, select File > Save As. Click the drop down box at Save As Type, and select PDF. Then choose where you want to save the file. Now you have your PDF version, with no stress.

QUESTION

My screen has turned blue and won't do anything

ANSWER

Ah, the blue screen of death. Looks like you just need to reboot your device. Hold down your power button for 5 - 10 seconds and it should turn off. Power it back up and things should be back to normal. If you have any prompts to install updates, do it as soon as you're back up and running.