Weekly Tech Tips

helpdesk@robertstechs.com • 319-364-3004

Did You Know?

When reading an e-mail, the last thing someone sees is the signature. It's important to make sure yours sends the right message about you and your company. While your name should always be included, there are several other dos and don'ts of e-mail signatures. Getting these right can make all the difference.

Let Us Reward You!

Do you know of a business struggling with their IT needs? If so, we've got the solution! Go to www.robertstechs.com and refer them under our "About Us" section! They'll receive a free Network Assessment with no strings attached, and if they become a client, you'll be rewarded as well!

Updates and Installs
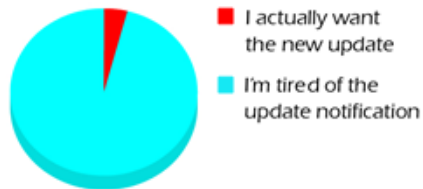
Many people have experienced a pop-up to update some sort of software or program to continue working in the application. When this happens, you should notify RTS immediately and allow them to make any necessary updates or installations for you.

When updates are required, it's important to make sure the proper software is installed and it's done the correct way. Any number of things could go wrong when installing/updating it yourself.

You never want to install software on a company device unless you have prior approval from RTS. There is the possibility it may contain malware which could affect not only the programs you use, but could also infect your entire network. The same thing goes for downloading files from the internet. These files may contain a malicious virus which could infect your computer and the company network. When you receive a notification asking you to update or install something, take a screenshot using the RTS icon (referenced in the 2/1/2017 "Weekly Tech Tips"), and send it to helpdesk@robertstechs.com. From there, one of our technicians will be able to connect to your computer and take care of what's needed.

It's better to be safe than sorry. Doing things right the first time means less problems down the line.

Quote of the Week

"Challenges make life interesting, however, overcoming them is what makes life meaningful."

- Mark Twain

RTS Contact Info

871 Shaver Rd NE
Cedar Rapids, IA 52402

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