Connecting the Dots…

Different Types of Connections

As humans, we crave love and connection at our core. Technology has made it easier than ever to be "connected," but it does not replace actual physical interaction or connection. So, while we at IT Radix assist our clients in getting connected via technology, be it via the Internet, email, instant messaging such as Skype, webinars and more, we believe actual interaction is critical to successful relationships. In particular, we strive to connect with our clients, vendors and friends of IT Radix by means other than technology.

This desire to connect with our clients has led to our popular Lunch'n'Learn events. In the past 6 years, we have been inviting clients, prospects, guests and friends to share lunch with us and, at the same time, learn more about each other and a topic of interest. As anyone who has joined us knows, there is always time at the beginning and the end to simply talk and connect with each other. Another portion of the event is spent on actual learning. We cover a variety of topics that are important to business even if it's not our area of expertise. In these cases, we have invited guest speakers to help us connect the dots about their area of expertise. Our goal by hosting these events: To enable learning but also to create stronger connections with the IT Radix team and amongst the attendees. This is the "not so secret" benefit of these meetings. One of our recent attendees, Arnie Rintzler of AWR Business Concepts, explained it in this way: "I almost never leave an IT Radix lunch and learn without having at least one significant company to follow up with. Being an IT Radix client or prospect is a very positive pre-qualification. And, I never have left without learning something significant." So, the next time you hear about an IT Radix Lunch'n'Learn, we hope you will make it a point to join us.

The IT Radix team always enjoys the opportunity to connect with clients at their location— whether it's resolving an issue or simply having a meeting to better understand their needs. In an effort to increase this connection, we are pleased to be introducing the "Tech Walkabout" where one of our technical team will spend time at our client's location walking around simply answering "how do I do this" type questions. It's not about resolving error messages or problems but rather about increasing the person's knowledge and productivity by showing them shortcuts—how to do something on their computer using their software and more.

Sometimes it's not just about us—it's about connecting with our community. We're happy to partner with the Park Lake School to help with their job training program. Each week, one of their students comes to our office to learn about and perform basic office activities such as shredding, folding letters and stuffing envelopes and more. We've had some wonderful individuals assist us, and we're pleased to be a part of their personal development. Over the years, we've enjoyed connecting to our community through volunteer projects for great organizations like Holiday Express, Cornerstone Family Programs, and more. We've participated in food drives, fundraising activities and charitable events. We've even participated as a company in the Verizon 5k Walk to benefit Jersey Battered Women for the last two years. By connecting with our local community, we're able to give back while at the same time support organizations that do such important work for many others around us.

CONNECTING THE DOTS

In the News

Welcome Nina

We'd like to extend a very warm welcome to **Nina Eckels** to our Back Office Team.
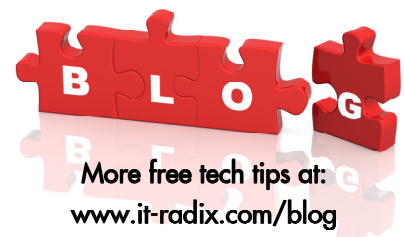
Earth Day E-waste Results

We are excited to share that we collected and properly recycled a total of 950 lbs of e-waste during our April electronic recycling event.

Client Appreciation BBQ

Join us on Friday, July 15, as we celebrate YOU — our friends and clients.

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com

More free tech tips at:
www.it-radix.com/blog

Vacation Alert: Criminals Can Connect the Dots

Summer is fast approaching… the season when you and your team will be taking a little time off to head to your favorite vacation spot. Although you should completely disconnect from work, most of us will still check email and do a little work while away—and that could end up causing some issues if you are not careful while working remotely.

So before you head off to have a little fun in the sun with your laptop in tow, here's a word to the wise: **never automatically connect to ANY available network**. Not all Internet connections are secure, so if you're going to log into the company's network, email or other critical cloud apps that are hosting sensitive information, ONLY do so on a trusted, secured WiFi and NEVER a public one. We recommend investing in a personal MiFi device that acts as a mobile WiFi hotspot if you're going to be traveling a lot and accessing company information. Additionally, it's a good idea to turn off the ability to automatically connect for ALL of your mobile devices and laptops. You will still be able to connect manually, but it will prevent your laptop or device from connecting to a questionable network without your consent or knowledge. While you're at it, disable all printer and file-sharing options on your mobile devices. This is another way hackers can gain access to your network.

