



# Innovations

Review Twice, Implement Once. Doing IT Right the First Time.



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## Microsoft is Releasing New Versions of Office and Discontinuing Office 2016

Microsoft is releasing new versions of Office and will be discontinuing the current versions: Office 2016, Office for Mac 2016, Office Professional 2016 and standalone versions of Office 2016 applications.

### What does this mean for you?

- Mainstream support for Office 2016 will end 10/13/20 and patching will continue until 10/14/25. If you are running Office 2016 you **MUST** upgrade to a newer version before patching ends. **Software updates perform a myriad of tasks.** They are available for both our operating system and individual software programs. Performing these updates will deliver a multitude of revisions to your computer, such as adding new features, removing outdated features, updating drivers, delivering bug fixes, and **most importantly, fixing security holes that have been discovered.**
- If you have a stand-alone version of Office you need to start budgeting and planning for an Office upgrade purchase, and possibly even a Windows upgrade. Office 2019 standalone suite will only work on Windows 10.
- If you have a subscription version you'll automatically be upgraded to the new version. Be aware this may come with hiccups if other 3rd party software you're using is not yet compatible with Office 2019.

### An Office Overview!

**Office 365 Business Premium:** Office 365 Business Premium is a new cloud-based solution available to Small Business. With Office 365 Business Premium, customers get 1-year free custom domain plus desktop, mobile, and web versions of: Outlook, Word, Excel, PowerPoint, OneNote and Access (PC only). Users will have Enterprise quality services such as Exchange, OneDrive, SharePoint, Skype for Business and Microsoft Teams, as well as key business applications such as: Outlook Customer Manager, Microsoft Invoicing, Microsoft Bookings and MilesIQ to help them run and grow their business. Apps are always up-to-date, so they're never outdated.

**Office 2019:** Microsoft Office 2019 helps you to do your best work – anywhere, anytime and with anyone. New, modern versions of the classic desktop applications, Word, Excel, PowerPoint, and OneNote are built for maximum productivity. The new Office 2019 SKUs will include Office 2019 Home & Business and Office 2019 Professional. Windows 10 is required for installation.

**Office 365 Consumer (Office 365 Personal and Office 365 Home):** Create your best work from anywhere with apps that are always updated. Office 365 SKU numbers for FPP and POSA will be updated with the new packaging design system. ESD SKUs numbers will remain the same. Additionally, Office 365 Consumers SKUs transition to a User Based Licensing (UBL) model by limiting access to a subscription based on concurrent sign-in versus the number of devices product is installed on. Office 365 Personal will be available to one user, and Office 365 Home is being updated to support up to six users.

# 19 WAYS TO LIVE WELL AND SANELY IN CRAZY TIMES

There's no discounting the fact that we're living through some crazy times. With political upheavals, game-changing social media movements and chaotic world events, there's a lot going on.

I'm not about to overlook the tremendous opportunities that exist these days, but with spring cleaning right around the corner, I've been focusing on this question: How can we live well in these crazy times?

**1. Don't add to the craziness.** Be civil to those with whom you disagree. Balance your heart and your head so emotions don't outweigh reason.

**2. Separate fact from opinion.** Don't get excited about things that either aren't true or are wildly exaggerated to get attention. Daniel Patrick Moynihan said, "Everyone is entitled to their own opinion, but not to their own facts."

**3. Act with integrity even when others don't.** Just because others are behaving badly doesn't mean you should too.

**4. Slow down.** The longer I live, the more convinced I am that you accomplish more of real importance by slowing down. Speed is necessary at times, but make sure you're not chasing rabbits when you could be tracking the big game.

**5. Eat slower.** A friend's father-in-law was a doctor, and when asked what was the most important thing a person could do to improve their health, he said "Chew more."

**6. Get enough sleep.** Lack of sufficient sleep is a major influence on poor health, both mentally and physically.

**7. Read for education and entertainment.** The best novels aren't just engaging, they teach us something about the world and about ourselves. In addition, read about current events and personal development to keep well-rounded.

**8. Limit your news intake.** Being saturated with more of the same, day in and day out, can be fatiguing and frustrating. Be informed, but not inundated.

**9. Exercise.** It's as simple as that.

**10. Have deeper conversations with friends.** Go beyond, "How's it going?" to "What are you thinking?" Move past the superficial and really connect.

**11. Take a trip.** The best way to enlarge your perspective is to travel abroad. But if you can't, for whatever reason, visit a new state or spend time in a museum.

**12. Be civil.**

**13. Be kind.**

**14. Count your blessings every day.** To be precise, list at least three. No matter how bad it gets, there are always things to be thankful for.

**15. Spend less than you make.**

**16. Invest more in experiences and less in stuff.**

**17. Live intentionally.** Be specific about what you want to accomplish each day. Don't sleepwalk through your life.

**18. If you can't take action to deal with something, don't worry about it.** And if you can, then do it and stop worrying!

