



IT TRAINING

February 2024

AGENDA

- Introduction
- Laptop Care
- Passwords
- Email Security /
Voicemail Out-of-office
- Future Training

INTRODUCTION

- Training will occur each quarter
- IT tips will appear in each All Care Newsletter
- Complete library of IT tips will be posted online so you can refer back to them at any time:
www.allcare.org/it

LAPTOP CARE

Please take care of yourself and your laptop as you travel from place to place.

- Always hold the laptop from the bottom, do not hold it by the screen
- Transport your laptop in it's bag. It will give you and the laptop a better chance of survival in case of a slip and fall.
- When you pack your laptop in the bag, make sure a flat surface is resting against the screen side. Screen damage can occur when objects are compressed against the outside of the screen
- Make sure your laptop is out of sight when in your car. We have had a situations where laptops were stolen from cars when in plain sight
- Do not leave your laptop in your car in extreme hot or cold conditions

LAPTOP UPDATES

Always keep your laptop updated. Updates are available from two locations, Windows updates & Lenovo updates. **Please check for these updates every 1-2 weeks** to get the latest virus protection and keep your laptop running fast.

1. How to check for Windows updates:

- **Launch the Start menu.** Press the **Windows icon** that is at the lower-left of your screen.
- Type **check for updates** and hit enter
- Click **Check for Updates** to search for any new updates
- If any updates are available; click **Install updates** – make sure laptop is plugged in; it may restart while updates apply.

***see next slide for Lenovo updates...**

LAPTOP UPDATES

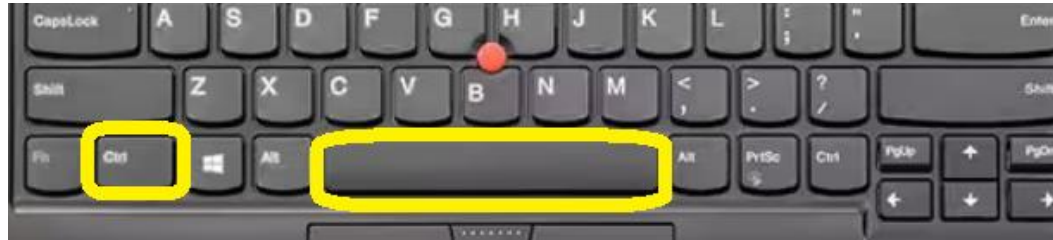
2. How to check for Lenovo updates:

- Check for updates by clicking on the **Lenovo Vantage icon** at the bottom of your laptop or by using the search bar and typing “Lenovo Vantage”
- Click on **DASHBOARD** on the top navigation bar and then click **CHECK FOR SYSTEM UPDATES**
- This will show a **CHECKING FOR SYSTEM UPDATES** progress bar
- When the search completes, it will show any updates that are available for you to install
 - **Check the checkboxes for all the items to install**
 - Click the **INSTALL NOW** button
- Make sure you are plugged in and charging throughout the process.
- You may be asked to restart a few times during the updates.

LAPTOP TIPS

Your laptop has a lighted keyboard

- To enable the Lighted keyboard, **CTRL key + Space bar**
- Each time you press these keys, the keyboard will illuminate more



Do you hate minimizing multiple windows to get back to your desktop?

- You can minimize all windows, without closing them, by pressing the **WINDOW Key + D** to get to desktop
- To bring all the windows back, press the **WINDOW Key + D** again



PASSWORDS

One of the most important ways to ensure that your online accounts are safe and secure is to protect your passwords. Password security starts with creating a strong password.

A strong password is:

- At least 12 characters long
- A combination of uppercase letters, lowercase letters, numbers, and symbols.
- Not a word that can be found in a dictionary or the name of a person, character, product, or organization.
- Significantly different from your previous passwords.
- Easy for you to remember but difficult for others to guess. Consider using a memorable phrase like **"7SwansRSw!mming"**.

