

NewsLetter



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Quick Troubleshooting Tips When You Can't Print

No output? No problem—just follow the steps that match your comfort level.



It's frustrating when you click “Print” and nothing happens—but most of the time, the fix is easier than you think. Whether you're just learning or a seasoned tech pro, here's how to get your printer back on track. We've divided the steps into skill levels so you can jump in where you feel confident:

Windows Explorer (Beginner)

Start here if you're comfortable with the basics.

Sometimes the simplest things solve the problem. Start by checking if the printer is turned on, has paper loaded, and enough ink or toner. If all that looks good, give both your printer and your computer a fresh start—turn them off, wait 10 seconds, then turn them back on. If you're using a USB printer, try plugging it into a different port. For Wi-Fi printers, double-check that it's still connected to your network. Most printers have a settings or network menu where you can confirm this.

Windows Navigator (Intermediate)

You know your way around Windows and don't mind diving into Settings.

If you have more than one printer installed, it's possible you're sending your job to the wrong one—like a PDF printer or an offline device. Go to Settings > Devices > Printers & scanners and review your installed printers. Click on the one you actually use and set it as your default printer. This tells Windows to always use that printer unless you say otherwise.

Windows Warrior (Advanced)

You're ready to dive into the backend and tame the Print Spooler.

If your print job is still stuck, it could be caught in the queue. Open the Control Panel, go to Devices and Printers, right-click your printer, and select See what's printing. In the window that opens, click Printer in the menu bar and select Cancel All Documents, then right-click again and hit Restart.

If that doesn't work, you might need to restart the Print Spooler service, which manages print jobs in Windows. Open the Start Menu, type "Services", and click to open it. Scroll down to Print Spooler, right-click it, and choose Restart. This refreshes the printing system and often clears hidden issues.

Need Backup?

No matter your skill level, help is just a phone call away!

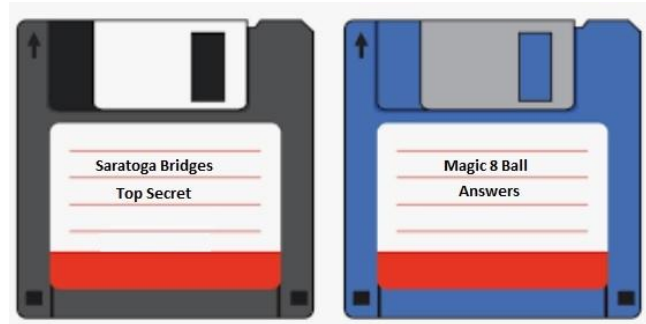
**Call us at 518-587-0723 ext. 1333 during business hours, or 518-450-9024 after hours.
We're happy to guide you through it.**

Did You Know?



Interesting facts and Trivia Month!

Did you know floppy disks are still in use in Japan? Just this past year, some of Japan's Government systems were still using 3.5 inch floppy disks for administrative work. This year, they have started to retire this method of storage being that the data has become too large and Japan is running out of room to house all of those disks. Talk about a New Year's resolution.



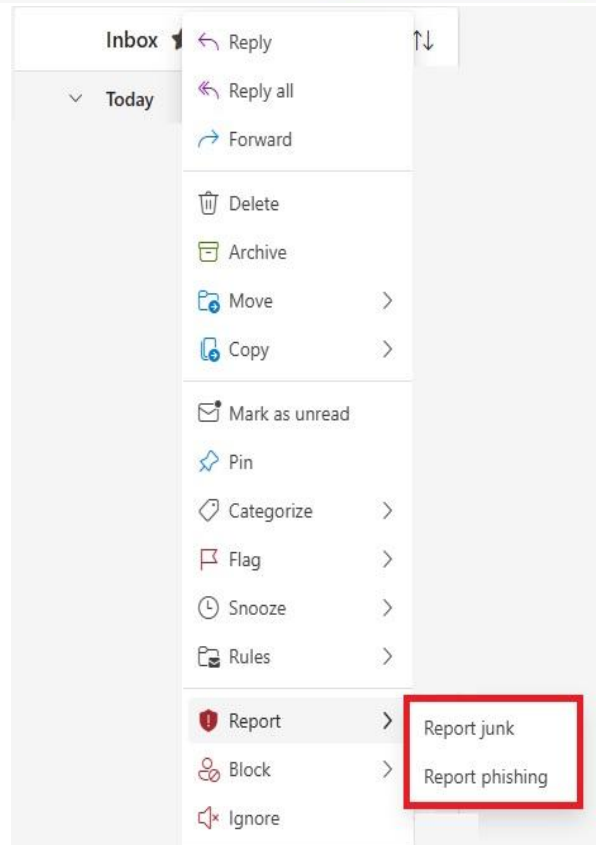
On a serious note:

Cybersecurity Tip: Don't Trust the "Unsubscribe" button!

Scammers create these **FAKE** "Unsubscribe" links to get you.

Instead of clicking the Unsubscribe button, simply do one of the following: report the email as Phishing or delete it.

To report a Phishing email, simply "Right" click the email and scroll down to the "Report" button



The story behind the Designated Records Set

Part 2



Individuals who are new to our agency must be enrolled to receive services and then admitted to programs. The DRS-Admission is used in this case mainly because this is where the TABS-ID and other codes get recorded. This information creates the connection between funding sources and the cost centers (programs). The purpose of bolding the word “admitted” above is to point out that the DRS-Admission is also used for people already enrolled for services. Let’s say a person is in a day services program. Moving this person into one of our houses would require a DRS-Admission with the needed details. The connection to the new cost center is started here.

