



QUESTION

I have heard that it is possible to voice type on websites. Is this true?

ANSWER

If you are using Microsoft Edge in Windows 10 or 11, then the answer is yes! Turn this feature on by pressing the Windows logo key + H.

QUESTION

I deal with clients throughout the country. Is there an easy way to deal with time zones?

ANSWER

You can add multiple time zones in your Outlook calendar. Go to File > Options, click the Calendar tab, then Time Zones, tick 'Show a Different Time Zone' and give it a name. Repeat as necessary.

QUESTION

How do I schedule appointments in emails?

ANSWER

In Outlook you can select "Reply with Meeting" in the Ribbon. This creates a new meeting request, with your email in the body of the meeting request.

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/>.

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Tech Tips

For The Boss



Your monthly newsletter, written for humans not geeks



Did You Know?

Did you know... 65% of people reuse passwords?

While 92% of people know it is a risk to reuse passwords, 65% of them still do it anyway.

The problem with reusing passwords is that when one account is compromised, many others can be too. Hackers will try email and password combinations they know have worked elsewhere.

The answer is setting everyone up with a password manager. This will generate random passwords for them, remember them, and even auto fill them.

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

Virtually All Businesses Have Been Affected By This... Has Yours?

A report recently found that a massive **98% of all businesses have experienced at least one breach** of their data stored in the cloud, over the past 18 months.

That is almost ALL businesses.

Has yours been affected? A breach could be something as small as an employee losing a device that is still logged into a cloud account... right up to a hacker getting full access to your data.

This is why every business should prepare an incident response checklist. This is your way of thinking through in advance what you will do when a problem happens.

This will help you minimize damage and quickly recover from any breach.

Here are several things that must go in your plan:

- Key people: Who will be responsible for actioning the plan? Which people will play



crucial roles once the plan has been triggered?

- Internal communication: Keep a list of everyone who needs to be notified, as well as details of how their job will be impacted.
- Alternative communication methods: If your email or VoIP goes down, how will you let your clients know that there may be a service impact?
- Document: Record all of the details of the issue, and the actions your people have taken. This should include identifying the nature of the breach.

There is a lot that goes into this kind of plan. Can we help you think through all the implications and pull together your plan?



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

HOW FLEXIBLE IS YOUR TECHNOLOGY BUDGET?



We have all become a lot more flexible in business over the past couple of years. We've had no choice, right?

But while you and your team have gotten used to different working arrangements, has that flexibility moved over to your budget?

Here is a great quote: "Budgets tell us what we can't afford, but they don't keep us from buying it."

As you create your IT budget for 2022, you may fall into the trap of trying to keep your expenses low.

But the sad fact is that, whether budgeted for or not, a ransomware attack or another critical incident will cost you a lot of money.

As you may know, cyber-attacks are rising at a rapid rate. This year we have seen some of the most significant incidents ever.

It is crucial for you to do whatever you can to avoid an attack on your business. In addition to this, you need to plan what will happen if you are attacked. This can significantly reduce the financial and reputational impact.

If you're working with an IT support partner, it is a good idea to get them involved in your IT budgeting. They will be able to give you an expert view on the right things to consider and include in your plan. We do strategic technology reviews with all of our clients to stay up-to-date with their growth plans and guide them appropriately.

Business Gadget of the Month

How often do you have battery anxiety with your phone? It's common, especially these days when more and more business is done on your phone.

So we think this new IKEA creation is worth its weight in gold. The Sjömarke allows you to add wireless charging to almost any desk, meaning your phone charges when you put it down. It only costs \$39.99, which is a bargain for peace of mind.