PASSWORDS

Once you've created a strong password, follow these guidelines to keep it secure:

- Don't share a password with anyone.
- Never send a password by email, instant message, or any other that is not reliably secure.
- **Use a unique password for each website.**
 - **If crooks steal your account information from one site, they'll try to use those credentials on hundreds of other well-known websites, such as banking, Netflix, Amazon, social media, or online shopping, hoping you've reused the username and password elsewhere.**
- It's ok to write your passwords down, as long as you keep them secure. Don't write them on sticky notes or cards that you keep near the thing the password protects

Or try this...

Rather than writing down your password, consider writing down a hint that reminds you of what the password is. So if your password is "D!sney4Vacation" you could write down "my happy place."

EMAIL SECURITY

SPAM & Phishing email messages

- Always check the complete FROM email address on any suspicious email message
- Always check link addresses before clicking on them
- Watch for Spoofing of the email display name. Name may look right but actual email address is not

The following slides will show some examples of this...

EMAIL SECURITY

Things to look for to determine if your email is legitimate...

From: AllCare <no-reply.allcare-605jol@italliance.au>

Sent: Tuesday, May 4, 2021 3:46 PM

To: Paul Goodwin <pgoodwin@allcare.org>

Subject: Fax

Notice display name looks good but it is not an AllCare email address



They will steal a company logo and add it to email to make it look more legit

Incoming eFax Received

You have a new fax document

[CLICK HERE TO VIEW](#)

Hover over link before clicking to see if it is taking you to a legit website



<http://ag.my/wp-admin/js/.sc/index.html>

EMAIL SECURITY

Some additional warning signs...

The screenshot shows an email from a sender named 'Amazon' with a suspicious email address: `<cbo62e7p9ngm2kn.jo9mp06e8y1cndd@cualeslugarescomer.com>`. The email content includes the Amazon logo, a subject line 'Payment Temporary Disabled', a generic greeting 'Hello,', and a message about a billing hold. At the bottom, there is a button labeled 'Update Payment Information'. Red boxes and text annotations highlight several warning signs: the sender's name and email address, the lack of a personal name, the use of a generic greeting, the creation of a sense of urgency, and the presence of a suspicious link/button.

Amazon <cbo62e7p9ngm2kn.jo9mp06e8y1cndd@cualeslugarescomer.com>
Sent: 12/19/2020 11:15 AM
To: You

amazon

Payment Temporary Disabled

They do not address you with your name or use generic "hello Customer"

Always check full email address. While the display name looks legit, this is not a valid Amazon account

They try to fear you into acting by creating a sense of urgency

Hello,

We have placed a hold on your Amazon account and all pending orders.

We took this action because the billing information you provided did not match the information on file with the card issuer.

To fix this problem, please check the name, address and phone number registered on your payment card. If you recently moved, you may need to update this information with the card issuer.

Please visit to update the payment information for your order.

Update Payment Information

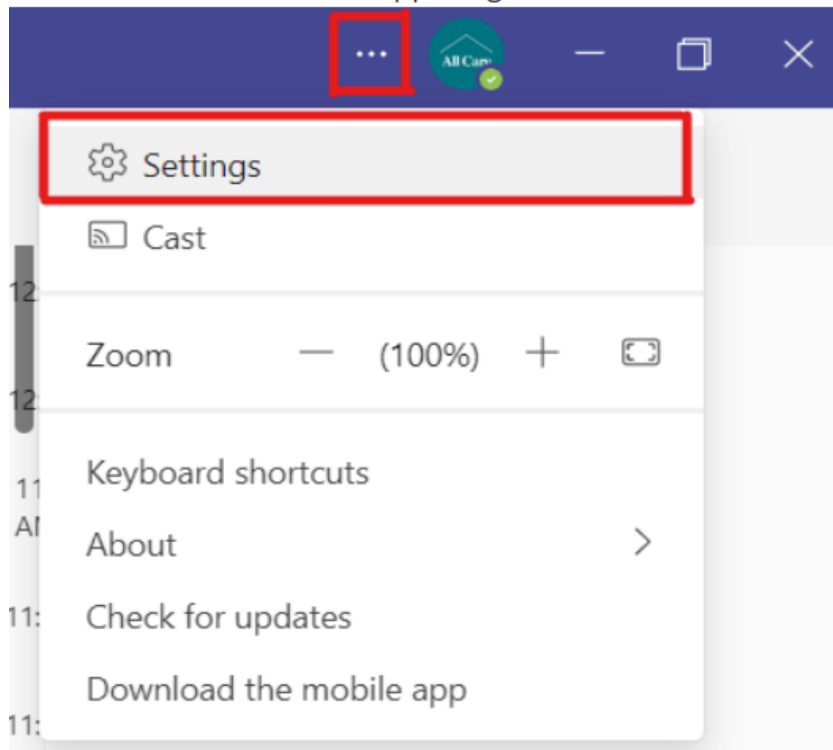
Do not click suspicious links or buttons. If you hover your cursor over the button/link it will display the address it will take you to

