



# Newsletter

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says the Stickler

## Give someone a fish....

We are all busy people with many demands on our limited time. It is easy to dash off a quick question to tech support whenever the need arises or the inspiration strikes, but it is not necessarily the most effective or efficient method for getting an answer to our questions. Staff are often unaware of the resources available or, for some reason or another, are hesitant to make use of them. Therap tech support requests give many examples of this point.

Support requests run the gamut from caseload access issues, to not seeing an individual for attendance, to seeing or not seeing appointments on the calendar, as well as more technical issues like the configuration of cost centers or double entries on billing summaries. Often, the staff's issues have been due not to misconfiguration of their accounts, but to some detail of the software outside their awareness. While we are here to empower you to do the important work you do, we do not work with Therap 40 hours a week and do not have the benefit of their internal training programs. Why not go directly to the experts available to us using the links shown on the footer of Therap's site?



The Help & Support link leads to Therap's extensive collection of how-to's, demonstration videos, announcements for on-line training, and other resources. The Live Help link is the feature where you can chat with an expert directly. As a Pro Tip, use Word to write your question so you can take advantage of the program's spelling and grammar features. After all, the quality of the answers we get is partially due to how clearly we ask our questions. Copy what you have written before clicking the Live Help link so that when the agent opens the chat you can paste the content into the window. They will work with you to verify you are following the program's procedures and maybe even discover that the issue is in fact with the account configuration.

## Starting the new year off right

Now that we have made it through the holidays it's time to roll into the new year. And like a staple holiday gift it's time to find a calendar to make our schedules organized,

Though you can search for "Free Calendar" for this year this comes with the unfortunate side effect of possibly downloading a malware or virus. This time of year, those who are trying to gain access to your information know you are looking for a calendar, and they know that you don't want to pay if you don't have to. They will do their best to make sure you find their "Free Calander" and make it so easy to download for print or editing you won't notice their additional "Addon" software.

The good news is that you have access to the Microsoft Suite of products through Saratoga Bridges. Excel and Word Both have standard Calander templates. Log in to either the Web Browser versions of these programs or the desktop versions. Create a new document and choose from templates. You can then select the calendar template from the list. You can then print off the calendar if you wish for a physical copy. (The Web Browser versions of the programs may look oddly formatted but they will print normally.)

There is nothing more convenient than free and easy when searching for things like calendars to help start the year off on a good foot. Avoid falling into the online tricksters social engineering trap.

## "What The Tech Is Going On", a technical glimpse into 2025

**5G Expansion** The next emerging technology trend is 5G! The fifth generation of mobile networks, 5G, promises significantly faster data download and upload speeds, wider coverage, and more stable connections. The expansion of 5G is facilitating transformative technologies like IoT, **augmented reality**, and autonomous vehicles by providing the high-speed, low-latency connections they require. This technology is crucial for enabling real-time communications and processing large amounts of data with minimal delays, thereby supporting a new wave of technological innovation.

**Telemedicine** Allows patients to consult with doctors via digital platforms, reducing the need for physical visits. Providing continued medical care during situations like the COVID-19 pandemic has become vital. Telemedicine is expanding to include more services and is becoming a regular mode of healthcare delivery.

**Personalized Medicine** and treatment approach uses genetic, environmental, and lifestyle factors to diagnose and treat diseases precisely. Advances in genomics and biotechnology have enabled doctors to select treatments that maximize effectiveness and minimize side effects. Personalized medicine is particularly transformative in oncology, where specific therapies can target genetic mutations in cancer cells, leading to better patient outcomes.

**Advanced wearable devices** now continuously monitor various health metrics like heart rate, blood pressure, and even blood sugar levels. These devices connect to smartphones and use **AI** to analyze data, providing users with insights into their health and early warnings about potential health issues. This trend is driving a shift towards preventive healthcare and personalized health insights.

**Technology predictions that came true:** 3D printing - Electric cars - Video calls - Creative AI - 4D movies - Driverless cars – Jetpacks - Cloning.

**In 2025, one of the most transformative trends** in the workplace will be the increasing adoption of personal AI coaches, agents, and assistants. These AI-driven tools will redefine what it means to have access to personalized support.

- Phil

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## **OK, you received or purchased a new PC, Audio or TV equipment, now what do you do with the old outdated or broken equipment?**

Local recycling companies take your equipment for free unless it is on their list of items that they have to charge a fee for. Usually, items like microwaves and CRT monitors or old picture tube TVs have a fee.

