



QUESTION

Is there a way to block popups on my phone?

ANSWER

Yes! On an iPhone, go to Settings, Safari, and turn on 'Block popups'. On an Android, open Chrome and click settings in the right hand corner. Select settings, then site settings and make sure popups are blocked.

QUESTION

The screen on my laptop keeps freezing...

ANSWER

Don't worry. 9 times out of 10 this can be fixed by turning your laptop off and on again. However, if it is something that keeps happening, it may be an issue with the device's memory or corrupt files. Run a system check and a malware scan to see if they offer a solution. Better still, get an IT professional on the case.

QUESTION

I've lost my phone and it's on silent...

ANSWER

Not a problem. You can use another device to find it. For iPhones, log into iCloud.com and you should be able to see all of your devices and their location. You can also make the iPhone play a sound to help you locate it. If you are using an Android, go to android.com/find to do the same.

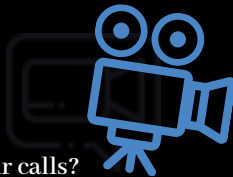
YOUR NEXT STEPS...

Ask yourself these questions:

1. Am I 100% happy with our IT provider's responses to our calls?
2. Am I 100% certain that our current IT provider has us fully protected from any disaster?
3. Am I 100% confident that our IT provider is proactively helping us achieve our business goals?

If you're not 100% sure, let's schedule a 15-minute call. No sales pitch, we promise! We just want to get to know you and ensure that your IT investment is getting you the results that you deserve.

Email us at info@durham-it.ca or book a call at <https://www.durham-it.ca/book-a-call/>.



Durham IT's Tech Tips For The Boss

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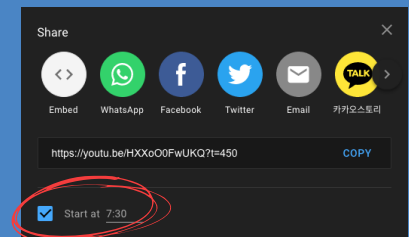
Your monthly
newsletter, written for
humans not geeks

Did You Know?

Did you know...you can share an exact point in a YouTube video?

Sharing videos with colleagues and friends is something we do often. Unfortunately, sometimes people just can't be bothered to scroll to the bit you want them to see. Here's how to share a video so that it starts at a specific point.

First scroll through the video to the moment you want shared. When you click the 'share' button, you will notice that there is a checkbox below the link. Put a tick in that box and the video will start at that exact moment.



GET MORE DONE WITHOUT HIRING MORE PEOPLE

Increasing productivity in your business can be tricky.

We would like to think that our loyal team is working hard and using their time wisely. Realistically, many of your people will be doing just that. But just because everyone is working hard, doesn't mean that you are using their time efficiently.

Think about your average week. How much time do you or your team spend logging information after speaking to clients or taking on new business?

How many emails or calls does it take to arrange a meeting at a time that is suitable for everyone?

How about the time you spend creating presentations, fiddling around looking for suitable images, then finding the right place to put them in the slides?

All these little things add up. As well as being timewasters, they are probably causing a lot of frustration for your team too. That can lead to demotivated employees.



Fortunately, there are literally hundreds of solutions to help you cut down on this wasted use of time and give your team a motivational boost.

Double win.

Figuring out which of these time saving, productivity boosting apps are right for your business can be tricky, so we are here to help.

For a short time, we're offering a time saving assessment for local businesses. Our experts will talk to you about your business and the way you operate. They will discuss the apps and software that you are currently using, and the ways that you are using them.

Then they'll suggest a few ways to help you speed up your processes.

Visit <https://www.durham-it.ca/book-a-call/> to book a no obligation 15 minute video call.

Company Data On Your Staff's Phones?

3 Important Questions To Consider...

More and more businesses are encouraging staff to use their own personal phones to access company data.

It is very convenient and cost effective for everyone. Isn't that the point of having all of your data and apps in the cloud? You can access anything from anywhere, on any device.

But there are downsides. Any time someone accesses business data on a device that you don't control, it opens a window of opportunity for cyber criminals.

Here are 3 important questions to ask yourself:

What happens if someone's phone is lost or stolen?

While this would be a pain for them, it could be a nightmare for you. Are you able to encrypt your business's data or delete it remotely? How easy would it be for a stranger to unlock the device and access the apps installed?

What happens if someone taps a bad link?

Many people read emails on their phone. If they tap on a bad link in a phishing email (a fake email that looks like it's from a real company), is your business's data safe?

Despite what many people think, your phone can be hacked in a similar way to your computer.

What happens when an employee leaves the company?

Do you have the ability to block them from accessing your business's apps and data? This is something that many business owners and managers forget about with staff changeover.

If you haven't already, create a cell phone security plan to go with your general IT security plan. Make sure everyone in your business has access to it and know what to do if they suspect anything is wrong.

If you need a hand, don't forget that a trusted IT security partner (like us) can give you the right guidance.



DURHAM IT SERVICES

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