

NewsLetter

Autumn

Printer Selection - Don't Lose The Good Stuff - Can't Take It With You - LLM Texting With A Super Fast Assistant - Work Order Priority - The Funny Page

Know what you need and how to get there. Special Occasion

It is Back to school season so I will press the "pause button" on my small series of "*Knowing what you need and How to get there*" newsletter segments on Office 365.



Printer/s. Everyone has one, needs one, or uses one. This month's IT Newsletter is focused on making that all important paper stand out for your child's homework that you worked so hard on the night before or that fabulous Excel spreadsheet that you want to impress your supervisor here at Saratoga Bridges.

The key is, print with a printer that is from the modern-day technology group and not a dot matrix printer for reports. I can tell you that story another time.

There are many things to think about when buying a printer, like cost, All in Ones (printer, scanner and copier (sometimes fax capability), wireless, inkjet vs laser, black and white vs. color, speeds, paper tray sizes, monthly duty cycles (how many pages it is capable of printing before you start causing the printer to break down prematurely), and I could go on but I don't want to put undo stress in your lives.

When buying something like a printer, it may be more beneficial to buy local instead of making your purchase online. If in the event, you have an issue with its working condition within their grace period, it is usually easier to just bring it back to the store that you purchased it at, and they will exchange it. Make sure you review their policies when you make your purchase though. They usually have some stipulations that must first be met.

I'm only going to talk about a few of the items that I mentioned when looking to purchase a new printer, being that there are too many variables to consider and I cannot possibly think of all of them.

First thing you want to think about is your budget. How much can you afford? The local "brick and mortars" are very competitive when it comes to pricing and will almost always price match online competitors.

Once you decide how much your wallet can support without breaking the bank, you will need to decide if you want a Inkjet or Laser Jet printer. Both have their pros and cons but the most important ones are the cost of toner versus the cost of ink. Toner is more expensive up front, but you will find that you are not getting your monies worth from the ink cartridges because they often dry out before they are depleted. Yes, inkjet printers do a fairly nice job at printing photos, but unless you pay a higher-than-expected price, the quality isn't what I would say Vatican Museum quality.

Now days, a color LaserJet printer does just about as good as standard inkjet printers when it comes to printing photos. Don't forget, it does matter what type of paper you're printing on. That also makes a world of difference. If it is spreadsheets or those tedious book reports, then hands down, a Laser Jet printer is the way to go.

The next thing to think about is how much you will be printing. The Recommended Monthly Page Volume (RMPV) vs Maximum Monthly Duty Cycles (MMDCs) now comes into play. As mentioned above, there is a maximum allotted

MMDCs before catastrophic measures go into action. The RMV is what the manufacturer feels to be safe printing amount per month, which is roughly 10 to 15 % of the Max Duty Cycles per month. Printers are designed to print so many pages before they start to break down. If you can, purchase a printer that exceeds your expected Recommended Monthly Page Volume projection. This helps ensure that your printer will last longer. I'm thinking that most of you will NOT have a problem in this area being that the counts are fairly high. As for our staff here at Saratoga Bridges, this will be a different recommendation as we often will exceed that count. This is why the IT department asks questions in regard to printing quantities and who will be printing to the printer.

I hope you find this beneficial as well as educational and if you need help picking out a printer for home use, we are always here to give you a hand in making that all important decision

Don't Lose the Good Stuff: Organizing Your Photos Without Losing Your Mind

We live in a world where we take more pictures in a week than our grandparents took in their entire lives. The problem? Finding them again. (That adorable dog picture? It's in there somewhere between the screenshots of your grocery list and the ten failed attempts at a selfie.)



Best Practices & Tricks:

Folders are your friends. Create year/month/event folders. "2025 > 08 > Bugg's Birthday" beats "IMG_3029.jpg" any day.

Cloud is king. Use a reputable cloud service with automatic backup. Phones get lost, clouds don't (unless you forgot the password).

Name it to save it. Rename important files or albums. "Tax Docs" is way less mysterious than "Random Folder (7)."

Cull ruthlessly. Do you need all seven blurry shots of your cat's tail? Probably not.

Bonus Pro Tip:

Set aside a few minutes once a month to clean up your photo roll. Future you will thank you when you actually find the picture you're looking for instead of scrolling endlessly like you're trapped in photo purgatory.

