SEPTEMBER 2021

TECHNOLOGY INSIDER

Your monthly newsletter, written for humans not geeks



proactive IT

What repeat tasks could you automate?

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

Perhaps they're important tasks that need to be done on a regular basis. But, ugh, they're so tedious.

Think of the time you could save if you didn't have to do them. And the collective time your team would save if they didn't have to do repeat tasks.

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

When you look at task lists with an attitude of "remove it by automating it", you'll spot loads of repeat jobs you never need to do again. Hooray!

Tasks in payroll; parts of your HR; customer support; management – and even your marketing.

There are hundreds of tools available that will integrate with your current apps and systems. Like Teams, Outlook, and your CRM. They'll speed things up and save you time and effort.

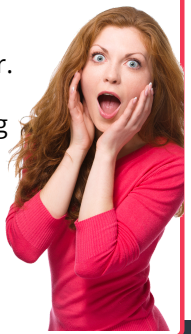
Want to see how automation could help your business? Talk to us. We can suggest the apps and tools to use with your current systems, to automate more, faster.

DID YOU KNOW?

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

A recent survey showed two thirds of people use the same three passwords across up to 50 different services and accounts.

Street names, pet names, and memorable dates make for the most popular choices. These, however, make terrible passwords. As they are easy for automated hacking software to figure out using something called brute force hacking. This is where the computer tries thousands of different passwords until it finds the right one.



The answer is a password manager. It will generate a truly random string of characters for your password, then remember it for you, and automatically fill it in when you login.

Technology update



We're really looking forward to the launch of Windows 11 in the next few months. But are your devices ready for it?

In an unprecedented move, Microsoft has changed the minimum system requirements needed to run its operating system if you're upgrading from 10 to 11. And that's created a headache for a lot of people.

On the plus side, the changes mean you'll get increased security, reliability, and compatibility. But it does mean that some of your devices might not be up to spec to upgrade.

Here are the minimum hardware requirements the new OS requires:

- An Intel Core processor from 2017 onwards. Or AMD Zen processors from 2019 onwards
- 4GB of RAM
- 64GB of hard drive storage
- Oh, and it all hinges on having a TPM (Trusted Platform Model) 2.0 chip



While Windows has required all its devices since 2016 to have the TPM chip, many of them haven't been activated. And that process sounds… technical, to say the least.

If that's all nonsense to you, contact us and we can check your devices for you. Just give us a call or drop us an email.

FUN TECH QUIZ

Round up the team, it's time for another tech quiz
Can your workplace get 5 out of 5?

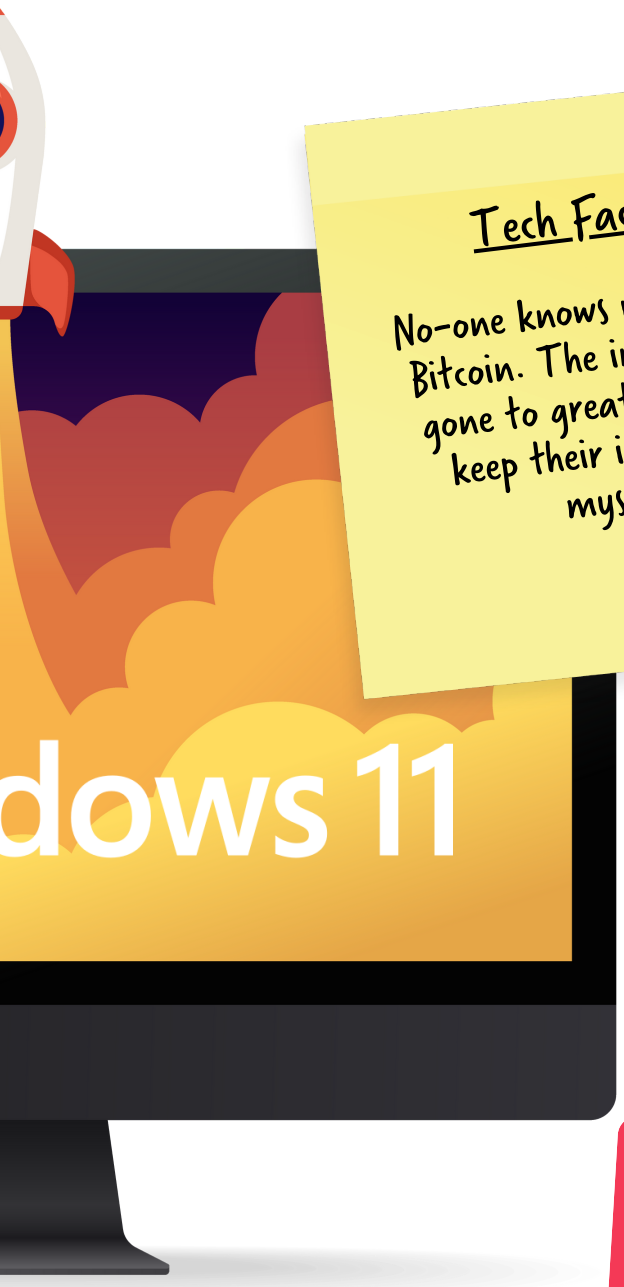
1. What does a Geiger counter measure?
2. What's the maximum character count for a tweet since 2017?
3. What is the name of Elon Musk's aerospace company?
4. What did Amazon start by selling?
5. What unit of length is equal to around 5.8 trillion miles?