**19. Tell people you love that you love them.** You'll rarely regret telling someone that you love them, especially when you no longer have the chance to do so.



**Mark Sanborn, CSP, CPAE,** is the president of Sanborn & Associates, Inc., an "idea studio" that seeks to motivate and develop leaders in and outside of business. He's the bestselling author of books like *Fred Factor* and *The Potential Principle* and a noted expert on leadership, team building,

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# TEDx

Nick Epsinosa, our Chief Security Officer and CIO, has had the distinct honor of presenting two different TEDx talks.

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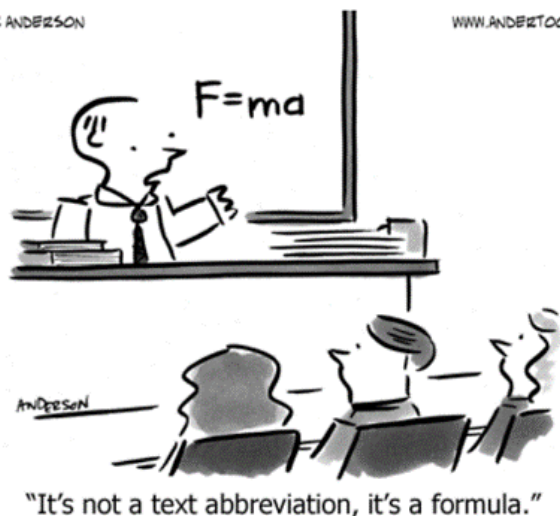
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## Technology Tidbits

### Why It's So Dangerous To Use The Same Password For All Your Online Accounts

A complex password is a necessity in the age of cyberthreats, data breaches, and other security incidents. When you've landed on what you think is the perfect, complicated, yet easy-to remember password, it's tempting to use it for every site you log in to. This is a shockingly common – and very dangerous – mistake.

When an online retailer or website gets hacked, oftentimes all you hear about in the news is how many credit card numbers were lost or the scope of the financial damage. You rarely hear about the thousands of user accounts that were compromised. But they're there!

If yours is among those compromised accounts, it's possible that your username and password are published and available to anybody who wants to look at it on the Internet. A clever crook knows that you probably use the same password on the compromised website as you do on your eBay, Amazon or other online accounts tied to your bank account. So, they try it out and, lo and behold, now they have access to your bank account.

It's possible to keep the password madness under control. Ask us for tips for having unique but memorable passwords. You might be surprised by how easy it really is.

### Secret Techniques For Dealing With Late-Paying Clients

If you have a client who's habitually paying you late, it can be incredibly frustrating. But there are a few ways to mitigate the problem and get them back on track.

First, try billing twice per month or upfront instead of monthly. The former option will get them on a firm schedule and prevent getting backed up, while the latter will eliminate the problem altogether.

Also, try getting in touch with a contact in accounts payable. That way you can cut out the middleman and streamline the process.

Finally, make sure to send follow-up e-mails along with any invoice you send out. Pester them enough and they'll get the picture.

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## Shiny New Gadget of the Month

## Is This The Best Bag For Frequent Flyers?

If you're constantly travelling around the country for business, you need a piece of luggage that's essentially indestructible, and hopefully one that you can carry on any flight you need, saving on costs and precious minutes wasted at the luggage turnstile. Luckily, with the Victorinox Lexicon Hardside Frequent Flyer 8-Wheel bag, you may have a contender that checks all your boxes. With a sleek, ergonomic, compact design, it offers plenty of volume without being bulky, along with a slick eight-wheel design that makes scooting around the ticket lines easier than ever. And for those of us living in the 21st century, there's a dedicated pocket for a battery pack, enabling you to attach a USB charging cord directly to your bag for when you need a little extra juice.



## On the Lighter Side

## How Many Dogs Does it Take to Change a Light Bulb?

Golden Retriever: The sun is shining, the day is young, we've got our whole lives ahead of us, and you're worrying about a stupid burned out bulb?

Border Collie: Jus one. And then I'll replace any wiring that's not up to code.

Dachshund: You know I can't reach that stupid lamp!

Rottweiler: Make me.

Boxer: Who cares? I can still play with my squeaky toys in the dark.

Lab: Oh, me, me!!! Pleeeeee let me change the light bulb! Can I? Can I? Huh? Can I? Pleeeeeeze, please, please!

German Shephard: I'll change it as soon as I've led these people from the dark, check to make sure I haven't missed any, and make just one more perimeter patrol to see that no one has tried to take advantage of the situation.

Jack Russell Terrier: I'll just pop it in while I'm bouncing off the walls and furniture.

Pointer: I see it, there it is, there is is, right there...

Greyhound: If it isn't moving — who cares?

Australian Cattle Dog: First, I'll put all the bulbs in a little circle....

The Cat's Answer: Dogs do not change light bulbs. People change light bulbs. So, the real question is: How long will it be before I can expect some light, dinner, and a massage?

## Stay up-to-date with the latest Cybersecurity News!

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