

AUGUST 2021

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.

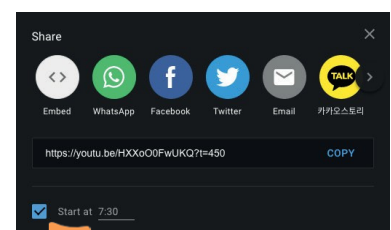
How many times do you think you send someone a video, but they can't be bothered to scroll to the bit you want them to see?

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.



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

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 ~~headt~~

The pandemic has taught businesses just how important it is to get proactive, responsive IT support.

We're now taking on new clients.

Lets Set up a 15 minute exploratory telephone call 01454 838490



Refresh
IT with a twist

www.refresh-it.co.uk
Mark.graham@refresh-it.co.uk
01454 838490

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.