The answers are below.

1. Radiation
2. 280 characters
3. SpaceX
4. Books
5. Light Year

INSPIRATIONAL QUOTE OF THE MONTH

"Let's go invent tomorrow instead of worrying about what happened yesterday."
Steve Jobs



Tech Fact#1

No-one knows who created Bitcoin. The inventor has gone to great lengths to keep their identity a mystery

Tech Fact#2

The computer bug was named when an actual bug got stuck in a very early computer – a moth, to be precise

Tech Fact#3

Photos of Apple's products always show the time as 9.41am. That was the time that Steve Jobs showed the first iPhone to the world. The only exception is the Apple Watch, which adheres to timepiece advertising practices

MICROSOFT 365 TIP

Who doesn't love Teams? But with all the group chats you're involved in, it can be tricky to go back and find information when you need to.

Did you know you can add titles to your chats? That makes them so much simpler to search.

Just click the pencil icon at the top beside your colleagues' names and give the chat a name. Easy!

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IF YOUR IT SUPPORT COMPANY IS ALWAYS FIXING YOUR TECHNOLOGY

IT'S TIME TO SWITCH

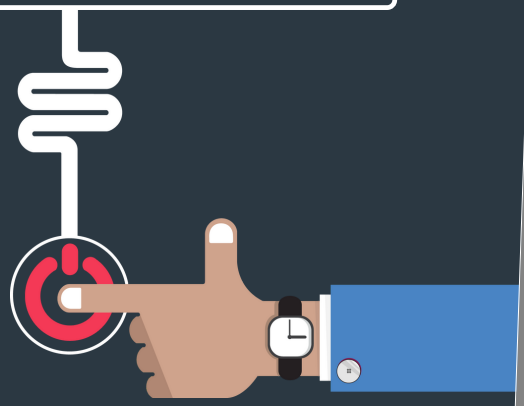
How would you feel if you knew that many of the technology problems you've suffered recently could have been avoided entirely? If your current IT support company had a more proactive approach to technology?

Back in the day, purely reactive support was popular. It was 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 realising that fewer unplanned calls to an IT helpdesk is a very good thing.

You need a proactive partner who's working away 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 our proactive strength test to find out.

Visit https://bit.ly/2TVUmVG right now

Let's talk on a video call

Three questions for you:

1. Do you currently have an IT support company?
2. How happy are you with them?
3. If the answer isn't "I'm so delighted, they'll be named in my will", let's jump on a video call.

The events of the last 18 months have taught businesses just how important it is to get proactive, responsive IT support.

We're now taking on new clients

Set up a 15 minute exploratory video call at
www.proactiveitltd.com/bookings

Q A

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

Hopefully you have a working daily or continuous back-up in place? If so, 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 how the file has disappeared. A good IT support partner should be able to guide you through this (also, get them to sort out your back-up).

QUESTION

Teams notifications are distracting me from my work, can I stop them?

ANSWER

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

This is how you can get in touch with us:
CALL: 01909 738343| EMAIL: hello@proactiveitltd.co.uk
WEBSITE: www.proactiveitltd.com