



QUESTION

Is there an easier way to add appointments to my Outlook calendar?

ANSWER

If you're scheduling a meeting or appointment via email, simply drag that email to your calendar and it will create an appointment for you.

QUESTION

Oh no... I've sent an email to the wrong person. Can I get it back?

ANSWER

Yes, don't panic! In Outlook open the message in Sent Items, select Actions > Recall this message, then Delete unread copies of this message.

QUESTION

I'm trying to send a photo via email, but it's telling me the file is too large.

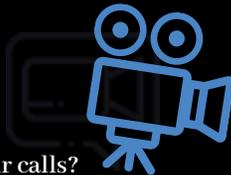
ANSWER

Select the photo file you'd like to send. Right click it and select Send To > Mail Recipient. A pop-up window will open which allows you to select the picture size. Click Attach, and it will resize the image and attach it to your message.

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.

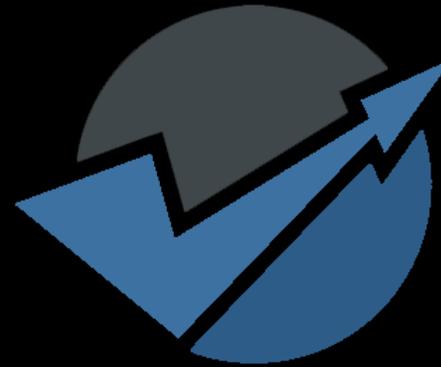
Email us at info@durham-it.ca or book a call at <https://www.durham-it.ca/book-a-call/>.

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Durham IT's

Tech Tips

For The Boss



Your monthly newsletter, written for humans not geeks

Did You Know?

Did you know... about man-in-the-middle attacks?

A man-in-the-middle attack is when a hacker intercepts communication between you and a service you normally use.

For example, they may send you an email pretending to be from your bank. When you click to login, you're not on the real login page... you're on a fake page that looks real.

By entering your login details, you are handing them to the hacker without even realizing it.

If You've Ever Reused a Password to Sign Up for Something New, You Have a Problem...

Reusing the same password across a few different services is something many people admit to doing. It feels like a quick and easy way to get signed up to something. If you reuse a password, you won't have to go through the hassle of trying to remember it, and needing to reset the password in the future.

However, you only have to do this once and you're at big risk of something called credential stuffing.

This is where hackers get ahold of millions of real usernames and passwords. These typically come from the big leaks we hear about in the news. They then try all those details to see if they can login to other digital services. They use bots to stuff the credentials into the login box, hence the name.

Because it is an automated process, they can sit back until their software manages to log into an account. Then they can begin reeking havoc by damaging the account, stealing money, etc.

The best way to protect yourself against this kind of attack is to never, ever reuse passwords.

Use a password manager to generate long random passwords, remember them for you, and auto fill them. The less hassle for you, the less likely you are to reuse a password. Consider giving a password manager to each of your staff as well.

If you know you have reused passwords in the past, then you should really change all your passwords on all active services, just to be safe.

How Much Do You Think About Your Browser?

Probably not that much. We know this because 75% of Internet Explorer and Edge browsers are out of date.

These are normally updated when your operating system is updated. When you update Windows, Edge gets updated. When you update MacOS, Safari gets updated.

So if you have an out-of-date browser, this either means that you're not updating your operating system, or you're using a browser that's not native to your operating system (such as Chrome or Firefox).



Either way, please take a moment to check that you don't have any updates waiting to be installed.

Running a browser that hasn't been updated puts you at an increased risk of security issues. Updates are there to keep you and your data safe. It also means your browser runs faster, and gives you additional features that can help with productivity.

It's really simple to check for updates. Just go to www.whatismybrowser.com. It'll instantly tell you at the top if you need to apply any updates.

It takes seconds to check if you're running the latest version of your browser. Check it today and ask your team to do the same. Alternatively, speak to your IT partner and they can reassure you they're checking and updating on your behalf.

Business Gadget of the Month

If you switch between your phone and tablet, but also appreciate a full-size keyboard, this is the device for you.

The Logitech K480 Bluetooth multi device keyboard can be connected to several devices at once. It has a little dial to switch between devices and a cradle built into the keyboard to hold your device at the perfect angle to read while you type.



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