And now, the serious bit:

Best practice indicates you should never send HIPAA-related material from a personal phone. If it's required for your role, an agency-issued phone will be provided. Equally important: never send HIPAA material from a personal email, Facebook, or any other social media account—ever. Unauthorized recipients = HIPAA violation.

Best practice reminders:

Use only approved devices (agency phones).

Verify the recipient before sending.

When in doubt, don't send.

Because blurry cat photos are fine in the wrong inbox. Patient info? Not so much.

You can't take it with you



I was doing some cleanup and organizing at home recently when I came across a storage bin with my collection of vinyl records. Flipping through the jackets, the thoughts of when I got them filled my mind with memories of my old friends and the experiences we had together playing the music, going to concerts, and so forth. There was the first record I received from my uncle when I was 12, another that was the first I bought from money I had earned from mowing lawns, and another that I played on the family phonograph....or "record lathe" as I would later call it due to its heavy stylus that was prone to leaving scratches in the vinyl. Some of the records were ones I had heard from my early childhood and represent an early part of my experience of music. Lost in my thoughts, it occurred to me that the most popular way of listening to music, internet-based streaming services, paradoxically brings us full circle back to a time before recorded music. Stripped of its connection with physical objects that can be shared and saved, music has returned to a time when hearing it depends on being physically present when it is created. Once the performance ends the music stops. In the case of internet-based streaming services, being physically present means having an account that we pay for. Stop paying the bill and the music goes away. This means that our children will not have the experience I had digging through an old bin having their memories jogged by physical objects connecting them with the past. What can we do to make sure we can share a piece of ourselves when we're gone? There are a few practical steps you can take.

Passing your music collection to your family after death involves navigating both legal ownership and technical access. Here's a breakdown of how to do it effectively:

1. Understand What You Actually Own

Most digital music purchases (e.g., from iTunes or Amazon) are non-transferable licenses, not owned assets. This means:

- You don't own the music files in a legal sense.
- You're granted a personal license to use them, which typically expires upon death [\[1\]](#).

Streaming accounts (Spotify, Apple Music) are also non-transferable and tied to individual user agreements.

2. Focus on Transferable Assets

If you have:

- MP3s or FLAC files stored locally (not DRM-protected),
- CDs or vinyl records you've digitized yourself,

These can be passed on like any other personal property. You can:

- Store them on an external hard drive or cloud service.
- Include them in your will as part of your tangible assets [\[2\]](#).

3. Create a Digital Asset Plan

To ensure your family can access your music collection:

Inventory Your Assets

- List all music files, devices, and accounts.
- Include where they're stored (hard drives, cloud, etc.).

Secure Access

- Use a password manager to store login credentials.

- Share access instructions with a trusted person or include them in a secure estate document [\[3\]](#).

Include in Your Will

- Appoint a digital executor.
- Specify your wishes for your music collection and accounts.
- Avoid listing passwords directly in the will—store them separately in a secure location [\[4\]](#).

4. Use Digital Legacy Tools

Some platforms offer tools to manage digital assets after death:

- Google: Inactive Account Manager
- Apple: Legacy Contact feature
- Facebook: Legacy Contact for memorialization

These don't apply directly to music files but can help with account access.

5. Consider a Digital Trust

For more complex digital estates, some legal experts recommend creating a digital trust:

- Stores credentials and instructions.
- Can be managed by estate planners.
- Helps bypass restrictive platform policies [\[2\]](#).

References

[1] [Inheriting iTunes: What Happens to Your Digital Assets at Death?](#)

[2] [Can I Pass On My Digital Music When I Die? - kctrust.co.uk](#)

[3] [Managing Digital Assets After Death: A Step-by-Step Guide](#)

[4] [Leaving digital assets in your Will – what you need to know](#)

What's an LLM?



It stands for “large language model”, a type of AI that is designed to understand, generate and manipulate human language. Think of it like texting with a super-fast assistant. You ask a question in everyday language, and it answers the same way. It can draft, explain, and organize. It is not all-knowing or infallible and should not be used in place of human expertise. Please treat them as useful tools rather than a final authority.

Important:

These tools can sound confident and still be wrong. Sometimes they invent details, misread the rules, or use polished language that hides mistakes or bias. Because of this, treat every response as a first draft. Read it with a critical eye and verify everything before you rely on it.