Vacations are a great way to get some much needed R&R; however, deviating from our daily routine makes it much easier for us to misplace and possibly lose our mobile devices. Apple's *Find My iPhone* app is a lifesaver if an iPhone or iPad goes missing. By logging into iCloud, you have the option of playing a sound if you believe the device is nearby. Otherwise, you can lock the phone and display a contact phone number along with a personal message. As a last resort, if you fear that your phone is lost forever, you can even erase your device. Similarly, *Android Device Manager* is Google's official tracking app for Android phones and tablets. Simply log into your Google account, type the phrase "find my phone" into Google's search engine on your PC, and select your device to locate it. You can also set it to lock and erase your device remotely if you choose. Another option for locating a lost phone is using *Google Maps*. This method only works if you have Location Reporting and Location History enabled on your phone. Go to *Google Maps Location History* and click to see your timestamps. These show everywhere your phone has been in reverse chronological order. There are also services that help track Mac and Windows PCs that have gone missing. Call us to learn what your options are! The key to all of the above device location tracking methods is ensuring that these apps are turned on beforehand!

In an ideal world, you and your employees would take a true break from work while on vacation. However, if you aren't able to completely detach yourselves, then at least remember to stay safe and connected using the above technology travel tips. Is a vacation in your future? Call IT Radix… We're here to help ensure that your next vacation is safe, secure and stress free.

Thanks for the referrals!

Referrals are the best form of compliment! We would like to thank the following for referring us to their friends and colleagues:

Claire from Dr. Wayne Arndt
Deb of DNS Computing
Frank of Savino & Company
Joan of Landel, Bernstein & Kalosieh
Lisa of NJ Builders Association
Marty from Law Office of Martin D. Eagan
Melissa of Mariner Wealth Advisors
Travis of Electronic Office Systems
Valerie of TAG Online, Inc.

Visit us at www.it-radix.com to learn more about our Referral Rewards Program!

Different Connections

(Continued from page 1)

You can check out some of our fun times giving back to the community on our website, Facebook page and other social media sites. These sites are yet another way to connect with us… we're constantly updating these sites with tech news and humor that we feel you'll enjoy.

Technology notwithstanding, we hope you'll let the IT Radix team connect with you because relationships are a key component of our organization.

THE BUZZ

OUR CLIENTS SPEAK OUT:

"We have been with IT Radix for about a year and half now, and we couldn't be happier. Some of our employees travel quite a bit, and during a recent trip, an employee had her laptop stolen. Mike at IT Radix was able to provide us with the last IP address which we then forwarded to the police. He also set up an alert in case the laptop came back online again. Unfortunately, it did not, but it was a comfort to know IT Radix did the best they could to help with a bad situation. IT Radix employs some great people."

Patricia Gibson, Office Manager — Ameridia

IT RadixResource
We make IT Work for You

Speaking of Dots...

The .dot file extension (DOcument Template) is used by Microsoft Word to store document templates. A template is a document type that creates a copy of itself when you open it. Templates contain pre-formatted settings and allow users to recreate documents with pre-defined margins, headers, fonts and page styles to maintain consistency AND save time. Within a template, you can provide recommended sections or required text for others to use, as well as content controls such as a predefined drop-down list or a company logo.

A number of predefined Word templates for most kinds of documents are available on templates.office.com. You can also create your own template by creating a document, selecting "Save As" and changing the "Save as type" to "Word Template."

Templates created in older versions of Word (Word 97-2003) have the .dot file extension. While templates created in Word 2007 and later versions have the .dotx (XML file format) extension or .dotm if they are macro-enabled to automate repetitive tasks.

Proudly folded & stuffed by Park Lake School

Mobile Technology Connecting the World

It's no secret that mobile technology has come a long way since 1978. When the first cell phone call (*ever*) was placed, Motorola's beige-brick took the first step towards becoming the staple we all but depend on today. Connecting the globe one phone call at a time was just the beginning though. The evolution of personal devices has not only become a borderline necessity, but has changed the way we communicate entirely.

America Runs on Mobile

According to the Pew Research Center, 68% of Americans owned a smartphone in 2015. That means roughly 221 million people in the States alone had the World Wide Web neatly tucked away in their pockets. Equipped with access to a high-speed mobile network 24/7, we're constantly connected with *billions* of other internet users. Catching up with high school pals on Facebook or "tweeting" our thoughts to an audience of like-minded people has never been easier. We're constantly in the loop, for personal and business reasons alike.

Smartphones have transformed more than the way we stay informed or express ourselves, however. Mobile friendly platforms (like Yelp and Uber) provide us with a myriad of useful, on-demand services. Everything from instant takeout options, to high-quality taxi choices are constantly available to us, regardless of when and where we might need them.

