

MARCH 2024

THE MONTHLY DOWNLOAD

Are you really ready to upgrade?

Your monthly newsletter, written for humans not geeks



So, you're thinking about upgrading your business to Windows 11? That's a smart move because this update comes with some cool features that can boost your productivity.

But here's the thing, it's not as simple as clicking a button and SHAZAM, you're on Windows 11. You need a plan, or you might end up with some messy downtime and confused employees.

Before you get all excited about Windows 11, check which of your current PCs can handle the upgrade. Some older machines might not meet the system requirements, and you don't want any surprises down the road. If you need to replace some computers, make sure you budget for that as part of your upgrade plan.

Most of your software that works on Windows 10 should play nice with Windows 11, but don't take that for granted. Look at all the software your business relies on to make sure it won't freak out with the new operating system (OS). Some software might need updates to get along with Windows 11, so keep an eye on that too.

Whenever you're making a big change that affects your team, you've got to have a plan. It's your roadmap to success. So, what should your upgrade plan include?

- Clear and honest communication with your team about the upgrade
- Training sessions to show your employees the ropes of the new OS

- Help for your managers to guide their teams
- A timeline for when the upgrade will happen, and all the communication and training that goes with it
- A plan to handle any bumps in the road and any resistance you might encounter
- A resource to help your team with any questions or issues they have after the upgrade

Alternatively, team up with an IT support partner to make sure everything goes smoothly and to take the weight off your shoulders!

Don't go solo on this one; it's best to have IT pros in your corner. If something goes wrong during the upgrade and you've done it yourself, it might take a lot longer to get things back on track. Let experts like our team handle it. We know what we're doing.

Upgrading to Windows 11 can supercharge your business, but only if you plan.

If you'd like help to make the change as smooth as can be, get in touch.

Exciting things for RCT this month...

Conference and Tradeshow season is heating up! We have our eyes on a few but if you know of any you think we would be a great fit at, let us know! We will be doing more cybersecurity training this month as well, always keeping up to date on the latest in cyber crime.

Does your business have a guardian angel?

Let's talk about Alex, who owns a thriving business in a busy town. This business is filled with loyal customers, happy employees, and a treasure trove of valuable data.

Fortunately, Alex has a good tech team behind him, so he knows the importance of encryption – the process that turns your data into unintelligible streams of characters so it can't be understood by anyone that steals it.

But for a moment, let's imagine he didn't.

In this alternate reality, Alex's treasure trove was left wide open. And let me tell you, things quickly took a dark turn.

One sunny morning, a group of cyber criminals broke into Alex's systems. They easily infiltrated his digital vault, swiping customer data, financial records, and employee information. Alex had no idea his precious data was slipping through his fingers.

Soon, the chaos erupted. Alex's customers started receiving strange emails, and his employees noticed fraudulent transactions in their bank

accounts. The trust that had taken years to build crumbled in an instant. Alex was left with a tarnished reputation and a sinking feeling of despair.

Back to the real world where Alex has his guardian angel – encryption. It's like an invisible shield that wraps around his treasure trove of data. Here's what would happen:

The cyber criminals still got into Alex's business and took data but couldn't make sense of what they'd stolen. It was random looking characters. Total nonsense to them.

Alex's data remained safe and sound, and so did his reputation. His customers continued to trust him, knowing that their information was secure. His employees went about their work without worry, knowing their personal details were in good hands.

The moral of the story is crystal clear. Encryption is the guardian angel your business needs. It shields your data from prying eyes, keeps your customers' trust intact, and saves you from a world of trouble.

If you want to be more like Alex and let encryption be the hero in your business's tale, we can help. Get in touch.

Q: Is it ok to connect to Wi-Fi in a coffee shop?

A: It's a good idea to use a VPN (Virtual Private Network) when using any public Wi-Fi, to make sure no one is snooping on what you're doing online.

Q: Should we use VoIP phones or mobile phones in the office?

A: While it's tempting to switch to mobiles, VoIP phones have more features, are more scalable, and cost less than mobiles. Get in touch for more info.

Q: Do I need to worry about staff stealing data?

A: Hopefully not, but don't take any chances. Make sure people can only access the files they need to do their job, and make sure you remove all access as soon as someone leaves the business.

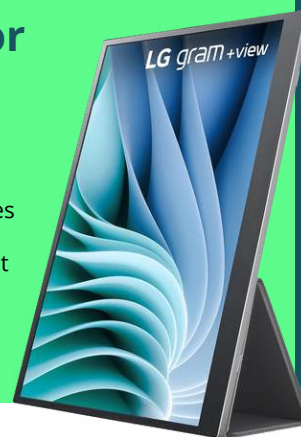
Business gadget of the month

LG Gram +view portable monitor

On the move with nothing but your laptop for company? Sometimes the screen just isn't big enough to let you be as productive as you need to be.

That's where this LG Gram +view 16 inch portable monitor comes in. It gives you more screen space on the move, or a second display for when you really need it. Not only that, but it's also got a non-reflective display, and weighs just 660g for easy carrying.

\$346.89 from Amazon.



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TechFacts

- 1 For every 12.5 million spam emails sent out, only one person responds. That might not sound like much... until you consider that more than 14 billion spam messages are sent every day
- 2 Before becoming the web's video juggernaut, YouTube was created to be a video dating service
- 3 The first computer mouse only had one button - and was made of wood

INSPIRATIONAL QUOTE OF THE MONTH

"Don't be afraid to change the model."

Reed Hastings, co-founder, and CEO of Netflix

Technology update

This is why you should never use cracked software

Software can be expensive. It might be tempting to use 'cracked' or pirated versions to save a few pennies, but in reality, the cost to your business could be even higher.

That's because cyber criminals are using cracked software to install malware on devices and networks. Once installed, they have access to all your data, and even your finances.

Macs are particularly at risk right now, thanks to a campaign targeting macOS software. Be careful and always use legitimate software!

HACKING



About Rivercity Tech

The Rivercity Tech (RCT) team is a mixture of cybersecurity and technology experts. We take what we do very seriously, but bring an approachable and easygoing flair to our interactions. We always say we are forging a partnership, immediately becoming an extension of our client's team. We would love to show you what we are all about!

Our Services

CYBER SECURITY

BUSINESS PHONE SERVICES

MANAGED IT

WEB DEVELOPMENT

NEW TO

MICROSOFT

Snipping Tool is about to get even better

We all love Microsoft's Snipping Tool, but in Windows 11 it's about to get a new feature that will take it to the next level.

You'll be able to add shapes (think circles or arrows to highlight content) to your image, rather than opening another tool, like Microsoft Paint or another third-party tool.

Another great time saver.



MARCH'S FUN TECH QUIZ WHO WILL 'MARCH' AWAY AS THE WINNER?

1. Which browser has a hidden game that involves a T-Rex jumping over cacti?
2. Which virtual assistant started life as an iPhone app in 2010 before being acquired by Apple 3 months later?
3. What year was Windows XP launched to the public?
4. Which company invented the hard disk drive?
5. What was the first Android mobile phone?

The answers are below.

1. Google Chrome
2. Siri
3. 2001
4. IBM
5. HTC Dream