

# MTC TECH TALK

For Humans  
Not Geeks!

Your resource for the latest technology updates and opportunities for your success.

## Work Smarter, Not Harder



### 6 Tips to Take You to The Next Level



#### What's In This Issue?

##### Your Tech Tip of the Month

##### Hybrid working: Hate it or rate it?

##### Business Email Compromise (BEC)

##### The Way We Use passwords Is Finally Changing

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Summer is here! And now that the world has opened up again, it's not surprising that we're all a little more challenged than usual to remain motivated and productive at work. We understand; fighting off competing thoughts about dream destinations, piña coladas on the beach, putting on the greens, and water parks with the family can be tough.

We also know though, that as business owners, you want nothing more than for your businesses and your team to succeed and that the summer months can prove to be extra challenging. So, what can you do to keep yourself and your team motivated?

Introducing stress-reducing measures can go a long way in ensuring that your business stays as productive as possible. And for that, you must have the right tools in your toolbox. Luckily, there are many different apps that help save time and create a smooth workflow for everyone in the business.

Here are the top **5 Microsoft 365 Apps** designed to help your team get the most out of their time at work:

**Planner:** There are lots of project planning apps available. Think Asana, Trello, Monday, Basecamp, etc. But MS Planner stands out.

It's easy to use and comprehensive. You can use it to make plans and manage whole projects. For each task, you create a team; then, you can create to-do lists and assign tasks. It even plots charts so you can see how close to completion a project is. And it integrates with other apps to allow direct file sharing and add tasks to your calendars. Genius.

**Bookings:** Do you make appointments or schedule meetings with your team, clients, or other contacts? If so, take a look at Bookings. It allows you to schedule appointments with anyone. Send invites where the recipient can select a time and date that suits them best and customize the booking. Then it's automatically added to your Outlook calendar.

You can also use Bookings to add Teams meeting links. And even embed it on your website so prospects can access live calendars of you and your sales teams.



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**Power Automate:** Ever find yourself repeating the same actions over and over again? Power Automate can automate these tasks, saving you lots of time. PA connects to many other MS 365 apps you might be using. It creates workflows using the actions you use most often. It can also inform other apps of changes you have made, sync files, and even post messages to Teams when a new task is created in Planner.

Because it's all automated, your people will be happier (they don't have to repeat the same actions). And the risk of human error is removed.

**SharePoint:** SharePoint is essentially an intranet for your business. It's a really popular way to share resources, web pages, and news on a large scale.

It's completely customizable, so you can use your company logo and color scheme and make it look exactly like you want it to.

SharePoint is a little like Teams, but it doesn't have a teamwork or project work focus. However, the two apps can work together to make it easier to keep everyone updated.

**To-Do:** Who doesn't love a well-organized to-do list?

To-Do (formerly Wunderlist) allows you to create lists, track and prioritize tasks and organize different areas of your business. You can see immediately what's been completed and what still needs to be done (and by whom). You can send notes to give someone a nudge or add information about specific actions and attachments. And, of course, share your lists with anyone you need to.

There you have it, our five favorite hidden apps inside Microsoft 365. Some of these might already be included in your subscription, and some you'll need to pay for. However, you can usually get a free trial on them before you commit. And if you use the apps as they're designed to be used, you

should find they're an investment rather than a cost.

Oh, and allow us one more suggestion:

### Increase Your Productivity with A Voice Assistant

We all know that people use voice assistants like Siri or Alexa to help them keep track of their day-to-day schedules. Now that so many people work from home, these virtual assistants are more valuable than ever.

Discuss with your team how utilizing their voice assistant for these five tasks can help keep their productivity on track and support a healthy work-life balance:

- Program your digital assistant to remind you of any of your meetings at least 10 minutes before they begin.
- Ask your digital assistant for news and weather updates instead of spending time scrolling through unproductive websites.
- Create a to-do list and use your digital assistant to add and remove items.
- Have your digital assistant read, listen, and respond to your e-mails.
- Create a morning and evening routine for yourself, then program your digital assistant to help you follow these routines. They can be programmed to wake you up, dim your lights, turn off computer screens, and so much more to keep you on track.

To get the most out of yourself and your team, you must ensure that productivity is maximized wherever possible. Luckily, there are many websites, apps, programs, and gadgets available to encourage productivity. You just have to find what works best for your business. If you're unsure where to begin, you can try some of these suggestions. If you still find yourself distracted or frustrated because things aren't going as smoothly as you feel they should, don't hesitate to reach out. Help is only a phone call away: 845-237-2117

## Your Tech Tip of the Month

### How To Troubleshoot the Top 10 Most Common IT Issues.



How Can I  
Troubleshoot the Top  
10 Most Common IT  
Issues Myself?

