TECHNOLOGY INSIDER ✓

Your monthly newsletter, written for humans not geeks

Is working from home... working?

A quarter of people plan to work from home either permanently or more regularly when the pandemic is over.

No surprises there. Many people feel more productive when they work from home. And three quarters believe there are fewer distractions at home (when the kids are at school, anyway).

Here are five things we recommend you put in place for everyone who's going to be working from home, long-term:

1. **A dedicated working space:** Trying to work in the same space as other members of the family is testing for everyone. Help your team to identify where they will work, and set up a proper work environment. This will also help them draw the line on the day's work when they leave their work space.

2. **Fastest possible internet:** Slow speeds are the biggest frustration. There are often options to speed up internet speeds. Maybe you could subsidize them upgrading to a better service?

3. **Dedicated tech:** 62% of home workers would like their company to provide better technology to help them stay connected to what's going on in the business. From a data security point of view, you'll have a lot more control if you give them a business device to use only for work.

4. **Collaborative software:** Whether it's Microsoft Teams or other software, it's so easy these days for anyone working anywhere to stay up to speed on all relevant projects.

5. **Help them feel involved:** This can be as simple as sending pizzas to everyone's houses, so your team can have lunch together on a video call.

DID YOU KNOW?

Did you know...about spoofed Wi-Fi?

Do you usually connect to public Wi-Fi when you're in a coffee shop or shopping centre?

Next time you're about to do so... pause to consider whether the connection is genuine.

Cyber criminals create spoofed access points which sit between you and the real connection. Many people fall for these as they look just like the real deal.

But once you connect to a spoofed Wi-Fi network, these criminals have access to all the information you're sending and receiving on your device.

That could be passwords and login information, financial details, and even customer records.

It's estimated that around a quarter of all public access points are spoofed. **Think before you connect.**

YOUR OFFICE IS ON FIRE WHAT DO YOU SAVE?

A horrendous thought, and thankfully it doesn't happen to many businesses.

But say it did happen to yours. Nobody's hurt or at risk. What would you want to save from the office?

It has to be your data, right? After all, it is the most valuable asset in your business. Without it, there would be no business.

But what if you're too late? What if your server was the first thing to go? And of course, any paper files you had have gone up in smoke. What then?

Have you got a working backup to rely upon? Assuming you do, when was the last time it was checked, and the data verified? This really is a daily job.

Are there other things that you thought you'd get around to? Like creating an inventory of your devices. Or moving all your paper files online?

These are just a few of the jobs that you need to make a priority now if you want a solid disaster recovery plan. Because if a major problem strikes and you don't have a safety net, it really could be goodbye to your business.

For a short time, we're offering businesses a disaster recovery review. Our experts will look at your business's safety net. And tell you the things you need to implement to give you the best possible chance to bounce back from a crisis.

Visit www.planfortechnology.com/dreview to book a no obligation 15 minute video call.

Let's chat on a video call

A big question for you: **Do you currently have an IT support company? And if so, how happy are you with them?**

If your answer isn't **"I'm so delighted I want to send them their favorite candy bars in the post every day, and text them goodnight before I climb into bed"**, 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 again.
Set up a 15 minute exploratory video call at
www.planfortechnology.com/booking/

PlanForTechnology
IT made Easy

This is how you can get in touch with us:
CALL: 610-933-2421 | **EMAIL** info@planfortechnology.com
WEBSITE: www.planfortechnology.com

Q **A**

QUESTION
My mouse has stopped moving. What do I do?

ANSWER
If your mouse freezes, or the cursor disappears, it can be really tricky to do anything. This is where keyboard shortcuts come to the rescue. Press "ALT" and "F4" together to open the shutdown menu, then restart your device. When it reboots, things should be working correctly.

QUESTION
I'm trying to upload a Word document, but it needs to be a PDF

ANSWER
Not a problem. In your Word document, select File > Save As. Click the drop down box at Save As Type, and select PDF. Then choose where you want to save the file. Now you have your PDF version, with no stress.

QUESTION
My screen has turned blue and won't do anything

ANSWER
Ah, the blue screen of death. Looks like you just need to reboot your device. Hold down your power button for 5 - 10 seconds and it should turn off. Power it back up and things should be back to normal. If you have any prompts to install updates, do it as soon as you're back up and running.