Q&A

QUESTION

Teams notifications are distracting me from my work. Can I stop them?

ANSWER

Yes, you just need to turn them off! You can set your status to Do Not Disturb, which will stop anything from bothering you. Alternatively, Teams now lets you make yourself "invisible" by appearing offline when you really want to get your head down and work.

QUESTION

I've noticed a new administrator on my network, but don't know who it is.

ANSWER

If you've checked around the business and no-one has created the new administrator account, speak to your IT support partner immediately. This may be a sign that you have an intruder in your network, waiting to launch an attack.

QUESTION

A really important document has disappeared from my network. Can I get it back?

ANSWER

If you have a daily or continuous back-up in place (which you ALWAYS should), it's simply a case of retrieving a copy of your document. If you don't have a back-up then it may be trickier. First, you may want to establish why the file has disappeared. A good IT support partner should be able to guide you through this, as well as sort out your back-up situation.

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 my 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/.

October 2021

Durham IT's
Tech Tips
For The Boss

Your monthly newsletter, written for humans not geeks

Did You Know?

Give us a call and we can help set this up for your business!

Did you know... most people use the same 3 (weak) passwords for everything?

A recent survey showed that two thirds of people use the same three passwords for up to 50 different accounts.

Street names, pet names, and memorable dates are the most popular password choices. Unfortunately, these make terrible passwords in terms of security, as they are easy for automated hacking software to figure out. They do this through a method called brute force hacking, where a computer tries thousands of different passwords until it finds the right one.

The answer to this problem is a password manager. A password manager will generate a random string of characters for you and will automatically fill it in whenever you log in. It completely take away the headache of trying to remember strong passwords!

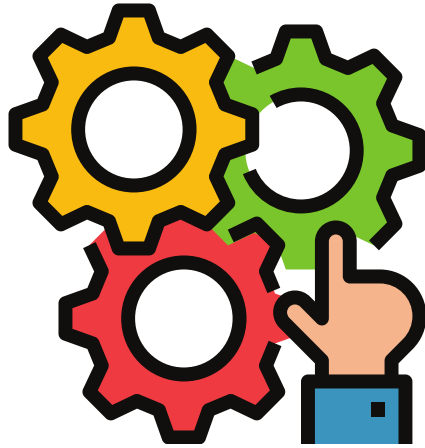# What repeat tasks could your business automate?

Do you often find yourself performing the same actions over and over again?

They often are important tasks that need to be done on a regular basis but, ugh, they are so tedious. Think of all the collective time you and your team could save if you didn't have to do them.

Removing boring, repetitive tasks is also great for morale – both yours and your staffs. So why not automate as many of these actions as you can?

You should take a look at your task list with an attitude of "Can I remove it by automating it?". I guarantee that you will spot loads of repeat jobs you'll never need to do again.

There are tasks in payroll, parts of your HR, customer support, management, and even your marketing that can all easily be automated.

There are literally hundreds of automation tools available that can integrate with the systems you currently use. Programs like Power Automate or Power Apps would a good place to start your search for efficient automation solutions. They'll speed things up and save you loads of time and effort.

Do you want to see how automation could help your business? Talk to your current IT Support Team. They should be able to recommend some tools that will work with your current systems and fulfill the unique needs of your business.

DURHAM IT SERVICES
www.durham-it.ca

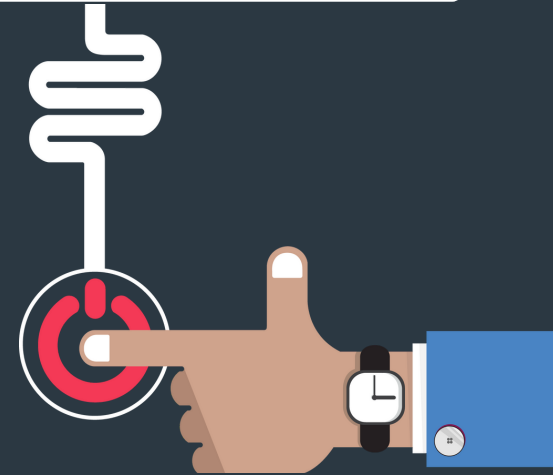**CALL: 905-231-1303 | EMAIL: info@durham-it.ca**

IF YOUR IT SUPPORT COMPANY IS <u>ALWAYS</u> FIXING YOUR TECHNOLOGY...
IT'S TIME TO SWITCH

How would you feel if you knew that many of the technology problems you've suffered recently could have been avoided entirely if your current IT provider had a more proactive approach to technology?

Back in the day, purely reactive support was popular. It was just the way tech support did things: A problem happened, so we fixed it.

But in recent years, things have changed for the better. Businesses are realizing that fewer unplanned calls to an IT helpdesk is a very good thing.

You need a proactive partner who is working in the background to monitor, maintain and update your entire network.

We call this Proactive Problem Prevention.

The benefits go beyond saving time and money. Stopping things from going wrong can also increase your team's motivation, improve your security, and help with future planning and budgeting.

Do you know how proactive your current IT support really is? Take a look at our Proactive IT Partner Guide at: *https://www.durham-it.ca/guide-proactive-it-partner/,*