TEAMS VOICEMAIL

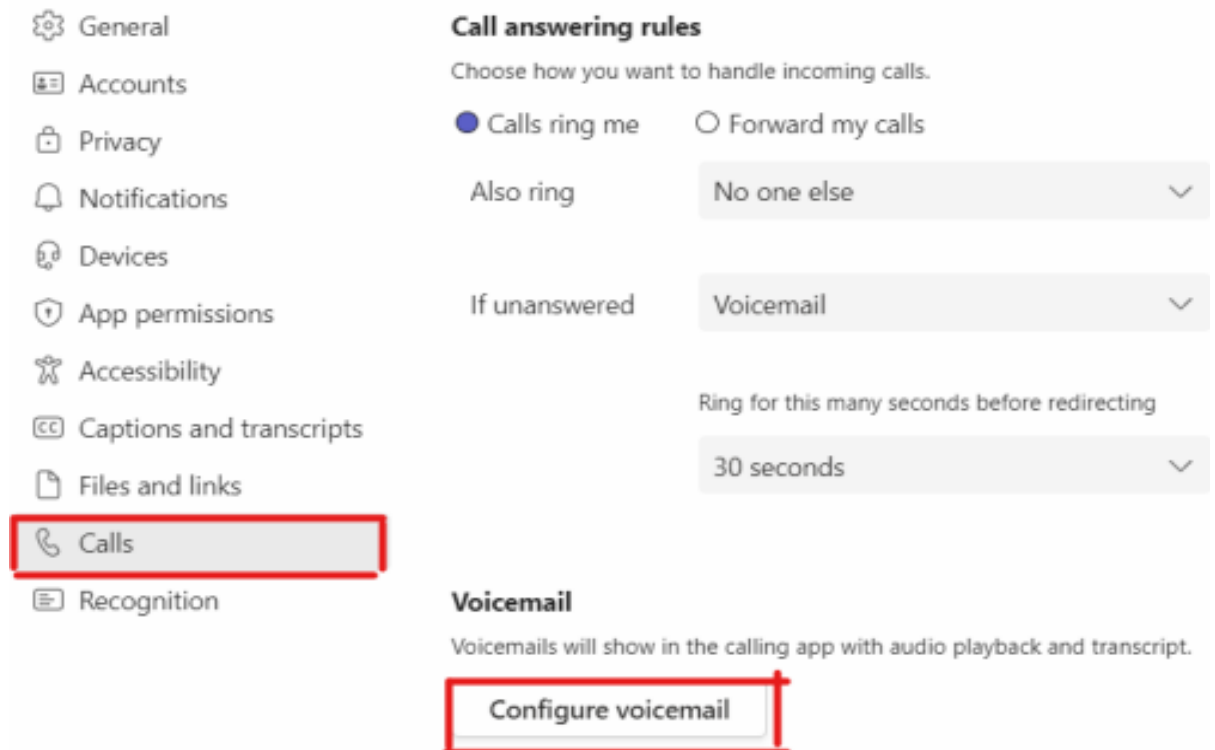
HOW TO SET YOUR OUT OF OFFICE VOICEMAIL MESSAGE (1 OF 2)

First, set your automatic reply (out of office message) in Email or Teams and then set your away message

