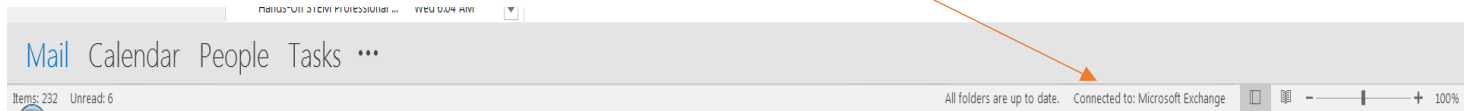


IT PRO TIPS EVERYONE SHOULD KNOW

Anyone who has worked here for more than a week knows that Bob and Bill are our invaluable IT gurus. Sometimes it is such an easy fix that we could do it ourselves and save Bob or Bill a visit or save ourselves time if we just did this. So, next time you have a tech glitch, try some of these tips:

1. Rebooting fixes many things. First, it's a sledgehammer approach, but there's a reason *The IT Crowd* TV show's most famous joke is answering the phone by asking if you've tried turning it off and turning it on again.
2. Don't save items to the desktop. It's often not included in backup regimes, it's harder to find stuff there, and it just makes your background a mess, which will slowly and subtly drive you mad. Save it to your U drive so you'll always have it, if it is something you will use later... OR make a shortcut on your desktop. (Right click, hold, drag, create a shortcut here)
3. Don't reply all. *Only Reply All if everyone truly needs to hear your response.* If you are having problems connecting to your email, look at the lower box under your inbox messages to see if you are connected. Mine says **Connected to Microsoft Exchange.**



4. Search for the answer first. A lot of times, all your IT person is doing is typing your question into a search engine and then using that information to fix your particular problem. You can do that yourself and very often save yourself time, or at the very least come to your IT request with a little more info.
5. Try a different browser if it is a webpage problem. Sometimes Chrome or IE has a glitch with that particular website or tool.
6. If you are having problems connecting to a particular website, either change browsers or try another website. If another website works, then you know that it is the website having technical difficulties and you may want to try again later.

Pass along these tips and make things better for everyone. You're welcome, Bob.