Wait, what? An IT company is encouraging people to troubleshoot on their own?

Yep. We are.

Honestly, there are a number of issues that you can likely handle quicker on your own than the time it takes to get your IT guy/gal on the phone.

Here some common IT issues and ways to quickly resolve them. And if these steps don't work, or if you're experiencing a more complicated issue, you know you can always reach out to us at 845-237-2117.

<https://www.meetingtreecomputer.com/tech-tip-80-how-can-i-troubleshoot-the-top-10-most-common-it-issues-myself/>

# Hybrid Working: Hate It or Rate It?

The flexible work debate rages on around the world. Recently a director at Apple quit, due to a disagreement over being forced to return to the office for 3 days a week.

And here's some more interesting news.

A separate WFH study was carried out by researchers after Hurricane Harvey hit Houston, Texas (this was before the pandemic). It looked at productivity before, during, and after a prolonged stretch of remote working. Not only did it find that company and employee resilience may be enhanced by remote work. But it also discovered there was no overall drop in the level of output.

As a business owner or manager, what are your feelings about hybrid working?

Your answer probably depends a lot on how well it suits your business, and your own personal preferences about having people together in real life. It might also depend on the tools you use for collaboration and productivity.

We've seen a lot of our clients embrace Teams and other Microsoft 365 products (for suggestions read our article on pg. 1-2). They've completely changed the way they work in a very positive way.

If you're not totally satisfied with your hybrid working right now, maybe we can help. Call us if you would like us to review the technology you're using. Maybe we can make life easier for you and your team.



## Business Email Compromise (BEC)



Business Email Compromise (BEC) attacks have grown into a \$43 billion a year industry.

That's where someone gets into your bank account or systems through your email. In the attack cyber

criminals try to get you to click a bad link so they can steal passwords or install software on your computer.

Between July 2019 and December last year, business losses due to email scams grew by 65%.

Unfortunately, you can't use software alone to protect your business. It would be great if that was all it took. What you need is a blend of security tools and staff training.

Do you think your business could be vulnerable through email? Most are...

Luckily for you, you know us, and improving Staff Security Awareness is what we do all the time. Call us if you'd like to discuss implementing training for your team.

# The Way We Use Passwords Is Finally Changing

Passwords are annoying for most people. If you look at the best practice password advice, it's creating work for everyone:

- Generate long random character passwords rather than using everyday words that can be guessed by cyber criminals' automated software
- Use a different password for every single application
- Never write passwords down or share with a colleague

This is why we tell our clients to use a password manager. It's a safe way to generate highly secure passwords, store them, and fill in login boxes so you don't have to.

Recently we've heard that tech giants Microsoft, Apple and Google have joined forces to kill off the password and introduce its replacement.

That's called a passkey.

It's very simple. To login to something, you'll use your phone to prove it's really you. Your computer will use Bluetooth to verify you're sitting nearby. Because Bluetooth only works a short distance, this should stop many phishing scams.

Then it'll send a verification message to your phone. You'll unlock your phone in the usual way, with your face, fingerprint, or PIN.

And that's it. You're logged in.

We could see this new no-password login being introduced to some of the world's biggest websites and applications over the coming year. Exciting!

What do you think?



**PHISHY SUMMER TIPS**

**2022 Top Scams to Look Out For:**

Vacation Rental Cons, "Free" Vacation Scams, Hotel Scams, Third-Party Booking Sites scams, and Timeshare Reselling Cons.

If a Deal Seems Too Good To Be True, It Probably Is

A collage of summer-related illustrations including a yellow fish in a blue net, a yellow beach umbrella, a yellow sun wearing sunglasses, and a blue anchor. The background is a blue wooden texture. A yellow speech bubble on the left contains the text "PHISHY SUMMER TIPS". A black rectangular box on the right lists "2022 Top Scams to Look Out For" and includes the quote "If a Deal Seems Too Good To Be True, It Probably Is".

**This is how you can get in touch with us:**

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website: [www.meetingtreecomputer.com](http://www.meetingtreecomputer.com)

I think I've clicked an unsafe link. What should I do?

The faster you act, the less damage or data loss you'll suffer. Get in touch with your IT support partner immediately. It's always a good idea to have a response and recovery strategy in place for when this happens.

My external drive isn't showing up when connected

First, make sure it's powered up! Then try it in a different USB port, and then a different device. This will let you know if it's the drive or your device that's the issue. You may need to manually enable it in Windows.

What's the best antivirus software for my business?

Not all antivirus software is equal, and the best solution for your business may be completely different than it would be for the company next door. It depends on your infrastructure. We'd love to help with a recommendation, so get in touch.

**Submit Your Question Here:**  
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