What not to use LLMs for (and what not to share):

Do not use them to make medical, legal, financial, or safety decisions—ask a qualified professional instead. Avoid pasting sensitive information such as PHI, Social Security numbers, home addresses, or confidential work content. LLMs are not HIPAA compliant and in most cases use all information input into them to further train the LLM.

What Are LLMs Good At:

- Writing: Draft emails, letters, and announcements. Ask it to make the tone friendlier or more professional.
- Summarizing: Paste long text and say, “Give me the key points in five bullets.”
- Planning: Turn a messy idea into a step-by-step plan, checklist, or schedule.
- Explaining: Ask for a simple explanation of a confusing topic, or for kid-friendly wording.
- Basic number work: Create simple tables, lists, or budgets and explain what they mean.
- Tech help: Get starter code or error explanations (if you dabble), or plain-language tips.

Five Quick Things to Try:

1. Email help: “Draft a short reply thanking them and asking for the deadline.”
2. Dinner ideas: “I have chicken, rice, and broccoli. Give me a 20-minute recipe.”
3. Bill decoder: “Explain this bill in simple terms and list questions I should ask.”
4. Meeting notes: “Turn these notes into action items with owners and due dates.”
5. Homework helper: “Explain photosynthesis to a 4th-grader with a kitchen example.”

How to Ask (So You Get Better Results):

There are ways you can word your prompts in an LLM to get a better response. There are even full lessons you can find that focus on just prompt creation. Here are some basic examples of ways to write better prompts

- State the goal clearly: “You are my assistant. I need a one-page plan for...”
- Ask for a format: “Use bullets,” or “Keep to 150 words.”
- Give constraints: Audience, tone, budget, tools, and timeline.
- Show a sample: “Match this style,” and paste an example.
- Nudge it: “Shorter.” “Friendlier.” “Add three risks and fixes.”

Ask for and check sources:

You can ask the tool to provide links or references. Use those links to learn more and to cross-check the response. If a source looks suspicious or doesn't open, don't rely on the claim.

Current AI is great at turning rough ideas into usable drafts, plans, and explanations in everyday language. Use them to move faster—but verify important details, protect private information, and keep humans in charge. That balance gives you speed and safety when utilizing these impressive tools.

New Work Orders –



Once a manager submits a new work order that is assigned to an IT technician, the technician will send a reply to acknowledge the receipt of the work order. For example, if I were the assigned technician, I would send a confirmation reply including the service date and time, with an email to the manager to confirm this appointment.

From an outside perspective of many IT Departments

Priority Level

Low – Reviewed sometime this month, checking schedule, thinking turkey for dinner? **WRONG**

Medium – Let me review this again and schedule in a time, any apple pie left over? **WRONG**

High – Seems important, I will take another look, first my coffee, schedule in a time. **WRONG**

Critical - This must be Super Duper Important, action needed soon. **VERY WRONG**

The Real inner workings of the Saratoga Bridges IT Department.

Priority Level

Low – Received work order, contact manager by email, review problem, scheduled repair.

Medium – Received work order, contact manager by email with probable cause, solutions including our troubleshooting procedure to follow, scheduled repair, updated manager by email,

High – Received work order, contact manager by email with probable cause, solution and troubleshooting procedures if warranted, reply to manager by email, phone or visit, manager must respond within reason. (must include a phone number or extension)

Critical – Emergencies Only!! This is our highest priority, immediate attention by all available IT Techs, immediate priority. (must include a phone number or extension)

Critical is not related with a scanner or printer not responding or working – a password reset – cell phone issues – missing files – mouse batteries

Just a side note from Phil

Besides the work orders.. Behind the scene our skilled IT technicians have a variety of ongoing projects to enhance the company's systems and operations. Unbeknownst to most, our team members are working diligently behind the scenes to develop a more robust data management system, others are creating a system for easier access to our information. One of our Techs will update the website and improving its search engine optimization to better promote the business. Additionally, we have another Tech responsible for adding in new staff data, managing job changes, and other input data while others spend time traveling to our residential homes to provide computer repairs and services. In addition to the work orders and staff calls we receive we must also factor in the demands of our 24/7 On Call Service. Learning in the IT field is a continuous process, even on days off. This offers a glimpse into the daily experiences and responsibilities of an IT technician for Saratoga Bridges.