A Smart Phone and a Smarter Watch

The world of fashion is constantly changing, and dressing sharp alone just doesn't cut it these days. If being plugged into the wire from your phone wasn't enough, major tech companies like Apple and Samsung have blended circuit and accessory into high-powered wearables. These trendy gadgets don't just *look* sleek though: with everything from your football team's score to personal health goals, these devices are a surefire way to stay up to speed on the information you need, or want. You just need to check your watch.

If striking a perfect blend between geeky and cool wrist gear isn't for you though, wearables are pioneering a new era for the medical field too. One ambitious company called eSight has developed and patented a pair of glasses that allow the legally blind to see. Wow!

Mobile Technology Tomorrow

As "smart" devices continue to grow, our phones are becoming even more convenient. With the development of voice command, a quick phrase to *Siri* or *Ok Google* can get you directions to any location, retrieve the latest weather update or have your phone get the title of a catchy radio tune. And that's just a fraction of what these snappy AI's are capable of. Advancements in smartphone technologies continue to enable us to take advantage of both productivity and convenience.

The possibilities are endless, and while a fully-connected world may be a scary thought, there's a lot of potential for good. In the year 2016, technology is helping the blind see, bringing people together from all over the world, and creating a truly global marketplace. We can hardly wait to see what's next.

> "When we get too caught up in the busyness of the world, we lose connection with one another—and ourselves."
>
> — Jack Kornfield

HELLO, DEAR! MAY I TAKE YOUR ORDER?

GLASBERGEN

"Some people are still afraid to use their credit card online, so I set up our e-store with a web cam and a grandma."

Enter and Win!

Dot Puzzle

The first person to send an email to resource@it-radix.com with the solution to our dot puzzle will win a set of adult Dot-to-Dot puzzle books.

Connect the 9 Dots using four straight lines without lifting the pencil from the paper.

May "Crack the Code" Challenge
(Answer: *Clients Come First*)

Congratulations to our winner, Berlinda Yap of Foremost Groups Inc., recipient of a set of Dot-to-Dot puzzle books.

From the desk of: Cathy Coloff
Subject: Creating Connections

When was the last time you went out of your way to create a connection that didn't exist? I attend a lot of events and meetings in my role at IT Radix, and often it's tempting to simply "get in and get out." I don't particularly enjoy large crowds, but I've learned to overcome my preference to simply stay on the fringes and instead, smile, say hello and introduce myself. In the process, I've met some amazing people. For example, I recently met a woman who was essentially a pioneer in the technology world—plunging into a male-dominated tech industry at Bell in the late 70's and moving up through the ranks until she left having fulfilled her career goals. Now, she helps the older generation navigate the confusing world of healthcare, not because she has to work, but because she wants to help. I would not have learned all this if I hadn't pushed myself to have a "real" conversation with this woman rather than the typical "nice-to-meet-you-and-what-do-you-do" conversation.

What I really love—enabling connections between others! Sometimes it's easy to "connect the dots" and introduce two people. But I always get a thrill when I'm able to connect some of the harder "dots" such as my friend who was looking for help with a thorny problem at work and I was able to connect her with an excellent labor and employment attorney for advice.

Some "dots" that I've been less successful at connecting but would like to get better at—astronomy and the stars. I don't know about you but I have a hard time connecting the stars to create the constellations of old. Orion's Belt is about all I can handle. How 'bout you—what connection have you made lately?

When Technology and Humanity Connect

Advancements in social media and mobile technology have forever changed the way we interact with each other. We expect communication to be quick and to the point. Breaking news is quickly tweeted and shared in under 140 characters. People depend on calendars and alerts on their smartphones. The rate that people consume content on their mobile devices is astounding: Google searches, YouTube videos, blog posts. Ten years ago, we never would have envisioned the extent of our connection to mobile technology. Where is the humanity?!?!?

Today, people are connected more than ever before. In fact, the majority of humanity is connected to one another through technology in one way or another. However, people still naturally long for that human connection. A smart business uses technology to build human relationships. In fact, the current trend in marketing focuses on social media and the importance of delivering the human experience.

As technology improves, it has become more and more humanistic. Apple's Siri mimics human interaction through smart conversation/humor and voice/accent options. The "Hey Siri" and fingerprint security features of the iPhone 6 brings additional human elements to the user interface. Google attempts to understand our behaviors and customize our experience through pop-ups based on recent searches and related topics, allowing it to deliver more relevant information and content to better connect with users.

IT Radix strives to show our human side through our website's caricatures and non-stuffy marketing. We strive to humanize IT, which is typically considered a dry, "techy" subject. Our client, Grey Sky Films, are experts at incorporating videos to add a "human element" to their marketing approach. People can experience their personality even before arriving at their office through their website's video-based directions and staff bios.

Good things happen when technology and humanity connect!