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TECHNOLOGY INSIDER



*Your monthly newsletter,
written for humans not geeks*



3 scary questions to ask about your data on your staff's phones

More and more businesses encourage staff to use their own personal mobiles to access company data.

It's 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 anywhere, on any device.

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

Here are 3 scary questions to ask yourself.

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

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

2. What happens if someone taps a bad link?

Lots of people read their email 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?

Contrary to popular belief, phones can be hacked in a similar way to your computer.

3. What happens when someone leaves?

Do you have a plan to block their ongoing access to your business's apps and data? It's the thing many business owners and managers forget when staff change.

If you haven't already, create a mobile phone security plan to go with your general IT security plan. Make sure everyone in your business knows what it is, and 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.

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.

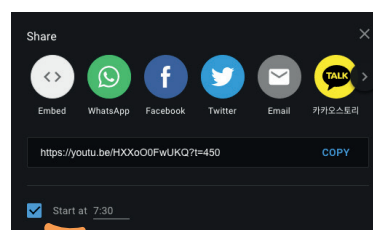
How many times do you think you send someone a video, but they can't be bothered to scroll to the bit you want them to see?

Here's how to share a video so it starts at a specific point.

First scroll through the video up to the exact moment you want.

Click 'share'. You'll notice there's a checkbox below the link. Put a tick in that box and the video will start at that exact moment.

Easy as that.



Technology update



It seems like we're spoilt for choice when it comes to social media. And it feels like a new platform pops up every other week. We've gone from MySpace back in the day, to Facebook and Twitter, to Instagram, Snapchat and TikTok. And there are countless other platforms available too.

As it's become more mainstream over the years, it's become another way for people to get themselves in trouble. Recently we've seen sports people punished for old tweets, and celebrities dropped by brands because of inappropriate content.

With that in mind, do you have a social media policy for your business?

Do you want your people to align themselves online with your business's core values? Or would you prefer they distanced themselves from the business?

Do you feel there's a need for a disclaimer if they do use your business name on their profiles,

along the lines of 'opinions and beliefs are my own...?'

And how would you deal with an employee who made unprofessional or unacceptable posts, or who's been caught trolling or harassing someone online?

This is all a relatively new problem to deal with, isn't it? We'd love to hear how you deal with social media in your business, or how you've tackled any problematic behaviour on social media before.

As always, we'd love to hear your thoughts on this one. Start a conversation on our social media or drop us an email.



FUN TECH QUIZ

Get your thinking hat on, it's time for another quiz!
We'll be impressed if you can get all 5 of these right

1. What was the first ever web browser, invented in 1990?
2. The first computer virus was called Creeper. But what year was it created?
3. What does a firewall do?
4. Where is Microsoft's headquarters located?
5. How do you pronounce Gif?

The answers are below.

1. Nexus, created by Tim Berners-Lee
2. 1971. It was actually designed as a security test to see if software could self-replicate, and did no harm to the computers it infected
3. It monitors traffic on your network and blocks traffic that could do harm
4. Redmond, Washington
5. It was intended to be pronounced 'jif', with a soft 'g' sound, like the word 'jif'. However many pronounce it 'gif' with a hard 'g' sound, like in the word 'gift'

INSPIRATIONAL QUOTE OF THE MONTH

"Imagination is more important than knowledge. For knowledge is limited, whereas imagination embraces the entire world, stimulating progress, giving birth to evolution." **Albert Einstein**

Tech Fact#1

As of May this year Facebook is the most popular social network with 2.8 billion monthly active users

Tech Fact#2

Bots are estimated to make up 37.9% of all internet traffic. The financial sector is the main target for bot activity, followed by education, government, and gambling

Tech Fact#3

100,000 websites are hacked every day. 90% of those sites run an outdated version of WordPress. Updates are always important

MICROSOFT 365 TIP

Is there a long email conversation going on between colleagues, and you're CC'd so can't stop getting replies?

Microsoft 365 lets you ignore all email messages in a conversation, and will move future emails to your deleted items folder.

Select any message in a conversation. On the Home tab select the Delete group, then Ignore. And select Ignore Conversation.

That's it! You can undo this by finding your conversation in deleted items, then Home -> Delete -> Ignore -> Stop Ignoring Conversation.

GET MORE DONE WITHOUT HIRING MORE PEOPLE

Increasing productivity in your business can be tricky.

We like to think our loyal team is working hard and using time wisely. And realistically, many of your people will be doing just that. But just because everyone is working hard, doesn't mean you're not still wasting time.

Think about your average week. How long do you or your people spend logging information when you've spoken to clients or taken on new business?

How many back and forth emails or calls does it take to arrange a meeting at a time to suit everyone?

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

All these little things add up. And as well as being time wasters, they're probably causing a lot of frustration too. That can lead to demotivated employees.

Fortunately, there are literally hundreds of solutions to help you cut down or remove much of this wasted time. And to give your team a motivational boost because their work lives have been made easier.

Double win.

But figuring out which of these time saving, productivity boosting apps are right for your business can be tricky.

We want to help you.

For a short time, we're offering a time saving assessment to local businesses. Our experts will talk to you about your business and the way you operate. They'll discuss the apps and software that you're currently using, and the way you're using them. Then they'll suggest apps that can help you simplify your processes.



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 I could name my first born child after them", let's jump on a video call

The pandemic has 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.calendly.com/andyhowe/15min

OfficeTek
Technology Solutions

This is how you can get in touch with us:

CALL: 0121 525 0016 | **EMAIL** andy.howe@office-tek.co.uk

WEBSITE: www.office-tek.co.uk

Q

A

QUESTION

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

ANSWER

Not a problem. 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 make the iPhone play a sound to help you locate it. If you're using Android, go to android.com/find to do the same.

QUESTION

The screen on my laptop keeps freezing

ANSWER

Don't worry. 9 times out of 10 this can be remedied by turning your laptop off and on again. However, if it's 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

Pop-ups on my phone are driving me mad. Can I get rid of them?

ANSWER

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