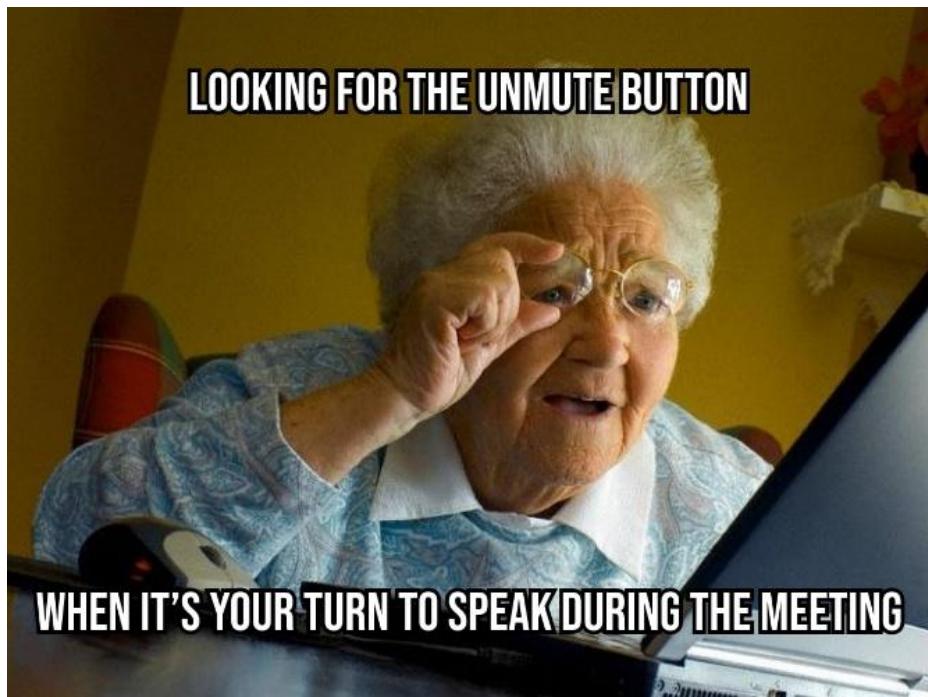
LAUGH OF THE MONTH

“Anywhere is within walking distance if you have enough time”

- Steven Wright

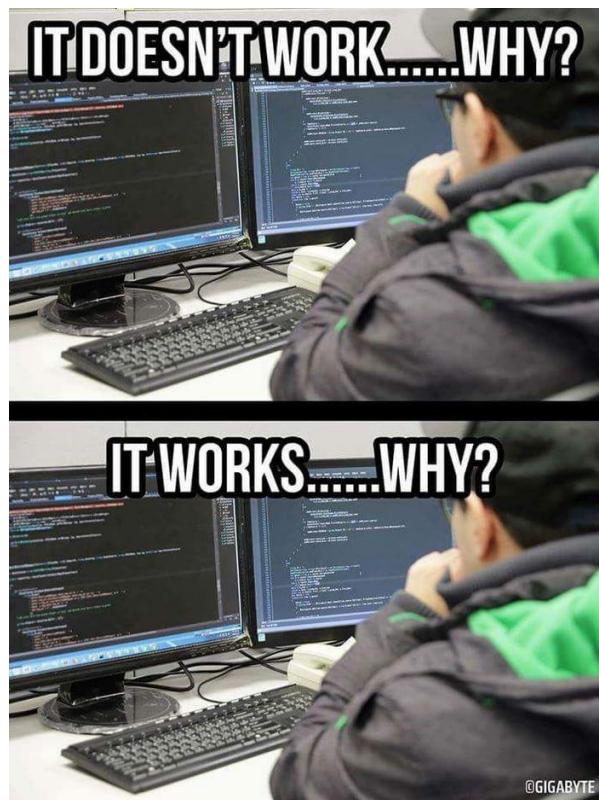
The Funny Page





Supervisor: Do you have any special skills?
Me: Look, a turtle!





I WAS HOPING FOR
A SLIGHTLY MORE DETAILED
EXPLANATION OF HOW
CLOUD COMPUTING WORKS
THAN - "IT'S MAGIC"!



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Possible Future Topics: PC Updates, **New for 2026**, Where is the Stickler, **More about the Future of ai**, Gaming as a Hobby for the Winter blues?, **Bigger Monitor Yes Yes**, and much much more..

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