Did you know that your local BestBuy also takes computers and small appliances and other items that they sell?

Before you take your old computer (that is what you might think unsalvageable) to any recycling location of your choice, be sure to protect you! This means taking the necessary steps to prevent the “Bad Guy” from stealing your information or identity. I am referring to computers hard drives when I say, “protecting you”. If the hard drive/s are still operational, then you could consider keeping them as a backup and tuck them away in a safe place if in the event you need to recover lost or damaged data on your new PC. If this is the case, then you could simply remove the hard drive and recycle the rest.

If you do not need the hard drive due to it being damaged or you simply Do Not Want it, you should remove the old hard drive/s and physically destroy them. I feel this may be the best time to take out your frustrations from receiving Christmas gifts that are not worthy of giving or receiving. Something like an outdated can of dog food and all you have for a pet, is a gold fish.

Afterwards, just throw them back inside of the computer. You don't have to mount them back in place, just toss them in the computer.

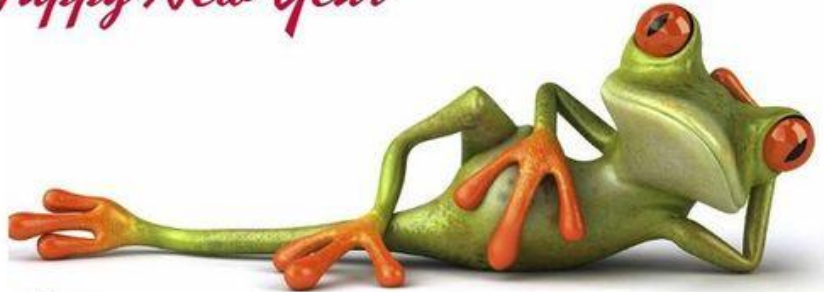
Have a Safe and Happy New Year!

- Mike

## The Funny Page

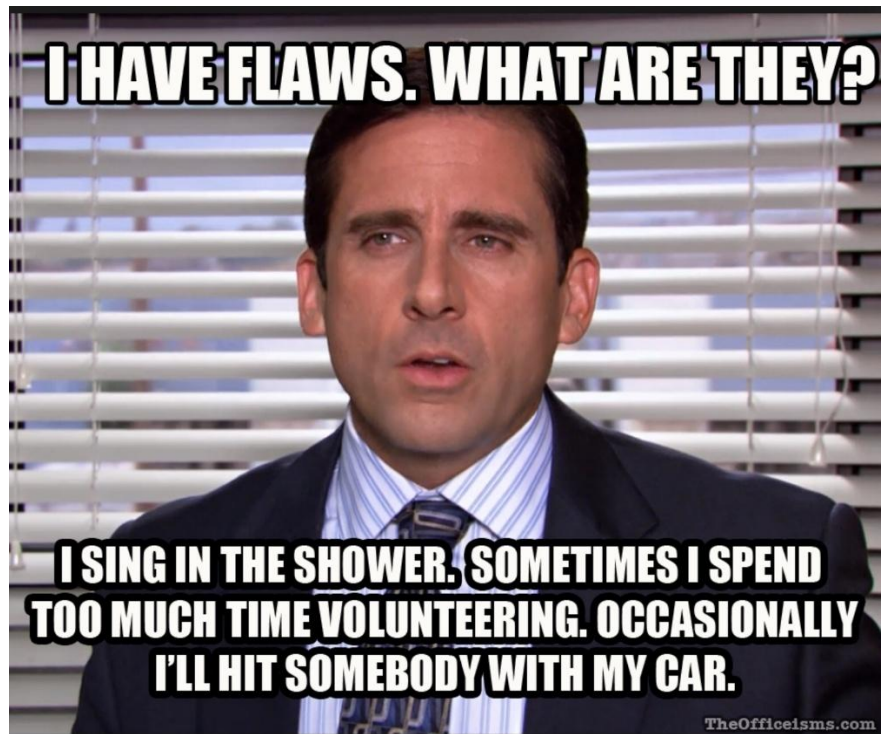
**This Year may I wish you finally learn how to use your Smartphone properly.**

*Happy New Year*



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Possible Future Topics: New Tech in 2025 - More from the Stickler - More Great knowledge from the Techs – Fishing Bait and Streaming – Wii Wii Mais oui Winter Fun.