People who are enrolled move between programs. The DRS-Transfer/Change is used for this purpose. The key data points here are the Effective Date of Admission to the new program and the 32/45-day holdover period. Moving between programs requires that the first program ends before the next one begins. We cannot double bill for the same service. The Effective Date of Admission marks the boundary between the old program and the new one. The holdover period is what was established as policy for the time that the old program will remain open to allow for billing to be completed. The Residential and Day Services programs have 45 days and all others have 32. We avoid double billing by NOT submitting billing for services in the old program beyond the Effective Date of Admission to the new program. Since the record is kept open for the old program for 32/45-days, it will still show up for staff having those caseloads. Staff need to know when they should stop recording service for the old cost center (program) so the person who submits the DRS-Transfer/Change receives a receipt with the Effective Date of Admission to the new program they can put on their calendar as a reminder. Upon completion of the holdover period, people are discharged from the old program and will no longer be on the caseload of staff with access to a program.

Alas, every story has an end. We now reach the end of our saga with the DRS-Discharge. This form is used to remove a person from programs as well as the agency entirely. Discharge is subject to the 32/45-day holdover period so billing must NOT be submitted for services beyond the Effective Date of Discharge.

Authorized users can access these forms here-

<https://www.saratogabridges.org/designated-records-set-forms/>

Notice of the Month

**Only call the ON CALL number after
4:30 Monday – Friday and on Weekends**

How to Stay Safe from Malware and Bad Websites While Browsing the Internet



The internet is a powerful tool. You can use it to do research, watch videos, play games, chat with friends, and much more. But just like the real world, the internet has its dangers too. One of the biggest dangers is malware, which is harmful software that can damage your computer, steal your personal information, or spy on what you're doing online. Bad websites are often the way this malware gets onto your device. The good news is, you can avoid most of these problems by following a few simple safety tips when using common web browsers like

Chrome, Edge, Firefox, or Safari.

What Is Malware?

Malware is short for "malicious software." It includes viruses, worms, ransomware, spyware, and other programs that are created to harm your device or take your private data. Malware can slow your computer down, cause pop-ups, steal passwords, and even lock you out of your files unless you pay money to get them back.

What Are Bad Websites?

Bad websites are online pages that may try to trick you into downloading malware or giving up personal info like your passwords or credit card numbers. These websites often look real and might even copy the design of popular websites like Amazon or Netflix. Some may also offer free downloads, like games or music, that are actually infected with malware.

How to Spot Dangerous Websites

When browsing the internet, there are a few signs that a website might not be safe:

Strange or misspelled web addresses – For example, instead of "facebook.com," it might say "faceboook.xyz."

Lots of pop-ups – Too many pop-ups or ads are a red flag.

Asking for personal info too soon – Be careful if a site asks for your password, Social Security number, or credit card info right away.

"Too good to be true" offers – Be suspicious of websites offering free phones, gift cards, or expensive items for no reason.

How to Protect Yourself Using Your Browser

Most modern browsers have built-in tools to help you stay safe. Here's how you can use them:

Keep your browser updated – Updates often include security patches that help protect you from new types of malware.

Use built-in security features – Chrome, Edge, and Firefox have options to warn you when you're visiting a risky site.

Avoid clicking on suspicious ads or links – Even if you're on a trusted website, avoid clicking strange ads that say things like "You've won!" or "Your computer is infected."

Install browser extensions carefully – Only download extensions from the browser’s official store and check reviews first.

Other Good Habits

Use antivirus software – It can stop malware before it causes harm. Don’t download from unknown sources – Stick to official app stores and trusted websites.

Check for the padlock symbol – When entering personal info, look for a padlock icon in the address bar. This shows the site is using a secure connection,

The internet can be a fun and useful place, but you have to be smart about how you use it. By paying attention to what you click on and using your browser’s safety tools, you can enjoy the web without putting your computer or personal information at risk.

“In The Works”

IT Department: Onsite Computer Audit & Update System



- **Updating Software and drivers, removing all unwanted adware spyware and remove any malicious traces of corrupt files and unnecessary software or virus. Deep scan of the hard drive and remove any unnecessary software that could slow down your computer by the minute.**
- **Re-seating the Ram and check for any damage, make repairs or replacements check for failing parts. Clean the interior of the PC including fans and heat sinks.**
- **Vacuum out and clean the entire computer. External cleaning of complete computer, keyboard, desk and monitors and USB ports that are full of dust.**
- **Wire Management and desk placement so the keyboard and mouse move freely.**

This will ensure the computer continues to run smooth year after year and will save on repairs and replacing parts like cooling fans and the power supply from overheating.

This will take place during off days, vacation time or when time permits, so not to interfere with daily work. Hopefully we can work around your schedule when your computer comes up for review. I will contact you when your PC updates are due.

(((((((SPOTLIGHT COULD BE YOURS)))))))

**Do you have a great idea, this could be your
spotlight for an up-and-coming issue**

(See the last page for details)

The Funny Page











Possible Future Topics: Job Security System, **Ai People**, Spectrum yes or no, **More from the Stickler**, Gamers, **Funny Page Theme “Dogs”**, and more cool Tech..

Send comments to: Editor - Phil Ellsworth pellsworth@saratogabridges.org

((Would you like the Spotlight for a upcoming Newsletter idea? contact the Editor))