1. Click the three dots at the top right of Teams to access settings



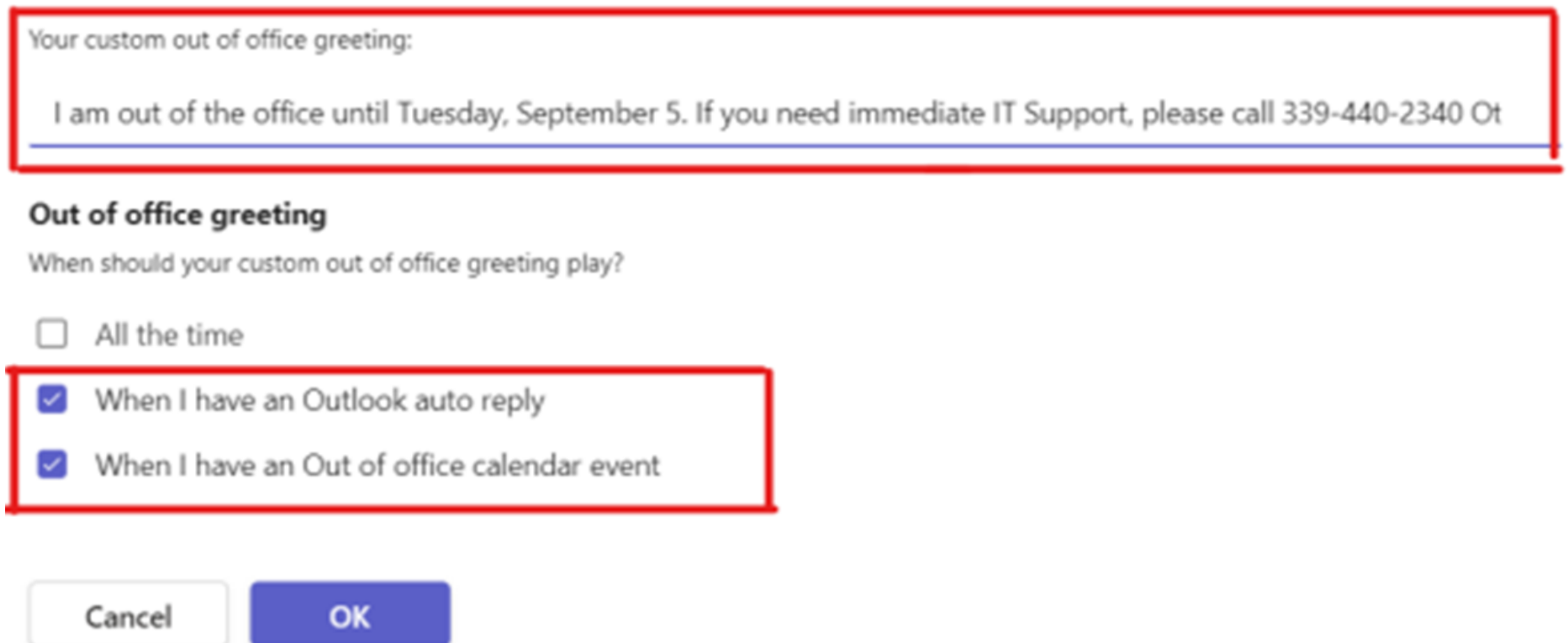
2. Click the “Calls” menu option on the left side then “Configure Voicemail:”



TEAMS VOICEMAIL

HOW TO SET YOUR OUT OF OFFICE VOICEMAIL MESSAGE (2 OF 2)

3. Scroll to the bottom of the Voicemail settings page and type your message in the “Your custom out of office greeting:” section.
4. Check the two options under “Out of office greeting” in the screenshot below, then click OK
 - *The text field allows more text than shown in the below screenshot.*



Your custom out of office greeting:

I am out of the office until Tuesday, September 5. If you need immediate IT Support, please call 339-440-2340 Ot

Out of office greeting

When should your custom out of office greeting play?

All the time

When I have an Outlook auto reply

When I have an Out of office calendar event

WHAT'S NEXT?

- How can the IT Department serve you better?
- What would you like to be trained on in the future?

Please email your suggestions to itsupport@allcare.org

**CONTACT US WHENEVER YOU
HAVE QUESTIONS OR NEED HELP:**

339-440-2340



**We are
ON CALL
each day:**

7AM-7PM